The eHealth Partnership:
Health Information Exchange to Improve Patient Care

About eHealth Partnership (eHP)

This initiative represents a partnership among providers, healthcare organizations, and patients to develop a robust clinical data exchange and provide physicians in Santa Barbara with an invaluable community resource.

Cottage Health System believes in and promotes the adoption and use of electronic health records that support community health information exchange, improve patient safety, and improve the overall quality and efficiency of care delivered in the Santa Barbara region. To that end, Cottage is sponsoring the eHealth Partnership.

In an effort to accelerate physicians' participation in health information exchange and to support physicians' ability to achieve meaningful use criteria, the eHealth Partnership will subsidize the purchase, maintenance, and support of an electronic health record (EHR) platform for Cottage Health System medical staff members. In addition, all physician practices that participate in the eHealth Partnership EHR offering will be seamlessly integrated with our community's health information exchange.

INDUSTRY CHALLENGES

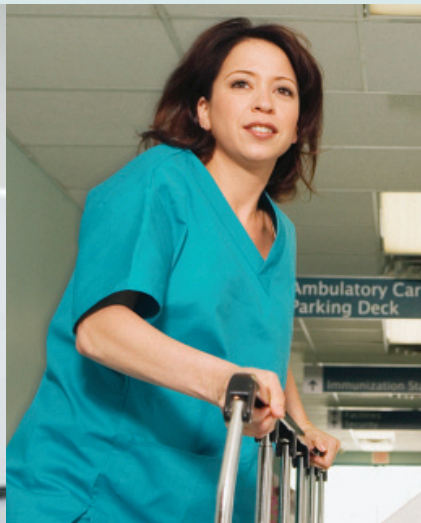FEDERAL ARRA STIMULUS REQUIREMENTS

EXCHANGING INFORMATION ACROSS SYSTEMS

SELECTING AND IMPLEMENTING AN EHR

ADDRESSING AND IMPLEMENTING BUSINESS PRACTICE CHANGES

ACHIEVING MEANINGFUL USE

MEETING FUNDING REQUIREMENTS FOR HEALTH IT EFFORTS

Physician Tools for Connected Care

The eHealth Partnership's electronic health record and practice management solution, Eclipsys' PeakPractice, provides physicians with the tools to manage clinical and financial objectives holistically, enabling improvement of key areas that impact clinical care quality and patient engagement:

Electronic Health Record (EHR) supports e-prescribing, point-of-care-documentation, medical image management, and patient data management.

Practice Management (PM) helps manage appointments, eligibility, registration, and billing.

Patient portal enables patients to securely interact with personal health information, including medications, medical history, allergies, physician messaging, and more.

Patient kiosk capability captures patient information in the waiting room through a self-service interface.

The **Health Information Exchange (HIE)** platform, powered by Medicity, enables the exchange of information across a network of EHR systems through a web portal that can be accessed by physician practices, clinics, hospitals, labs, imaging centers, pharmacies, and other healthcare organizations.
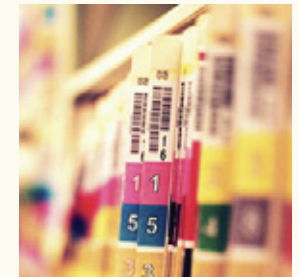
KEY BENEFITS

CONNECTS ALL HEALTHCARE PROVIDER CONSTITUENTS

IMPROVES CARE QUALITY AND PATIENT SAFETY

DRIVES CLINICIAN AND ADMINISTRATIVE PRODUCTIVITY

FOSTERS A HOLISTIC PROACTIVE APPROACH TO PATIENT CARE

ENHANCES PATIENT AND PROVIDER SATISFACTION AND TRANSPARENCY

IMPROVES PRACTICE EFFICIENCY

ARRA Incentives and Incentive Eligibility

The eHealth Partnership will provide your practice with training and implementation services during the initial software implementation, all software upgrades, and full-service ongoing technical support.

Moreover, physician practices will retain any ARRA incentive payments they receive.

The Health Information Technology for Economic and Clinical Health Act (HITECH Act), which is part of the 2009 American Recovery and Reinvestment Act (ARRA), strongly encourages healthcare providers to take two steps by 2014: purchase "certified" electronic health record (EHR) technology and use it in a "meaningful" way. Organizations that don't achieve this by the deadline will not be eligible for available payment incentives, and may also begin incurring Medi-Cal and Medicare payment reimbursement reductions beginning in 2015.

Participation in the eHealth Partnership guarantees your practice will attain two of the biggest challenges in achieving meaningful use: (1) the implementation of a full-service, certified EHR and practice management (PM) technology platform, and (2) access to an integrated community-wide health information exchange.

