Florida Health Information Exchange (HIE)

Quarterly Plan Report

Contract No. EXD027

November 15, 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 fourteenth quarter of execution of the Florida Health Information Exchange (Florida HIE) program. This covers the period from August 1, 2014 through October 31, 2014.

The development team completed the transition of Direct Secure Messaging (DSM) to the new Direct Messaging vendor Inpriva on August 9, 2014. An archive retrieval request from the Agency for Persons with Disabilities (APD) was processed.

For the Event Notification Service (ENS) the team investigated software configurations and formalized internal documentation to support the increased data source count. The team also investigated the options for connectivity for ENS data sources and how to approach different methodologies that are available. The team piloted a virtual private network (VPN) connection for two data sources and determined VPN connection requirements. ENS connectivity sessions were scheduled through January 31, 2014 for hospital data sources participating in the Low Income Pool eligibility program. The development team held connectivity sessions to connect hospital data sources for admit, discharge, and transfer (ADT) feeds to the Florida HIE ENS. By the end of October 32 hospitals connected to ENS in production and 84 hospitals completed test connections. There were no ENS transactions this period.

Patient Look-Up (PLU) production nodes include Strategic Health Intelligence, Atlantic Coast HIE, Florida Hospital/Adventist Health System, UF Health, Broward Health, Martin Health System, Bethesda Health, and Senior Home Care – (an affiliate of Kindred at Home). PLU produced 39 successful transactions during the month of October. The PLU deployment team continued onboarding progress with the Department of Health (DOH), Community Health System (CHS), Orlando Health, Tampa Bay Regional Health Information Organization (RHIO), and Community Health IT. The team participated in the PLU User Group meetings in August and October and facilitated the Technical User Group meeting in September.

The remaining Deployment and Outreach Subcontractor is CHS (formerly HMA) and has one final milestone (PLU onboarding) to complete.

2. Adoption and Utilization Statistics
a) PLU Deployments
- Production Deployments
  - Strategic Health Intelligence (SHI)
    - Worked with SHI's new vendor point of contact
    - Created alert on Partner SharePoint website about node downtime
    - Sent node instructions to make alerts

- – Inquired about readability of Broward's CCD
- – In process of working with Smartronix (vendor) to investigate further
- Atlantic Coast HIE (ACH)
  - – Assisted with updating vendor's certificate on test Express Lite
  - – Facilitated demo of node software
  - – Updated test Express Lite certificate
- Florida Hospital
  - – Received Node Architecture document
  - – Facilitated demo of node software
  - – Discovered Florida Hospital was not responding to production queries from Broward Health and identified that the Express Lite had less than recommended CPU and RAM (resolved)
- UF Health
  - – Facilitated demo of node software
- Broward Health
  - – Resolved failed queries from Broward Health test Express Lite to Florida Hospital test Express Lite
  - – Started communications to renew Digicert certificate in September
  - – Renewed production Digicert certificate
  - – Investigated concern that outbound queries were taking too long. After investigation, query time was deemed acceptable.
- Martin Health
  - – Started communications to renew Digicert certificate in September
  - – Renewed production Digicert certificate
- Bethesda Health
  - – Communicated one-month waiver extension for open 90-day waiver issues
  - – Confirmed node fixed production issue listed in the waiver issues list
- Senior Home Care
  - – Worked with node to resolve production query issue
  - – Participated in Audit Plan discussions and presented FairWarning information
- Deployments near completion
  - Community Health Systems (CMS) formerly known as Health Management Associates (HMA)
    - – Waiting for node to sign/return updated PLU Subscription Agreement to go live

