

New Hampshire Health Information Organization



Privacy and Confidentiality in Integrated Behavioral Health

Agenda

What is NHHIO

Consent Considerations Today to Integrate Behavioral Health

Future Consent 2 Share Models

NetSmart Pilot – Data Segmentation for Privacy

Additional IDN Information Sharing Platforms



**CHAPTER 332-I
MEDICAL RECORDS, PATIENT INFORMATION, AND THE HEALTH
INFORMATION ORGANIZATION CORPORATION
332-I:7 Corporation Established**

The corporation is hereby deemed to be a public instrumentality... and shall be deemed and held to be the performance of essential health information organization functions which shall, among other things, promote the general health of the citizens of the state of New Hampshire. The corporation shall be the state's designated provider of health information exchange services.

Self funded, non-profit 501(c)(3), Charitable Trust Organization

NHHIO Board of Directors

Board Member	Representation	Board Member	Representation
★ Mary Beth Eldredge IT Director DHMC	NHHIO Chair, Board Member at Large	David Briden, CIO Exeter Hospital	<u>NH Hospital Association, Large Hospitals</u>
★ Deb Mullen Concord VNA	NHHIO Secretary, <u>Homecare Association</u>	Patricia Witthaus IT Director Valley Regional Hospital	<u>NH Hospital Association, Critical Access Hospitals</u>
★ Carol LaCross CFO - Retired	NHHIO Treasurer, Volunteer & Consultant	Dr. Richard Lafleur, Anthem BC/BS	Board Member at Large, Health Plans
★ Patrick Miller HIT Consultant	NHHIO Vice Chair, Board Member at Large	Brendan Williams CEO NHHIO	Board Member at Large, LTPAC
★ David Querusio , Harvard Pilgrim Healthcare	Board Member at Large, Health Plans	Donna O’Leary DHHS CIO	Board Member at Large,
Dr. Daniel Waszkowski Derry Medical Center	<u>NH Medical Society</u>	Joan Tulk CHAN	<u>Bi-State Primary Care Association</u>
Steven Kelleher NH DHHS IT	Board Member at Large	William Baggeroer DHHS- Retired	Board Member at Large
Charles Fanaras Pharmacist	<u>Pharmacy Board</u>	Brian Collins Community Partners	<u>NH Community Behavioral Health Association</u>
Jim Harris Retired HIT Consultant	Consumer Advocate	★ NHHIO Executive Committee	

NHHIO Statutory Constraints

Who can use?

- “Only a **health care provider or a business associate** of a health care provider or a patient or patient’s legal representative may transmit the patient’s protected health information through the health information organization”
- No person shall require a health care provider to participate in the health information organization as a condition of payment or participation

What can they do?

- “Only a health care provider, for purposes of **treatment, care coordination, or quality assurance**, or a patient or a patient’s legal representative with respect to the patient’s protected health information, may have access to protected health information transmitted through the health information organization”
- health care providers otherwise required or authorized by law to submit data to the department of health and human services may do so through a health information organization

What can NHHIO do?

- “health information organization may **retain patient demographics**, including patient name, address, date of birth, gender, medical record numbers, and location of medical records, which shall be used solely to ensure consistent patient identification between health care providers and enable electronic query for patient health information. The health information organization shall otherwise act solely as a conduit for such electronic exchange and **shall neither access nor retain, in a database or otherwise, the clinical content of any medical record**”

NHHIO Service Lines

A low cost, high value, secure, end-to-end, clinical messaging service and Health Information Service Provider (HISP) with a statewide Healthcare Provider Directory (HPD) to support Transfers of Care

A secure network option for small and less well-resourced providers across the care continuum

A ready resource to help New Hampshire providers figure out health IT

- ✓ HIT vendor selection and implementation
- ✓ EHR and HIE adoption and workflow redesign
- ✓ CQM reporting and incentive payment programs
- ✓ Practice transformation initiatives and collaboration
 - New Hampshire Citizen's Health Initiative
 - Quality Improvement Organization (QIO)

