

Agenda

Meeting: EDIE Steering Committee (EDIE/ Collective Platform)

Date: Friday, August 27, 2021

Time: 8:00-10:00am

Location: Zoom

Join Zoom Meeting

<https://us02web.zoom.us/j/83382901408>

Meeting ID: 833 8290 1408



Dial In:

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Meeting ID: 833 8290 1408

Topics	Time	Action	Lead
<u>Welcome and reflection</u>	8:00		Mark Hetz
<u>Introductions</u>	8:05	Welcome	Mark Hetz
<ul style="list-style-type: none"> • Dr. Josh Cott, Asante • Dr. Peter Canning, Asante 			
<u>Vendor updates</u>	8:10	Update	Rachel Leiber Sarah Provan
<ul style="list-style-type: none"> • Support • Product Updates • PCC/Collective Customer Awards 			
<u>Potential changes to EDIE Report</u>	8:20	Inform	Dr. Josh Cott, Rachel Leiber
<ul style="list-style-type: none"> • Asante ED Physician recommendations • Collective Medical Options • Next Steps 			
<u>Proposed ED Physician Advisory Committee</u>	8:50	Discuss	Mark Hetz
<ul style="list-style-type: none"> • Purpose • Potential Members 			
<u>Use case updates</u>	9:05	Update	Liz Whitworth Ryan Hart
<ul style="list-style-type: none"> • EDIE Steering Priorities • PacificSource Use Cases 			
<u>Webinar and Collaboratives</u>	9:35	Inform and Brainstorming	Mark Hetz Liz Whitworth
<ul style="list-style-type: none"> • Schedule for remainder of 2021 • Ideas for Behavioral Health Collaborative 			
<u>Announcements/Wrap-up</u>	9:50	Information	Mark Hetz
<ul style="list-style-type: none"> • Review action items • Future Agenda topics • Next Meeting: Friday, October 22, 2021 			



EDIE Utility Steering Committee
August 27, 2021 (virtual meeting)

Agenda

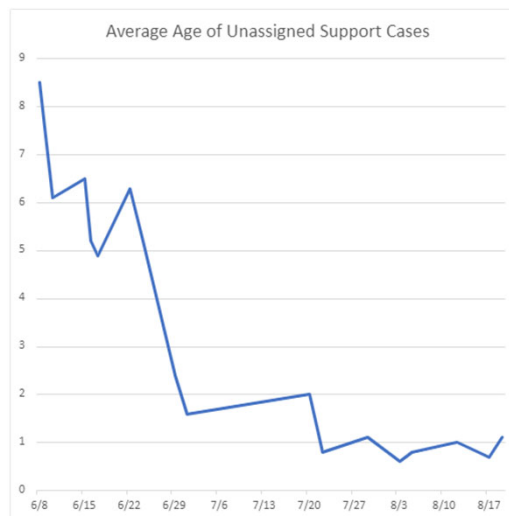
- Welcome – Reflection - Introductions
- Collective Medical Update
- Potential Changes to EDIE Report
- Proposed ED Physician Advisory Committee
- Use Case Updates
- Webinars and Collaboratives
- Announcements/Action items

Collective Medical Updates

- Support and Technical Services Resources Update
- Hospital ADT Data Completeness
- Product Updates
- Point Click Care/Collective Awards

Support

The Collective support team is now fully staffed and has successfully burned down the case backlog that had been building. We are now at a steady state of initiating work on cases within one business day of submission.



ADT Improvement Update

HIT Commons and Collective Medical partner with our Health System partners to continuously improve and optimize their live HL7 Admit, Transfer and Discharge data so it is complete and timely to support effective and efficient care management follow up. We also ask for additional data elements as Use Cases expand.

