Community-based Health Information Exchange: MyHealthStory & the Evolution of Care Coordination Neighborhoods

November 15, 2017

Vision: *Connected Communities*

- Florida non-profit located at Kennedy Space Center that serves Florida (mostly North Florida) and South Georgia
- Established in 2011 by federal, state, and North Central Florida stakeholders (e.g., leadership of learning institutions, economic development, medical facilities, behavioral health, schoolboard, VA)
- **Purpose:** Connect communities to improve community health and medical community financial viability through:
  - ✓ Community Health Information Exchange
  - ✓ Community-engaged Research (OneFlorida)
  - ✓ Community Care Coordination
  - ✓ Connectivity (Broadband/Telecom Funding)
  - ✓ Cybersecurity

Learning Objectives

1. Know changes in healthcare delivery that are creating an even stronger need for medical communities to coordinate with social services
2. Understand ways to better reach patients in underserved and hard-to-reach settings
3. Identify what a Care Coordination Neighborhood is and how community-based Health Information Exchange can contribute to its population health success

Financial Disclosure

No relevant financial relationships to disclose.

CommunITy Health IT

QUESTION TO THE AUDIENCE:

What's are key reasons that the health sector *currently* needs Health Information Exchange?

What's the impact of missed primary care appointments?

Missed appointments affect patients' health AND health facilities' financial bottom lines:

- Patients who miss health care appointments have: adverse health outcomes (including chronic illness complications), increased hospital readmissions, medication noncompliance, and disruption in the continuity of care (*Mehrotra, Keehl-Markowitz, & Ayanian, 2008; Salameh, Olsen & Howard, 2012*).
- A healthcare system study showed an average no-show rate of 62 appointments/day and an estimated annual cost of $3 million (*Clark, 2006*).
- A study on large family practice center found that missed appointments resulted in an annual revenue shortfall of 3% - 14% (*Moore, et. al., 2001*).

The NEAR Future: WHY is the healthcare delivery sector starting to focus EVEN MORE on community health?

Stricter regulations & more loss of business in large part caused by an aging US population:

- ✓ New **Medicare** hospital readmission penalties
- ✓ Preventable emergency department (ED) visit costs to hospital
- ✓ **Medicare** and commercial insurers changing how medical professionals get paid for healthcare delivery: value-based care
- ✓ National push to achieve the "Triple Aim"
- ✓ Health & Human Services and Office of the National Coordinator (ONC) push the medical community to connect electronically
- ✓ Ailing community economies and health

… to name a few

What does this mean?

There's an additional need to now better address:

- **Missed primary care appointments**
- **Emerging workforce needs (more than just doctor and nurse)**
- **Social determinants of health**: "Social factors and physical conditions of the environment in which people are born, live, learn, play, work, & age —impacting a wide range of health, functioning, and QOL outcomes." (*Healthy People 2020*)

Cross-sector coordination and training of the health and transportation sectors can help alleviate these issues.

Medicare hospital readmission penalties & preventable ED visits

- If a hospital readmits a patient for ANY reason within 30 days of the patient being in the hospital, the hospital will NOT be paid for that hospitalization.
- When un- and under-insured patients show up in the ED with preventable issues, the hospital often has the burden of the costs.
- When patients show up with preventable issues, the hospital has a higher chance of that patient readmitting within 30 days.

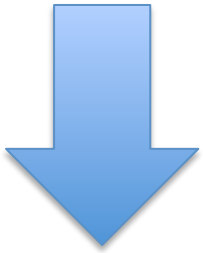
Florida is among top 3 states for uninsured residents

(South Florida Business Journal).