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)
    - Facilitated weekly meetings
    - Continued coordination of open tickets with Mirth on behalf of site
    - Continued prepping for C32 load testing
    - Helped resolve open ticket concerning phone number (DOH was missing variable)
    - One ticket remains open ticket that DOH is finishing testing
    - Waiting on next Mirth Match release that contains work queue age range filter
  - Orlando Health
    - Facilitated weekly meetings
    - Completed pre-validation tests
    - Finalized appliance updates for Express Lite
    - Re-retrieved test CCD to verify configuration changes
    - Started validation
    - Addressing site's security team's concerns about the DigiCert certificate and auditing of transactions
    - Working on data flow diagram per node's request to address audit concerns
    - Completed validation testing and analysis
    - Supported testing with Florida Hospital
    - Installed MySQL backup/restore
    - Configured MySQL secure socket language (SSL) between the site's Aurion server and database server
  - Florida Accountable Care Services (ACO)
    - No requests for support this period
  - Tampa Bay Regional Health Information Organization (RHIO)
    - Facilitated weekly meetings
    - Continued waiting for code enhancement from subcontractor (BrowserSoft)
    - Discussed on-boarding roadmap
    - Completed self tests
    - Completed cross-gateway tests
    - Covered Roadmap webinar
    - Completed audit log transfer manager (ALTM) and performance audit transfer manager (PATM) testing
    - Discussed service registry forms and connection manager usage
    - Assisted Cerner with configuring Aurion in passthrough mode
  - Community Health IT (Relay Health)
    - Presented kick-off webinar to new Relay staff

- Started coordination to send node Express Lite OVA file
- Supported discussions about custom gateway options
- Node/vendor decided to host Express Lite in Microsoft Azure data center
- Waiting for node's vendor to be ready to receive OVA file

DOH Deployment Status (Express)

Orlando Health (Express Lite)

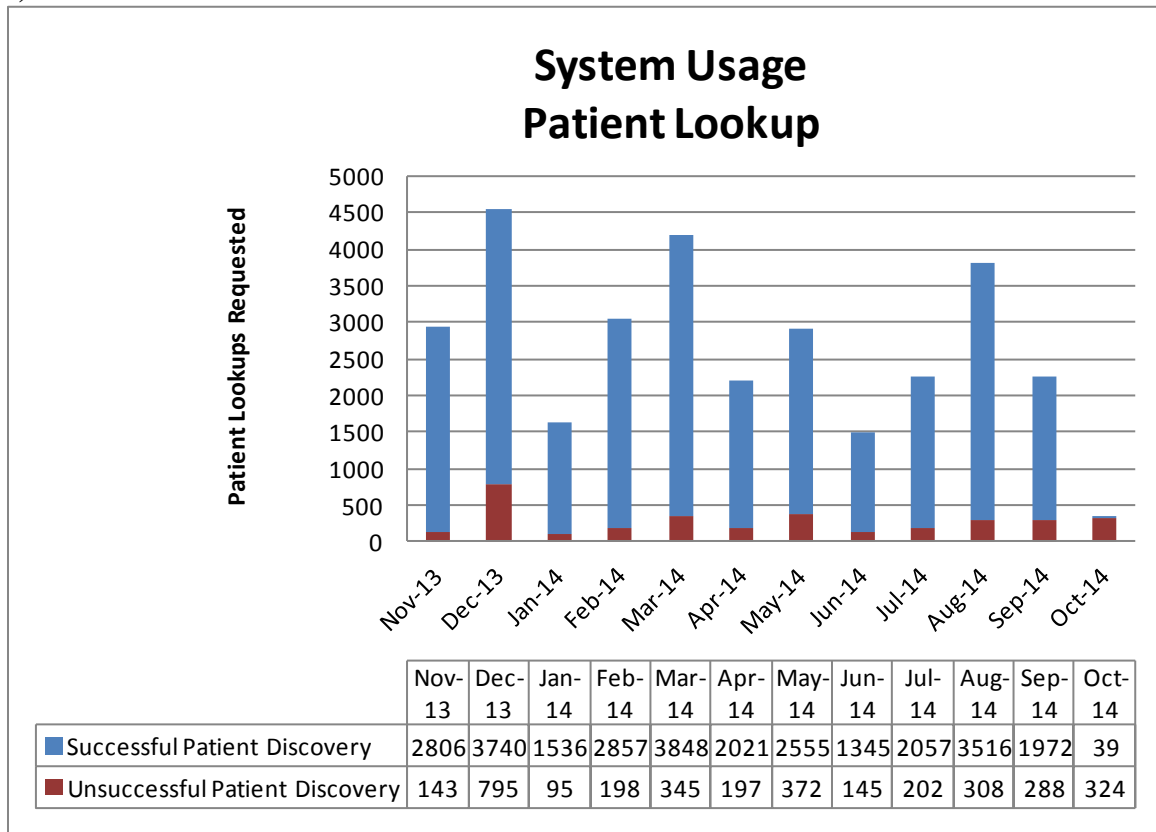Florida Accountable Care Services Deployment Status (Express Lite)

