Florida Health Information Exchange (HIE)

Quarterly Plan Report

Contract No. EXD027

May 16, 2014

(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 twelth quarter of execution of the Florida Health Information Exchange (Florida HIE) program. This covers the period from February 1, 2014 through April 30, 2014.

During this quarter enrollment in the Direct Secure Messaging (DSM) service increased to over 9,500 registrants with over 8,000 exchanges of messages in April 2014 including hybrid transactions. The development team continued to enhance the DSM software and deployed Release 5.2 during the quarter. Release 5.2 included database incremental backup and replication. The Florida HIE Direct TrustBundle design was put into production in early February. The team continued Health Information Service Provider (HISP) to HISP support for UF Health, Michigan Health Information Network (MiHIN), SureScripts, and Quest.

The Event Notification Service (ENS) continues to send encounter alerts from Broward Health to WellCare health plan. There were 91 ENS transactions sent through DSM to WellCare and 25 summary emails sent to Broward Health in April.

The Patient Look-up (PLU) service is actively in use and produced 2,021 successful transactions during the month of April. On March 26, 2014 Martin Health System joined Strategic Health Intelligence, Atlantic Coast HIE, Florida Hospital, UF Health, and Broward Health as a live node on the PLU service. The PLU deployment team continued onboarding progress with the Department of Health (DOH), Community Health Systems (CSH) formerly known as Health Management Associates, Inc. (HMA), Senior Home Care, Florida Accountable Care Services, Naples Community Hospital, Bethesda Health, Orlando Health and held a technical kickoff with Tampa Bay Regional Health Information Organization (RHIO). The team reviewed an updated Readiness Assessment from Community Health IT who will soon be ready for facilitated onboarding.

Continued progress was made on work to connect the Florida HIE to the eHealth Exchange (Florida HIE Gateway). The Integration State Gateway testing was completed and on March 13, 2014 test results were submitted to Healtheway for review. On March 20, 2014 Harris received notification that the Florida HIE passed. On March 21, 2014 the Florida HIE was conditionally accepted as a participant in the eHealth Exchange. The team continues to make progress on the Social Security Administration (SSA) implementation and completed reviewing final changes to the test plan and completed SSA tests.

The remaining Deployment and Outreach Subcontractor is CHS (formerly HMA) and has one final milestone (PLU onboarding) to complete. The subcontract with Strategic Health Intelligence (SHI) has been closed out.

2. Adoption and Utilization Statistics
a) PLU Deployments

- Production Deployments
  - Strategic Health Intelligence (SHI)
    - Installed renewed DigiCert certificate
    - Updated sub-organizations
  - Atlantic Coast HIE (ACH)
    - Updated MySql backup
    - Supported Martin Health System testing in production
    - Tested new Axolotl endpoints
  - Florida Hospital
    - Updated list of sub-organizations in service registry
    - Updated production machine
  - UF Health
    - Resolved production issue with firewall change
    - Assisted with testing for Florida HIE onboarding to eHealth Exchange
  - Broward Health
    - Reduced space required for Audit Repository
    - Broward is storing archive data externally
    - Corrected MySql hibernate file
  - Martin Health
    - Went live in production for providing data on March 26, 2014
- Deployments near completion
  - Senior Home Care
    - Continued working on Production configuration
    - Met with Kindred Health to discuss current status of Senior Home Care onboarding progress and move forward plan
  - Bethesda Health
    - Prepared for pre-validation: generating test patients, resolving any known issues
    - Finished executing Validation
    - Currently reviewing test results
    - Coordinating Conformance Questionnaire completion

Senior Home Care 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

Bethesda Health (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)
    - DOH is importing patient demographics into Mirth Results
    - Internally tested master patient index (MPI) workflows between electronic health record (EHR) and Express Full
    - Moving forward with System Testing
  - Community Health Systems (CMS) formerly known as Health Management Associates (HMA)
    - Medicity provided information about upgrades in newer version of software
    - Worked on creating clone of Test Express Lite for the certification environment for testing with Medicity certification software
  - Naples Community Hospital
    - No requests for support this quarter
  - Orlando Health
    - Worked to resolve issue with network changes that have hindered cross gateway testing
    - Resolved issue with certificate cipher suite interoperability
    - Met with dbMotion on development of Nhin services
  - Florida Accountable Care Services (ACO)
    - Worked on outbound connectivity from Guardian Services to Express Lite
  - Tampa Bay Regional Health Information Organization (RHIO)
    - Held technical kickoff
  - Community Health Center Alliance (CHCA)
    - No longer onboarding to the Florida HIE