Medicare is evolving how healthcare is delivered by altering payment models

Recognizing A BETTER Healthcare Ecosystem

Provider-centric, episodic care



Patient-centered, community-based health, with a focus on DOCUMENTED positive outcomes/ wellness. This requires MORE than traditional medical care. **It requires** ***connected communities (particularly healthcare, social support services and transportation) with data sharing for care coordination.***

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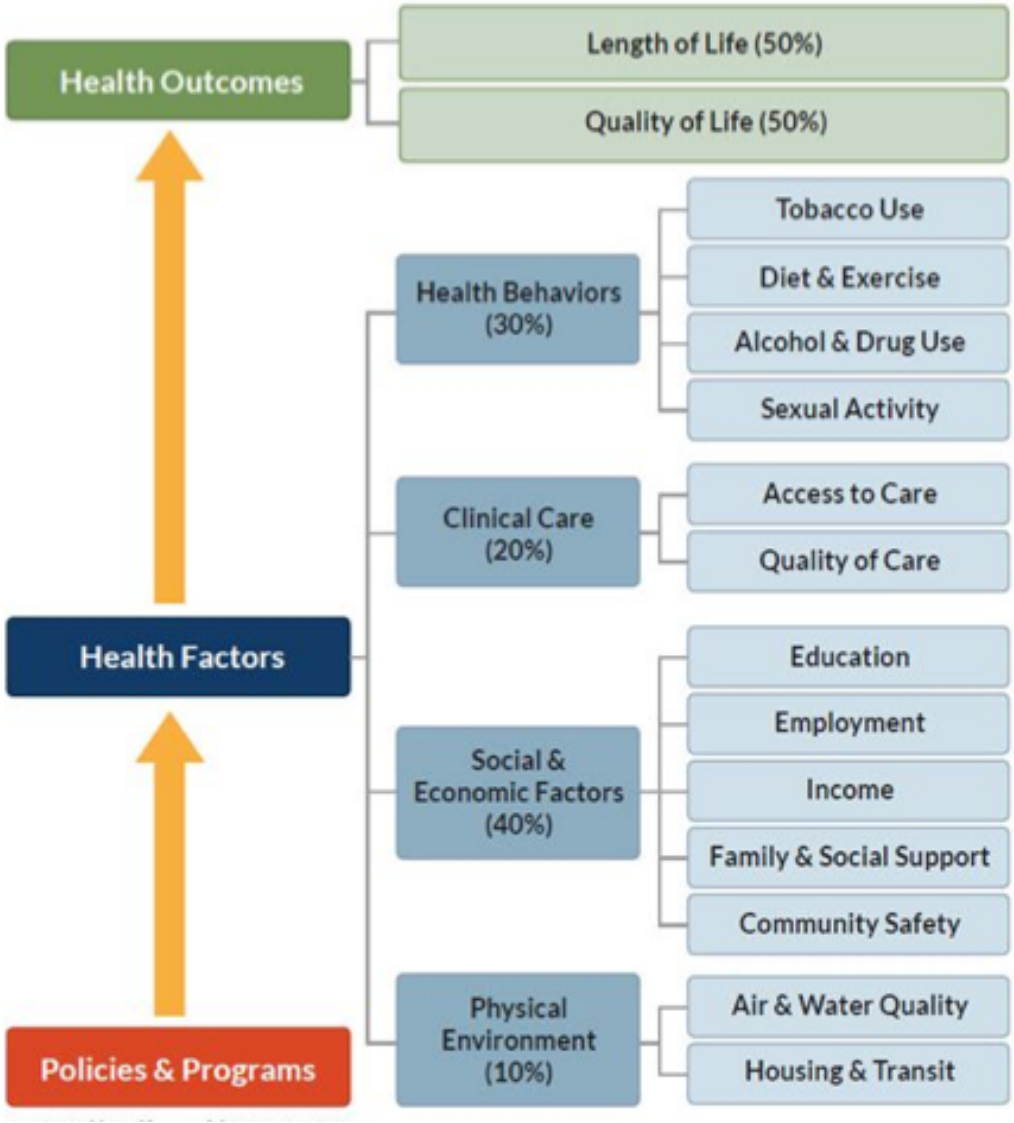
CONNECTED Communities

Why connect patients, transportation, faith-based organizations, and social services?

