

HIECC Meeting

November 8, 2022

Agenda

TIME	ITEM	PRESENTER
09:00-09:10	Welcome - Agency Updates	Kim Smoak / Jaime Bustos
09:10-09:20	Roll Call	Pamela King, AHCA
	Review & Approve Meeting Minutes September 9, 2019	
	Previous Action Item Review and Status Updates	
09:20-09:50	Florida HIE Services Update Florida HIE Policies & Agreements	Aaron Parsons, Ai
09:50-10:00	Office of HIE Program Metrics	ABM Uddin, AHCA
10:00-10:10	Health IT Outreach Update	Corinne Slautterback, AHCA
10:10-10:30	E-PLUS Update	Suzanne Kirayoglu, AHCA
10:30-10:45	Florida Center Update	Jaime Bustos, AHCA
10:45-10:55	AHCA/DOH HIE Initiatives	Bruce Culpepper, DOH
10:55-11:00	Meeting Summary	Pamela King, AHCA
	New Action Items	
	Adjournment	



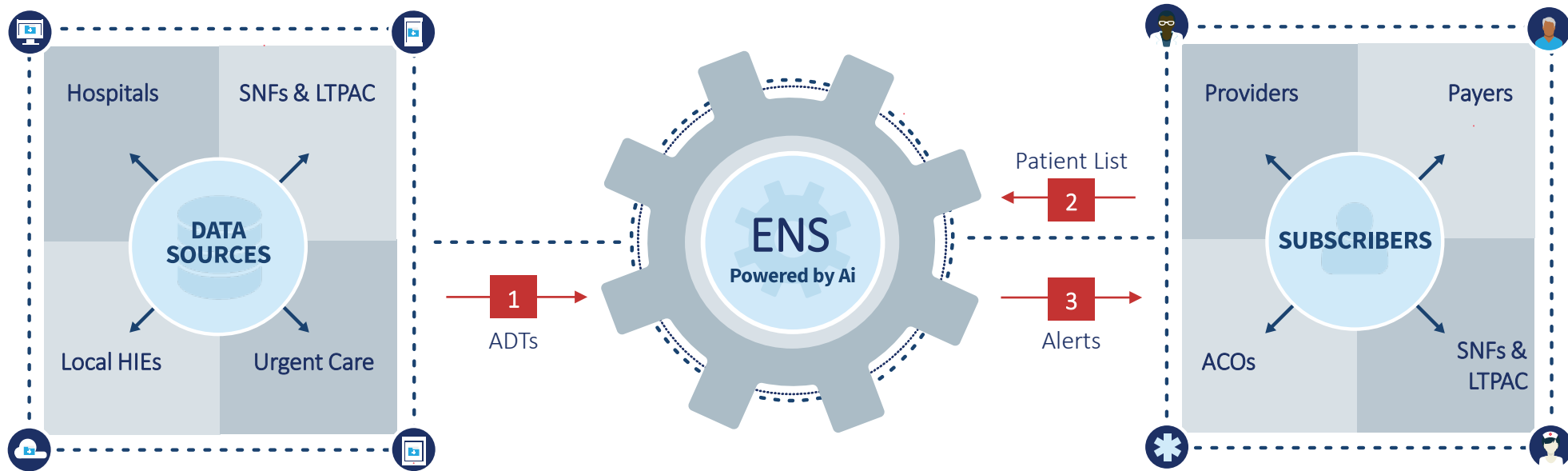
Florida HIE

- Created by the Agency in 2011 to facilitate secure, statewide exchange of health information between covered entities.
 - The Agency governs the Florida HIE and has contracted with Audacious Inquiry to manage the technical infrastructure and day-to-day operations.
 - Services include the Encounter Notification Service (ENS), query services (Gateway, ARCHER), and Direct Messaging.
 - Additional Florida HIE services may be offered with Agency approval.
 - No cost to the Agency; fees paid by participants to Audacious Inquiry.

Encounter Notification Service (ENS)

- ENS provides real-time notice of patient health care encounters
 - Connected facilities contribute real-time ADT (Admit, Discharge, Transfer) data to ENS on all patient encounters.
 - Covered entity subscribers provide a roster of members/patients on whom they are subscribing to receive notifications.
 - ENS matches inbound ADT data to subscriber rosters and routes confirmed matches to the subscribing covered entity for follow up.

Encounter Notification Service (ENS)



Data Sources (Hospitals, SNFs, and others) send real-time admit and discharge data to ENS.

ENS compares patient info between ADTs and patient lists and, if a match occurs, sends alerts to appropriate subscribers.

Subscribers (with patient consent) provide a list of patients on whom they wish to receive notifications. Lists are regularly refreshed.

Additional ENS Capabilities

- After delivering alerts, encounter data is purged from ENS in Florida.
- Most other states save this data to provide high-value benefits to participants –
 - Real-time readmission alerting for hospitals
 - Real-time readmission risk scoring for hospitals
 - Detailed info on prior encounters at the point of care
 - Customizable alerting based on patient encounter history
 - Timely quality and performance insights for hospitals
 - Improved patient matching (fewer false negatives)
 - Improved troubleshooting capabilities and data quality
- An amendment to the ENS Agreement would be required to permit data retention.

