



Greetings!

With the arrival of Spring, Jefferson Health Information Exchange (JHIE) continues growing, and as practices join, referrals through JHIE increase. More referrals translate to more time savings and efficiencies for patients and practices.

As we noted in past issues of *The Exchange*, in 2014 we are highlighting several new features that you can expect from us. Last issue we profiled JHIE's Clinical Inbox, and in this newsletter we profile the benefits of the single interface between JHIE and your electronic health record (EHR). Read below to learn the efficiencies gained by having the EHR interface as well as the Meaningful Use objectives that you meet when making this connection.

If you wish to join JHIE or work with a practice you would like to enroll in JHIE, contact info@jhie.org or call, toll-free, 1-855-290-JHIE (5443).

Yours in good health,

The JHIE Team

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JHIE News

Welcome



Current participating clinics and practices in JHIE include:

Jackson County

Adapt Physical Therapy
Addictions Recovery Center
Advanced Pain Care
Allergy and Asthma Center-
Ashland Location
Allergy and Asthma Center-
Medford Location
Ashland Orthopedic Associates
Ashland Surgery Center
Bison Vision Center
Hematology Oncology Associates
Jefferson Neurology
Katherine Warner, PhD
Lovejoy Counseling Center
La Clinica - West Medford
Medford Medical Clinic
Medical Eye Center - Medford
Meducation
Oregon Ear Nose and Throat
Oral & Maxillofacial Surgery Center of
Oregon - Medford
Peter Grant, MD
Phoenix Counseling Center
PMG - Cardiology
PMG - Eagle Point
PMG - Vascular & General Surgery
Providence ED Guides
Renal Care Consultants

Klamath Orthopedics & Sports Medicine Benefits from JHIE Referral Process

A regular user of JHIE for inbound referrals, Klamath Orthopedics & Sports Medicine recently trained their staff on the outbound referral process.

"Our staff has found JHIE to be a great addition," said Atocha Brown, office manager for Klamath Orthopedics. She described several benefits the practice experienced when they implemented the ***inbound referrals***, including:

* **More efficient workload management.** "Since we are able to view the number of referrals from our 'dashboard' in JHIE we have the ability to assign the workload equally among staff without leaving our desks. It helps with scheduling overtime when the number of referrals increases," said Brown.

* **Decrease in duplicate referrals.** According to Brown, the practice experienced a drastic reduction in duplicate patient referrals from Klamath Open Door, which is currently the only referring practice. "Once the referral is entered in JHIE, both clinics are able to view the status and communicate electronically, which frees up staff on both sides to take care of other duties," she said.

* **Better patient information management.** Faxed documents tend to get lost, misfiled or mixed, noted Brown. Documents electronically attached to JHIE referrals are individualized, meaning they are specific to that patient, minimizing the possibility of mismatching patient data.

As the staff implemented ***outbound referrals***, which currently is to Dr. Zakir Ali at Jefferson Neurology, the practice has experienced the same benefits and reported increased efficiency in sending their consult paperwork safely through JHIE, equating to overall better patient care.

"We are able to track the number of patients waiting for appointments without calling Dr. Ali's office or keeping a separate referral log. When the number of outbound referrals increases Dr. Ali is able to see the increase in JHIE and schedule clinics accordingly," she said.

She also noted that having the appointment information on the JHIE referral for referred patients is beneficial because patients calling to check on their scheduled appointment with Dr. Ali no longer have to be referred back to his staff for this information.

For those considering joining JHIE, Brown says the Klamath Orthopedics' experience is a positive one that reaps significant benefits. "It takes a willing and open mind to work with it as the patient database is built. At times it does seem we're duplicating efforts [by having to enter some basic patient demographic information the first time we refer a patient], but if we consider the amount of time saved by not chasing the referral paperwork, discussing the same patient information over and over, checking status of referrals, etc., in the long run, ***we save time with JHIE.***"

Retina & Vitreous Center - Ashland
Rogue Valley Manor
Rogue Valley Urology
Rogue Valley Physicians - Valley Family Practice
Rogue Valley Physicians - Family Practice Group
Rogue Valley Physicians - Southern Oregon Internal Medicine
Rogue Valley Physicians - Creekside Family Medicine
Rogue Valley Physicians - Groskopp & Ryland
Siskiyou Massage
Southern Oregon Cardiology
Southern Oregon Neurosurgical
Southern Oregon Pediatrics
Surgery Center of Southern Oregon
Valley Immediate Care - North Medford Medical Office
Valley Immediate Care - South Medford Medical Office
Valley Immediate Care - Valley Occupational Health Office

