JEFFERSON HEALTH INFORMATION EXCHANGE

The Exchange

February 2016

Greetings,

2016 promises to be a year of growth and enhanced services for providers connected to JHIE.

In this edition, we are shining a spotlight on JHIE's continued expansion.

Do you refer to or exchange information with providers who are not currently participating in JHIE? Let us know and we will reach out to them. By emailing support@jhie.org or calling toll-free (855) 290-JHIE (5443), you can help connect your colleagues to JHIE resources and benefit.

Yours in good health,

The JHIE Team

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Participating Practices and Clinics

Visit our website for an up-to-date list of JHIE participating clinics and practices!

To join JHIE, contact support@jhie.org.

Meet JHIE Users

Mountain Valleys Health Centers Experience JHIE Benefits

JHIE has recently brought its benefits to providers in Northern California at the Mountain Valleys Health Centers, also known as MVHC.

MVHC is a not-for-profit Community Health Center Organization offering health and dental care to rural communities in Northeastern California for more than 30 years. According to Jean Ludwigsen, RN, BSN, MVHC care transition manager, her organization joined JHIE to secure consistent, accurate, timely and complete care for patients. "Transition of Care is extremely important to our organization as our service expands across 13 different zip codes and approximately 6,000 square miles," she said.

JHIE's Community Health Record (CHR) improves and streamlines the transition and coordination of care by providing a consolidated view of results from all participating hospitals and contributing providers/clinics in one place and by giving users the ability to manage provider communication effectively.

Ludwigsen notes that by using the JHIE CHR, "We are able to access emergency room records and recall patients for emergency follow-up. At the follow up appointment we have records and studies that were performed in the emergency room available for the provider."

MVHC also uses JHIE's referral functionality for patients that live, work or go to providers in Oregon. "Although we have only just recently begun using the referral service, we are pleased with how swift and easy the process is to complete a referral," she said. Noting that MVHC is alerted immediately when a referral request is open and when a patient has been accepted, Ludwigsen said, "It is marvelous to know that at the click of a button, the receiving provider can make well informed decisions based on the up-to-date patient information."

MVHC believes that sharing documentation and treatment plans with all providers who assist in a patient's care enables each provider to suggest sound and knowledgeable decisions about the patient's treatment plan. "We understand our patients travel long distances for treatment, whether it is from Alturas to Redding, or Bieber to Klamath Falls," Ludwigsen said. "MVHC believes that by participating in JHIE we are assisting the patient in securing their health care experience in the most positive atmosphere possible."

"We also believe the JHIE is creating a less burdensome workload on our employees," she said while also pointing to the fact that the process is more efficient and streamlined by decreasing duplicated tasks. For example, if it is determined that a patient

JHIE by the Numbers

4
Hospital Systems; 7 Locations

5
Coordinated Care Organizations

202
Clinics (since Feb. 2013)

752
Providers (since Feb. 2013)

3,951
Average Direct Messages Received Per Month

14,732
Monthly Average Queries to Community Health Record

507,000
Patients in the Community Health Record

2,020,000
Average Monthly Transactions Processed (since Aug. 2014)

9,414,944
Total Messages Delivered to Users' Inboxes (since Apr. 2015)

Reflects data as of Dec. 31, 2015

infogr.am

JHIE News

JHIE Takes First Step toward Connecting with the Veterans Administration

During the fourth quarter of 2015, JHIE took a step toward its goal of connectivity with the U.S. Department of Veterans Affairs (VA) by receiving notice of eligibility to participate in the eHealth Exchange.

The eHealth Exchange is a rapidly growing

has been seen by an outside provider, MVHC will obtain records before the patient is seen by the provider. The records are then entered into the EHR and routed to an MVHC provider for review. She has seen many benefits to participating in JHIE.

When asked if she would recommend that others join JHIE, she said yes. "Besides the obvious fulfillment of Meaningful Use statistics, the accurate and expedited referral mechanism is revolutionizing healthcare," Ludwigsen said.

She also hailed the staff of JHIE as being "incredibly helpful" and appreciated the staff outlining and developing processes for MVHC to follow. "Their friendly and qualified staff have trained our staff and even provided on-going training for additional personnel," Ludwigsen added, saying, "We are very pleased with the overall results of joining the JHIE."

