# Florida Health Information Exchange (HIE)

# Quarterly Plan Report

# Contract No.  EXD027

# August 21, 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 seventeenth quarter of execution of the Florida Health Information Exchange (Florida HIE) program. This covers the period from May 1, 2015 through July 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. Molina Healthcare began receiving notifications June 16, 2015.  Primary Partners, the first ACO to participate in ENS, started receiving notifications on July 17, 2015 joining WellCare Health Plans, Sunshine State Health Plan, Integral Quality Care and Molina Healthcare. There were 44,955 health plan notifications through ENS in July. The development team continues to monitor feeds from data sources, load updated patient panels from participants, and continues to find efficiencies and improvements for performance.

Tampa Bay HIE went live on the Patient Look-Up (PLU) service on May 28, 2015 joining the other production nodes that include Strategic Health Intelligence, Atlantic Coast HIE, Florida Hospital/Adventist Health System, UF Health, Broward Health, Martin Health System, Bethesda Health, Senior Home Care – (an affiliate of Kindred at Home), and Orlando Health. PLU produced 566 successful transactions during the month of July. The PLU deployment team continued onboarding progress with the Department of Health (DOH), CHSPSC Florida Affiliates, Community Health IT, and Florida Accountable Care Services.

## 2.   Adoption and Utilization Statistics
### a)  PLU Deployments
- Production Deployments
  - Strategic Health Intelligence (SHI)
    – Continued assistance with hybrid service testing
  - Atlantic Coast HIE (ACH)
    – Staged production for new vendor transition
    – Held several meetings to discuss consent strategy
  - Florida Hospital
    – Continue to work to correct issue with retrieving DeferredCreation documents
    – Continued investigation of data availability (pre-fetching) service performance
    – Upgraded security certificate
    – Resolved time drift issue affecting query for document

- UF Health
  - Worked with node on consent testing
  - Reviewed Audit Plan to audit outbound queries only
  - Answered questions about privacy management and which queries to audit
- Broward Health
  - Updated servers for CPU and memory
  - Completed HIE gateway update
  - Worked to add DeferredCreation status to requesting for documents
- Martin Health
  - No requests for support this period
- Bethesda Health
  - Investigated demographic matches
  - Resolved gateway issues with reporting metrics
- Senior Home Care
  - Upgraded certificate
- Orlando Health
  - Configured firewall to allow all Florida HIE node inbound queries
  - Tested vendor upgrade to retrieve large documents
- Tampa Bay Health Information Exchange
  - Went live on the PLU service on May 28, 2015
  - Reviewed FairWarning training with privacy managers
  - Worked towards connecting All Children's Hospital
- Deployments near completion
  - CHSPSC Florida Affiliates (Community Health Systems Professional Services Corporation)
    - Tested certificate gateway
    - Tested production gateway with UF Health
    - Updated certificate environment gateway
    - Closed the outstanding outreach subcontract



Community Health Systems (formerly HMA) 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

- Deployments in work
  - Department of Health (DOH)
    - Recommended architecture for public health querying
    - Tested outbound queries architecture within the Harris test environment

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- Investigated public health use case
- Investigated gateway validation for public health use case
- Florida Accountable Care Services (ACO)
  - Contacted by node to reengage onboarding activity
  - Provided webinar information
  - Upgraded appliance
  - Continued providing gateway knowledge and architecture options
- Community Health IT (Relay Health)
  - Supported status meetings
  - Answered questions related to security
  - Approved hosting location for Express Lite
  - Updated network settings to allow connections
  - Tested inbound queries and received permissions to respond to queries
  - Installed whitelist within test environment
  - Started pre-validation for patient discovery
  - Worked patient discovery, document query and document retrieve in the test environment
  - Analyzed in-process prevalidation test results

**DOH Deployment Status (Express)**

| 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 |
|---|---|---|---|---|---|---|---|---|---|---|

**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



| | Aug-14 | Sep-14 | Oct-14 | Nov-14 | Dec-14 | Jan-15 | Feb-15 | Mar-15 | Apr-15 | May-15 | Jun-15 | Jul-15 |
|---|---|---|---|---|---|---|---|---|---|---|---|---|
| Successful Patient Discovery | 3516 | 1972 | 39 | 77 | 205 | 464 | 326 | 708 | 2258 | 1846 | 527 | 566 |
| Unsuccessful Patient Discovery | 308 | 288 | 324 | 1908 | 2182 | 4324 | 2436 | 6771 | 25516 | 17563 | 3897 | 4924 |

Note: Due to continued development and configuration, Florida Hospital's pre-fetching service did not initiate queries in June and July although individual clinicians continued to query.

