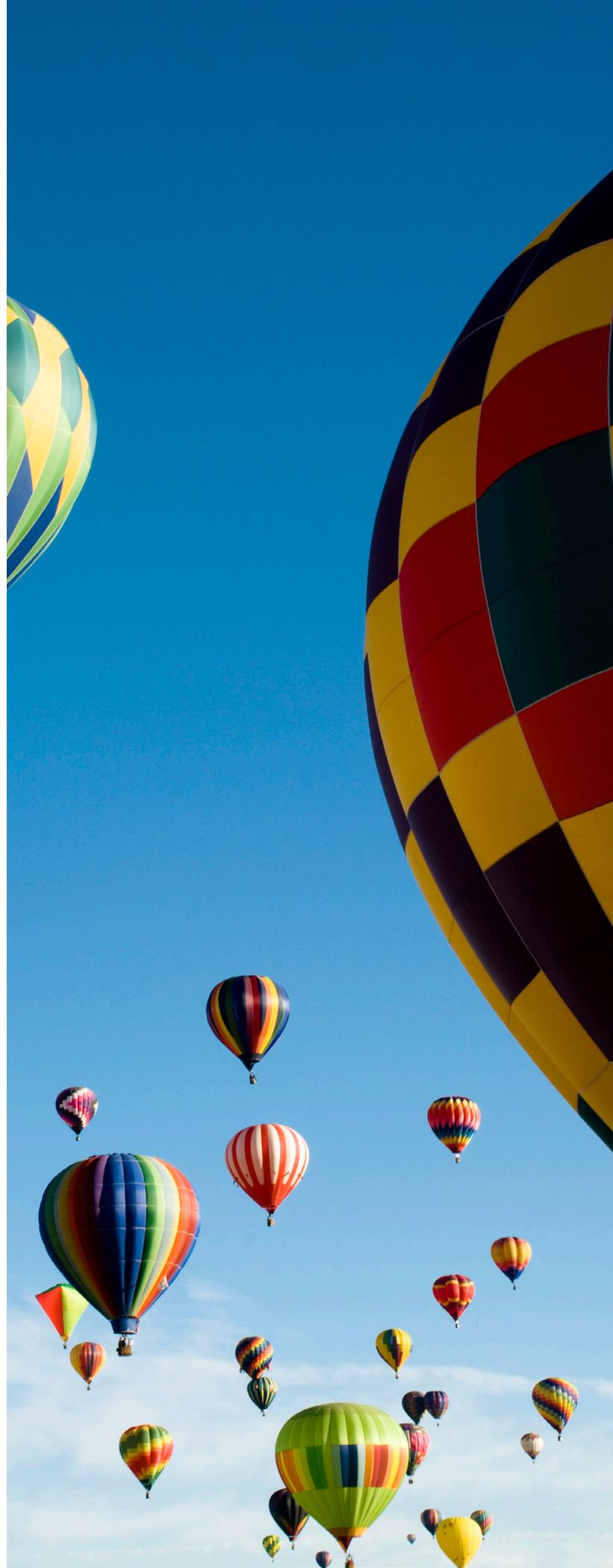# New Mexico Health Information Collaborative

Orion Health Case Study: Statewide Health Information Exchange established unprecedented access for participants and longitudinal patients records for state residents

Albuquerque, New Mexico, United States

www.nmhic.org

ORION
HEALTH

The Customer

The New Mexico Health Information Collaborative (NMHIC) has created a secure exchange of patient health information among different and unrelated healthcare organizations and electronic health record systems. Its Health Information Exchange (HIE) is growing rapidly, receiving data from 58% of New Mexico hospital beds, 73% of emergency department admissions, and 80% of overall admissions. Organizations across the care spectrum are participating, including:

- 33 hospitals (24 listed as data providers)
- Over 25 physician groups
- Medicaid, Medicare and commercial payers
- Laboratories and imaging centers
- Federally Qualified Health Centers
- Home health and hospice
- Emergency Medical Services (EMS)
- Public Health

NMHIC also shares information with bordering states and offers a gateway to the national eHealth Exchange.

Strategic Objectives and Directions

The HIE's initial mission to foster data exchange among diverse institutions has evolved to creating a truly complete health record for each individual. NMHIC's stated aim is "to provide high quality, comprehensive, secure information and knowledge when and where it is needed to facilitate optimal healthcare for New Mexicans." The organization seeks to become the primary, trusted source of information for all state health entities.

Primary Challenges

Realizing this vision is a complex undertaking and poses several critical challenges:

Getting Everyone on Board

Comprehensiveness ultimately requires that nearly all providers share information. That scale will generate enormous benefits through highly coordinated care and robust analytics to support value-based approaches. "Because of the magnitude of these benefits, all entities really need to be feeding the exchange, including the major health systems," observes , Chief Information Officer at DaVita Medical Group, adding that "All win as the HIE strengthens and expands services."

Accommodating Rapidly Expanding Data Sets

Healthcare is moving well beyond basic claims and clinical data and is increasingly able to collect a wealth of "non-traditional" data types such as social determinant, behavioral, and public health. This expansion is fueled by initiatives such as the Trusted Exchange Framework and Common Agreement (TEFCA) and CMS programs encouraging social data capture.