Tampa Bay RHIO Deployment Status (Site Services)
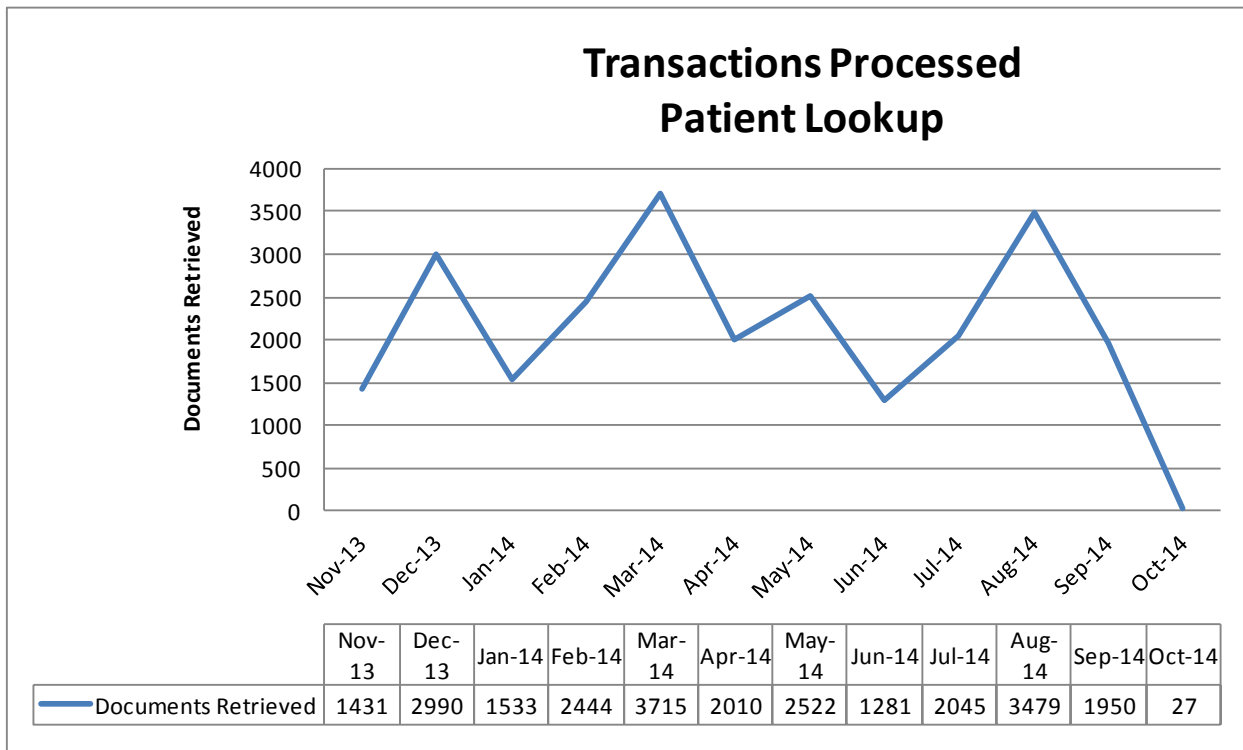
Community Health IT (Express Lite)