July 2015 Node Inbound Transactions

| Node | Successful | Unsuccessful | Total Inbound Patient Discovery |
|---|---|---|---|
| SHI | 5 | 577 | 582 |
| ACH | 4 | 605 | 609 |
| Florida Hospital | 14 | 58 | 72 |
| UF Health | 57 | 545 | 602 |
| Broward Health | 0 | 607 | 607 |
| Martin Health System | 0 | 608 | 608 |
| Bethesda Health | 0 | 606 | 606 |
| Senior Home Care | 11 | 597 | 608 |
| Orlando Health | 370 | 236 | 606 |
| Tampa Bay HIE | 105 | 485 | 590 |
| Totals | 566 | 4,924 | 5,490 |

## Transactions Processed
## Patient Lookup
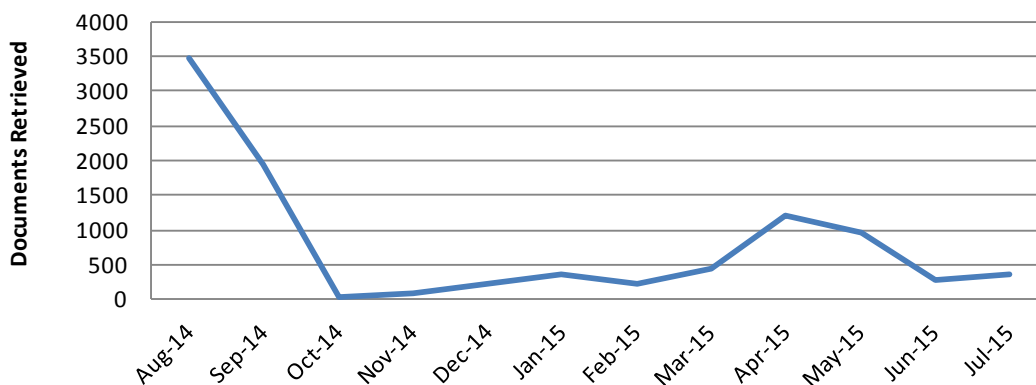
| | Aug-14 | Sep-14 | Oct-14 | Nov-14 | Dec-14 | Jan-15 | Feb-15 | Mar-15 | Apr-15 | May-15 | Jun-15 | Jul-15 |
|---|---|---|---|---|---|---|---|---|---|---|---|---|
| Documents Retrieved | 3479 | 1950 | 27 | 77 | 212 | 368 | 217 | 437 | 1222 | 951 | 290 | 360 |

## c) Direct Messaging Registrants and Transactions

## Direct Messaging Registrants
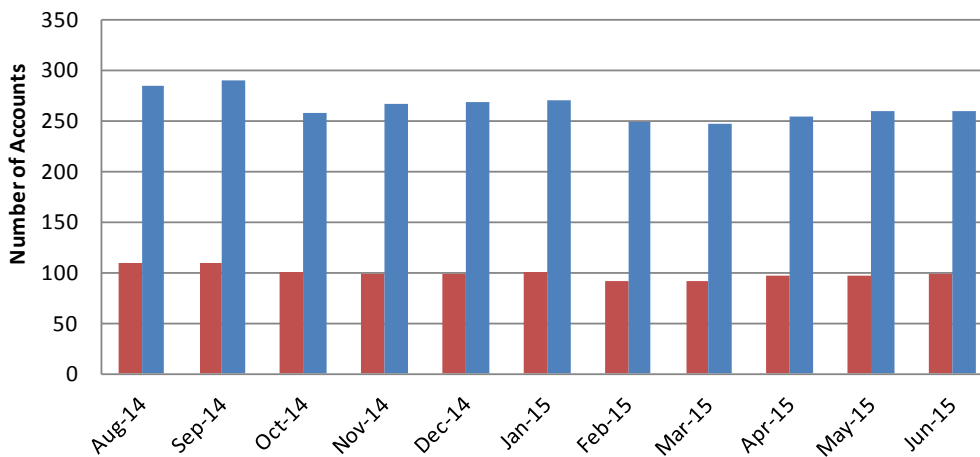
| | Aug-14 | Sep-14 | Oct-14 | Nov-14 | Dec-14 | Jan-15 | Feb-15 | Mar-15 | Apr-15 | May-15 | Jun-15 |
|---|---|---|---|---|---|---|---|---|---|---|---|
| Direct Messaging Accounts | 109 | 110 | 100 | 99 | 98 | 101 | 91 | 91 | 96 | 97 | 99 |
| Direct Messaging Users | 284 | 289 | 258 | 267 | 268 | 269 | 248 | 247 | 254 | 260 | 260 |