DOH Deployment Status (Express)

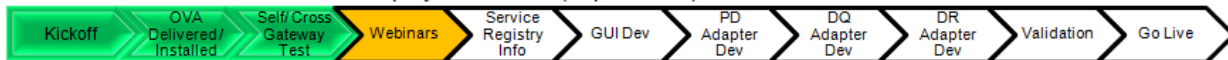Community Health Systems (formerly HMA) Deployment Status (Express Lite)

Naples Community Hospital Deployment Status (Site Services)

Orlando Health (Express Lite)

Florida Accountable Care Services Deployment Status (Express Lite)

Tampa Bay RHIO Deployment Status (Site Services)
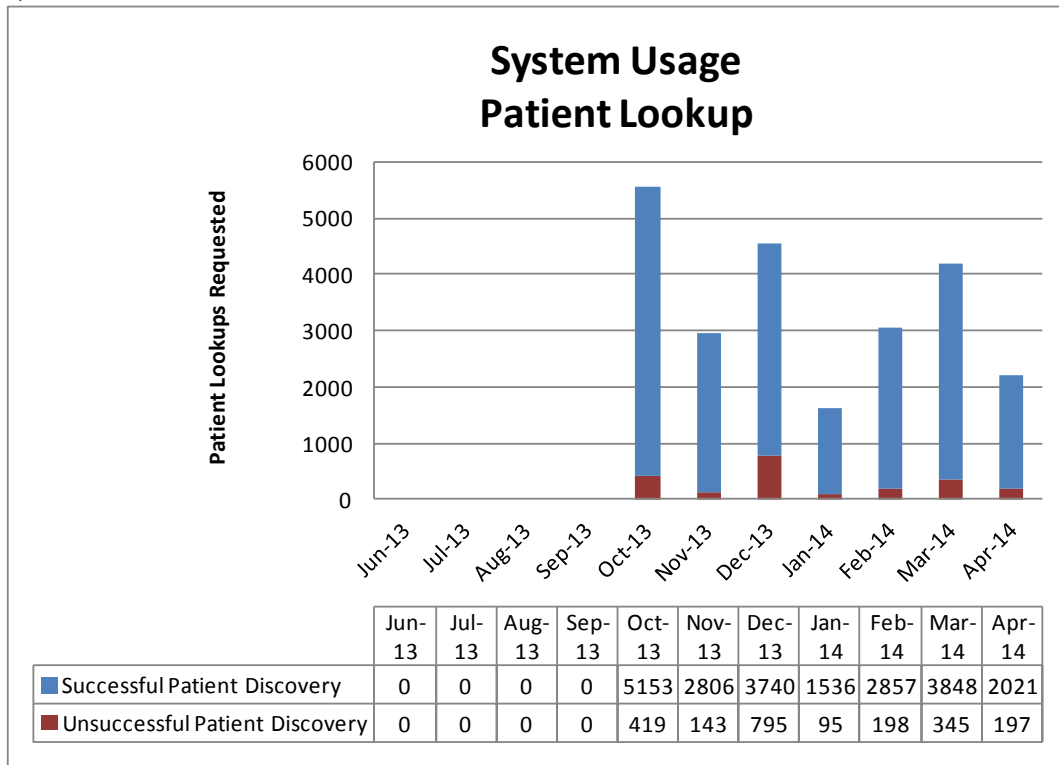
- Self Onboarders
  - <u>IOS Health Systems</u>
    - No requests for support this quarter
  - <u>Community Health IT (Relay Health)</u>
    - Received and reviewed updated Readiness Questionnaire