Supporting Secure Communications

Private and secure information among all constituents is a must. Solutions must adhere to national requirements related to protected health information as well as transmission standards such as Direct.

Ensuring Workflow Integration

Caregivers are frustrated when data capture, queries, alerts, and other functions are implemented in ways that do not fit clinical workflow or integrate with multiple EHRs. DaVita CIO Purushothaman noted, "Physicians have no time to log into different systems. NMHIC HIE feeds straight into our EHR – information delivered at the right place and right time, letting caregivers focus on patient care."

Evaluating the Options

From the outset, NMHIC understood that managing data at scale is paramount to building the comprehensive, continuously updated longitudinal record. Many systems are proposed as solutions, and the landscape can be confusing: EHRs, consulting firms, niche technology vendors, national organizations. While each option provides important contributions, all share problems that prevent them from being the data management

foundation required. None has anywhere near the state-wide reach to be the trusted, scalable data repository. Notification of a patient readmission to a hospital different from the discharging one is difficult if not impossible for EHR systems to handle, especially with still highly-limited interoperability. Nor are pinpoint, real-time data needs the province of emerging national networks like CommonWell.

The Right Solution: The Orion Health Platform

After thorough investigation of various options, NMHIC several years ago adopted the Orion Health platform as its data management backbone. The HIE is successfully leveraging three components of the Orion portfolio:

Clinical Data Repository

The NMHIC HIE repository builds on Orion's Rhapsody foundation, widely deployed in HIEs. It consolidates data from a variety of clinical sources to build a unified record of a patient's demographics, history, procedures, medications, problems, and much more. Users access information easily via the Orion Health Clinical Portal. The database has attributes critical to broad success:

- **Clean and real-time data**. DaVita's Purushothaman highly values the HIE's ability to amalgamate and structure information, since "incoming data from various systems is never clean. With the HIE, we can work with one clean data set." In addition, "timeliness of data is critical" for managing at-risk care. The HIE's "real-time clinical data feeds" avoid many problems associated with "typical 60-90-day lags in obtaining clinical or claims data."

- **Extensive enough to power analytics.** True Health New Mexico has created advanced analytics using data from health plan claims and the NMHIC HIE. Dr. Mark Epstein, CMO, says the result is to "identify and stratify members who are at risk and intervene before avoidable

issues occur," which "facilitates highly coordinated and individually customized care."

- **Consolidated and readily accessible.** Teddi Rivera, SOAR Specialist, Albuquerque Heading Home, describes how frequently the homeless are "unable to recall which providers they have seen." She is able to gather complete information in one step for disability applications by "using the HIE to request records from the listed providers … It has saved me time."

Communicate

Communicate is an easy-to-use, fast and secure electronic communication service for transmission and receipt of protected health information. Communicate operates like email, but with point-to-point encryption. It supports multiple document and data formats, overcoming an obstacle encountered by systems such as EHRs which generally only permit CCD documents in messaging. Maria McKay, Medical Operations Manager, First Choice Community Healthcare, explains, "With the HIE's secure messaging, I am able to send the referral and get a response within a few seconds, as opposed to waiting 48 hours to call the clinic and follow up. It saves time and streamlines the referral."

Amadeus

NMHIC plans to augment its solid foundation with addition of Orion Health's Amadeus platform. Building on the Rhapsody base, Amadeus "future-proofs" by managing the growing levels of non-traditional data needed for population health management, and feeding it in real-time to analytics engines. The Amadeus technology recognizes that four essential data requirements must be met:

- Curated from multiple sources

- High-volume and continuous

- In various formats that must be normalized

- Dynamic - including a growing set of social determinant of health (SDH) data

Benefits Achieved

A few examples represent the wide-ranging and measurable benefits users are deriving from the Orion Health/NMHIC platform:

- True Health's annual hospital admission rate is 41-43 admissions per 1,000 members – significantly below both the "well-managed" mark of 50+ per 1,000 and the New Mexico commercial average of 55. The 30-day "all-cause" hospital re-admission rate now runs at half of national and local benchmarks.

- New Mexico Poison and Drug Information Center cites several instances of accessing the portal during emergencies to review a patient's history. That knowledge has avoided improper diagnoses or administration of costly antidotes – in one case $1,300 per dose.

- Anthem Health used HIE data to update "at the last minute" HEDIS submissions that generated improved reimbursement rates.

Call to Action

DaVita's CIO believes strongly that organizations must be proactive in working with NMHIC HIE. Noting that some do not perceive value in return for the data they feed, she recommends commitment: "form a dedicated group to support the effort, bring exchange data back, and utilize it for high-value outcomes."

Future Directions

The Orion Health/NMHIC partnership envisions further expansion into analytics and care applications for population health management as well as new types of health data such as an All Payer Claims Database. The organization is well on the way to achieving status as the trusted repository for the state.

NMHIC welcomes additional stakeholders.
To learn more about how to participate, please contact Michelle Bowdich, Director of Outreach & Communications at 505-938-9909 or info@nmhic.org.

Find out more at: www.nmhic.org

Orion Health

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