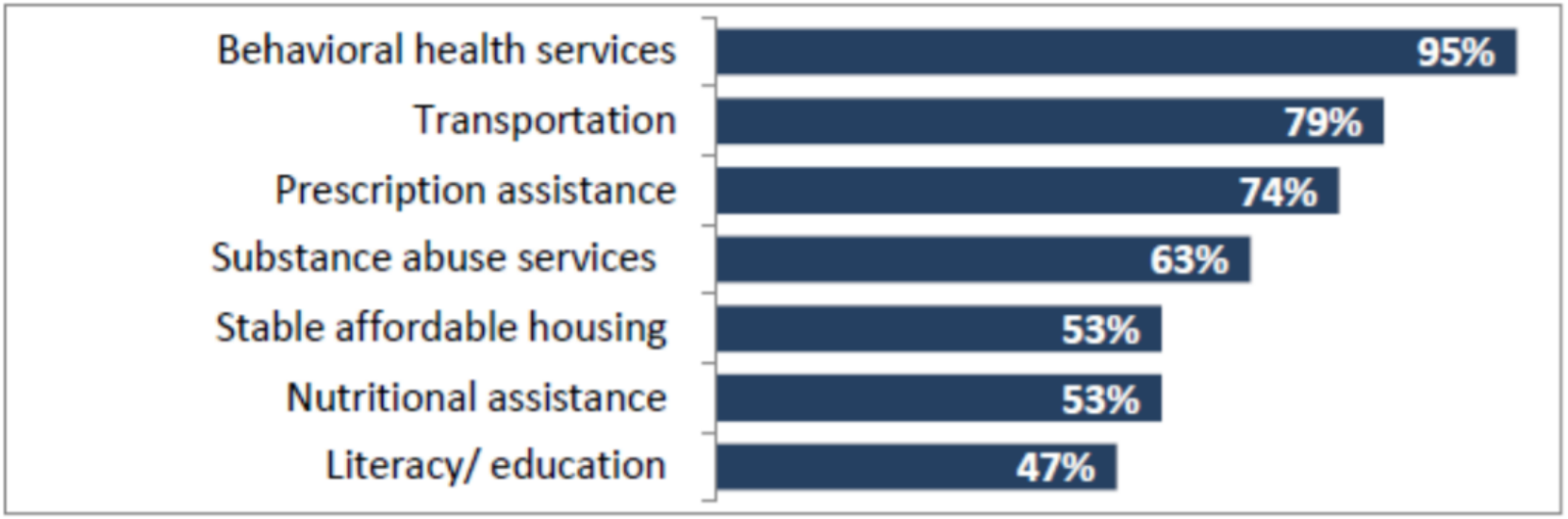
Because Clinical Care Only Accounts for 20% of Patients' Quality of Life and Longevity



countyhealthranking.org/our-approach

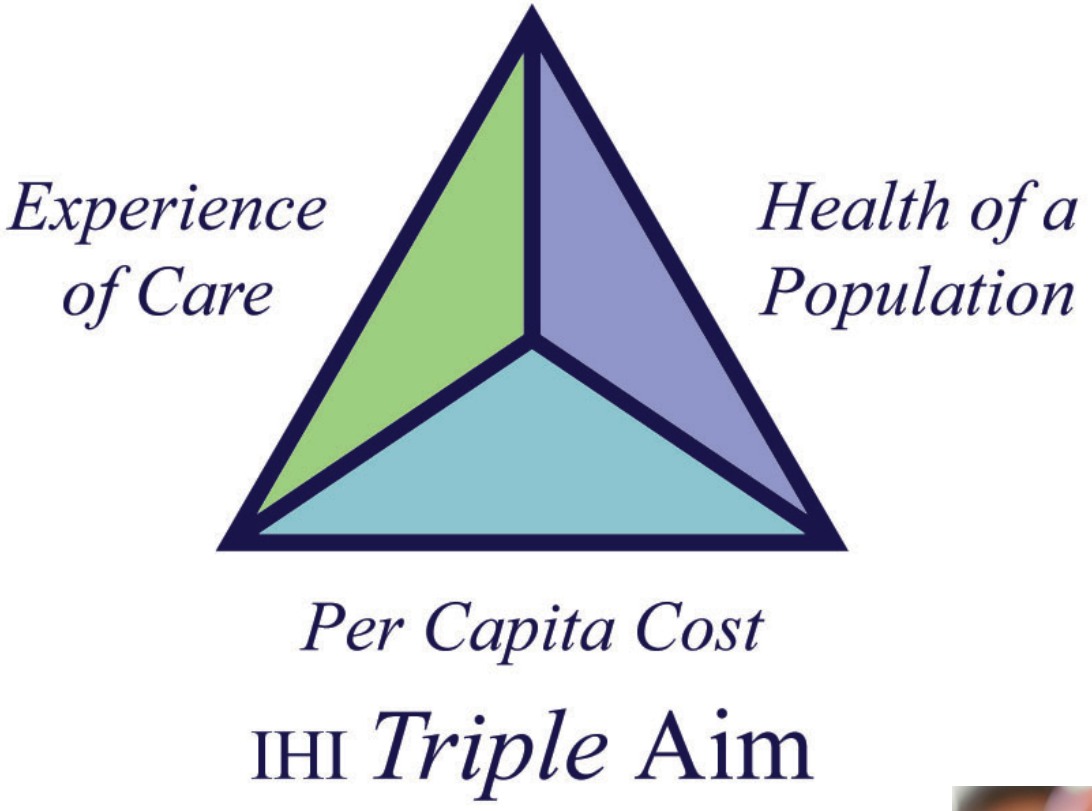
Social Services are Key to Community Health