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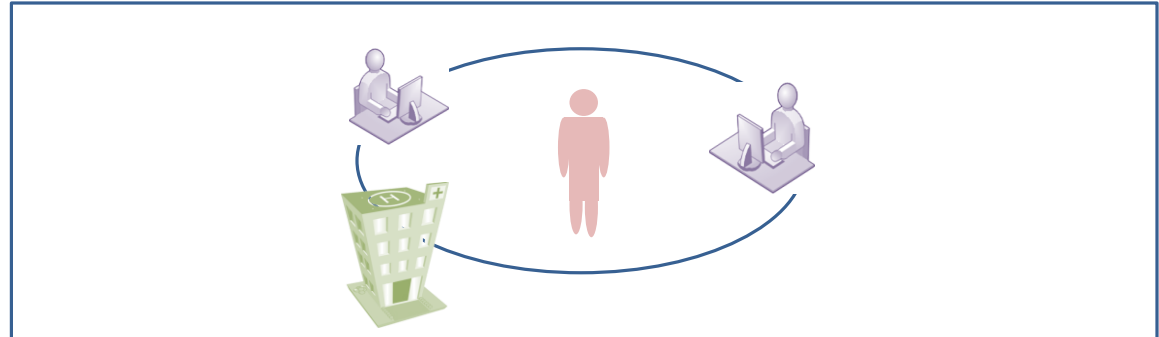
NetSmart Pilot – Data Segmentation for Privacy

Additional IDN Information Sharing Platforms



General & Behavioral Health Care integration – Intra-system

General & Behavioral Health Care integration: Patient is co-served by physical and behavioral health providers and care is coordinated



High Level Use Cases

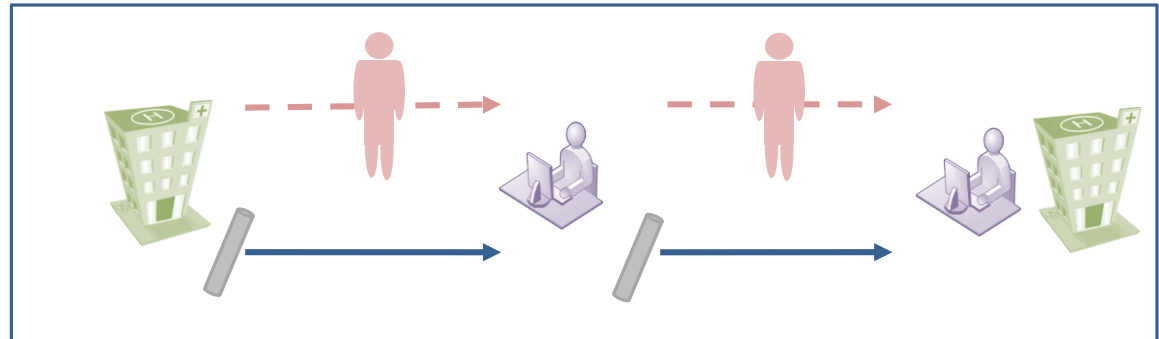
From Whom	To Whom	Information Requirement
Primary Care (bidirectional)	Behavioral Health (bidirectional)	Summary of Care
Primary Care (bidirectional)	Behavioral Health (bidirectional)	SBIRT Screening Results (for substance abuse)
Primary Care (bidirectional)	Behavioral Health (bidirectional)	PHQ-9 Screening Results (for severity of depression)
Primary Care (bidirectional)	Behavioral Health (bidirectional)	GAD-7 Screening Results (for severity of anxiety)

Consent Management:

- ✓ Consent forms can be centrally stored for access and viewing
- ✓ EHR tools available to “alert” providers and staff of existing consent concerns
- ✓ Information access can be controlled through EHR user security roles
 - “unlocking” of data may require advanced system access

Care coordination at patient transition points – Inter-system

Care coordination at patient transition points: Patient moves from one care provider to another and care teams conduct formal hand off



High Level Use Cases

From Whom	To Whom	Information Requirement
Primary Care	Substance Abuse Treatment	Referral, Summary of Care, SBIRT Screening Results
Primary Care	Behavioral Health	Referral, Summary of Care
Behavioral Health	Substance Abuse Treatment	Referral, Summary of Care, SBIRT Screening Results
Hospital	Behavioral Health	Discharge Summary