Josephine County

Allergy and Asthma Center- Grants Pass Location
Ambulatory Foot Center
Clear Creek Family Practice
Grants Pass Clinic, LLP
Grants Pass Family Medicine
Grants Pass Pediatric Dentistry and Orthodontics
Grants Pass Podiatry
Grants Pass Surgery Center, LLC
Grants Pass Surgical Associates
Three Rivers Medical Center
LoveJoy Hospice
Medical Eye Center - Grants Pass
Paragon Orthopedics
Retina & Vitreous Center - Grants Pass
Valley Immediate Care - Grants Pass Medical Office
Women's Health Center

Klamath County

Allergy and Asthma Center- Klamath Falls Location
Applewood Women's Clinic
Basin Immediate Care
Cascade Comprehensive Care
Cascade East Family Medicine
Heartfelt Obstetrics and Gynecology Clinic
Klamath Heart Clinic
Klamath Open Door
Klamath Orthopedics and Sports Medicine
Klamath Pulmonary & Critical Care
Klamath Sleep Medicine
Sky Lakes Adult Medicine
Sky Lakes Cancer Treatment Center

Coming Summer 2014

JHIE, Your EHR and Meaningful Use - A Perfect Union

An interface between JHIE and your EHR provides many benefits that can have a very positive impact on your daily workflow and the efficiency of your practice as well as your ability to attest to Meaningful Use objectives. Here's how...

Save Money! A single interface to JHIE means that you get structured data for all participating data contributors-those currently participating in JHIE and those who join in the future. That means when new data contributors (hospitals, labs, imaging facilities, and others) join JHIE, you have the option to "turn on" the data flow. It does not require a change to the existing interface so there is no additional cost to you and you save money by implementing and maintaining **one** interface with JHIE rather than having to build and maintain an interface to each individual source of patient data. You decide what data comes into your EHR. If you want to control sources or types of data, you can view these other data sources via JHIE and import the data you need into your EHR on an as need basis.

Be More Efficient! That single interface to JHIE can also help you exchange information from your EHR to other providers for transitions of care and referrals. Via JHIE's Direct Trust compliant system, you can deliver summary of care records to patients using Direct secure messaging right from your EHR. You can also send and receive summaries from other providers to streamline patient referrals and transitions.

Have better Information and Improve Quality! Never miss a critical result because it was faxed to the wrong number or keyed incorrectly into your EHR. JHIE provides real-time clinical results and reports directly into your EHR based on the preferences and workflow of your practice. Never again will you or your staff have to call the lab or diagnostic facility looking for a missing test results; or order a duplicate test because the results were not available to you when you needed them.

Achieve Meaningful Use Stage 2! JHIE can help you achieve meaningful use stage 1 and 2 requirements. Your EHR interface with JHIE can provide direct benefits toward achieving meaningful use in streamlined, cost effective ways as follows:

Core Objective #10

Meaningful Use 2 Core Objective	Measure	JHIE Services
Incorporate clinical lab-test results into Certified EHR Technology	55% of all clinical lab tests results ordered are incorporated in EHR as	A direct interface with your EHR allows JHIE to deliver results and reports directly into your EHR, including structured lab data and more. With one interface to

Sky Lakes Family Medicine
The Children Clinic of Klamath

Visit our [website](#) for an up-to-date list of JHIE participants!

To join JHIE, contact info@jhie.org.

[Join Our Mailing List!](#)

JHIE by the Numbers

As Southern Oregon's health information exchange, we aim to have all hospitals, clinics and health care providers in the region exchanging information in a secure and standardized manner. Our mission is to facilitate patient-centered care through a community-driven and provider-led collaboration that promotes better health and provides value through secure and trusted patient information sharing.

Hospitals, independent physician associations (IPA) and, clinics, and Continuous Care Organizations (CCOs) participate in the JHIE, which is growing rapidly in enrollment and adoption.

From January 1 through the end of April 2014:

67 clinics/practices enrolled

375 providers enrolled

21 clinics/practices are currently in the enrollment or training process

If you wish to join JHIE or work with a practice you would like to enroll in JHIE, contact info@jhie.org or call, toll-free, 1-855-290-JHIE (5443).

Quick Links

[Enroll in JHIE](#)

[Visit Our Website](#)

[Contact Us](#)

[Past Issues](#)

Share Your Success!