What services are need most to improve population health?



Source: *What is Working in ACOs Report*, Premier Research Institute, Oct 27, 2016

National Embracement of Institute for Healthcare Improvement (IHI) "Triple Aim"



Triple Aim =

- ✓ **Better Care**
- ✓ **Better Health**
- ✓ **Better Value**

Again, this calls for a "connected community"…

US Department of Health & Human Services (HHS) and Office of the National Coordinator (ONC) push to connect electronically for population health

May be complex and costly, but...

… building a technology base to SUPPORT *population* health is being driven by federal regulations.

Counties with Poor Broadband Access

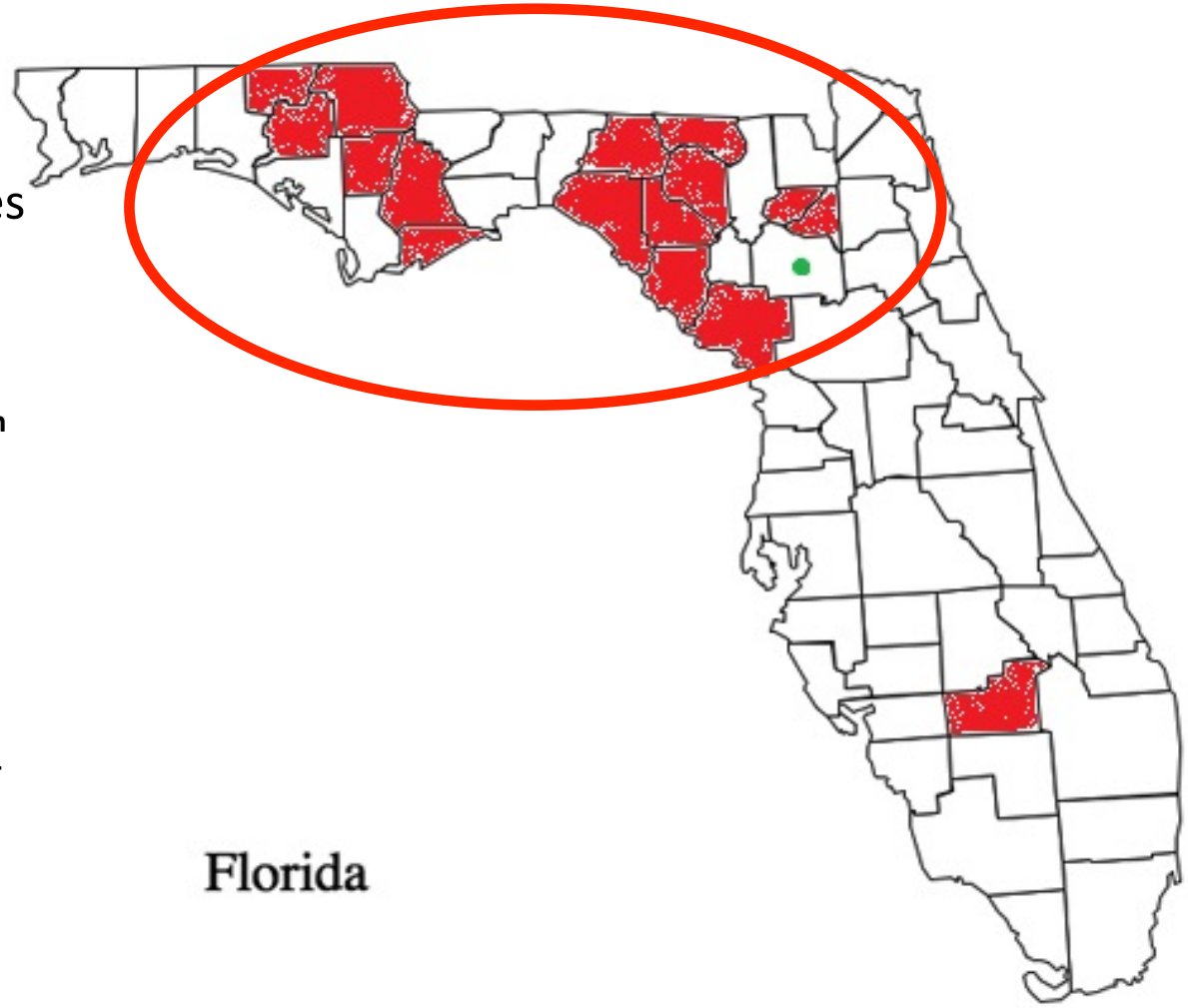
(speeds below FCC's 25/3MBPs broadband standard)