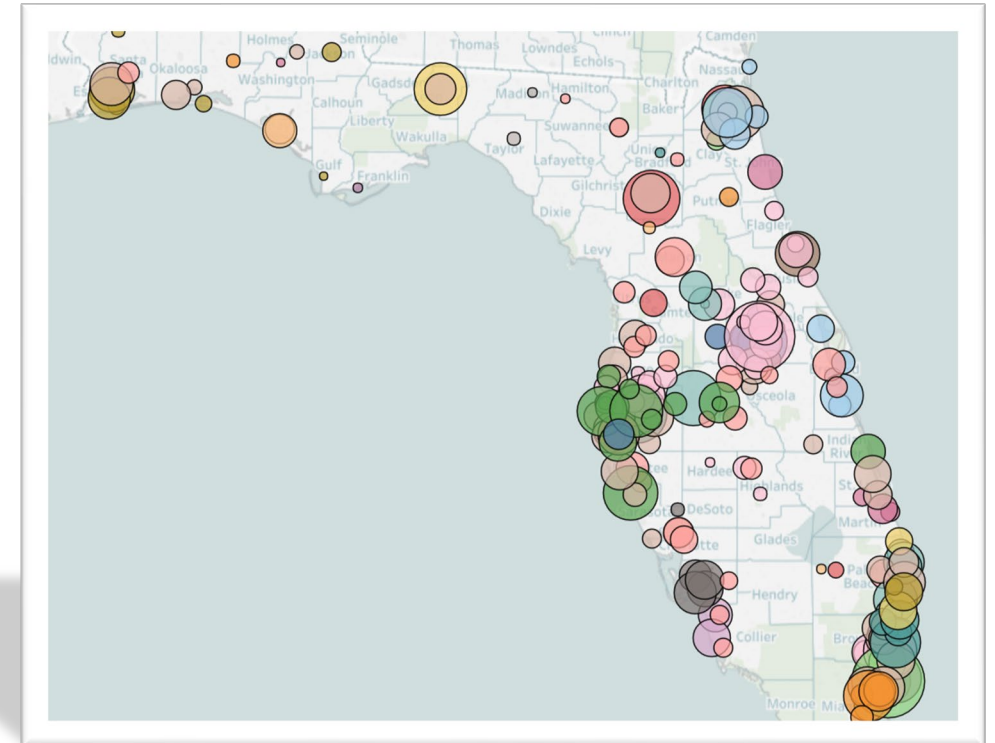
ENS Agreement Addendum

- An addendum to the ENS Agreement is being drafted to permit data retention to support existing Permitted Purposes and to enable interstate data exchange.
- Addendum changes would not require any technical effort by connected hospitals or other facilities, only signatures.
- Aiming for distribution of the addendum to hospitals and other connected facilities early in 2023 for signature.
- No cost service enhancements can be rolled out as soon as a critical mass of hospitals have signed the addendum.

Supplementary Materials

ENS Data Sources

- Over 700 data sources live in Florida –
 - 95% of acute care hospitals
 - 225 skilled nursing facilities
 - 70 home health agencies
 - 64 urgent care centers
 - 22 hospice providers
 - 5 Crisis Stabilization Units
 - Statewide EMS treat-and-release
 - All 67 County Health Departments



Hospital participation

- State & federal policy alignment –
 - § 395.1052, Fla. Stat. (2019) requires hospitals to notify a patient's PCP of hospital admission and discharge within 24 hours of occurrence.
 - One of the requirements for hospitals participating in the Agency's Low Income Pool (LIP) Program is to share admit and discharge data to ENS.
 - The Centers for Medicare and Medicaid Services (CMS) requires all Medicare or Medicaid participating hospitals to electronically notify PCPs and other providers of inpatient admissions and discharges at their facilities.

ENS Subscribers in Florida

Who's receiving ENS alerts?

- 118 physician practices
- 29 Medicare ACOs
- 29 health plans
- 20 health systems
- 19 Community Health Centers
- 20 Post-Acute Care providers
- 9 behavioral health organizations

Who else receives alerts? Subscribers' distribution of alerts to providers

Statewide coverage

- 15M unique lives covered in FL
- 8M+ notifications/month



ENS Benefits



Reduce hospital readmissions, ED visits, length of stay, and associated costs



Improve care coordination and transitions of care



Increase revenue & cost savings



Increase patient engagement and satisfaction



Improve quality of care and outcomes



Identify other providers involved in patient care

Agency initiatives

- Quality initiative
 - The Agency is now receiving alerts on all FFS and MCO enrollees in the state.
 - Goal is to analyze statewide utilization trends, in a plan and provider-agnostic manner, to identify opportunities to reduce PPEs.
 - Real-time data is used to identify opportunities for improvement, allowing the Agency to quickly convene stakeholders, implement change, and look for immediate impact on key metrics, like PPEs.

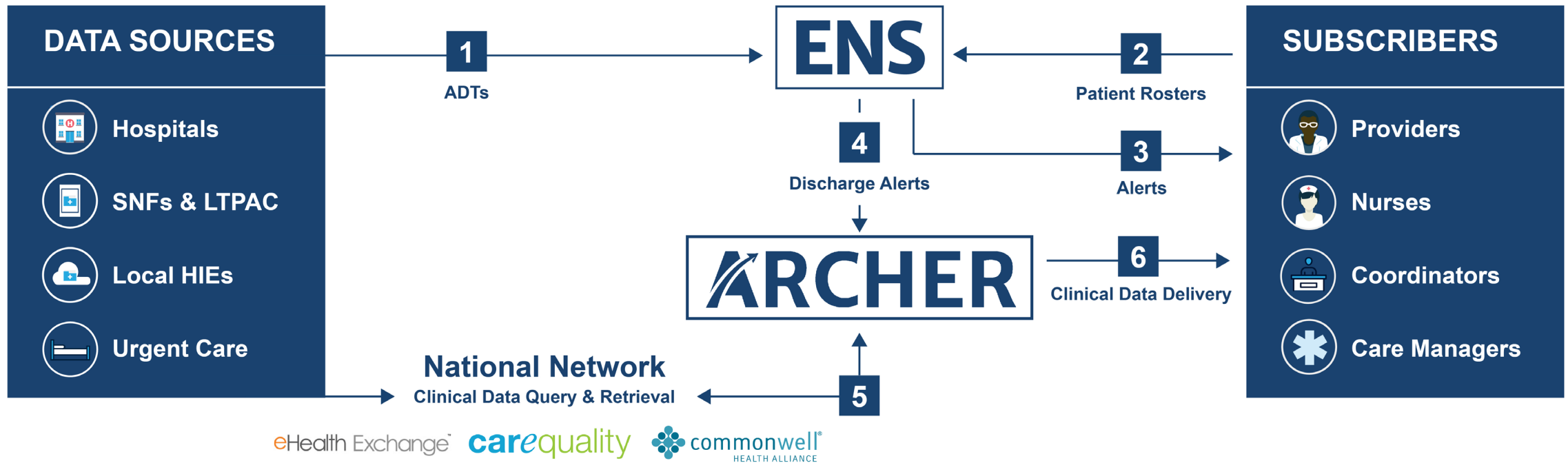
Florida Health initiatives

- Florida HIE supports multiple Florida Health initiatives at no cost –
 - Routing limited inpatient hospital data to ESSENCE biosurveillance system.
 - Providing hospital discharge diagnosis and other relevant information on EMS transports to FL DOH.
 - ENS subscriptions for each of the 67 County Health Departments.
 - Open discussions on sharing relevant data to the Florida Stroke Registry and Brain and Spinal Cord Injury Program.

ARCHER

- Automated Retrieval of Clinical Health eRecords (ARCHER) –
 - Relies on ENS and national networks connectivity to route more detailed clinical documentation when a patient is discharged from the hospital.
 - ENS alerts are used to query the treating hospital through one of the national networks for the discharge summary and other clinical documents.
 - ENS subscribers sign an ARCHER Addendum to the ENS Agreement and pay an additional PMPY fee for the service.

