# Florida Health Information Exchange (HIE)

## Quarterly Plan Report

## Contract No.  EXD027

## November 20, 2015

## (Ref. EXD027 Attach. I, Pg. 21 Reporting)

# Florida HIE Quarterly Planning Report

## 1. Summary of Quarterly Activities

The following activities have been completed during the eighteenth quarter of execution of the Florida Health Information Exchange (Florida HIE) program. This covers the period from August 1, 2015 through October 31, 2015.

The development team continued to support the Event Notification Service (ENS) which provides health plans and accountable care organizations (ACOs) with timely notifications about their member's hospital encounters from hospital data sources. Palm Beach ACO, Accountable Care Coalition of Northwest Florida, Aledade, South Florida Community Care Network, Accountable Care Medical Group, AllCare Options, Health Choice Care, US Medical Management, Accountable Care Options, Health Choice Care, and Orange Accountable Care of South Florida signed the ENS Subscription Agreement this quarter joining WellCare, Sunshine State Health Plan, Integral Quality Care, Molina Healthcare, and Primary Partners. There were 51,925 health plan/ACO notifications through ENS in October. The number of patients in member panels exceeded 1 million in October. The development team continues to monitor feeds from data sources and load updated patient panels when received from participants.

Patient Look-Up (PLU) production nodes include Strategic Health Intelligence, Memorial Healthcare System, Florida Hospital/Adventist Health System, UF Health, Broward Health, Martin Health System, Bethesda Health, Senior Home Care – (an affiliate of Kindred at Home), Orlando Health, and Tampa Bay HIE. PLU produced 763 successful transactions during the month of October. The PLU deployment team continued the onboarding progress with Community Health IT and Florida Accountable Care Services. An Action Plan was submitted to address an issue with automated queries from Florida Hospital and Tampa Bay HIE's All Children's hospital and work continues to be worked as a high priority.