All 17 counties in **RED** are designated medically underserved areas (MUA)

In general, these communities have higher mortality rates, poorer health, and lower incomes **(2015 Robert Wood Johnson Foundation & The University Of Wisconsin Sixth Annual National County Health Report)**

Rural consumers adopt broadband just as quickly as urban counterparts when available

FCC Section 206 Report, Gn. Docket No. 14-126, at Pargraph 4. (Feb. 4, 2015) – FULL REPORT AT Https://Apps.Fcc.Gov/Edocs_public/Attachmatch/FCC-15-10A1.Pdf



Florida

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SunshineHealthConnect provided by Tampa Bay HIE

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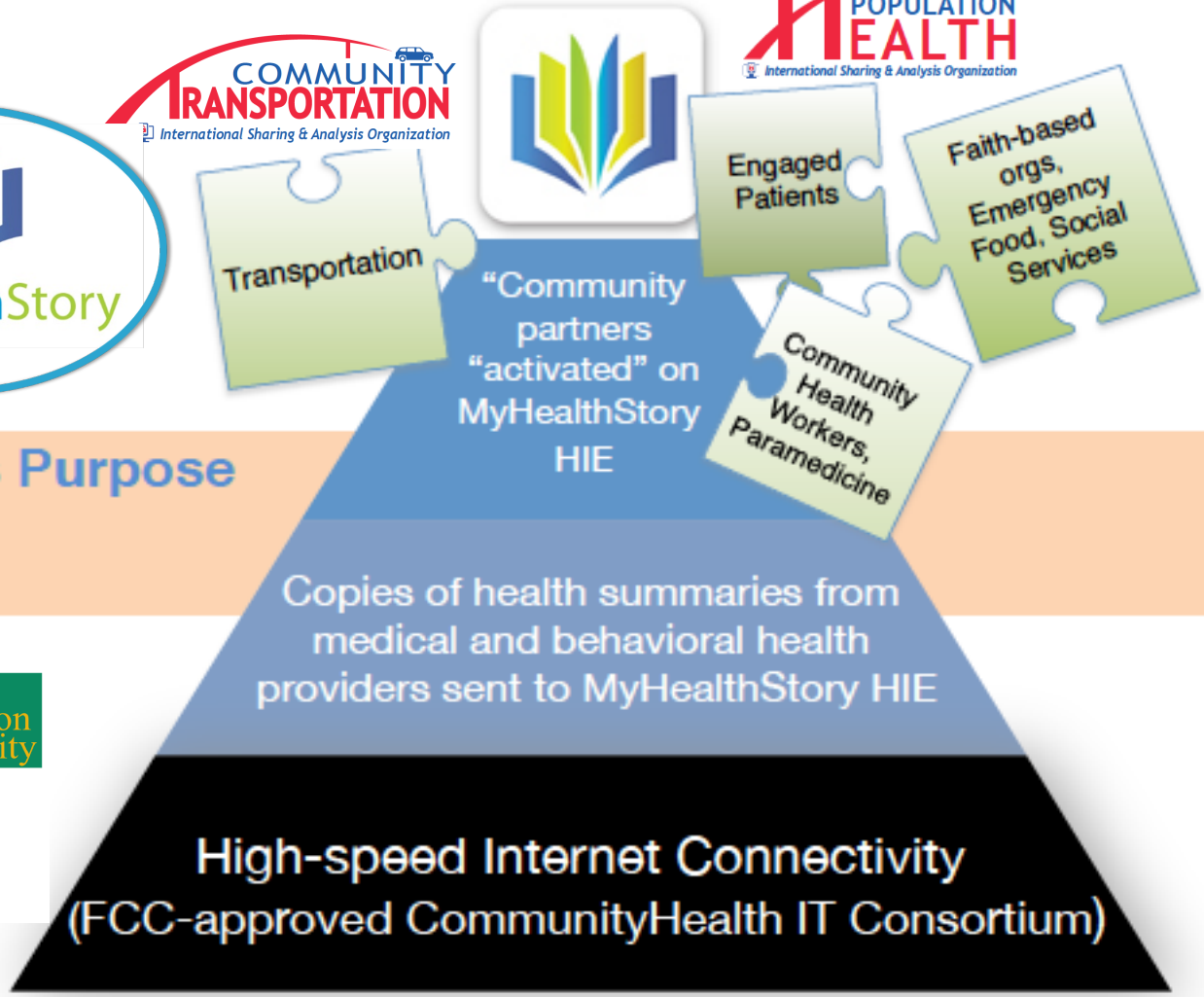
COMMUNITY TRANSPORTATION International Sharing & Analysis Organization

POPULATION HEALTH International Sharing & Analysis Organization

CommunityHealth IT's Purpose

Connected Communities



FLORIDA COMMUNITY HEALTH WORKER COALITION

caring connection community

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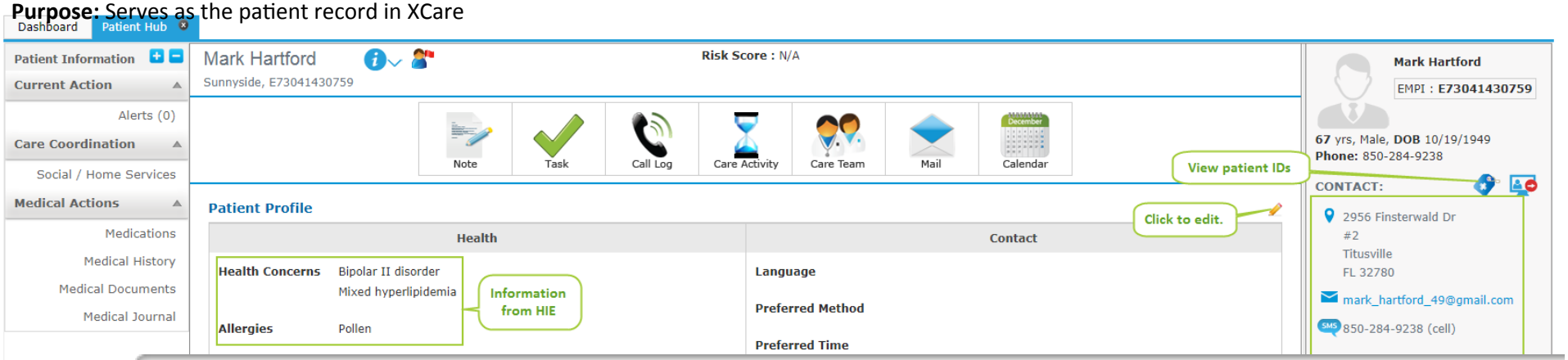
Patient Hub