ARCHER



PointClickCare Acquisition

- Audacious Inquiry, the Agency's vendor for the Florida HIE, was acquired by PointClickCare in early 2022.
- PointClickCare provides technology solutions to over 22,000 LTPAC facilities, 2,500 hospitals, and 2,000 ambulatory sites across North America.
- Now part of a larger company, this acquisition will allow Audacious Inquiry to bring new data, services, and participants into the Florida HIE.



ePrescribing

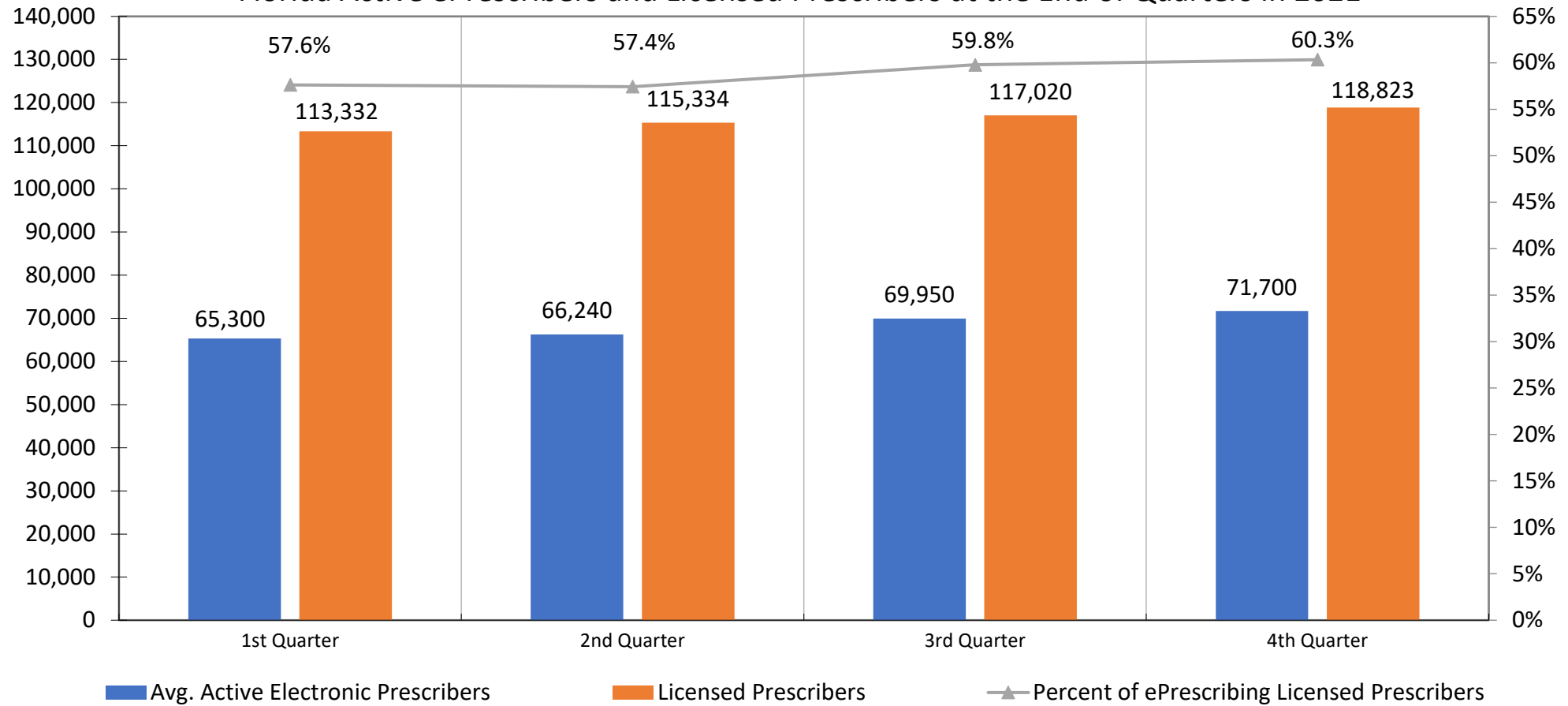
Metrics

- Quarterly metrics are published as available to <https://www.ahca.myflorida.com/SCHS/eprescribing/index.shtml>
- Data was collected from Change Healthcare and Surescripts in 2021. In 2022 Surescripts advised they would no longer share data with the Agency due to policy changes. We have been unable to publish metrics in 2022 since the remaining data received is too minor for accurate comparison.
- The Agency used 2021 data and metrics to compare Florida to National Averages.



Florida ePrescriber Averages

Florida Active ePrescribers and Licensed Prescribers at the End of Quarters in 2021