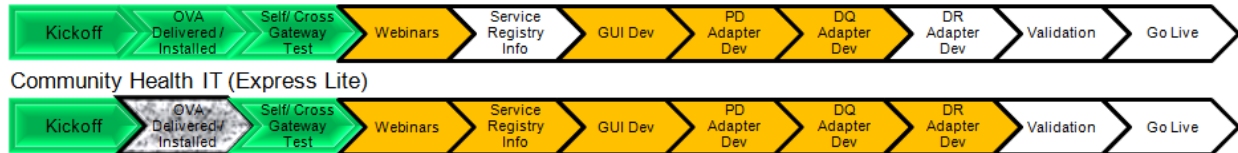## 2. Adoption and Utilization Statistics
### a) PLU Deployments
- Production Deployments
  - Strategic Health Intelligence (SHI)
    - No requests for support this period
  - Memorial Healthcare System (previously Atlantic Coast HIE (ACH))
    - Configured production Express Lite to send to Memorial production Epic
  - Florida Hospital
    - Continue to work to correct issue with retrieving DeferredCreation documents
    - Continued investigation of data availability (pre-fetching) service performance
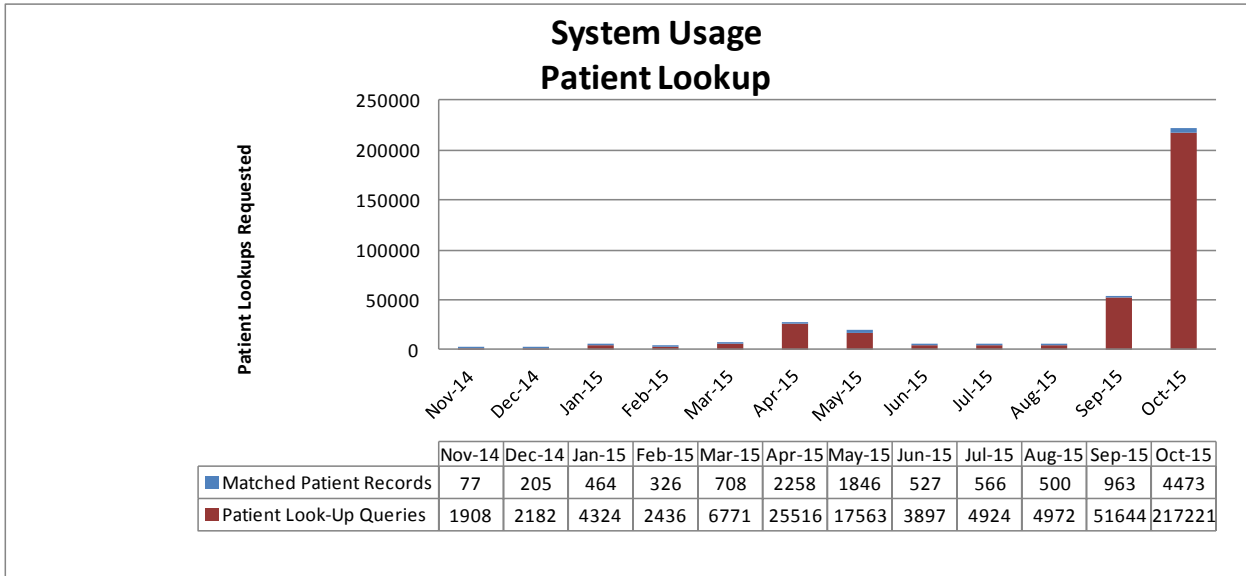
- UF Health
  - Resolved certificate issue with Epic upgrade
  - Started investigating patient match issue due to Epic upgrade that included endpoint upgrade and configuration updates
  - Resolved security header issue with Epic upgrade
- Broward Health
  - Continued to work to add DeferredCreation status to requesting for documents
  - Added DeferredCreation status to requesting for documents
  - Renewed certificate
  - Continue to analyze why some patient matches do not initiate a query for document
- Martin Health
  - Renewed certificate
  - Upgraded Mirth Connect
- Bethesda Health
  - Debugged firewall issue that was preventing test patient matches
- Senior Home Care
  - No requests for support this period
- Orlando Health
  - Supported testing vendor upgrade to retrieve large documents
- Tampa Bay Health Information Exchange
  - Continued work towards connecting All Children's Hospital
  - Altered timeout in Aurion to meet Resonance timeout values
  - Limited unnecessary logging
  - Turned off unused policy engine
  - Comparing settings between standalone Aurion install and Express Lite configuration
  - Limited Tampa Bay HIE to targeted broadcast to 3 nodes then increased to targeted broadcast to 4 nodes which caused an issue to be investigated
  - Collecting and analyzing CPU and memory usage (including Aurion and database usage)
  - Saving additional logs to analyze history
  - Investigating some ALTM anomalies based on large number of queries
  - Understanding more about the All Children's Hospital feed
  - Discussed load balancing with Tampa Bay HIE vendor

- Deployments in work
  - Florida Accountable Care Services (ACO)
    – Altered default gateway to Entity layer architecture
    – Defined patient discovery web service
    – Continued to work patient discovery web service
  - Community Health IT (Relay Health)
    – Continued work on patient discovery, document query and document retrieve in the development and test environments
    – Configured integration environment network
    – Executed all prevalidation tests
    – Determined that SSN is not used for matching and SSN tests are not needed for prevalidation or validation
    – Provided feedback to half of the prevalidation tests
  - Department of Health (DOH)
    – No requests for support this period
  - CHSPSC Florida Affiliates (Community Health Systems Professional Services Corporation)
    – CHSPSC Terminated subscription agreement
    – Revoked certificate

**Florida Accountable Care Services Deployment Status (Express Lite)**

| Kickoff | OVA Delivered / Installed | Self/ Cross Gateway Test | Webinars | Service Registry Info | GUI Dev | PD Adapter Dev | DQ Adapter Dev | DR Adapter Dev | Validation | Go Live |
|---|---|---|---|---|---|---|---|---|---|---|