Consent Management:

- ✓ Consent forms can be locally stored for access and viewing, but there is currently no statewide repository to tools for sharing
- ✓ EHR tools available to “alert” providers and staff of existing consent concerns, but information filtering must be done manually
 - Customization of electronic forms may require EHR vendor support
 - Manual process for redacting of information may need to be utilized

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Future Consent2Share Models

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Consent2Share (C2S)

Patient Consent Management & Access Control Services

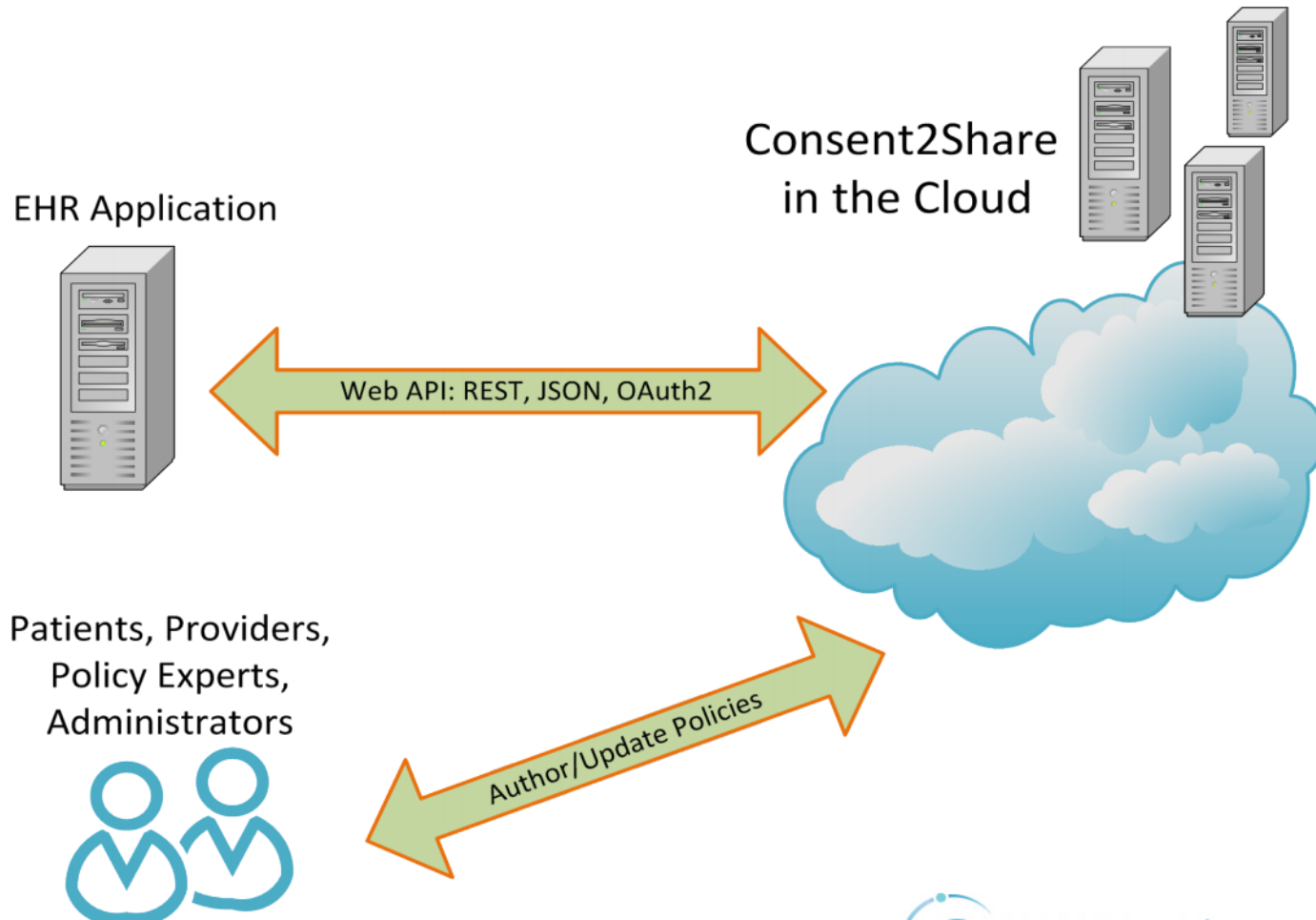
C2S Goals:

- ✓ **Demonstrate that privacy consent and data segmentation software tools and standards, developed through HHS initiatives, can be used to allow patient health record sharing in an environment where privacy regulations are currently an impediment.**
- ✓ **Show how privacy consent and data segmentation software tools and standards allow patients receiving behavioral health treatment to share their health information while providing improved protection of their privacy.**

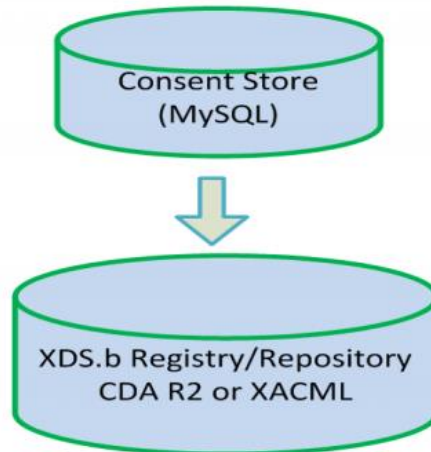
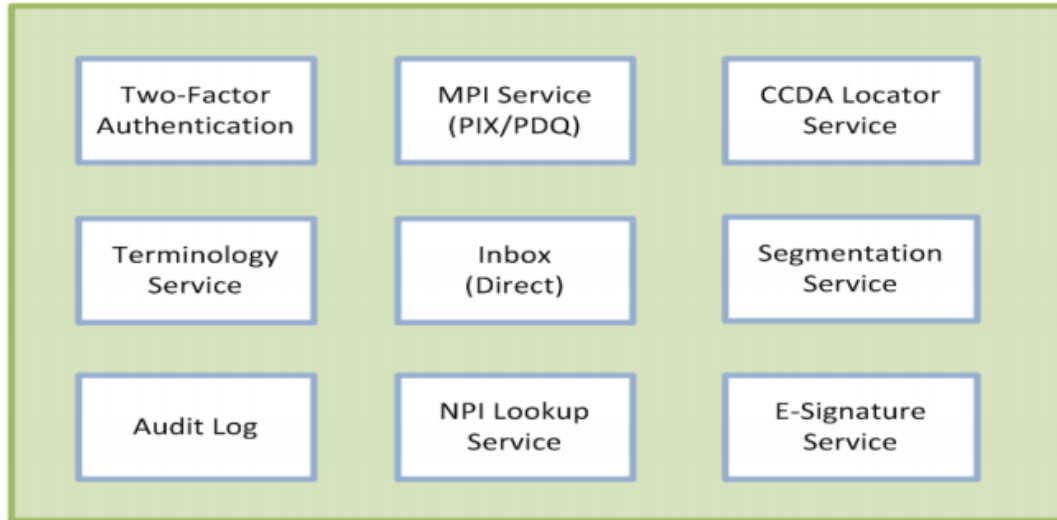
C2S Objective:

- ✓ **Develop a production-grade privacy and consent management system which is capable of supporting a pilot implementation which demonstrates that patient health record sharing can be successful within the privacy constraints of a 42-CFR, Part 2 environment.**