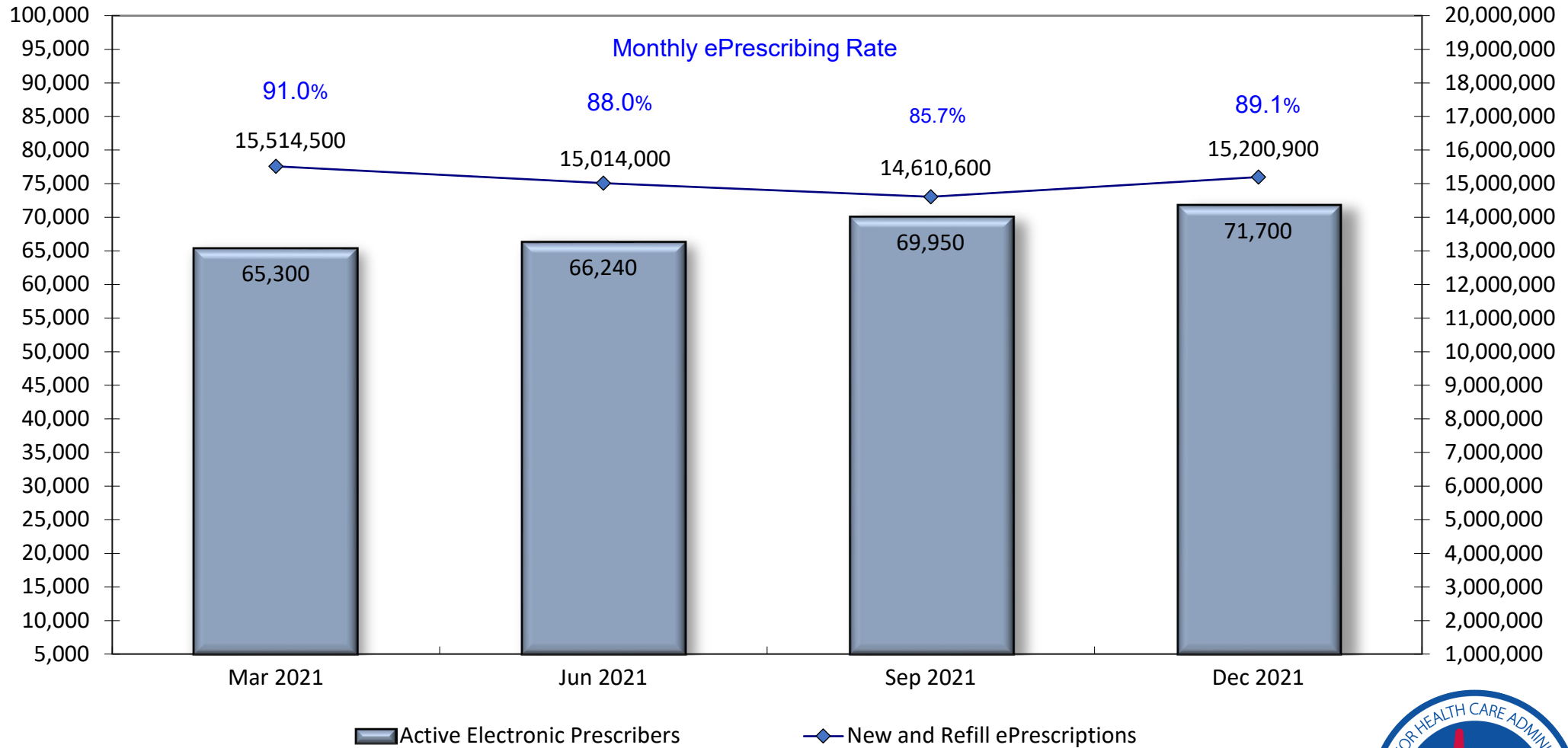


- Electronic Prescriber Data from SureScripts
- DOH Licensed Prescribers Include DN, MD, PA, APRN, PO, and OS

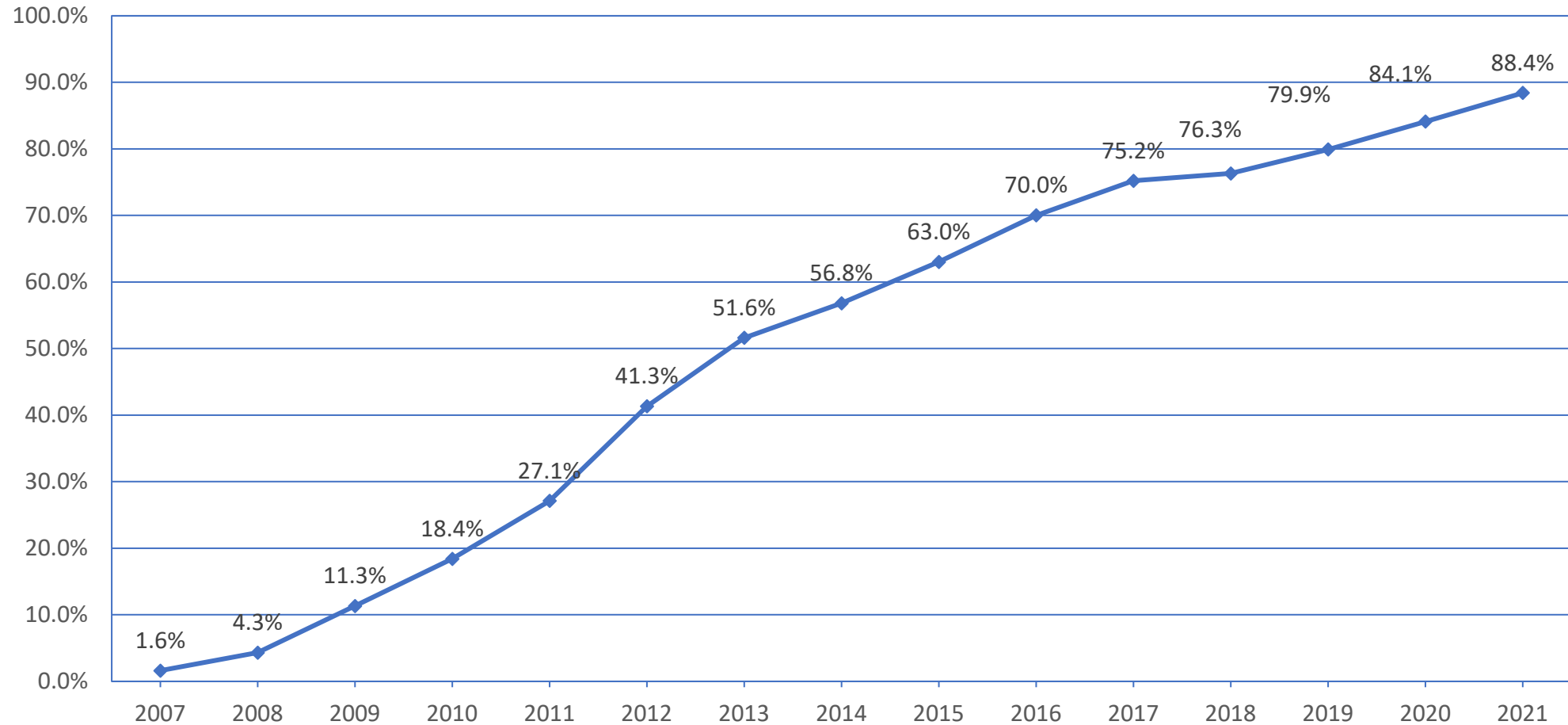


ePrescribing Providers & ePrescribing Rates

Electronic Prescriptions, ePrescribing Providers and ePrescribing Rates at End of Quarters in 2021