PHYSICIAN INCENTIVE PAYMENTS

Medicare HITECH Incentive Timeline

Year of Adoption	HITECH incentive payout over time ($)				
2011	$ 18,000				
2012	12,000	$ 18,000			
2013	8,000	12,000	$ 15,000		
2014	4,000	8,000	12,000	$ 15,000	
2015	2,000	4,000	8,000	8,000	1% penalty
2016		2,000	4,000	8,000	2% penalty
TOTAL	**$44,000**	**$44,000**	**$39,000**	**$35,000**	

Medi-Cal HITECH Incentive Timeline

| Year of Adoption	HITECH incentive payout over time ($)						
2011	$ 25,000						
2012	10,000	$ 25,000					
2013	10,000	10,000	$ 25,000				
2014	10,000	10,000	10,000	$ 25,000			
2015	10,000	10,000	10,000	10,000	$ 25,000		1% penalty
2016		10,000	10,000	10,000	10,000	$ 25,000	2% penalty
2017			10,000	10,000	10,000	10,000	3% penalty
2018				10,000	10,000	10,000	
2019					10,000	10,000	
2020						10,000	
TOTAL	**$65,000**	**$65,000**	**$65,000**	**$65,000**	**$65,000**	**$65,000**	

Achieving Meaningful Use

The Centers for Medicare & Medicaid Services (CMS) provide a phased approach to meaningful use that consists of three stages achieved over the time period beginning in 2011 through 2015. Linked to each stage is a corresponding set of criteria that providers will have to meet and attest to in order to receive an incentive payment, or avoid payment reductions beginning in 2015.

STAGE ONE meaningful use measures focus on health information collection and using it to track key clinical conditions, communicate about care needs, facilitate disease and medication management, and report key quality and public health information. **STAGE TWO** measures focus on exchanging and using health information to improve care and **STAGE THREE** concentrates on promoting systematic improvements and improving population health.

SELECTED STAGE ONE MEANINGFUL USE MEASURES

1 Improve quality, safety, and efficiency of care and reduce health disparities

- Maintain active medication, allergy, and problem lists
- Use CPOE to submit orders
- Incorporate lab results into EHR
- Submit prescriptions electronically
- Check insurance eligibility and submit claims electronically
- Send reminders to patients in need of recommended and routine care
- Report clinical quality measures to CMS

2 Engage patients and families in their health care

- Provide patients with electronic access to health information
- Offer clinical summaries to patients

3 Improve care coordination

- Exchange key clinical information among providers electronically
- Perform medication reconciliation
- Provide summary of care record for transition of care or referral

4 Improve public and population health

- Submit data to immunization registries
- Submit syndromic and surveillance data to public health agencies

5 Ensure adequate privacy and security protections for personal health information

- Comply with HIPAA privacy and security rules
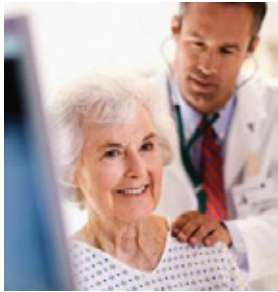
eHP Program Benefits for Our Practice and Our Patients

Electronic Health Records (EHRs) can increase the efficacy of your practice and improve the quality of the care your patients receive. They can also help maximize reimbursement, and assist in educating and motivating patients.

BENEFITS OF ELECTRONIC HEALTH RECORDS (EHRs)

EHRs can help your practice become more efficient with:

- Practice management
- Chart management
- Communication
- The automation of time-consuming processes

EHRs can help your practice improve patient care by:

- Reducing medical errors
- Encouraging best practices for preventive care and chronic disease management
- Facilitating population-level health management
- Providing point of care and screening reminders
- Easily providing physicians with the ability to identify patients who require targeted interventions or outreach efforts

EHRs help your practice experience financial gains by:

- Increasing charge capture
- Determining appropriate level of service for coding
- Reducing storage fees for paper charts
- Eliminating or reducing transcription charges

EHRs help involve your patients in their own care by:

- Allowing providers to print relevant patient education materials during encounters
- Automatically creating trended charts and graphs of patient test results to help patients better understand their clinical data and manage their health

BENEFITS OF A SECURE HEALTH INFORMATION EXCHANGE (HIE)

In an emergency, hospital or emergency department providers can immediately access important parts of patients' medical records.

By communicating with other health facilities, healthcare providers can access the most up-to-date, accurate patient information available, even if the patient is unable to communicate.

When patients are referred to other providers, vital information from their previous medical records can be transferred along with them.

As patients move from outpatient to inpatient and long-term care, continuity of care can be enhanced through an HIE.