**Community Health IT (Express Lite)**

| Kickoff | OVA Delivered/ Installed | Self/ Cross Gateway Test | Webinars | Service Registry Info | GUI Dev | PD Adapter Dev | DQ Adapter Dev | DR Adapter Dev | Validation | Go Live |
|---|---|---|---|---|---|---|---|---|---|---|

**b) PLU Transactions**

## System Usage
## Patient Lookup

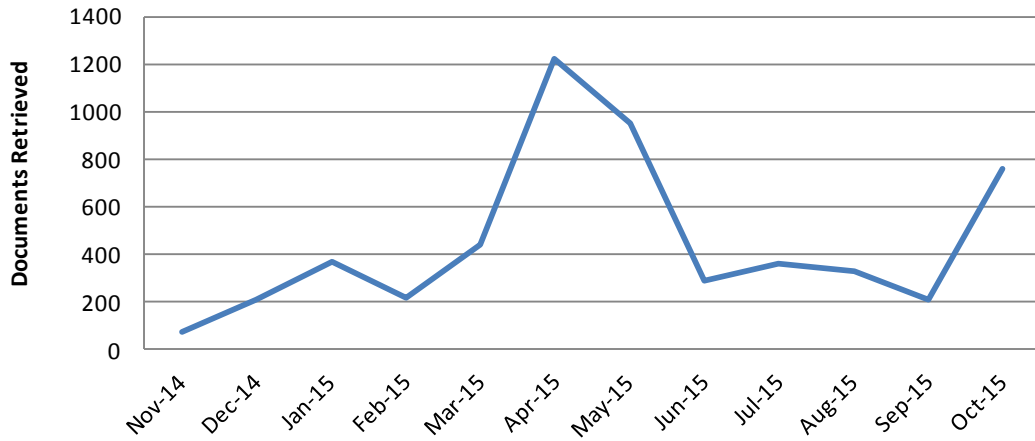| | Nov-14 | Dec-14 | Jan-15 | Feb-15 | Mar-15 | Apr-15 | May-15 | Jun-15 | Jul-15 | Aug-15 | Sep-15 | Oct-15 |
|---|---|---|---|---|---|---|---|---|---|---|---|---|
| Matched Patient Records | 77 | 205 | 464 | 326 | 708 | 2258 | 1846 | 527 | 566 | 500 | 963 | 4473 |
| Patient Look-Up Queries | 1908 | 2182 | 4324 | 2436 | 6771 | 25516 | 17563 | 3897 | 4924 | 4972 | 51644 | 217221 |

Note: Metrics vary significantly due to new participant testing during implementation and/or participant workflow changes. Consequently, metrics do not represent a continuous trend cross all reported periods. Specifically the number of PDs increased because the All Children's Hospital automated queries were initiated from Tampa Bay HIE several times this month. The Tampa Bay HIE queries were targeted to a subset of Florida HIE nodes (Orlando Health, UF Health with some additional testing with Florida Hospital and Broward Health). Also the Florida Hospital Data Availability services which had been off was turned on several times during the month to analyze issues. Orlando Health and the UF Health's query numbers are the largest because they are targeted by Florida Hospital and Tampa Bay HIE.

October 2015 Node Inbound Transactions

| Node | Matched Patient Records | Patient Look-Up Queries | Total Inbound Patient Discovery |
|---|---|---|---|
| Bethesda Health | 0 | 7444 | 7444 |
| Broward Health | 42 | 49801 | 49843 |
| Florida Hospital | 1987 | 44888 | 46875 |
| Martin Health System | 6 | 7375 | 7381 |
| Memorial Healthcare System | 1 | 3561 | 3562 |
| Orlando Health | 1199 | 48732 | 49931 |
| Senior Home Care | 29 | 7357 | 7386 |
| Strategic Health Intelligence | 12 | 7433 | 7445 |
| Tampa Bay HIE | 160 | 1775 | 1935 |
| UF Health | 1037 | 38855 | 39892 |
| Totals | 4473 | 217,221 | 221,694 |