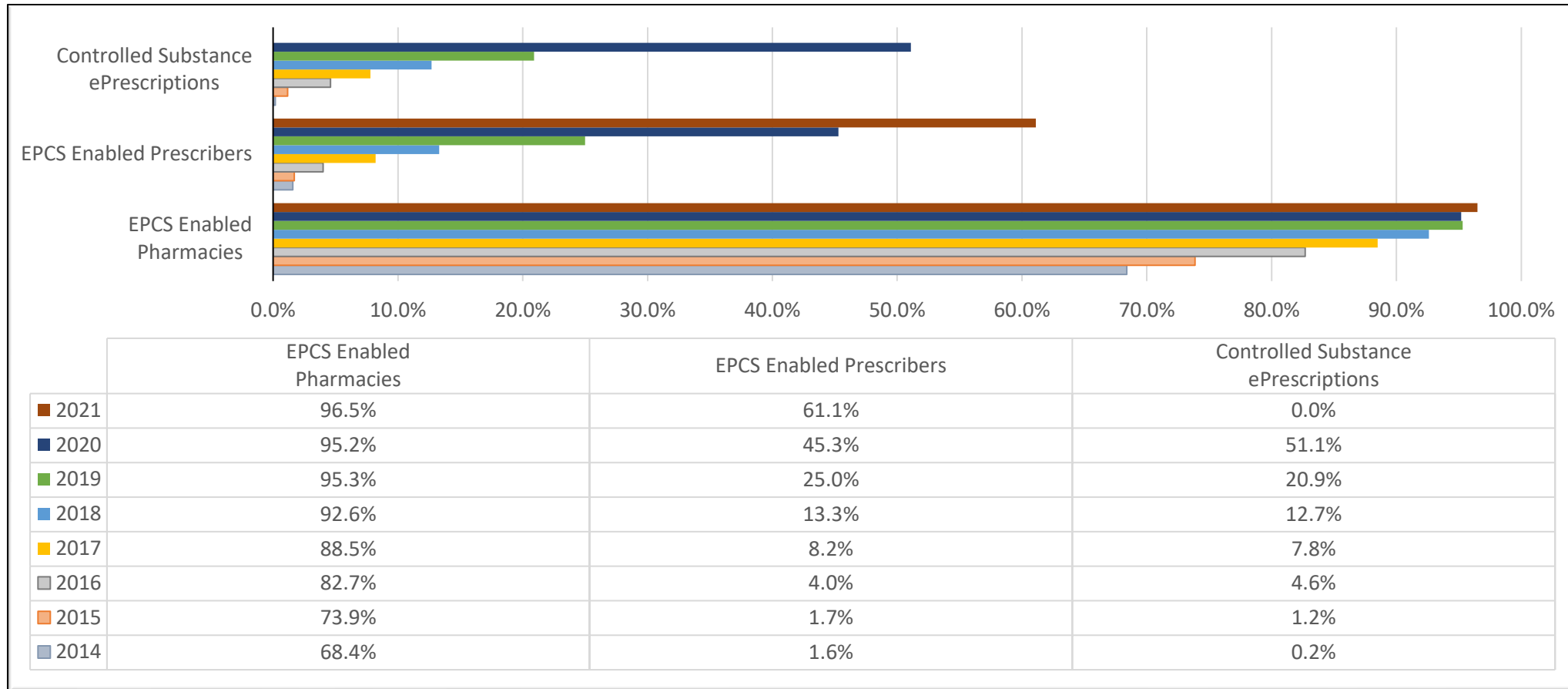


Annual Electronic Prescribing Rate, 2007 to 2021



ePrescribing of Controlled Substances

Electronic Prescribing of Controlled Substances (EPCS) in Florida¹



¹ Source: Annual Surescripts National Progress Reports

Note: The 2021 Surescripts National Report no longer includes the ranking table that contained the percentage of EPCS by state as in the past nor are the state percentages found elsewhere in the report. As a result, the value is shown as zero above.



Promoting Interoperability (EHR Incentive) Program Updates

- Medicaid version of the program ended in 2021
- Final round of post-payment audits are in progress
 - Scheduled to be completed by June 30, 2023
- Final payment numbers:

	Eligible Professionals	Eligible Hospitals
Total # of payments	18,537	539
Unique providers	9,060	182
Total payments	\$268,638,530	\$323,081,915



ENS-based New Projects

Emergency Notification Services (ENS) provides real-time ADT data to the subscribers on their patients based on patient consents

Emergency Patient Look Up System (E-PLUS): Easy-to-use web portal during declared emergencies to coordinate care

- Certified by Centers for Medicaid & Medicare Services (CMS) in 2019

Statewide social needs coordination: Targeting Z55-Z65 data that includes social needs elements with focus on Medicaid population

- Working with several other state agencies

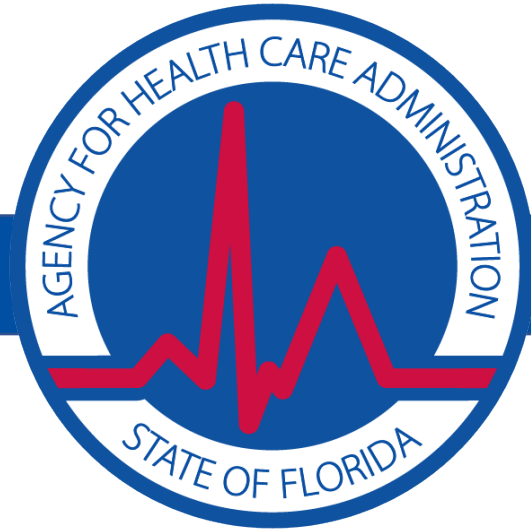
Continued interest in expanding ENS in the area of Behavioral Health and Long-Term Post Acute Care (specifically w/ Skilled Nursing Facilities)

Collaboration on DOH Initiatives

Support Emergency Medical Services

Promote County Health Department's HIE projects.
Initiative certified by CMS

Looking to future collaboration on Brain & Spinal Cord Injury Program, Stroke Registry, and other areas



Outreach Update

Outreach Update

- Health IT Outreach Activities
- Emergency Patient Look-Up System (E-PLUS) Outreach
- Florida HIE Services
- Encounter Notification Service (ENS)



2022 Outreach Activities

- **Webinars**

- Hosted 11 webinars
- Over 50% of registrants attended events
- Hosted quarterly Florida HIE webinars with guest speakers

- **In-Person Events**

- Attended 6 events as of October 2022

- **Social Media**

- Goal of 3 posts per month

- **Interagency Relationships**

- Educations and Awareness



Emergency Patient Look-Up System (E-PLUS)

- **In-Person Events**

- 2022 Preparedness Summit | Atlanta, Georgia
- 2022 National Hurricane Conference | Orlando, Florida