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

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

as structured data	structured data	JHIE you get a direct data feed from all data senders participating with JHIE today as well as those joining in the future.
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Core Objective #15

Meaningful Use 2 Core Objective	Measure	JHIE Services
Provide a summary care record for each patient transition of care or referral to another provider of care	Provide summary of care record for 50% of transitions of care and referrals to another setting or provider of care; at least 10% of which must be transmitted and received electronically	Use JHIE as your certified <u>Direct Trust</u> service for delivering summary records to other providers for transitions of care. JHIE also will deliver summary of care records to your EHR from other providers. When you use JHIE to send/receive summary of care records, you also make them available for other authorized providers to view them so they have better information to care for your patients, in an emergency for example.

Attest for Meaningful Use! In addition to the specific measures that can be achieved via JHIE, there are several indirect ways in which JHIE can support meaningful use attestation. For example, having data from multiple sources through JHIE will ensure that you have the most complete picture of your patient's health. That means that you will have the most up-to-date and complete information be able to demonstrate clinical quality measures, such as:

- Generating lists of patients by specific conditions to use for quality improvement, reduction of disparities, research, or outreach (objective 11);
- Using clinically relevant information to identify patients who should receive reminders for preventive/follow-up care (objective 12); or
- Identifying patients who will benefit from patient-specific education resources (objective 13).

How much does a JHIE interface to my EHR cost, you ask? JHIE does not charge for the JHIE side of the interface provided that they agree to implement the full JHIE interface, including summary of care exchange. Each EHR vendor is a little different with regard to their interface cost and process for achieving connectivity. It is important to discuss the connection with your vendor and to understand their charges. If you have any questions, contact JHIE for help.

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 info@jhie.org. We will be happy to share and celebrate your success!



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 info@jhie.org or call, toll-free, 1-855-290-JHIE (5443).

First Step to HIE

Learn more about getting a JHIE interface package at no charge by contacting us via email at info@jhie.org or calling, toll-free, 1-855-290-JHIE (5443).

Benefits of HIE

Research Demonstrated HIE Saved More Than \$1 Million

According to an October 2013 article in the online journal *Healthcare Informatics*, "HIE Saved \$1M in Emergency Care Costs for Medicare," a study conducted by emergency physicians at the Medical University of South Carolina presented significant findings about the benefits of HIE.

The study looked at 325,740 patient encounters in 11 Emergency Departments across South Carolina. The research conducted over a 12-month period (starting February 2012) found that:

- * Providers using HIE to access data improved emergency care quality and saved nearly \$2,000 per patient, totaling more than \$1 million in patient charges over a 12-month period;
- * Almost 90 percent of the 532 participants said that the quality of patient care improved; and
- * Valuable time was saved as reported by 82 percent of participants, with a mean time savings of 105 minutes per patient.

Recent Research

90% of Adult Americans Are Ready to Share Personal Health Information to Improve Care

According to a survey conducted by Kelton for Makovsky Health, an overwhelming majority of U.S. residents say they would be willing to share their personal health data with researchers to help them better understand an illnesses or improve treatment, particularly if the data remains anonymous.

The survey of 1,001 U.S. residents over age 18 investigated consumers' behavior and preferences for engaging with online healthcare information.

The study noted that to help researchers understand a disease or improve care or treatment options, 90% of Americans are ready to share personal health information:

- * 26% would share regardless of whether data were anonymous.
- * 23% would share if they could control which data were anonymous.
- * 40% would share if promised that all data would remain anonymous.

Object Identifier (OID) - The First Step to Health Information Exchange with Your EHR

For those connecting their EHR with the JHIE community, obtaining an OID (Object Identifier) is an important first step.

An OID is a numeric string that is used to uniquely identify an object, such as a practice, clinic or facility. OIDs are created by a Registration Authority and will always designate your organization to ensure the security of your information and organization.

OIDs are required to uniquely identify JHIE participants and allows you to securely exchange information from your EHR. By connecting your EHR with JHIE, you can achieve Meaningful Use 2 and 3 requirements for receiving lab data directly into your EHR, exchanging patient data across EHR platforms, and exchanging patient care summaries (continuity of care documents) to support transitions of care.

Requesting an OID is simple. Participants begin by logging onto <http://www.hl7.org/oid/> and selecting the proper links that will take them through the necessary fields. For details on OIDs and the process for obtaining an OID for your organization, view the [JHIE factsheet on requesting an OID](#).

Contact JHIE with your questions by emailing info@jhie.org or 1-855-290-JHIE (5443).

The survey also reveals that consumers increasingly access health information and manage personal health care by using smartphones and new health technologies.

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