JHIE News

Meet Maura Groves

Maura Groves joined JHIE in Sept. 2015 as administrative assistant, bringing her extensive healthcare experience to support JHIE.

Groves was introduced to the world of healthcare at a young age in a small Nebraska hospital as a medical records transcriptionist. She later worked as a medical records technician in a surgery clinic and as support specialist for a group purchasing healthcare consortium owned by seven Oregon hospitals. During her career, she proactively and successfully completed a Medical Terminology course and maintained a 4.0 grade point average at Chadron State College.

Groves loves to travel as often as possible, especially to visit her children and grandchildren in the Midwest. She and her husband of 42 years reside in Medford.

Groves is a welcome addition to the JHIE team and is supporting the organization during a time of great growth and expansion.

JHIE News

Legislation to Connect JHIE with PDMP May Save Lives by Managing Opioid Overprescribing

Opioid overdose deaths, including opioid pain relievers (such as oxycodone), hit record levels in 2014, with an alarming 14 percent increase in just

community of certified exchange partners that share information under a common trust framework and a common set of rules. The mission and purpose of the eHealth Exchange is to improve patient care, streamline disability benefit claims and improve public health reporting through secure, trusted and interoperable health information exchange.

Watch for more information in our next issue of *The Exchange*.

JHIE Works with EHR Vendors to Connect More Clinics Contributing Care Summaries

The October 2015 JHIE newsletter highlighted the Electronic Health Record (EHR) vendors JHIE is working with to connect practices and health systems. This list is growing!

Is your EHR vendor on the list? If so, call JHIE to see how you can take advantage of lower-cost pricing from these vendors for connecting with JHIE.

- Allscripts
- Athena Health
- eClinical Works
- Epic
- GE Centricity
- GEMMS
- Greenway
- Mosaiq
- NetHealth Agility
- NextGen
- OCHIN Epic

Get connected! Contact JHIE at info@jhie.org or (855)-290-JHIE (5443).

Save the Date - April 12

Attention Behavioral Health Providers: Mark your calendars!

Jefferson Health Information Exchange is planning a full-day summit on Behavioral Health Information Exchange in Eugene, Oregon on **Tuesday, April 12, 2016.**

Please watch our website at www.jhie.org for details coming soon on the agenda, speakers, and logistics.

one year, and the most commonly prescribed opioid pain relievers continue to be involved in more overdose deaths than any other opioid type, according to a report issued by Centers for Disease Control and Prevention in December 2015. The number of deaths in Oregon in 2014 increased 13 percent over 2013.

"The increasing number of deaths from opioid overdose is alarming," said CDC Director Tom Frieden, M.D., M.P.H. "The opioid epidemic is devastating American families and communities. To curb these trends and save lives, we must help prevent addiction and provide support and treatment to those who suffer from opioid use disorders."

Not all patients who overdose die. A recent study published in the *Annals of Internal Medicine* indicates that after overdosing on opioid medications, 91 percent of patients continued to receive prescription opioids, leading some to overdose again.

An article in the *Los Angeles Times* covering the findings presumes that, "if doctors knew about the overdoses, they would have thought twice before authorizing refills." Identifying and managing opioid use and abuse is a challenge for health care providers. Data from Oregon's Prescription Drug Monitoring Program (PDMP) can assist clinicians to better assess and treat patients who use opioids.

Why Allow Options for Accessing the PDMP - What JHIE Users Think

When asked, JHIE users provided the following comments regarding accessing the PDMP:

- Providers universally agree that when they access data from the PDMP it is tremendously valuable; however, they report that ease of use is as important to them. Access to the PDMP must fit into their workflows and be easy to use, otherwise routine adoption and optimization will not be achieved.
- Having access to filled prescriptions through the PDMP is extremely valuable as providers often do not know the patient has been prescribed opiates from another prescriber. Knowing this helps avoid diversion, mitigates the risk of overprescribing and improves safety. When used, the PDMP can have significant impact on patient lives. One user verified the oxycodone in a pregnant woman's urine was not legally prescribed to her despite her statements. The resulting treatment affected two lives - mom and baby.

