



## The Exchange

August 2016

### Greetings,

Summer 2016 is a season of continued growth and expansion for JHIE.

This issue highlights JHIE's new data contributors, provides an update on our behavioral health initiatives, highlights our new implementation specialists and shares how La Clinica is using JHIE to improve patient care.

As we continue to grow, we want to reach out to providers with whom you work. 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](mailto:support@jhie.org) or calling toll-free (855) 290-JHIE (5443), you can help connect your colleagues to JHIE resources and benefits.

Yours in good health,

The JHIE Team

## In This Issue

[La Clinica Aims to Improve Care with JHIE](#)

[Behavioral Health Data Exchange Update](#)

[Veteran's Administration Connectivity](#)

[New Data Contributors](#)

[Keep Up to Date with JHIE Participants](#)

[Meet JHIE's Implementation Specialists](#)

## Meet JHIE Users

### La Clinica Aims to Improve Care with JHIE

La Clinica del Valle Family Health Care Center, also known as La Clinica, offers services through six neighborhood health centers, nine school-based clinics and a mobile health center. Joining JHIE to improve patient care was a logical step for the organization.

"We want to be able to connect to our partners in the community for faster and more accurate service for our patients," said Rebecca (Becki) Platts, medical assistant at La Clinica Birch Grove. Before JHIE she communicated over phone and fax but now JHIE makes referring patients to specialists easier and accessing clinical reports for their patients much faster.

Referring to the JHIE Community Health Record, which she mainly uses to access reports for providers, Platts said, "The ease of being able to find hospital records and reports is a

## 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](mailto:support@jhie.org).

## JHIE by the Numbers

 **883**  
Providers enrolled in JHIE

 **225**  
Clinics enrolled in JHIE

 **5,672**  
Average Direct Secure Messages Sent Through JHIE Per Month

 **11,380**  
Average Monthly Queries

Reflects data as of July 31, 2016

[Join Our Mailing List!](#)

## JHIE News

### Meet JHIE's Implementation Specialists

JHIE's newest team members, Mariela Owen and Filiberto (Fily) Bencomo are working to help practices integrate JHIE into their processes and maximize

huge blessing. The ease of building a report from encounters looks nice and neat when we enter it in to our own system."

Platts would "absolutely encourage" other practices to join JHIE. She said that for authorized JHIE users, there is ease of access to information from providers, hospitals, and other community contributors.

"This is a secure network of providers able to work together for the betterment of our patients," she said.

**About La Clinica:** Since 1988, La Clinica has been striving to improve the quality of life for the diverse communities it serves (including the most remote and vulnerable community members) by providing culturally appropriate, accessible, and affordable quality health care. La Clinica's core purpose is to empower people to live healthy lives through education, preventive health, and lifestyle choices.

## JHIE News

### Behavioral Health Data Exchange Update

JHIE continues to work toward integrating behavioral health information into the Community Health Record. With a clear understanding of applicability of the law, the team has been meeting with EHR vendors that support substance use treatment providers to understand their capabilities for passing patient consent to JHIE. Additionally, a common consent form is being developed in collaboration with the Oregon Health Authority. This form will comply with all 42 CFR Part 2 informed consent requirements and serve to support a release of information for both electronic and paper-based records sharing.

The Behavioral Health Workgroup has been meeting to define workflow processes to support electronic exchange supported by a patient consent. Over the coming months, the technical specifications for sharing behavioral health records will be finalized and JHIE will be providing guidance to interested provider organizations.

## JHIE News

### Veteran's Administration Connectivity

Soon, a patient search in JHIE will give users the option to query the US Veteran's Administration (VA) for a care summary on their patients who also receive care from VA health care facilities.

JHIE has been working with the VA to build connectivity through the eHealth Exchange.

Watch your email for more information on training webinars and user guides for accessing VA data through JHIE.

## JHIE News

### New Data Contributors

JHIE is pleased to announce the following providers and clinics are now contributing care summaries to JHIE:

Applegate Valley Family Medicine LLC  
Bogard Family & Sports Medicine  
Brookings Harbor Medical Center  
Grants Pass Family Medicine

functionality to improve patient care.

