



## Health Information Exchange On Boarding Process Overview

The Alaska Health Information Exchange (HIE) is one of the most exciting health information technology projects underway within the state. The HIE's availability to augment / complete the participants' electronic medical record (EMR) can substantially improve the quality of care rendered to patients. Similar to other projects, there are decisions to be made and work to be completed. This document will walk you through the on boarding process.

The first step in this process is to fully review both the data use agreement (DUA) and participation checklist. The amount of time to complete these documents varies with each participant. The recommended approach is for AeHN to meet with the organization and complete a HIE readiness assessment to help determine resource requirements and organizational priorities. The DUA outlines both AeHN and participant responsibilities. The participation checklist details requirements needed for a successful exchange with the HIE. AeHN is able to assist with action items. Checklist items include: electronic medical record vendor, information technology support vendor, staff members, and a list of patients served.

The completed participation checklist will determine the technical solution used to connect to the HIE. The HIE can accept information from either exported Continuity of Care Documents (CCD) or Health Language 7 (HL7) formats. For most practices, the CCD will be the preferred method of exchange. All Office of the National Coordinator certified EMR's can export and import CCDs. For those organizations not using an EMR capable of exchanging CCDs or where HL7 interfaces are more appropriate in order to produce additional information beyond the CCD, HL7 interfaces should be considered to exchange data with the HIE.

Once the technology is in place there are additional action items to ensure data is being processed correctly and duplicate patients are addressed prior to going live. Initially participants may experience an increase in duplicity of patients. The HIE contains software to measure the likelihood that patient records from different organizations are the same person, therefore combining the records to produce one aggregated record. It could be either one or a variety of patient demographic data that produces a "possible duplicate." Duplicates must be managed as soon as possible and will need to be reviewed periodically. In addition laboratory result and medications interoperability errors may occur. When this happens the data is flagged and segregated into an error queue. The data does not enter the HIE. AeHN will work with the organization and EMR vendor to resolve these errors as they occur.

Once data quality issues are resolved the organization will need to learn how and when to use the HIE. AeHN's Education and Training Coordinator has various methods to train users ensure staff members are comfortable using the HIE prior to going live. Initial familiarization training will occur during the data validation period. Additional and/or recurring training will be available in the form of computer based training modules. The type of organization will determine what "use cases" will be employed. For example, primary care physicians or specialists who are seeing a patient for the first time will benefit from reviewing a continuity of



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care document. In addition emergency room or urgent care providers would gain access to information otherwise unavailable to them and would access the HIE more frequently. AeHN will work with each organization to identify ways to improve patient care through increased data availability.

AeHN considers each participant as a partner and will attempt to accommodate every situation as it arises. We also consider the HIE as a starting point to providing services to our partners. The method AeHN uses to mature our capabilities is to employ workgroups and committees. AeHN is developing several groups based around consumer confidence, technical capabilities, data quality, and others. Our goal is to have a great amount of input from our partners. If AeHN can be of further assistance please call 866-966-9030 ext. 6.