Consent2Share Architecture



Consent2Share Architecture



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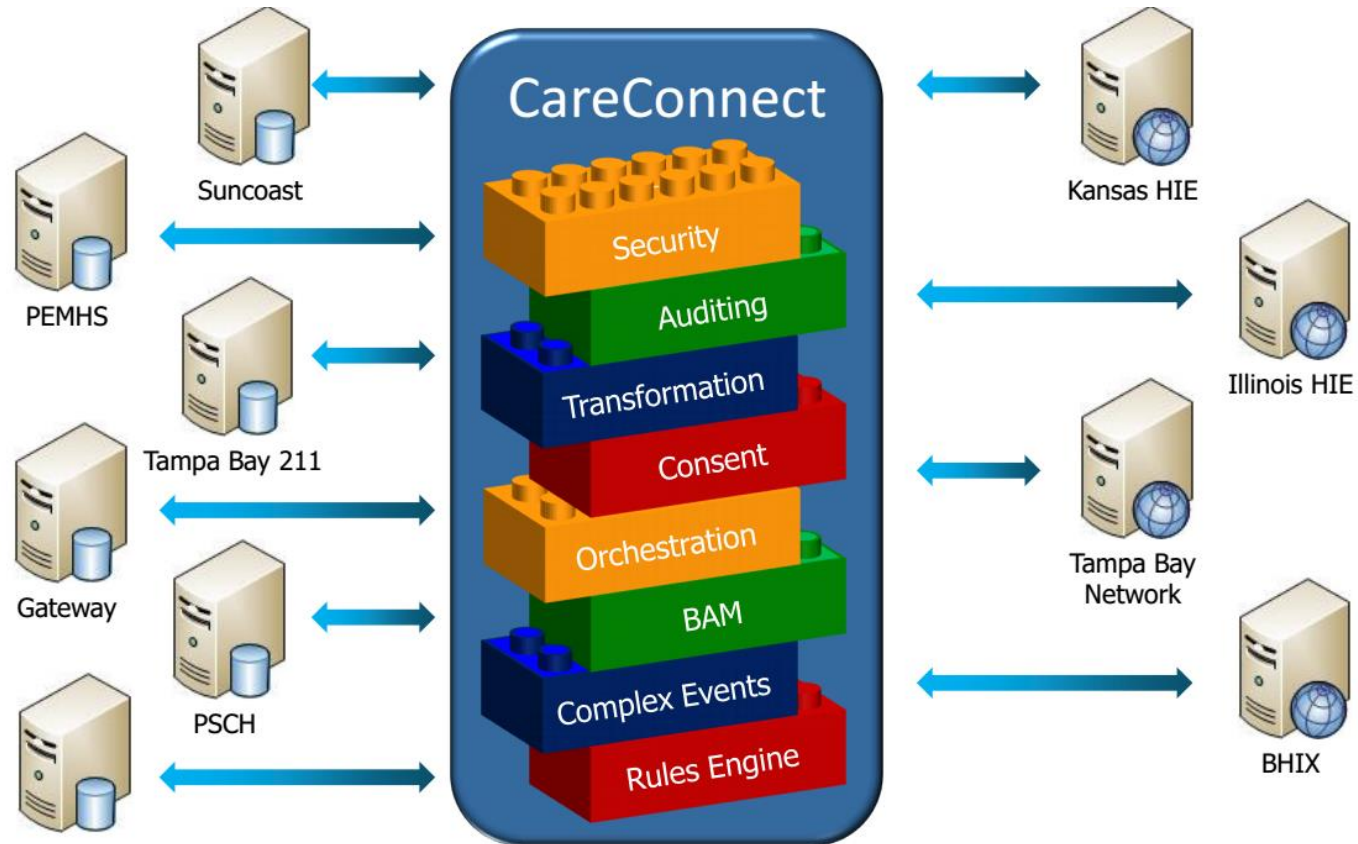
Future Consent2Share Models

NetSmart Pilot – Data Segmentation for Privacy (DS4P)