5

## Patient Look-Up Documents Retrieved

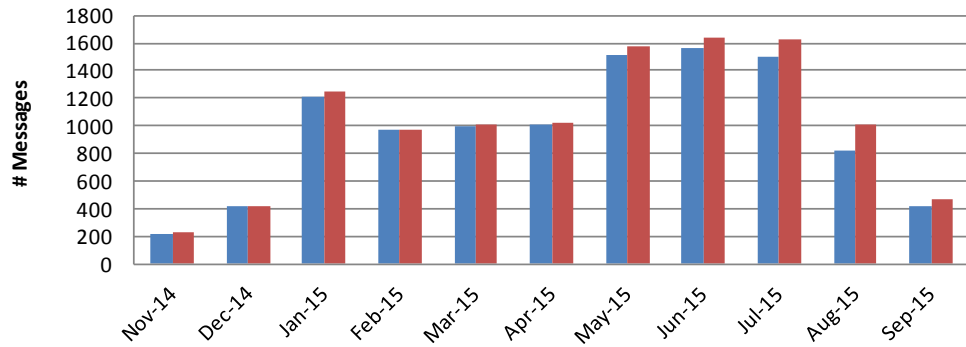| | Nov-14 | Dec-14 | Jan-15 | Feb-15 | Mar-15 | Apr-15 | May-15 | Jun-15 | Jul-15 | Aug-15 | Sep-15 | Oct-15 |
|---|---|---|---|---|---|---|---|---|---|---|---|---|
| Documents Retrieved | 77 | 212 | 368 | 217 | 437 | 1222 | 951 | 290 | 360 | 326 | 213 | 763 |

**c) Direct Messaging Registrants and Transactions**

## Direct Messaging Registrants
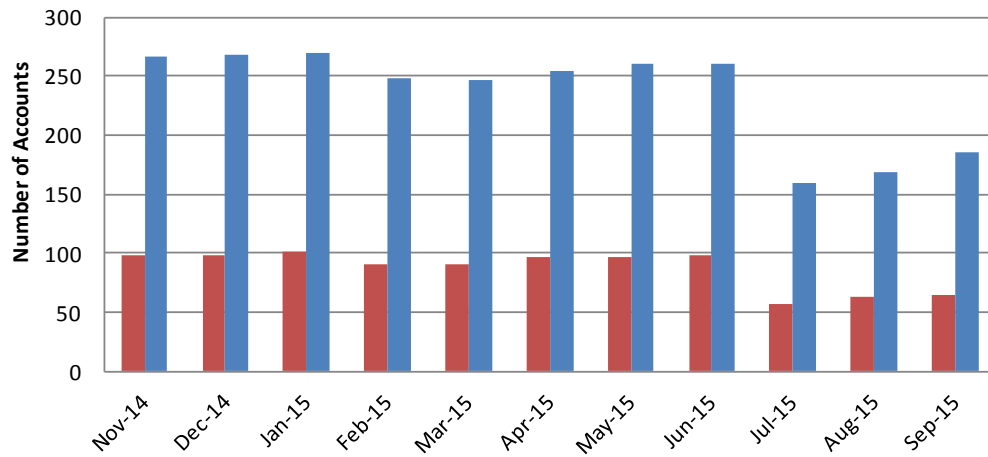
| | Nov-14 | Dec-14 | Jan-15 | Feb-15 | Mar-15 | Apr-15 | May-15 | Jun-15 | Jul-15 | Aug-15 | Sep-15 |
|---|---|---|---|---|---|---|---|---|---|---|---|
| Direct Messaging Accounts | 99 | 98 | 101 | 91 | 91 | 96 | 97 | 99 | 57 | 63 | 64 |
| Direct Messaging Users | 267 | 268 | 269 | 248 | 247 | 254 | 260 | 260 | 160 | 169 | 186 |