HIEs facilitate an electronic connection between healthcare providers and laboratory or diagnostic imaging services.
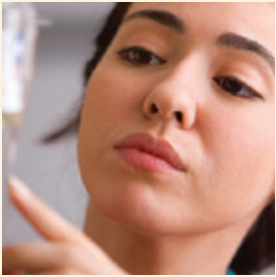
HIEs facilitate care coordination among healthcare providers across healthcare organizations and care facilities.

An HIE can help reduce the incidence of duplicative or unnecessary services.
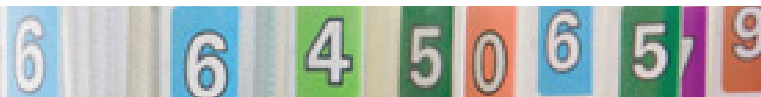
Cost and Participation Requirements

As the eHealth Partnership program continues to evolve, more value-added services may be offered.

Cottage Health System will subsidize, to the extent permitted by law, the purchase, implementation, and support of an EHR system for members of the Cottage Health System medical staff. The physician's portion is an annual fee of $3,000 per provider. This fee can also be paid in the form of a monthly all-inclusive fee of $250/provider/month. The fee will cover the full-service ambulatory EHR, implementation services, training, and ongoing support. Additional optional products, such as a billing and eligibility clearinghouse and electronic fax services are also available to practices.

Medical staff members participating in the eHealth Partnership program are required to integrate, and share patient data, with the HIE. While eHP participants will incur no additional cost for integration with the HIE, practices will be required to commit physician and staff member time to achieve successful implementation of the EHR and HIE platforms.

eHP SUPPORT SERVICES

- On-site training and technical assistance during system implementation
- Interface with commonly used billing and clinical services
- Data migration assistance to move patient demographic information from your existing practice management system
- System maintenance and upgrades
- 24-hour telephone and online support
- 4-hour turnaround time for access to in-person practice-level support personnel


Physician Practice: Your Commitment to eHP

- Willingness and readiness to adopt technology
- Willingness to incorporate changes in workflow
- Commitment of the necessary human resources for implementation
- Participation in HIE
- High-speed Broadband Internet Access
- End user hardware

eHealth Partnership: Our Commitment to You

- Practice Readiness Assessment
- Implementation and/or conversion services
- Training
- Consultation on hardware requirements
- Integration with HIE
- Ongoing software support and technical assistance
- Software upgrades
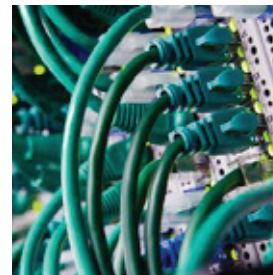
Sharing Important Health Information Can Save Lives

It is important for your patients to understand that electronic health records and health information exchange improve patient care, improve patient safety, and allow physicians to diagnose ailments quickly.

Your patients should know that their health information is safe and protected at the highest levels of privacy and security. Most importantly, you should help your patients understand what their participation in an HIE could mean for them, especially in the event of an emergency.

EHRs ARE "LOCKED"

EHRs can only be seen with a special password. This helps keep health information private. EHRs have many security settings. Only certain people, like a patient's doctor, can see all parts of a health record. Office staff may only be able to see information such as name, birth date, and address.

Electronic Health Records keep your patients' health information safe and confidential.

PATIENTS HAVE THE RIGHT TO CONSENT

Each patient can decide whether he or she wants to participate in a secure HIE.

Patients are more likely to agree to share their information when asked by their doctor. It is best to discuss an HIE and ask for consent during the clinical encounter.

Each individual patient has the right to decide who gets to see his or her health information. Private notes can be made in EHRs that only a healthcare provider can view. Patients may request that specific information be kept in a secure note that only their physician may read.

Next Steps for Participation

APPLY

Interested practices are requested to submit a completed practice profile, indicating their interest in becoming an eHP participant.

PREPARE

Once a practice has applied, an eHP staff member will follow up to provide additional information and answer any further questions, schedule a demonstration, and/or schedule a Practice Readiness Assessment to determine your practice's level of preparedness for our EHR/HIE implementation program.

COMMIT

When joining the eHealth Partnership, practices must be fully prepared and committed to:

Identify and secure the necessary physician and staff resources for the duration of the 4-6 month EHR implementation period

Participate in the secure community HIE

Sign an agreement to enter the eHealth Partnership's EHR/HIE Implementation Program

Obtain necessary patient consents and authorization

IMPLEMENT

Practices that are ready to implement (based on the results of the Practice Readiness Assessment), that commit and sign an agreement to enter eHP's EHR/HIE Implementation Program, and that have the appropriate hardware and network infrastructure in place, will be served on a first-come, first-served basis. Once implementation has begun, a practice can expect to have its EHR fully implemented within 4-6 months.

Improve quality of care, increase efficiency,
and achieve financial rewards through
Electronic Health Records and
Health Information Exchange