Purpose: Serves as the patient record in XCare



Direct Secure Messaging

Exchange direct messages with other providers and community-based organizations

Message patients via the portal individually or as groups, or via text messages

Patient Surveys and Assessments

Reporting of assessments, stepping stone to chronic care management and community research

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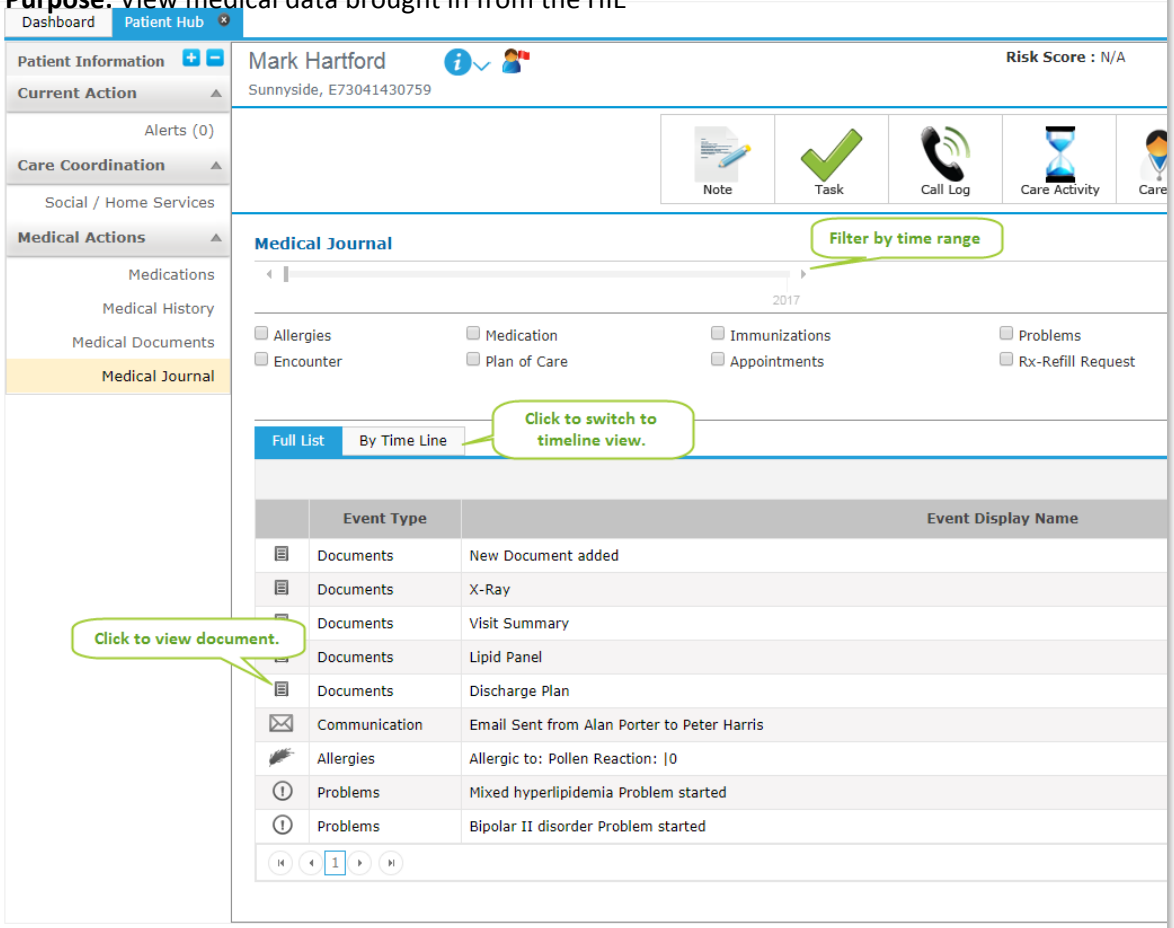
Medical Journal

Purpose: View medical data brought in from the HIE



Medical History

View and edit patient medical history information, including:

- Demographics
- Allergies
- Procedures
- Immunizations
- Encounters
- Results
- Family History
- Social History
- Insurance
- Advance Directive

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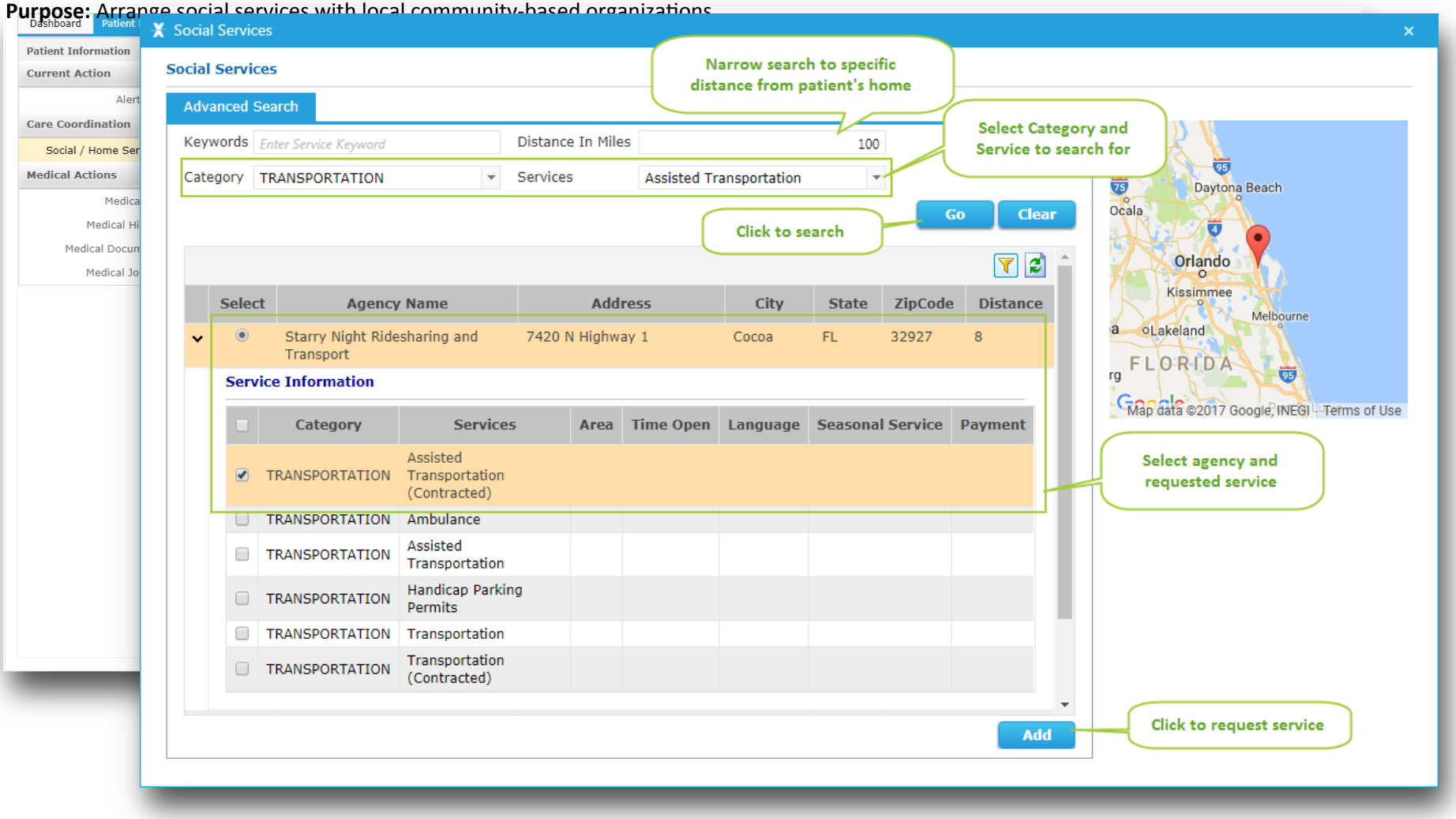
Social/Home Services

Purpose: Arrange social services with local community-based organizations



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