b) PLU Transactions

System Usage Patient Lookup

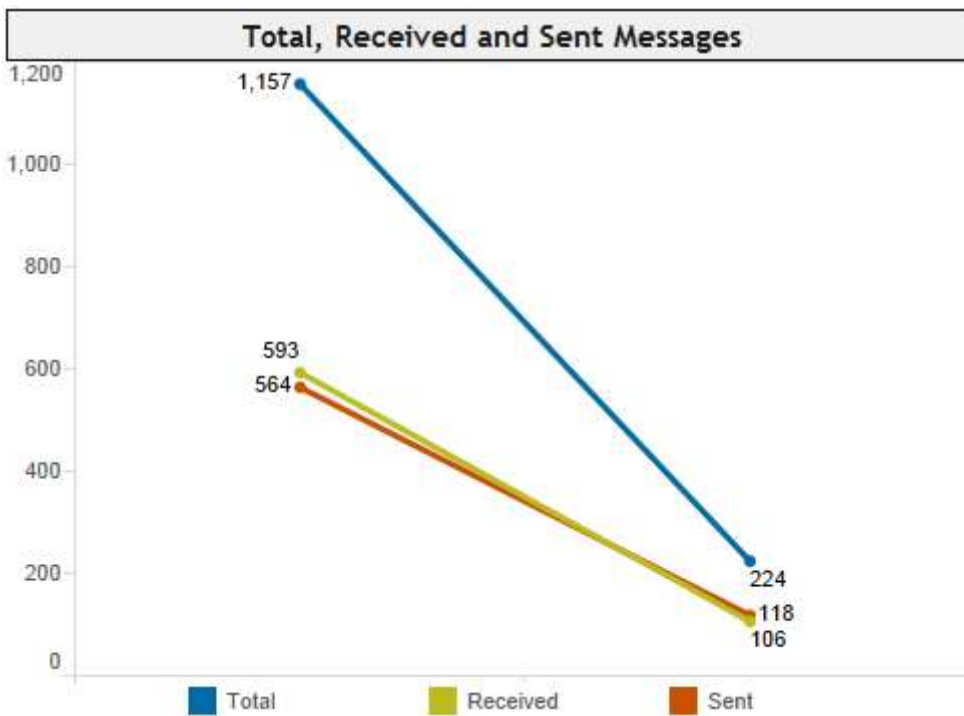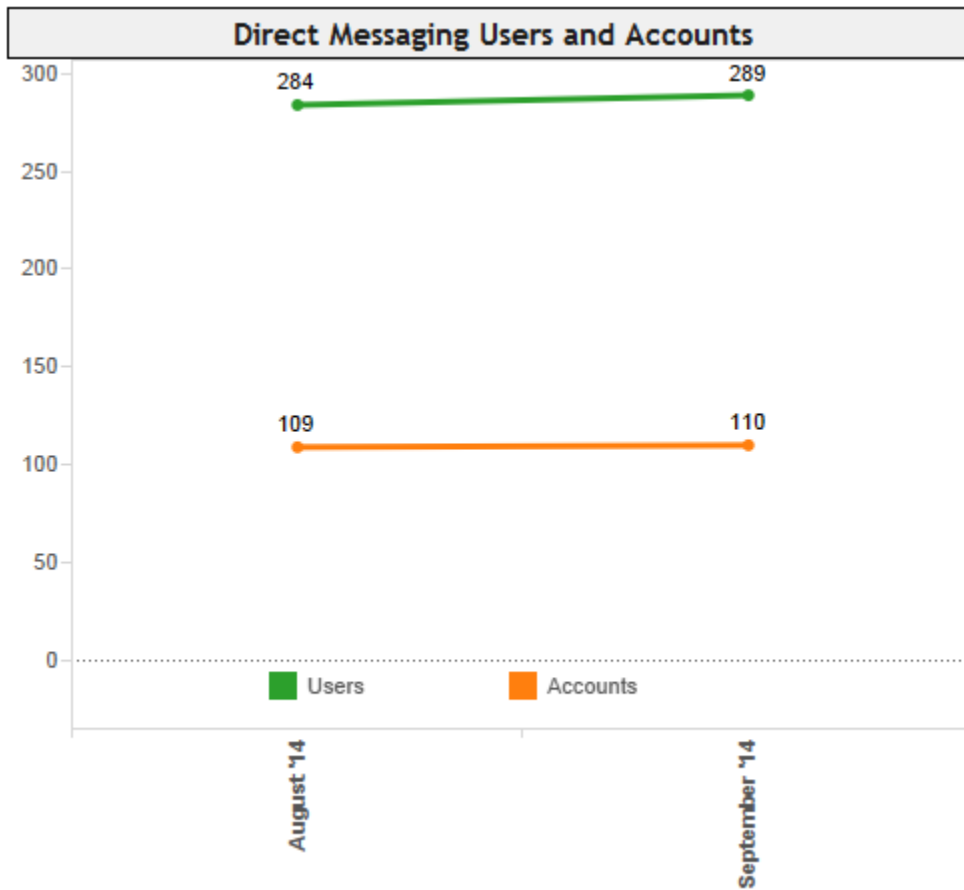|	Nov-13	Dec-13	Jan-14	Feb-14	Mar-14	Apr-14	May-14	Jun-14	Jul-14	Aug-14	Sep-14	Oct-14
Successful Patient Discovery	2806	3740	1536	2857	3848	2021	2555	1345	2057	3516	1972	39
Unsuccessful Patient Discovery	143	795	95	198	345	197	372	145	202	308	288	324

Note: The number of Patient Discovery queries decreased because queries from SHI to Broward decreased.