Mariela Owen joined JHIE in March. A native of Orange County, Cal., Mariela moved to the Oregon coast in 2003 and has resided in Medford since 2007. She is married with two children, ages nine and five years, and her family enjoys long road trips and traveling to the Oregon coast.



Prior to joining JHIE, Owen served in customer service roles at BlueCross BlueShield (BCBS) for 13 years, where she learned about healthcare and customer

service.

Noting her passion about providing access to healthcare, Owen stated, "I have had many conversations with patients at vulnerable stages of their lives and facing great difficulty in navigating the healthcare system. When I heard about JHIE I knew this would be a great fit for me. JHIE focuses on the patient and makes information available to providers at the time and place of service. JHIE also helps make care accessible, improving efficiencies and reducing waste by allowing providers access to electronic health records, providing the opportunity to better care for patients."

Joining Mariela on the JHIE team is Fily Bencomo, who joined JHIE in May. Bencomo brings to JHIE his

experience from Merck



Pharmaceuticals, Verizon Wireless, Southern Oregon University and Rogue Valley Family YMCA.

Originally from Mexico, he has resided in Southern Oregon for the past 16 years, earning a bachelor's of science in Health and Fitness Management and a Master's of Business Administration from Southern Oregon University. During his time at OSU he worked in other industries such as forestry, wildland fire fighting and education. He has served on the board of directors for the YMCA and board of trustees for Southern Oregon University.

Josephine County Public Health  
Judith King MN FNP PC  
Klamath Open Door  
Lisa Callahan CPNP  
Millette Family Medicine  
Mountainview Family Practice  
Oak Street Health Care Center  
River Rock Family Practice  
Rogue Medicine  
Rogue River Family Practice  
Satori Wellness  
Southern Oregon Cardiology  
The Children's Clinic of Klamath

In addition, the following EHR vendors are live or in process of connecting (\*):

Allscripts\*  
Athena Health  
Cerner\*  
eClinical Works  
Epic  
GE Centricity\*  
GEMMS  
Greenway  
Mosaiq  
NextGen\*  
OCHIN Epic\*

#### ***Advantages to Connecting your EHR with JHIE***

#### **Are you on a payor panel that requires you to report on quality metrics? JHIE can help!**

By connecting your EHR to JHIE and contributing CCDs to the community, JHIE is able to pull the required quality metrics out of your CCD data and send it to the CCO(s) or other payors taking that burden off of you and your staff. Having access to this information on their members can also reduce the payors' need to do chart audits in your office - saving you time and money.

Connecting your EHR to JHIE also can improve clinical productivity, help meet CMS requirements, and help better care for patients without ever having to leave the clinical record. With a JHIE interface, users can:

- View the lab results and reports for diagnostics performed on your patients, including those ordered by other providers.
- Send a Continuity of Care Document (CCD)/clinical summary to the JHIE community, where other providers caring for your patient can view information without having to call your office for the information or repeat tests on your patient.
- Query the JHIE Community Health Record right from the patient's chart in your EHR to understand who else is caring for your patient and what information they have made available for you to better care for your patient.
- Coordinate care when your patients are discharged from the hospital, helping you to meet CMS requirements for transitions of care.
- Communicate via secure messaging with other providers in the JHIE network as well as those in other "Trusted" Direct messaging networks.

**Learn how your organization can contribute care summaries to the Community Health Record.** Contact JHIE at [info@jhie.org](mailto:info@jhie.org) or call us at (855) 290-5443.

Bencomo's passion for teaching, coaching, learning and fitness, particularly around issues of technology, health, and the economy, translates to committed service in his new role at JHIE. Outside of work, he enjoys comedy and spending time at the gym, with friends and family, or at home with his wife and pets.

Both Bencomo and Owen actively support practices participating in JHIE and are welcome additions to the JHIE team.

## 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](mailto: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](mailto: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](mailto:support@jhie.org).  
We will be happy to share and celebrate  
your success!