Legislative Action Likely in 2016

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Register for CHR Webinar

Select the Best Date for You

Join us for a brief webinar to see how the JHIE Community Health Record works or forward this information to colleagues at clinics that you hope will join JHIE.

You will learn what JHIE can do for you:

- See where your patients have gotten other health care services
- View results from tests other providers have ordered for your patient
- Identify who else is part of your patient's care team
- Meet meaningful use stage 2 and 3 requirements
- Get a real-time discharge summary when your patient leaves the hospital or emergency department
- Share patient information seamlessly with other providers
- Connect your EHR for a fully integrated experience

If you have not yet scheduled the webinar, select one of the dates below that works best for you!

Each webinar will offer the same content.

Thursday, Feb. 25, 2016, 11:30 a.m.

Friday, March 25, 2016, 12:30 p.m.

Thursday, Apr. 28, 2016, 12:30 p.m.

Register now. Click the date you wish to attend and register for the webinar.

Note: Before the day of the webinar, you must check whether you have one of the required players installed on your computer by going to Verify Rich Media Players. If you do not have one, simply follow the instructions to install.

If you have any questions, please call JHIE at 1-855-290-JHIE (5443) Ext. 1.

JHIE News

Attention Internet Explorer Browser Users

Beginning in July 2016, JHIE will only be supporting the most current version of Internet Explorer.

Please update your browser to IE v11 today.

tremendously valuable; however, they report that ease of use is as important to them. Access to the PDMP must fit into their workflows and be easy to use, otherwise routine adoption and optimization will not be achieved.
- Having access to filled prescriptions through the PDMP is extremely valuable as providers often do not know the patient has been prescribed opiates from another provider. Knowing this helps avoid diversion, mitigates the risk of overuse, overprescribing and improves safety. Many studies have shown that having this information reduces inappropriate prescribing.
- When used, the PDMP can have significant impact on patient lives. One user verified the oxycodone in a pregnant woman's urine was not legally prescribed to her despite her statements and the resulting treatment affected two lives. Greater ease of use and integration into workflow would significantly impact the opioid overprescribing and misuse in Oregon.

Supporting Legislation to Provide Better Care

Oregon's PDMP was established by law in July 2009 to help providers and pharmacists better manage patients' controlled substance prescriptions and support the appropriate use of controlled substance drugs. Under the current law, approved healthcare providers and pharmacists can log-in and access patient information from the PDMP. However, third parties (such as JHIE) are prohibited from connecting to the PDMP on behalf of authorized providers, allowing them to stay within their current workflow to view PDMP data.

House Bill 4124 proposes to allow health information technology delegates, like JHIE, to request information on behalf of an authorized provider

If the legislation is passed, JHIE and the PDMP can be a valuable resource for clinicians and the benefits to their patients may be a matter of life and death. Being able to view the patient's medical information in JHIE along with the opioid prescriptions in the PDMP will allow providers to identify an overdose and/or prescribing history and determine the best course of treatment to better serve patients. Having access to more complete information can lead to the early identification and intervention of opioid misuse, making inroads into the prevention of opioid overdoses.

Contact your legislator to show your support for House Bill 4124. For more information about the PDMP legislation contact info@jhie.org.

Need a Refresher?

Sign Up for Refresher Training

JHIE provides refresher training to its enrolled participants due to any reason, such as staff turnover or increased usage. The training allows the staff to become proficient with the software, which ultimately will provide them with the maximum benefits of the exchange.

If you wish to schedule training, contact support@jhie.org or call, toll-free, 1-855-290-JHIE (5443).

JHIE is Here for You

Do you have a technical question about using JHIE?

If you need help, simply reach out to our team at helpdesk@jhie.org or call toll-free 1-855-290-JHIE (5443)ext. 1. JHIE will help answer your question and resolve the issue.

Quick Links

Enroll in JHIE

Visit Our Website

Contact Us

Past Issues

Share Your Success

Stories Sought

JHIE is helping providers save time and provide more efficient care.

Do you have a story that demonstrates the benefits of health information exchange?

Have you been able to streamline a process or provide a better patient experience?

Let us know about it! You and your practice could be featured in an upcoming newsletter.

Simply email us at support@jhie.org.
We will be happy to share and celebrate your success!