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## Direct Messaging Transactions
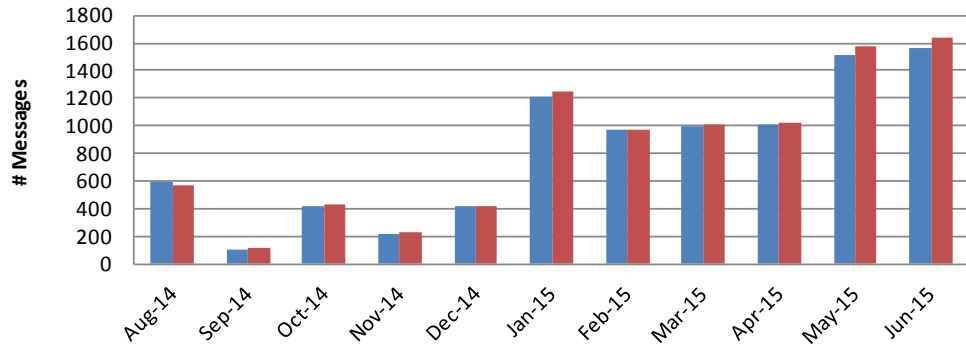


| | Aug-14 | Sep-14 | Oct-14 | Nov-14 | Dec-14 | Jan-15 | Feb-15 | Mar-15 | Apr-15 | May-15 | Jun-15 |
|---|---|---|---|---|---|---|---|---|---|---|---|
| # Messages Received by Account | 593 | 106 | 416 | 221 | 412 | 1213 | 969 | 994 | 1013 | 1509 | 1565 |
| # Messages Originated by Account | 564 | 118 | 433 | 225 | 417 | 1254 | 969 | 1003 | 1022 | 1580 | 1642 |

d)  **ENS Transactions**

## ENS Transactions
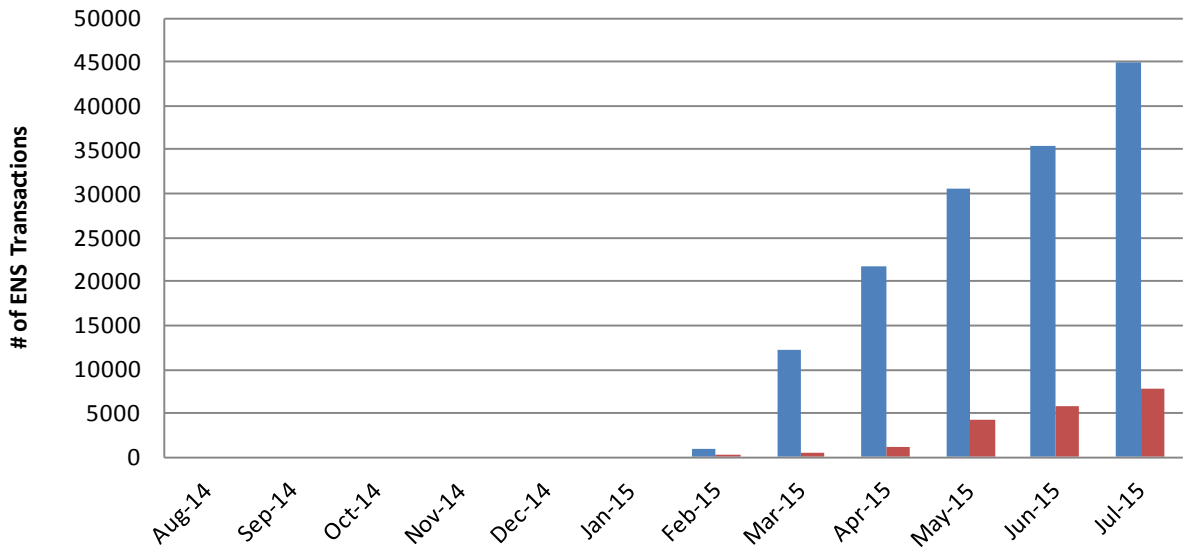


| | Aug-14 | Sep-14 | Oct-14 | Nov-14 | Dec-14 | Jan-15 | Feb-15 | Mar-15 | Apr-15 | May-15 | Jun-15 | Jul-15 |
|---|---|---|---|---|---|---|---|---|---|---|---|---|
| Health Plans | 0 | 0 | 0 | 0 | 0 | 0 | 955 | 12,198 | 21,618 | 30,572 | 35,501 | 44,955 |
| Hospitals | 0 | 0 | 0 | 0 | 0 | 0 | 64 | 400 | 1,189 | 4,164 | 5,833 | 7,733 |