October 2014 Node Inbound Transactions

Node	Successful	Unsuccessful	Total Inbound Patient Discovery
SHI	14	39	53
ACH	0	52	52
Florida Hospital	0	25	25
UF Health	12	42	54
Broward Health	3	22	25
Martin Health System	0	51	51
Bethesda Health	0	52	52
Senior Home Care	10	41	51

Transactions Processed Patient Lookup

	Nov-13	Dec-13	Jan-14	Feb-14	Mar-14	Apr-14	May-14	Jun-14	Jul-14	Aug-14	Sep-14	Oct-14
Documents Retrieved	1431	2990	1533	2444	3715	2010	2522	1281	2045	3479	1950	27

c) Direct Messaging Registrants and Transactions

Direct Messaging Users and Accounts

Users: August '14 = 284, September '14 = 289
Accounts: August '14 = 109, September '14 = 110

Legend: ■ Users ■ Accounts

X-axis: August '14, September '14

Total, Received and Sent Messages

Total: August = 1,157, September = 224
Received: August = 593, September = 106
Sent: August = 564, September = 118

Legend: ■ Total ■ Received ■ Sent

d) ENS Transactions

ENS Transactions

	Nov-13	Dec-13	Jan-14	Feb-14	Mar-14	Apr-14	May-14	Jun-14	Jul-14	Aug-14	Sep-14	Oct-14
Health Plans	77	87	98	97	74	91	112	71	0	0	0	0
Hospitals	26	24	30	27	25	25	30	26	0	0	0	0

- Health Plans enrolled
  - None
- Hospitals enrolled
  - See ENS Deployment Plan
- Hospitals in Production as of October 31, 2014
  - Adventist Health System (15 hospitals)
  - Bethesda Hospital (2 hospitals)
  - Broward Health (4 hospitals)
  - Citrus Memorial Health System (1 hospital)
  - Halifax Hospital Medical Center (1 hospital)
  - Health Central Hospital (1 hospital)
  - Lakeland Regional Medical Center (1 hospital)
  - Martin Health System (3 hospitals)
  - Parrish Medical Center (1 hospital)
  - Tampa General Hospital (1 hospital)
  - UF Health (2 hospitals)

3. Quarterly Plans

a) PLU Deployments

#	Facilitated On-Boarding Node Name	Go Live		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	Q3'14 J	A	S	Q4'14 O	N	D	Q1'15 J	F	M	Q2'15 A	M	J
1	Strategic Health Intelligence (SHI)	May-12	Express Lite																														
2	Atlantic Coast HIE (ACH)	Mar-13	Express Lite	-	-	X																											
	- SFREC/HCN			-	-	-	-	-	-	-	-	-	-	X																		
3	Florida Hospital	May-13	Express Lite	-	-	-	-	-	X																								
4	UF Health	May-13	Express Lite	-	-	-	-	-	X																								
5	Broward Health	Sep-13	Site Services				X	-	-	-	-	-	-	X																			
6	Martin Health	Mar-14	Express Lite				X	-	-	-	-	-	-	-	-	-	-	X														
7	Bethesda Health	May-14	Express Lite										X	-	-	-	-	-	-	X												
8	Senior Home Care	Jul-14	Express Lite					X	-	-	-	-	-	-	-	-	-	-	-	-	-	X										
9	Community Health Systems (CHS)		Express Lite					X	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	X							
10	Orlando Health		Express Lite										X	-	-	-	-	-	-	-	-	-	-	-	-	X						
11	Department of Health (DOH)		Express	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	X
12	Tampa Bay RHIO		Site Services																	X	-	-	-	-	-	-	-	X				
13	Community Health IT		Express Lite																	X	-	-	-	-	-	-	-	X				
14	FL Accountable Care Services (FACS)		Express Lite									X	-	-	-	-	-	-	-	-	-	-	-	-	-	-	X				
	# Concurrent			5	5	8	8	8	6	6	7	7	7	6	7	7	7	7	7	8	7	7	6	6	6	6	5	4	3	2	1	1	0