6

## Direct Messaging Transactions



|  | Nov-14 | Dec-14 | Jan-15 | Feb-15 | Mar-15 | Apr-15 | May-15 | Jun-15 | Jul-15 | Aug-15 | Sep-15 |
|---|---|---|---|---|---|---|---|---|---|---|---|
| ■ # Messages Received by Account | 221 | 412 | 1213 | 969 | 994 | 1013 | 1509 | 1565 | 1504 | 815 | 416 |
| ■ # Messages Originated by Account | 225 | 417 | 1254 | 969 | 1003 | 1022 | 1580 | 1642 | 1623 | 1014 | 468 |

### d)  ENS Transactions

## ENS Transactions
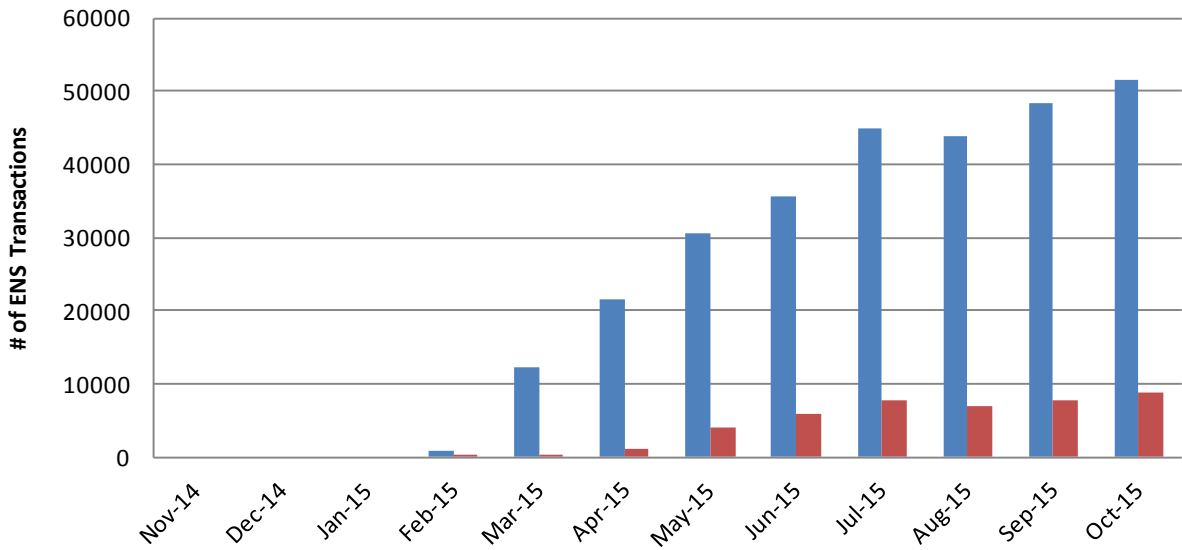


|  | Nov-14 | Dec-14 | Jan-15 | Feb-15 | Mar-15 | Apr-15 | May-15 | Jun-15 | Jul-15 | Aug-15 | Sep-15 | Oct-15 |
|---|---|---|---|---|---|---|---|---|---|---|---|---|
| ■ Subscribers | 0 | 0 | 0 | 955 | 12,198 | 21,618 | 30,572 | 35,501 | 44,955 | 43,925 | 48,483 | 51,502 |
| ■ Hospitals* | 0 | 0 | 0 | 64 | 400 | 1,189 | 4,164 | 5,833 | 7,733 | 6,952 | 7,681 | 8,726 |