Facility	Admit Msg	Discharge Msg	Fields Affected
Adventist Health System	358	7,974	Admit Date, Attending Physician, Diagnoses, Disability
Asante Corporate	1,663	11,053	Discharge Disposition, Disability, Pt. SSN
Blue Mountain Hospital District	2	280	Attending Physician, Diagnoses, Language, Disability, Pt. Phone
Capital Medical Center	38	1,519	Diagnoses, Disability, Pt. SSN
CHI Mercy Medical Center	15	804	Attending Physician, Diagnoses, Ethnicity, Language, Disability, Pt. SSN
CHI St. Anthony Hospital	5	160	Diagnoses, Ethnicity, Language, Disability, Pt. SSN
Columbia Memorial Hospital	7	2,374	Diagnoses, Disability, Pt. SSN
Coquille Valley Hospital District	4	410	Discharge Date, Diagnoses, Disability, Pt. SSN
Curry General Hospital	740	1,040	Diagnoses, Disability
KP NW Region	498	526	Attending Physician, Disability, Marital Status, Pt. SSN
Lake Health District Hospital	1	490	Attending Physician, Diagnoses, Disability
Legacy Salmon Creek	2,881	3,126	Attending Physician, Disability
Lower Umpqua Hospital	2	232	Disability
Mid-Columbia Medical Center	154	2,204	Attending Physician, Disability, Pt. SSN
Oregon Health and Science University	1,570	1,585	Disability, Pt. SSN
Peacehealth Corporate	4,007	6,253	Disability, Pt. SSN
Pioneer Memorial Hospital - Heppner	0	221	Admit Date, Attending Physician, Diagnoses, Race, Ethnicity, Language, Disability, Marital Status, Pt. Name, Pt. DOB, Pt. SSN, Pt. Address, Pt. Phone
Providence	15,093	20,722	Disability, Pt. SSN
Salem Hospital	1,263	4,582	Disability
Samartian Health Services Corporate	997	1,087	Disability
Santiam Memorial Hospital	2	1,350	Attending Physician, Diagnoses, Language, Disability, Pt. Phone
Southern Coos Hospital and Health Center	138	180	Diagnoses, Disability
St. Charles Health System- Inc.	1,469	11,782	Attending Physician, Discharge Disposition, Disability
Trinity Health Corporate	98	7,600	Attending Physician, Diagnoses, Disability, Pt. SSN

*Does not include McKenzie Willamette Regional

Product Updates

COVID-19 Vaccine Data Sharing via the Collective Platform

EDs: If existing criteria triggers a hospital EDIE notification, indication of a COVID-19 vaccination status will be in the notification under "Flag" section.

CCOs/Plans: Vaccine Population Reports for Health Plans and CCOs and for others upon request will post in the Collective Platform/Scheduled Reports page and include fullmember vaccination status (i.e., flags for vaccines administered, no flags to indicate unvaccinated individuals). • These reports will post by patient/member even without the presence of a recent facility encounter/visit. • Due to large patient/member populations, these reports will run on a staggered schedule and update on Tuesdays and Wednesdays each week.

COVID-19 vaccine information presented in 3 ways

Indication of COVID-19 vaccination status in existing hospital EDIE notifications (visible under "Flags" in the EDIE notification)

EDIE Notification

"Flags" on the patient record (for each applicable vaccine manufacturer and dose)

Patient Record

Vaccine Population Reports for CCOs and Health Plans and others upon request (reports will provide vaccine "flags" by patient/member even without the presence of a recent facility encounter/visit)

Report

On the Patient Page within the Collective Platform, patients with a COVID-19 vaccine will have a blue colored box or "flag(s)" visible on their patient record.

The hover over description on the Flags will include the following information:

Display Name: Example COVID-19 Vaccine Pfizer Dose 1
Hover Over Description Text: Collective Medical has received information that this patient has been administered a COVID-19 vaccine. Please check your state immunization registry to learn more.
Attributed On: MM/DD/YYYY (note: this is the date of the most recent file Collective Medical received from OHA ALERT IS - this is not the date of vaccine administration, that is available in the patient's ALERT record)
Attributed By: Collective Medical

Product Updates

SdWbqR yhu/zh #djh# #qfrxqvu#xcp p duj# PkDaw

Collective Medical has been making updates and improvements to the Patient Overview page, and one of the latest portions to receive an upgrade is the Encounters section. We have integrated the two of the Summary Charts contained in the Classic view into the New view of the Patient Overview page.

The information below will detail the changes that have been made to the Encounters section.