IOS 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 |

b) PLU Transactions

System Usage
Patient Lookup

	Jun-13	Jul-13	Aug-13	Sep-13	Oct-13	Nov-13	Dec-13	Jan-14	Feb-14	Mar-14	Apr-14
■ Successful Patient Discovery	0	0	0	0	5153	2806	3740	1536	2857	3848	2021
■ Unsuccessful Patient Discovery	0	0	0	0	419	143	795	95	198	345	197

April 2014 Node Inbound Transactions

Node	Successful	Unsuccessful	Total Inbound Patient Discovery
SHI	3	18	21
ACH	5	21	26
UF Health	3	18	21
Florida Hospital	0	20	20
Broward Health	2008	102	2110
Martin Health System	2	18	20

Transactions Processed
Patient Lookup
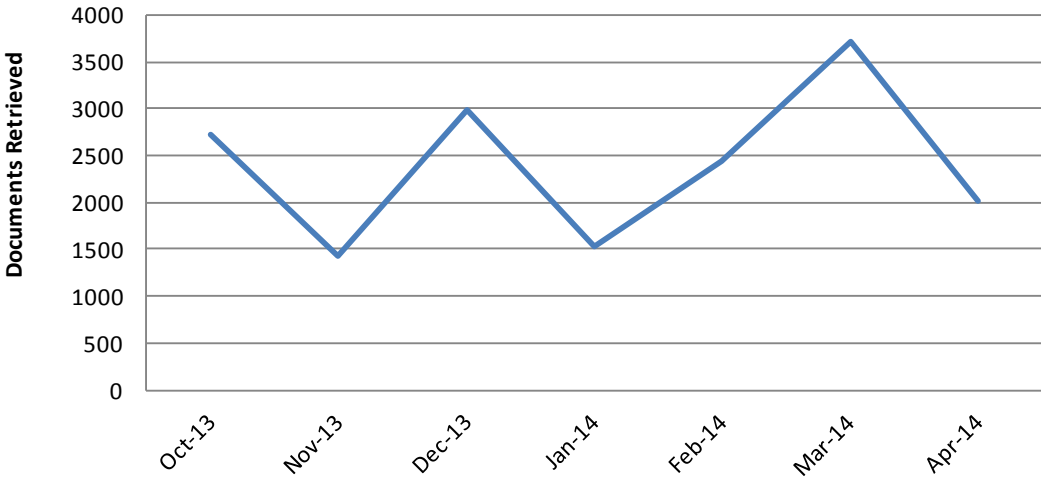
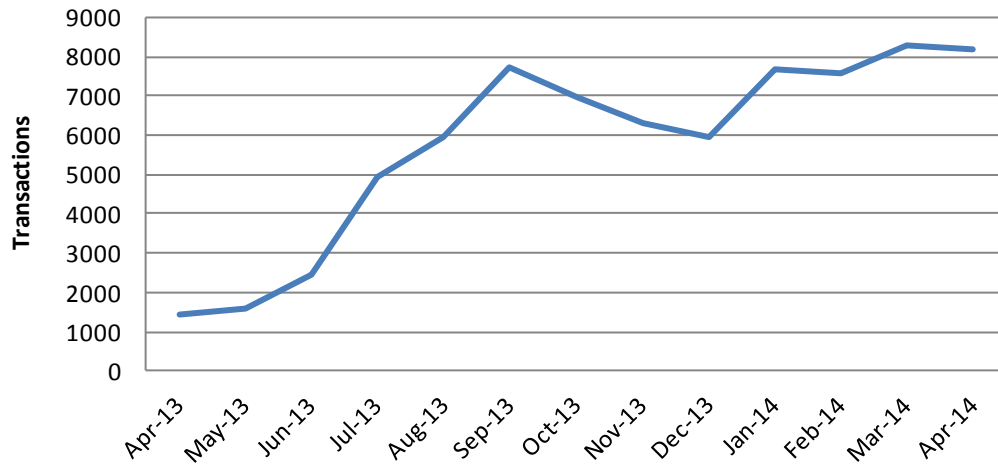|	Oct-13	Nov-13	Dec-13	Jan-14	Feb-14	Mar-14	Apr-14
Documents Retrieved	2730	1431	2990	1533	2444	3715	2010