*Transactions to the hospitals are copies of the subscriber transactions that originated from requesting hospitals

| Subscribers | Panel Size | | | | | | | | |
|---|---|---|---|---|---|---|---|---|---|
| | Feb-15 | Mar-15 | Apr-15 | May-15 | Jun-15 | Jul-15 | Aug-15 | Sep-15 | Oct-15 |
| WELLCARE | 36,926 | 36,926 | 36,926 | 36,926 | 38,832 | 39,506 | 37,757 | 37,661 | 37,838 |
| SUNSHINE | | 421,426 | 421,426 | 435,218 | 437,329 | 437,329 | 437,329 | 452,768 | 452,768 |
| INTEGRAL | | | 90,400 | 90,400 | 90,400 | 90,400 | 90,400 | 90,400 | 90,400 |
| MOLINA | | | | | 352,577 | 342,055 | 342,055 | 342,055 | 342,055 |
| PRIMARY PARTNERS | | | | | | 3,973 | 3,973 | 5,088 | 5,088 |
| PALM BEACH ACO | | | | | | | | 7,727 | 7,917 |
| ACCNWFL | | | | | | | | 4,578 | 4,578 |
| SFCCN | | | | | | | | | 92,205 |
| Total | 36,926 | 458,352 | 548,752 | 562,544 | 919,138 | 913,263 | 911,514 | 940,277 | 1,032,849 |

- Health Plans enrolled
  - WellCare
  - Sunshine State Health Plan
  - Molina Healthcare of Florida
  - Integral Quality Care (Transitioned to Molina as of November 1, 2015)
  - South Florida Community Care Network
- Accountable Care Organizations (ACO) enrolled
  - Primary Partners
  - Palm Beach Accountable Care Organization
  - Aledade
  - Accountable Care Coalition of Northwest Florida
  - US Medical Management
  - Accountable Care Medical Group
  - AllCare Options
  - Accountable Care Options
  - Health Choice Care
  - Orange Accountable Care of South Florida

- 211 Hospitals enrolled as data sources
  - 205 connected to ENS in production
    - Adventist Health System
    - All Children's Health System
    - Ann Bates Leach Eye Hospital
    - Baker County Ed Frasier
    - Baptist Health Care
    - Baptist Health South Florida
    - Baptist Health System
    - Bartow Regional Medical Center

- Bay Care Health System
- Bay Medical Center
- Bayfront Health Brooksville Springhill
- Bayfront Health Port Charlotte*
- Bayfront Health Punta Gorda*
- Bayfront Health St. Petersburg
- Bert Fish Medical Center
- Bethesda Hospital
- Boca Raton Regional Hospital
- Broward Health
- Calhoun Liberty Hospital
- Central Florida Health Alliance
- Charlotte Regional Medical Center
- Citrus Memorial Health System
- Desoto Memorial Hospital
- Doctors Bonifay
- Doctors Memorial Hospital (Perry)
- Fishermen's Hospital*
- Flagler Hospital
- Florida Hospital
- Halifax Hospital Medical Center
- HCA
- Healthcare District of Palm Beach County/Lakeside Medical Center
- Health Central Hospital
- Health First
- Healthmark Regional Medical Center
- Heart of Florida
- Hendry Regional Medical Center
- Highlands Regional Medical Center
- H. Lee Moffitt Cancer Center
- Indian River Memorial Hospital
- Jackson County Hospital District
- Jackson Health System
- Jupiter Medical Center
- Lake Butler Hospital
- Lake Wales Medical Center
- Lakeland Regional Medical Center

- Larkin Community Hospital
- Lee Memorial Health System
- Lehigh Regional Medical Center
- Lower Keys Medical Center
- Madison County Hospital
- Manatee Healthcare System
- Martin Health System
- Memorial Healthcare System
- Miami Children's Hospital
- Mount Sinai Medical Center
- Munroe Regional Medical Center
- Naples Community Hospital
- North Okaloosa Medical Center*
- Northwest Florida Community Hospital
- Orlando Health System
- Parrish Medical Center
- Pasco Regional Medical Center
- Peace River Regional Medical Center
- Physicians Regional Medical Center
- Regional General Hospital Williston
- Sacred Heart Health System
- Santa Rosa Medical Center
- Sarasota Memorial Hospital
- Sebastian River Medical Center*
- Seven Rivers Regional Medical Center*
- Shands Lake Shore
- Shands Live Oak
- Shands Stark Regional Medical Center
- St. Cloud Regional Medical Center
- St. Vincent's Health System
- Tallahassee Memorial Healthcare
- Tampa General Hospital
- Tenet Florida
- UF Health
- University of Miami
- University of Miami Hospital and Clinics
- Weems Memorial Hospital