| Subscribers | Panel Size | | | | | |
|---|---|---|---|---|---|---|
| | Feb-15 | Mar-15 | Apr-15 | May-15 | Jun-15 | Jul-15 |
| WELLCARE | 36,926 | 36,926 | 36,926 | 36,926 | 38,832 | 39,506 |
| SUNSHINE | | 421,426 | 421,426 | 435,218 | 437,329 | 437,329 |
| INTEGRAL | | | 90,400 | 90,400 | 90,400 | 90,400 |
| MOLINA | | | | | 352,577 | 342,055 |
| PRIMARY PARTNERS | | | | | | 3,973 |
| Total | 36,926 | 458,352 | 548,752 | 562,544 | 919,138 | 913,263 |

- Health Plans enrolled
  - WellCare Health Plans
  - Sunshine State Health Plan
  - Molina Healthcare of Florida
  - Integral Quality Care
- Accountable Care Organizatons (ACO) enrolled
  - Primary Partners
- 205 Hospitals enrolled
  - 100% connected to ENS in production

ENS Data Source status as of July 31, 2015

| Data Sources * | # of Hospitals | Status |
|---|---|---|
| Adventist Health System | 15 | Production |
| All Children's Health System | 1 | Production |
| Ann Bates Leach Eye Hospital | 1 | Production |
| Baker County Ed Fraser | 1 | Production |
| Baptist Health Care | 4 | Production |
| Baptist Health South Florida | 3 | Production |
| Baptist Health System | 4 | Production |
| Bartow Regional Medical Center CHS) | 1 | Production |
| Bayfront Health Brooksville Springhill (CHS) | 2 | Production |
| Bayfront Health St. Petersburg (CHS) | 1 | Production |
| Bay Care Health System | 12 | Production |
| Bay Medical Center | 1 | Production |
| Bert Fish Medical Center | 1 | Production |
| Bethesda Health | 2 | Production |
| Boca Raton Regional Hospital | 1 | Production |
| Broward Health | 4 | Production |
| Calhoun Liberty Hospital | 1 | Production |
| Central Florida Health Alliance | 3 | Production |
| Charlotte Regional Medical Center (CHS) | 1 | Production |
| Citrus Memorial Health System | 1 | Production |

| Data Sources * | # of Hospitals | Status |
| --- | --- | --- |
| Desoto Memorial Hospital | 1 | Production |
| Doctors Bonifay | 1 | Production |
| Doctors Memorial Hospital (Perry) | 1 | Production |
| Flagler Hospital | 1 | Production |
| Florida Hospital | 7 | Production |
| Halifax Hospital Medical Center | 1 | Production |
| HCA | 45 | Production |
| Healthcare District of Palm Beach County | 1 | Production |
| Health Central Hospital | 1 | Production |
| Health First | 4 | Production |
| Healthmark Regional Medical Center | 1 | Production |
| Hendry Regional Medical Center | 1 | Production |
| Heart of Florida (CHS) | 1 | Production |
| Highlands Regional Medical Center (CHS) | 1 | Production |
| H. Lee Moffitt Cancer Center | 1 | Production |
| Indian River Memorial Hospital | 1 | Production |
| Jackson County Hospital District | 1 | Production |
| Jackson Health System | 3 | Production |
| Jupiter Medical Center | 1 | Production |
| Lake Butler Hospital | 1 | Production |
| Lakeland Regional Medical Center | 1 | Production |
| Lake Wales Medical Center (CHS) | 1 | Production |
| Larkin Community Hospital | 1 | Production |
| Lee Memorial Health System | 4 | Production |
| Lehigh Regional Medical Center (CHS) | 1 | Production |
| Lower Keys Medical Center (CHS) | 2 | Production |
| Madison County Hospital | 1 | Production |
| Manatee Healthcare System | 2 | Production |
| Martin Health | 3 | Production |
| Memorial Healthcare System | 5 | Production |
| Miami Children's Hospital | 1 | Production |
| Mt. Sinai Medical Center | 1 | Production |
| Munroe Regional Medical Center | 1 | Production |
| Naples Community Hospital | 2 | Production |
| Northwest Florida Community Hospital | 1 | Production |
| Orlando Health System | 5 | Production |
| Parrish Medical Center | 1 | Production |
| Pasco Regional Medical Center (CHS) | 1 | Production |
| Peace River Regional Medical Center (CHS) | 1 | Production |
| Physicians Regional Medical Center (CHS) | 2 | Production |
| Regional General Hospital Williston | 1 | Production |
| Sacred Heart Health System | 3 | Production |