c) DSM Registrants and Transactions

System Usage
DSM Total Registered Users
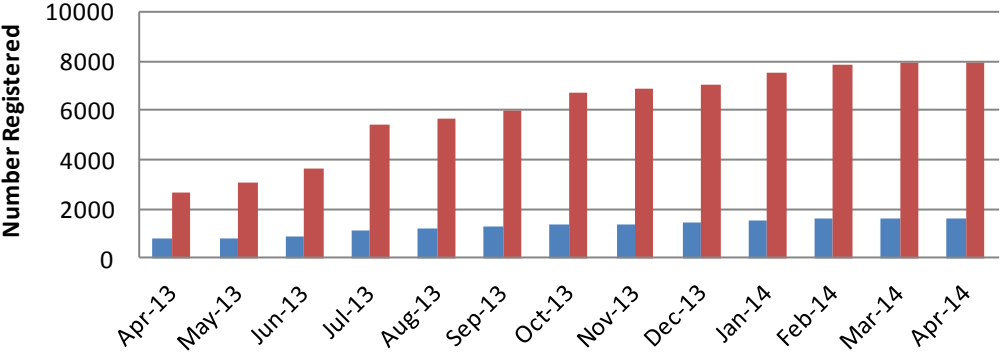
	Apr-13	May-13	Jun-13	Jul-13	Aug-13	Sep-13	Oct-13	Nov-13	Dec-13	Jan-14	Feb-14	Mar-14	Apr-14
Registered Orgs/Sub Orgs	791	788	929	1132	1230	1300	1369	1411	1434	1515	1585	1610	1618
Registered Individuals	2646	3067	3617	5452	5659	6007	6689	6904	7024	7519	7827	7948	7965

Transactions Processed
Direct Secure Messaging

	Apr-13	May-13	Jun-13	Jul-13	Aug-13	Sep-13	Oct-13	Nov-13	Dec-13	Jan-14	Feb-14	Mar-14	Apr-14
Transactions: # of Mgs Sent	1444	1606	2471	4922	5964	7732	6989	6288	5943	7673	7581	8303	8164

d) DSM HISP Connections

- Fixed MiHIN (Michigan) HISP to HISP connection
- Investigated incorrect email address coming from the Surescripts HISP
- Ran meetings with Epic to talk about Direct MDN messages for UF Health
- Created TrustBundle with Quest and DSM
- Worked SSL issue with the bundle
- Contacted Quest to start testing

e) ENS Transactions

ENS Transactions

	Nov-13	Dec-13	Jan-14	Feb-14	Mar-14	Apr-14
Health Plans	77	87	98	97	74	91
Hospitals	26	24	30	27	25	25
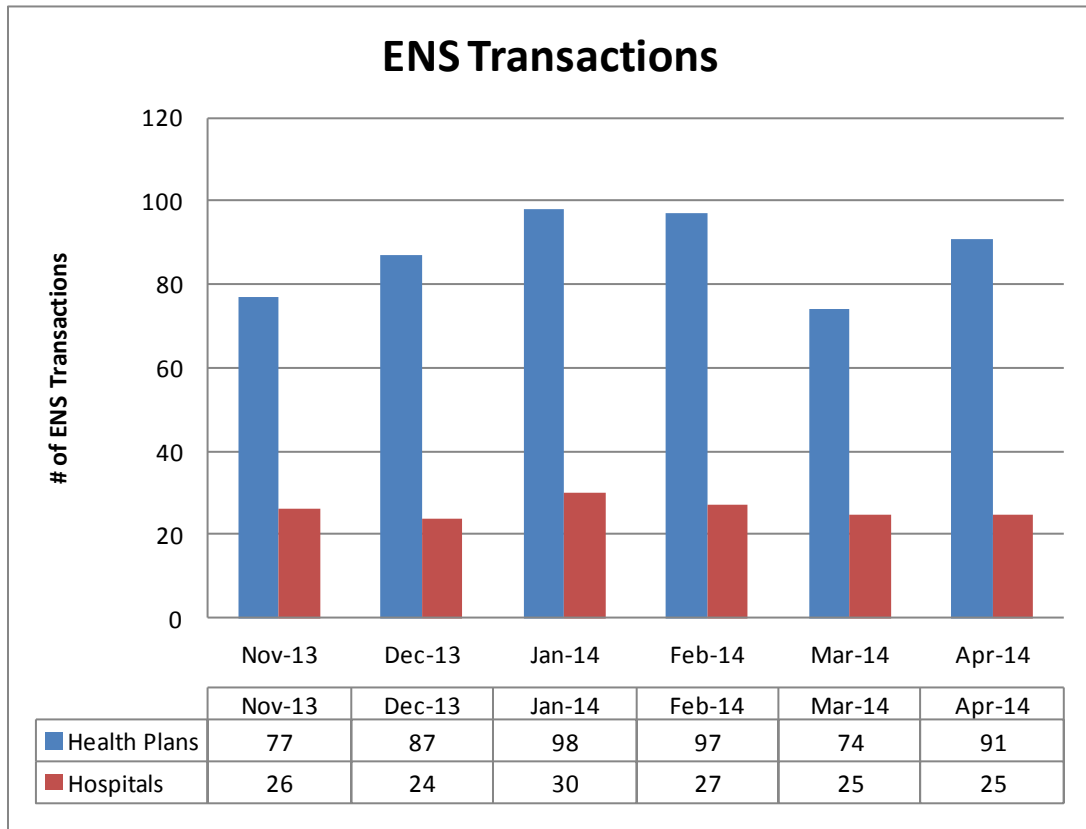
- Health Plans enrolled
  - WellCare of Florida
  - Better Health
  - Simply Healthcare Plans
- Hospitals enrolled
  - Broward Health