New Tabs

Encounter History: this is where you will find all patient encounter information

Encounter Trends: this is where you will find the summary charts for encounters

ED Encounter Count

This will display the ED Encounters for the selected timeframe

The total monthly visits will display at the top of the bar

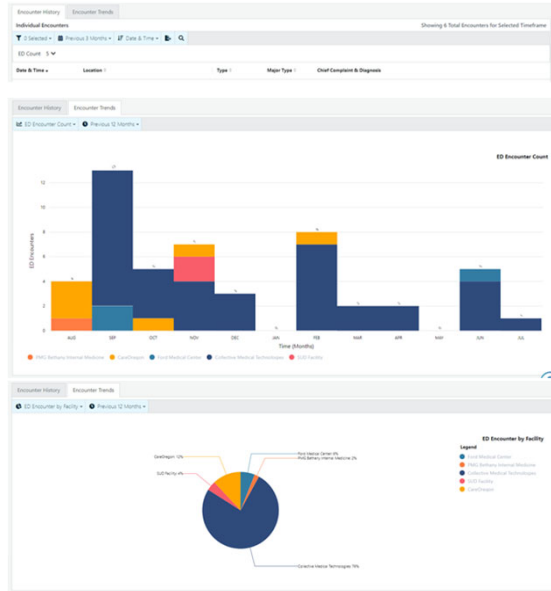
The facilities will be identified by color with the legend at the bottom of the chart

ED Encounter by Facility

This will display the ED Encounters grouped by facility

The facility and percentage of the encounters for the selected time frame will show as a pie chart with the legend located to the right of the chart

Note - The facility colors will remain the same for both charts. Also, both charts will use the same timeframe that was selected.



Product Updates

Achievement Awards Now Open for Nominations



- Now accepting nominations for our second annual PointClickCare Customer Engagement and Advocacy Awards!
- This year, we're adding 5 new awards to recognize the amazing achievements of our forward-thinking Collective Medical customers who put their patients/residents and staff at the heart of their organizations. Our new 2021 Achievement Awards include:
 - [Quality Improvement Program of the Year](#)
 - [Best Emerging Quality Improvement Program](#)
 - [Biggest Impact on Customer Experience](#)
 - [Best out of the Box Initiative](#)
 - [Best Quality Improvement Program ROI](#)
- Select the above awards to start nominating yourself or others. The **nomination window remains open til October 29, 2021.**



Areas of Opportunity to Improve EDIE

Dr. Josh Cott
Emergency Physician
Epic ASAP Credentialed Trainer
Asante Health System



Remove Sepsis Alert

- ▶ Results in too many meaningless EDIE alerts
- ▶ Not relevant to nor useful for ED care
- ▶ Is the single greatest source of ED provider frustration with EDIE

Remove Unhelpful Flags

- ▶ Certain flags contain data that is not relevant to nor helpful for ED care:
 - ▶ Oregon ED Disparity Measure
 - ▶ History of Sepsis
- ▶ Other flags contain data that could be relevant but is already accessible in Epic if clinically needed:
 - ▶ Recent COVID-19 vaccine dosing.
- ▶ Alternatively, if flags cannot be removed, move to bottom of EDIE report
- ▶ Robust education addresses reported concerns that providers may get confused if flags/alerts are missing

Remove Excess Words

- ▶ Nearly all EDIE alerts contain this verbiage:

Security and Safety
No recent Security Events currently on file

ED Care Guidelines
There are currently no ED Care Guidelines for this patient. Please check your facility's medical records system.

- ▶ The busy practitioner has to read what's written on the EDIE alert; reading this is a waste of time
- ▶ Recommendation: suppress these unless there is a Security Event or Care Guideline

EDIE Improvements Recommendation Summary

- ▶ Remove sepsis alert
- ▶ Remove unhelpful flags
- ▶ Suppress unnecessary verbiage
- ▶ These changes will re-focus EDIE on Emergency Department use

ED Physician Advisory Committee

Objectives:

- Provide forum for user input into E.D. Report Design
- Serve as ongoing source of feedback on new product development, training materials and initiatives
- Develop and support physician champions in Emergency Departments across Oregon
- Provide recommendations to EDIE Steering Committee

ED Physician Advisory Committee

Composition:

- E.D. Physicians from 6-10 health systems/hospitals
- 4-5 Non-physician users of ED report
- Epic and Non-Epic E.D.s represented
- Integrated and print/fax E.D.s represented
- Non-physician users brought in for additional input

Timing:

- Ideally starting in late September (COVID surge may cause delay)
- Meetings more frequent while working on report update
- Meet quarterly (or semi-annual) on ongoing basis

Use Case Updates

Use Case Updates: Stakeholder Sharing

PacificSource—Top 3 Use Cases from 2021

Ryan Hart, MBA, MS Psych

Care Coordination Health Information Exchange (HIE) Strategist

Emergent Use Case: Extreme Heat Outreach Timeline

- **1045 Wednesday (7/28)**: Urgent meeting request from Director of CM
- **1202 Wednesday (7/28)**: Support ticket submitted to Collective Support
- **1302 Wednesday (7/28)**: Report delivered in our portal
- **0600 Thursday (7/29)**: Filtered for heat-related illness
- **0730 Thursday (7/29)**: List delivered to CM Managers
- **1700 Thursday (7/29)**: All identified members followed up with.