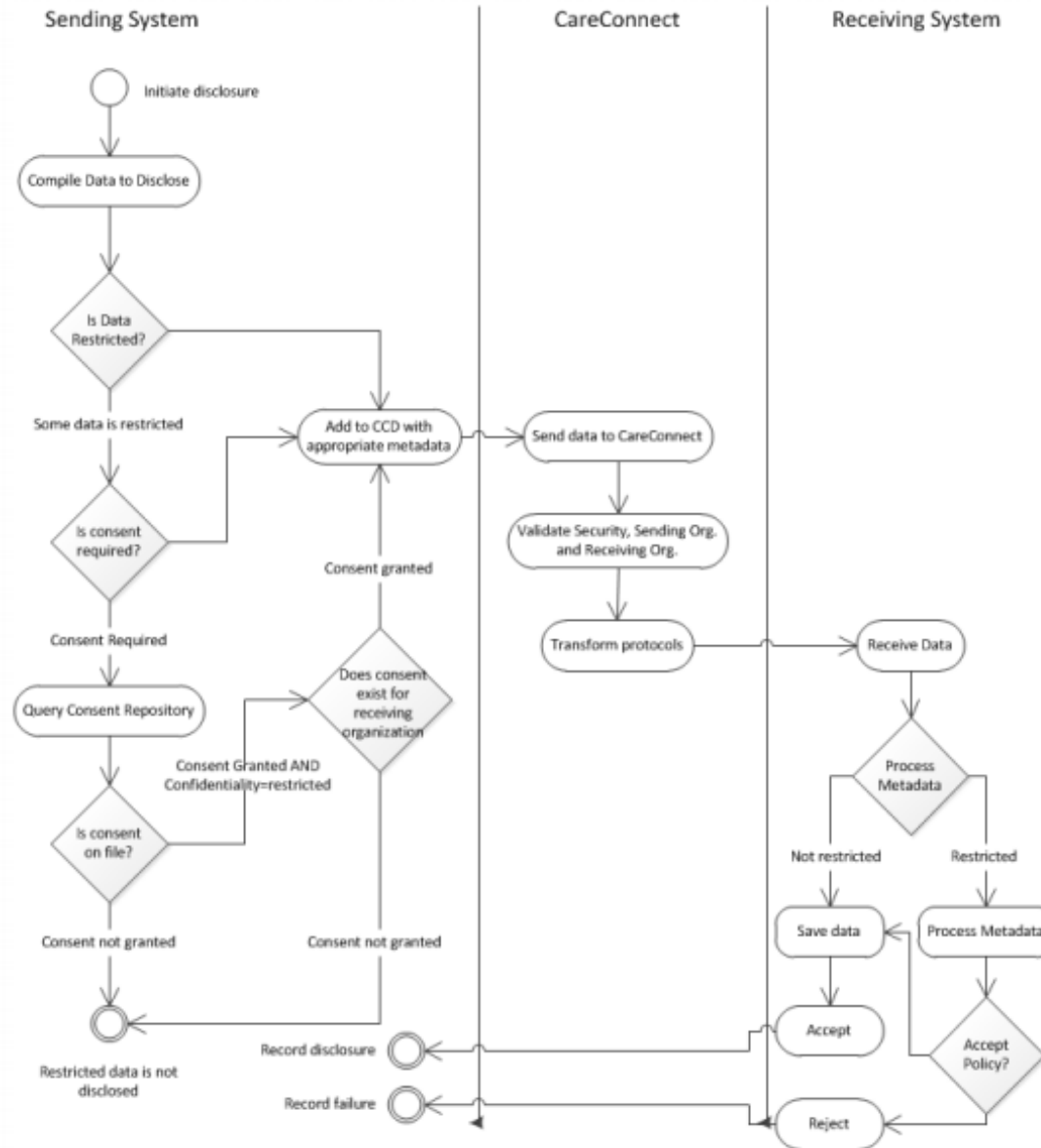
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DS4P



DS4P



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Patient Event Notification Services (ENS)



- PreManage Platform
 - 1 PreManage Alert
 - 2 PreManage ED
 - 3 PreManage Community

➤ PreManage Alert

- Provides core ADT driven notifications to providers whenever their patients are admitted, discharged, observed, or transferred to/from a clinical care setting to ensure patients receive timely appropriate care from their treating providers, case managers, etc.
- Single vendor across all organizations significantly enhances effectiveness and efficiency (cost reduction)
- Advanced patient/provider attribution

Sharing of Protected Health Information (PHI)



- PreManage Platform
 - 1 PreManage Alert
 - 2 PreManage ED
 - 3 PreManage Community

➤ PreManage ED & Community

- Provides cross platform access to clinical data – directly linked to EHR
 - ED bed tracker
 - Outpatient EHR links
- Additional safety alerts and treatment protocols
- Aggregated data
- Link to Prescription Monitoring Program (PMP) database

Secure Texting Products



- **Multiple products to support provider needs and HIT integration**
- **Enhances secure provider communications**
- **High level of internal use**
- **Products can support external provider and patient messages**

NHHIO Resources



www.nhhio.org