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

Data Sources *	# of Hospitals	Status 10/31/14	November	December	January
Adventist Health System	15	Production			
All Children's Health System	1	Connected			
Ann Bates Leach Eye Hospital	1	Connected			
Baker County Ed Fraser	1	Connected			
Baptist Health Care	4		Scheduled		
Baptist Health South Florida	3				Scheduled
Baptist Health System	5		Scheduled		
Bartow Regional Medical Center CHS)	1			Scheduled	
Bayfront Health Brooksville Springhill (CHS)	2			Scheduled	
Bayfront Health St. Petersburg (CHS)	1		Scheduled		
Bayfront Health Dade City	1				
Bayfront Health Port Charlotte	1				
Bayfront Health Punta Gorda	1				
Bay Care Health System	10	Connected			
Bay Medical Center	1				Scheduled
Bert Fish Medical Center	1			Scheduled	
Bethesda Health	2	Production			
Boca Raton Regional Hospital	1				Scheduled
Broward Health	4	Production			
Calhoun Liberty Hospital	1				Scheduled
Cambellton-Graceville	1				Scheduled
Central Florida Health Alliance	3			Scheduled	

Name	Count				
Citrus Memorial Health System	1	Production			
Desoto Memorial Hospital	1		Scheduled		
Doctors Bonifay	1		Scheduled		
Doctors Memorial Hospital (Perry)	1			Scheduled	
Fishermen's Hospital	1				Scheduled
Flagler Hospital	1	Connected			
Florida Hospital	7	Connected			
Halifax Hospital Medical Center	1	Production			
HCA	44	Connected			
Healthcare District of Palm Beach County	1	Connected			
Health Central Hospital	1	Production			
Health First	4				Scheduled
Healthmark Regional Medical Center	1				
Hendry Regional Medical Center	1		Scheduled		
Heart of Florida (CHS)	1			Scheduled	
Highlands Regional Medical Center (CHS)	1			Scheduled	
H. Lee Moffitt Cancer Center	1				Scheduled
Indian River Memorial Hospital	1		Scheduled		
Jackson County Hospital District	1				Scheduled
Jackson Health System	3		Scheduled		
Jupiter Medical Center	1		Scheduled		
Lake Butler Hospital	1				Scheduled
Lakeland Regional Medical Center	1	Production			
Lake Wales Medical Center	1			Scheduled	
Larkin Community Hospital	1				Scheduled
Lee Memorial Health System	4			Scheduled	
Lehigh Regional Medical Center (CHS)	1			Scheduled	
Lower Keys Medical Center (CHS)	2				Scheduled
Madison County Hospital	1			Scheduled	
Manatee Healthcare System	2	Connected			
Martin Health	3	Production			
Memorial Healthcare System	6		Scheduled		
Miami Children's Hospital	1		Scheduled		
Mt. Sinai Medical Center	1	Connected			
Munroe Regional Medical Center	1		Scheduled		
Naples Community Hospital	2	Connected			
Northwest Florida Community Hospital	1			Scheduled	
Orlando Health System	6	Connected			
Parrish Medical Center	1	Production			
Physicians Regional Medical Center (CHS)	1			Scheduled	
Putnam Community	1				Scheduled
Regional General Hospital Williston	1				Scheduled

Sacred Heart Health System	3		Scheduled		
Santa Rosa Medical Center (CHS)	1		Scheduled		
Sarasota Memorial Hospital	1	Connected			
Shands Lake Shore (CHS)	1			Scheduled	
Shands Live Oak (CHS)	1			Scheduled	
Shands Stark Regional Medical Center (CHS)	1			Scheduled	
St. Cloud Regional Medical Center (CHS)	1				Scheduled
St. Vincents Health System	3	Connected			
Tallahassee Memorial Healthcare	1				Scheduled
Tampa General Hospital	1	Production			
Tenet Florida	10		Scheduled		
UF Health	2	Production			
University of Miami	1	Connected			
University of Miami Hospital & Clinics	1	Connected			
Weems Memorial Hospital	1				Scheduled
Wellington Regional Medical Center	1	Connected			
Wuesthoff Medical Center Melbourne (CHS)	1		Scheduled		
Wuesthoff Medical Center Rocklege (CHS)	1		Scheduled		

Status: Scheduled, Connected, Production

* Executed agreement