Iterative Use Cases:
ICC and LTSS and SIL Tracking

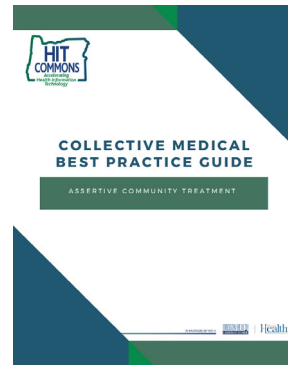
- Accomplished through ongoing eligibility file development
- We began this work with our ICC population in 2020, moved to LTSS in 2021
- Returned to us in the form of cohorts built around those groups/tags
- SIL for InCK being discussed with OHA InCK grant team and Info Mgmt Workgroup through HIT Commons

Transformational Use Cases:
Proactive Tracking, Pharmacy and Claims

- The Extreme Heat use case was a powerful case study for what HIEs can do, but it could have been even better
- Expanding Pharmacy engagement has many potential high-value use cases
- Many possibilities also exist in leveraging claims alongside HENs
- Many of these use cases are highly generalizable to other use cases and easily shareable with external partners.

Reminder: ACT Team Best Practices Guide

- Developed specifically to benefit ACT teams in your use of Collective Medical for coordinating around your ACT clients
- Informed by other Collective toolkits and interviews with ACT colleagues in Oregon
- Posted [Here](#)
- Questions/feedback: Justin Keller
Justin@orhealthleadershipcouncil.org



Use Case Updates

Public Health Data Sharing:

- **Oregon COVID-19 Vaccination reports** available in Collective Platform:
 - [Information Sheet on Vaccine Flags and Population Reports](#)
 - [Vaccine Messaging Tip Sheet for Providers](#)
- **Oregon COVID-19 positive lab results data/reports** available in Collective Platform:
 - [Information Sheet on COVID-19 positive data](#)
 - For questions about accessing/using reports, email Collective Medical at support@collectivemedical.com
- **COVID Tableau dashboard in development to track use of data statewide and ED/IP trends**

Use Case Updates

- **Housing insecure flags via HMIS**
 - Lane County flags live
 - Continuing to engage with Clackamas County
 - If EDIE Steering Members have contacts with other housing Continuums of Care (CoC) and want to help engage, email: Justin Keller Justin@orhealthleadershipcouncil.org
- **Overdose notifications**
 - Technical work complete; funding source needs to be identified
- **Jails/Corrections**
 - With OHA, tracking possible alignment with the IMPACTS Grants (The Improving People's Access to Community Based Treatment, Supports, and Services)
- **EMS onboarding**
 - Can onboard community paramedicine teams caring for a defined patient population

Webinars and Collaboratives

Schedule for remainder of 2021

Webinar 1:

Back to Basics on the Collaborative Platform in Oregon and Effectively Engaging Collective Support

September 20, 2021, at 11:00 a.m. - 12:30 p.m.

<https://us02web.zoom.us/meeting/register/tZUkfuyqpiovE9ZXcv3ZNi7md2XQF1Rlfqg>

Webinar 2:

HIT Commons website resources and Collective Community

October 18, 2021, at 11:00 a.m. – 12:30 p.m.

<https://us02web.zoom.us/meeting/register/tZAud-6tpjqrHdBMPUwia5rpAFOXw-aXbyE7>

Webinars and Collaboratives

Schedule for remainder of 2021

Webinar 3:

Engaging and Onboarding Post-Acute Care facilities

November 15, 2021, at 11:00 a.m. – 12:30 p.m.

<https://us02web.zoom.us/j/84461212693>

Autumn Collaborative:

Behavioral Health – State Strategies and stakeholder efforts

December 3, 2021, 9:00 a.m. - Noon

<https://us02web.zoom.us/j/84461212693>

Webinars and Collaboratives

Input on Behavioral Health Collaborative

Volunteers to present?

Suggested topics?

Stakeholders to engage?

Next Meeting

- Friday, October 22, 2021
- Send suggestions for topics for next meeting to mark@orhealthleadershipcouncil.org
- Thank you!