3. Quarterly Plans

a) Deployments

#	Facilitated On-Boarding Node Name		Q3'11 J A S	Q4'11 O N D	Q1'12 J F M	Q2'12 A M J	Q3'12 J A S	Q4'12 O N D	Q1'13 J F M	Q2'13 A M J	Q3'13 J A S	Q4'13 O N D	Q1'14 J F M	Q2'14 A M J
1	Strategic Health Intelligence (SHI)	Express Lite	· · X	- - -	- - -	- X ·								
2	Atlantic Coast HIE (ACH)	Express Lite			- - X	- - -	- - -	- - -	- - -	X · ·				
	- SFREC/HCN				- - X	- - -	- - -	- - -	- - -	- · ·	- - -	X · ·		
3	Florida Hospital	Express Lite	· · X	- - -	- - -	- - -	- - -	- - -	- - -	X · ·				
4	UF Health	Express Lite				X - -	- - -	- - -	- - -	X · ·				
5	Broward Health	Site Services							· X -	- - -	X · ·			
6	Martin Health	Express Lite							· X -	- - -	- - -	- - -	- · X	
7	Senior Home Care	Express Lite								X - -	- - -	- - -	- · X	
8	Community Health Systems (CHS, formerly	Express Lite								X - -	- - -	- - -	- · X	
9	Bethesda Health	Express Lite								· X -	- - -	- - -	- · X	
10	Naples Community Hospital	Site Services									X - -	- - -	- · X	
11	Orlando Health	Express Lite										X - -	- · X	
12	Department of Health (DOH)	Express			- - X	- - -	- - -	- - -	- - -	- - -	- - -	- - -	- - -	- · X
13	FL Accountable Care Services (FACS)	Express Lite									· X -	- - -	- - -	- - -
14	Tampa Bay RHIO	Site Services												X - -
15	Community Health IT	Express Lite												X - -
	# Concurrent		· 2 2	2 2 2	2 5 5	5 4 4	5 5 5	5 5 5	5 5 8	8 8 7	7 8 8	8 7 8	8 8 8	8 9 4

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) Release Plan

Release Plan	
Contents	**Release Notes**
Transition DSM to new HISP vendor	Begin transition DSM service to a Direct Trust Accredited HISP vendor
Archive Retrieval	Develop purge capability
Monitoring for ENS	Complete ENS monitoring within existing performance monitoring framework
On-board to eHealth Exchange	Move into production and do smoke test
SSA connection via eHX	Implement SSA connection via eHX