– Wellington Regional Medical Center
– Wuesthoff Medical Center Melbourne
– Wuesthoff Medical Center Rockledge

\* Data Sources that signed the ENS Subscription Agreement but are not yet in production

## 3. Quarterly Plans
### a) PLU Deployments

| # | Facilitated On-Boarding Node Name | Go Live | | Q1'14 | | | Q2'14 | | | Q3'14 | | | Q4'14 | | | Q1'15 | | | Q2'15 | | | Q3'15 | | | Q4'15 | | | Q1'16 | | |
|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|
| | | | | J | F | M | A | M | J | J | A | S | O | N | D | J | F | M | A | M | J | J | A | S | O | N | D | J | F | M |
| 1 | Strategic Health Intelligence (SHI) | May-12 | Express Lite | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| 2 | Memorial Healthcare System | Mar-13 | Express Lite | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| 3 | Florida Hospital | May-13 | Express Lite | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| 4 | UF Health | May-13 | Express Lite | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| 5 | Broward Health | Sep-13 | Site Services | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| 6 | Martin Health | Mar-14 | Express Lite | - | - | X | | | | | | | | | | | | | | | | | | | | | | | | |
| 7 | Bethesda Health | May-14 | Express Lite | - | - | - | - | X | | | | | | | | | | | | | | | | | | | | | | |
| 8 | Senior Home Care | Jul-14 | Express Lite | - | - | - | - | - | - | X | | | | | | | | | | | | | | | | | | | | |
| 9 | Orlando Health | Dec-14 | Express Lite | - | - | - | - | - | - | - | - | - | - | - | X | | | | | | | | | | | | | | | |
| 10 | Tampa Bay HIE | May-15 | Site Services | | | | X | - | - | - | - | - | - | - | - | - | - | - | - | X | | | | | | | | | | |
| 11 | Community Health IT | | Express Lite | | | | X | - | - | - | - | - | - | - | - | - | - | - | - | - | - | - | - | - | - | - | - | X | | |
| 12 | Department of Health (DOH) - Public Health Queries | | Express | - | - | - | - | - | - | - | - | - | - | - | - | - | - | - | - | - | - | - | - | - | - | - | - | - | - | - |
| 13 | FL Accountable Care Services (FACS) | | Express Lite | - | - | - | - | - | - | - | - | - | - | - | - | - | - | - | - | - | - | - | - | - | - | - | - | - | - | - |
| | # Concurrent | | | 6 | 6 | 6 | 6 | 7 | 6 | 6 | 5 | 5 | 5 | 5 | 5 | 4 | 4 | 4 | 4 | 4 | 3 | 3 | 3 | 3 | 3 | 3 | 3 | 2 | 2 | 2 |

Note: Dates above represents best estimates for planning and logistical purposes and will be updated on an ongoing basis as new data is learned.

### b) ENS Deployments – Hospitals
Monitor performance, maintain as required, and add data sources as they enroll

<u>Data Source to be connected</u>
Bayfront Health Port Charlotte
Bayfront Health Punta Gorda
Fishermen's Hospital
North Okaloosa Medical Center
Sebastian River Medical Center
Seven Rivers Regional Medical Center

### c) ENS Deployments – Health Plans/ACOs

| Organizations | Initial Member # | Target Start Date |
|---|---|---|
| AvMed | 300,000 | January 2016 |