- **National Preparedness Month**

- 3 Social Media Posts
- 2 Webinars

- **Social Media + Promotional Items**

- Presence on AHCA social media platforms

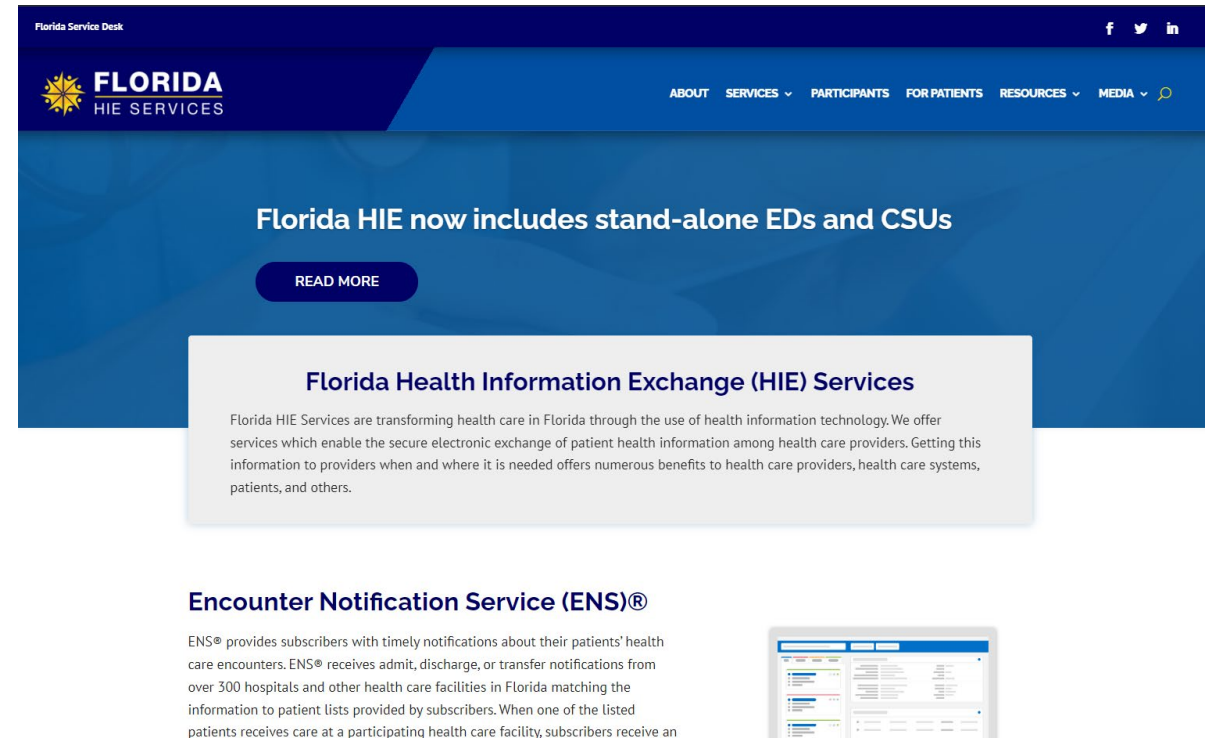
- **Updated Branding Materials**

- “Be Ready with E-PLUS”



Florida HIE Services

- **Florida HIE Website**
 - Rebranding
 - Rolling out Patient Query Record Exchange (PQRE)
- **Florida HIE User Summit**
 - Early 2023
- **Social Media**
 - Educational Posts – “Did you know?” Series
- **Case Studies and Articles**



The screenshot shows the Florida HIE Services website. The header includes the Florida Service Desk logo, the Florida HIE Services logo, and navigation links for ABOUT, SERVICES, PARTICIPANTS, FOR PATIENTS, RESOURCES, and MEDIA. The main content area features a blue background with the headline "Florida HIE now includes stand-alone EDs and CSUs" and a "READ MORE" button. Below this is a white box with the title "Florida Health Information Exchange (HIE) Services" and a paragraph of text. Further down, there is a section for "Encounter Notification Service (ENS)®" with a description and a small image of a computer screen displaying a data table.

Florida Service Desk

FLORIDA
HIE SERVICES

ABOUT SERVICES PARTICIPANTS FOR PATIENTS RESOURCES MEDIA

Florida HIE now includes stand-alone EDs and CSUs

READ MORE

Florida Health Information Exchange (HIE) Services

Florida HIE Services are transforming health care in Florida through the use of health information technology. We offer services which enable the secure electronic exchange of patient health information among health care providers. Getting this information to providers when and where it is needed offers numerous benefits to health care providers, health care systems, patients, and others.

Encounter Notification Service (ENS)®

ENS® provides subscribers with timely notifications about their patients' health care encounters. ENS® receives admit, discharge, or transfer notifications from over 300 hospitals and other health care facilities in Florida matching the information to patient lists provided by subscribers. When one of the listed patients receives care at a participating health care facility, subscribers receive an



Encounter Notification Service (ENS)

- **Behavioral Health**

- Q1 Focus
- Crisis Stabilization Units (CSUs), Psychiatric Hospitals, and others
- 5 total CSUs connected
- Florida Behavioral Health Association (FBHA) Support
- Attended 2022 Behavioral Health Conference | August 2022

- **Primary Care Providers**

- Q2 Focus

- **Skilled Nursing Facilities**

- Q3 Focus
- 225 total connected



BE+ READY with E-PLUS

Emergency Patient Look-Up System



Background

- 2005: Seminal Event – Hurricane Katrina
 - How can we leverage health information technology for disaster response?
 - Took a decade of investment in health IT to answer this question
- 2014: Office of the National Coordinator (ONC) partnered with Audacious Inquiry to determine what types of solutions are needed for emergency responders in the field.
 - Need for access to clinical records in non-routine care settings
- 2017: California pilots E-PLUS in response to wildfires.
- 2020: E-PLUS is made available nationwide.



What is E-PLUS?

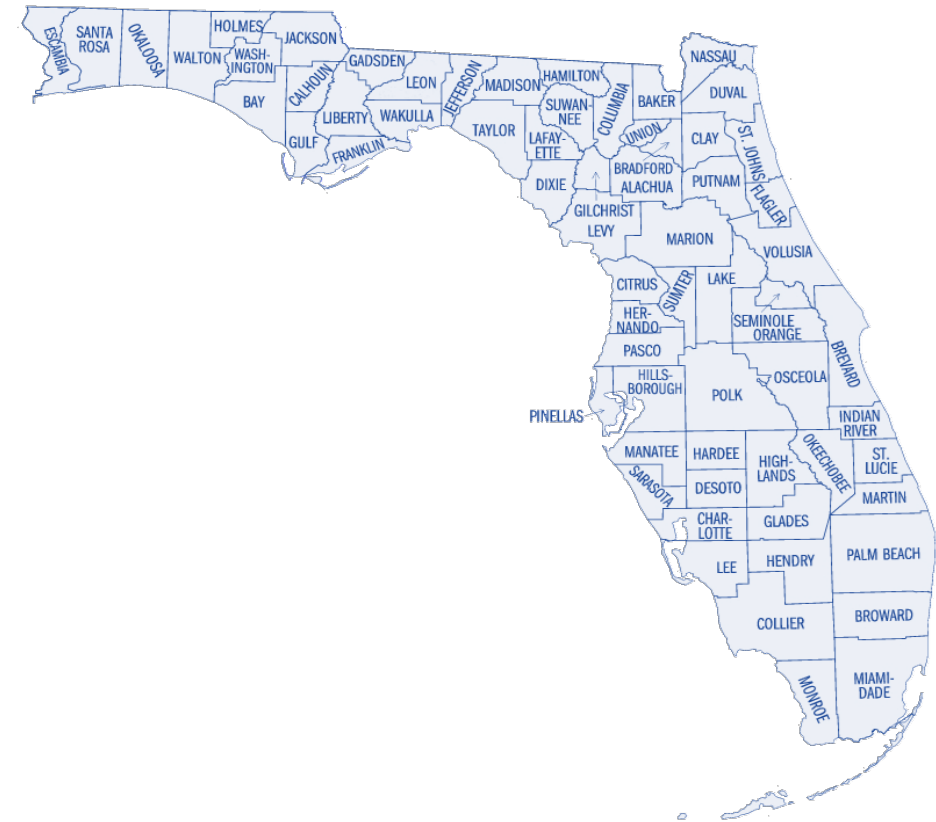
- Easy-to-use web portal that allows authorized users to view and print patient medication histories and clinical records without an electronic health record (EHR) system
- Documents include information about patients' medications, allergies, diagnoses, lab results, and much more
- Administrator of E-PLUS: AHCA
 - Activation occurs at the onset of a state of emergency
 - AHCA credentials access to E-PLUS