| Data Sources * | # of Hospitals | Status |
|---|---|---|
| Santa Rosa Medical Center (CHS) | 1 | Production |
| Sarasota Memorial Hospital | 1 | Production |
| Shands Lake Shore (CHS) | 1 | Production |
| Shands Live Oak (CHS) | 1 | Production |
| Shands Stark Regional Medical Center (CHS) | 1 | Production |
| St. Cloud Regional Medical Center (CHS) | 1 | Production |
| St. Vincents Health System | 3 | Production |
| Tallahassee Memorial Healthcare | 1 | Production |
| Tampa General Hospital | 1 | Production |
| Tenet Florida | 10 | Production |
| UF Health | 2 | Production |
| University of Miami | 1 | Production |
| University of Miami Hospital & Clinics | 1 | Production |
| Weems Memorial Hospital | 1 | Production |
| Wellington Regional Medical Center | 1 | Production |
| Wuesthoff Medical Center Melbourne (CHS) | 1 | Production |
| Wuesthoff Medical Center Rocklege (CHS) | 1 | Production |

* Executed agreement

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

| # | Facilitated On-Boarding Node Name | Go Live | | Q1'13 J | Q1'13 F | Q4'13 O | Q4'13 N | Q4'13 D | Q1'14 J | Q1'14 F | Q1'14 M | Q2'14 A | Q2'14 M | Q2'14 J | Q3'14 J | Q3'14 A | Q3'14 S | Q4'14 O | Q4'14 N | Q4'14 D | Q1'15 J | Q1'15 F | Q1'15 M | Q2'15 A | Q2'15 M | Q2'15 J | Q3'15 J | Q3'15 A | Q3'15 S | Q4'15 O | Q4'15 N | Q4'15 D |
|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|
| 1 | Strategic Health Intelligence (SHI) | May-12 | Express Lite | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| 2 | Atlantic Coast HIE (ACH) | 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 | - | - | - | - | - | X | | | | | | | | | | | | | | | | | | | | |
| 8 | Senior Home Care | Jul-14 | Express Lite | | | - | - | - | - | - | - | - | - | X | | | | | | | | | | | | | | | | | | |
| 9 | Orlando Health | Dec-14 | Express Lite | | | | X | - | - | - | - | - | - | - | - | - | X | | | | | | | | | | | | | | | |
| 10 | Tampa Bay HIE | May-15 | Site Services | | | | | | | | X | - | - | - | - | - | - | - | - | - | - | - | X | | | | | | | | | |
| 11 | Community Health Systems Professional Services Corporation (CHSPSC) | | Express Lite | | | - | - | - | - | - | - | - | - | - | - | - | - | - | - | - | - | - | - | - | - | - | - | X | | | | |
| 12 | Community Health IT | | Express Lite | | | | | | | | X | - | - | - | - | - | - | - | - | - | - | - | - | - | - | - | - | - | X | | | |
| 13 | Department of Health (DOH) - Public Health Queries | | Express | - | - | - | - | - | - | - | - | - | - | - | - | - | - | - | - | - | - | - | - | - | - | - | - | - | - | - | - | X |
| 14 | FL Accountable Care Services (FACS) | | Express Lite | | | - | - | - | - | - | - | - | - | - | - | - | - | - | - | - | - | - | - | - | - | - | - | - | - | - | - | - |
| | # Concurrent | | | 3 | 3 | 6 | 6 | 7 | 7 | 7 | 7 | 7 | 8 | 7 | 7 | 6 | 6 | 6 | 6 | 6 | 5 | 5 | 5 | 5 | 5 | 4 | 4 | 4 | 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 and maintain as required

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

| Organizations | Initial Member # | Target Start Date |
|---|---|---|
| AvMed | 300,000 | Sept 2015 |