Data Connectivity

- Surescripts and eHealth Exchange

- **97% of all Florida pharmacies**
- Over 2,700 locations across the state
- Large health systems in Florida including Advent Health, Memorial Healthcare, UF Health, Cleveland Clinic, Mayo Clinic, CVS Health, and more
- Federal agencies - DoD and VA
- National dialysis centers – DaVita and Fresenius
- Carequality and Commonwell

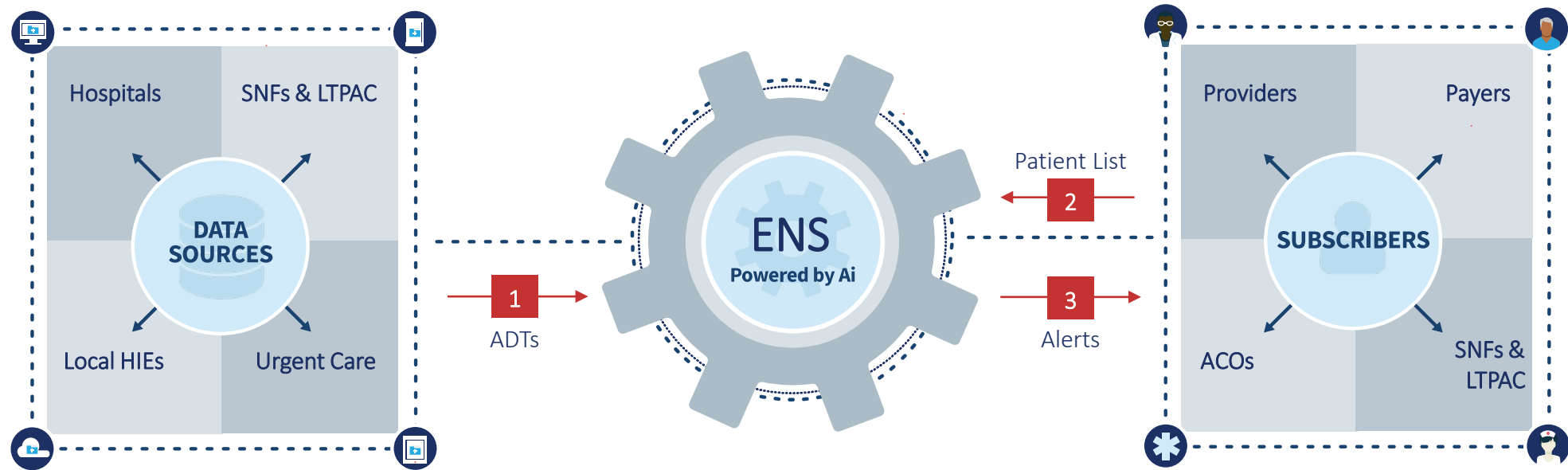


Emergency Census

- Enables users to locate missing persons via the Encounter Notification Service (ENS)
 - ENS provides real-time alerts to providers, health plans, and hospitals when patients have an encounter at a connected facility



How ENS Works



Data Sources (Hospitals, SNFs, and others) send real-time admit and discharge data to ENS.

ENS compares patient info between ADTs and patient lists and, if a match occurs, sends alerts to appropriate subscribers.

Subscribers (with patient consent) provide a list of patients on whom they wish to receive notifications. Lists are regularly refreshed.

Best-in-class patient matching – over 98% match rate validated against Medicaid claims in other markets



Emergency Census

- Deployed as a stand-alone tool during Hurricane Michael.
- Over 5,000 missing home health and dialysis patients were loaded into the system
- 400+ people located in the first hour
- Integration with E-PLUS
 - Allows alternative care sites, such as special needs shelters, to contribute data to the system
 - Broadens search capability
 - Alerts ENS subscribers



Activations to Date

- Tropical Storm Elsa 2021
 - At the onset of emergency, AHCA began working to credential users
 - Voluntary evacuation orders given
 - Trained a SpNS regional planner



Activations to Date

- Surfside Condo Collapse 2021
 - Goal: To find missing individuals by searching admits in the ENS data sources prior to disaster
 - AHCA communicated with Miami-Dade Emergency Operations Center to acquire a missing persons list from the Miami Police Department



Activations to Date

- Hurricane Ian 2022
 - **119 total** patient medical record searches were conducted
 - Pharmacists used E-PLUS access to assist individuals with medication reconciliation
 - Worked with Home Care Association of Florida to assist home health care agencies find displaced patients



Activations to Date

- Hurricane Ian 2022
 - **100%** of displaced people searched for with E-PLUS from Lee and Charlotte Counties located within 2 and 8 hours, respectively
 - Worked with End-Stage Renal Disease (ESRD) Network 7 to locate **47%** of displaced dialysis patients



Patient Search

Patient Search

[Reset Search](#) [Search History](#)

ⓘ For best results, please provide all available information. *fields are required.

Last Name *	First Name *	Middle Name	Date of Birth *	Gender *	
<input type="text" value="Abingdon"/>	<input type="text" value="Perseus"/>	<input type="text"/>	<input type="text" value="09 / 01 / 2012"/>	<input type="text" value="Male"/>	
Address		City	State	Zip Code	Phone
<input type="text" value="98 Bayview Ave"/>		<input type="text" value="New Rochelle"/>	<input type="text" value="New York - NY"/>	<input type="text"/>	<input type="text"/>

Medications Documents

Q Search...

Data from Surescripts received on - 2022-05-23 11:20

Certain medications may be missing from the list below. You should independently verify medication history with the patient.

MEDICATION	FILL DATE	WRITTEN DATE	QTY	DAYS	REFILLS	PRESCRIBER	PHARMACY
FreeStyle 28G lancets	12/14/2021	12/14/2021	100	-	-	Dolores Waterford-Fielding	Shollenberger Pharmacy
FreeStyle 28G lancets	09/10/2021	09/10/2021	100	-	-	Dolores Waterford-Fielding	Shollenberger Pharmacy
Sprycel 70 mg tablet Take 1 tablet by mouth 1 (one) time each	04/28/2022	04/28/2022	60	60	1	Tarquin McTavish	Brooklyn @ Gates Pharmacy

Patient Search



BAXTER DALLESANDRO

Continuity of Care Document

Generated on May 20, 2022, 10:46:00 -0400

[Demographics](#) [Care Teams](#) [Health Concerns](#) [Allergies, Adverse Reactions, Alerts](#) [Social History](#) [Problems](#) [Medications](#) [Immunizations](#)
[Medical Equipment](#) [Procedures](#) [Relevant Diagnostic Tests and/or Laboratory Data](#) [Vital Signs](#) [Advance Directives](#) [Insurance Providers](#) [Encounters](#)
[Functional Status](#) [Mental Status](#) [Assessments](#) [Plan of Treatment](#) [Goals](#) [History & Physical Note](#) [Document Information](#)

^ [Demographics](#)

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^ [Care Teams](#)

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Patient Care Team

Team Status: Active

Member	Role	Status	Dates
PCM Demo , MD	Admitting Physician	Active	Start: September 28th, 2021
PCM Demo , MD	Attending Physician	Active	Start: September 28th, 2021
PCM Demo , MD	Primary Care/Family Physician	Active	Start: September 28th, 2021
MOM DALLESANDRO	Next of Kin	Active	Start: September 28th, 2021

^ [Health Concerns](#)

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Health concerns may be documented in an alternate section







Missing Persons

Missing Persons

PANELS REPORTS

Missing Persons Panel

[Upload New Panel](#)

PANEL NAME	CREATED BY	DATE UPLOADED	CURRENT PANEL
[Florida] Missing Persons V6	mtendulkar	08/16/2022, 1:06 pm	 Download
[Florida] Missing Persons V5	sbucher	08/16/2022, 11:47 am	 Download
[Florida] Missing Persons V4	sysadmin	08/16/2022, 11:34 am	 Download
[Florida] Missing Persons V3	skirayoglu	08/15/2022, 2:35 pm	 Download
[Florida] Missing Persons V2	skirayoglu	08/15/2022, 12:42 pm	 Download
[Florida] Missing Persons V1	sysadmin	08/15/2022, 12:20 pm	 Download

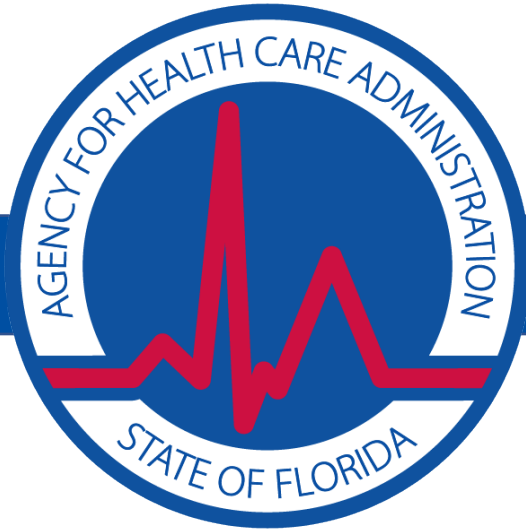
Missing Persons Report

User Name	skirayoglu														
Organization	AHCA														
Report Created Date	9/30/2022 16:17														
Missing Persons Panel	[Region-6] Missing Persons V31														
Missing Persons File	Bulk CheckIn (13) updated.csv														
Missing Persons Panel	9/6/2022 13:41														
First Name	Middle Name	Last Name	DOB	Gender	Address Line 1	Address City	State	Zip Code	Cell Phone	Reported On	Status	Last Seen Facility	Last Seen Address	Last Seen Contact	Last Seen Date
ZZFAKEJemie	Adiana	ZZFAKEPud	#####	Female	0 American As	Ocala	FL	34474	1 352-660-1	9/6/2022 13:41	FOUND	Memorial Hea	2227 Broward Drive	888-999-7676	08122022 23:00 UTC
ZZFAKEMyron	Nari	ZZFAKEKew	#####	Female	80478 Forest R	Jacksonvil	FL	32277	1 904-999-9	9/6/2022 13:41	NOT FOUND				
ZZFAKEInesita	Winny	ZZFAKECas	#####	Female	2 Homewood	Lakeland	FL	33805	1 863-613-1	9/6/2022 13:41	FOUND	Tallahassee M	111 Magnolia Dr	111-222-3333	09122022 12:00 UTC
ZZFAKEShay	Lita	ZZFAKEVan	#####	Male	63932 Pepper	Orlando	FL	32808	1 321-749-3	9/6/2022 13:41	NOT FOUND				

Contact Us

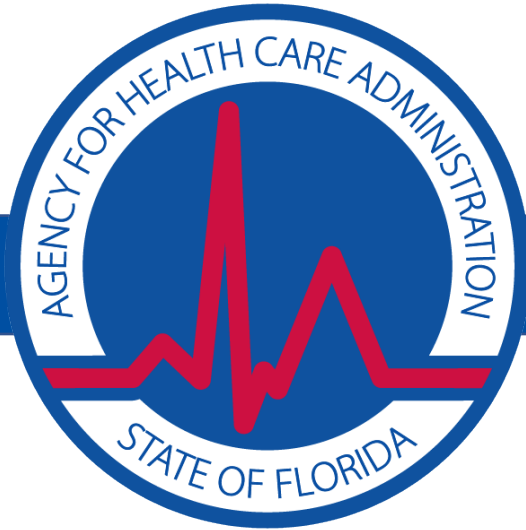
- <http://www.fhin.net/eplus/index.shtml>
- 850-900-7695
- E-PLUS@ahca.myflorida.com





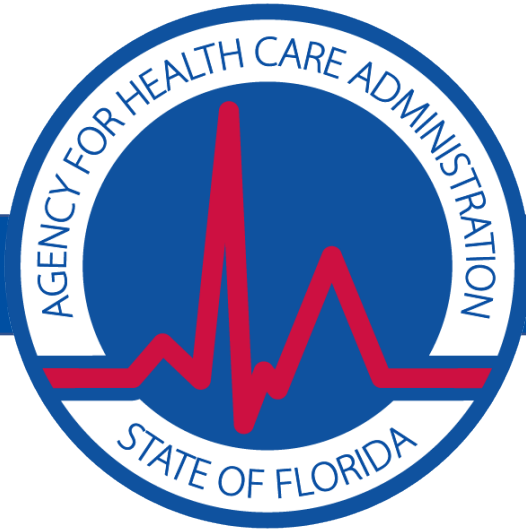
Florida Center Update

Jaime Bustos



AHCA/DOH HIE Initiatives

Bruce Culpepper



Meeting Summary

New Action Items