



Telehealth: Standards for the New Normal

**Supporting patients, the care team and
our Healthcare Ecosystem.**



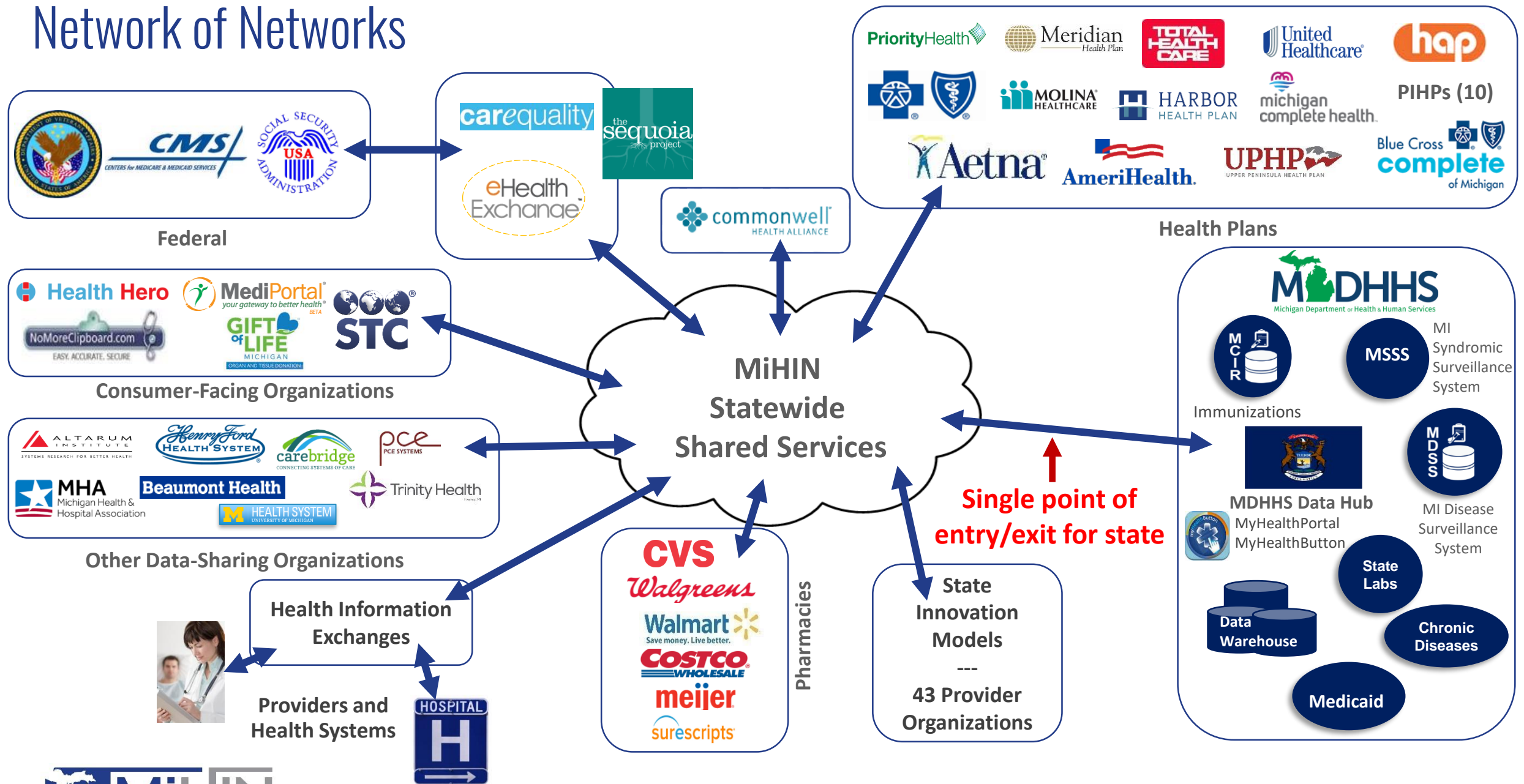


Michigan Health Information Network Shared Services (MiHIN)

MiHIN is Michigan's **state-designated entity** to continuously improve healthcare quality, efficiency, and patient safety by promoting secure, electronic exchange of health information. MiHIN represents a growing network of public and private organizations working to overcome data sharing barriers, reduce costs, and ultimately advance the health of Michigan's population.

MiHIN is a
network for sharing health
information statewide for
Michigan

Network of Networks





Conceptual	Planning & Development	Implementation	Mature Production
Health Risk Assessments	Computable Knowledge/KGRID	Common Key Service	ADT Notifications (Senders)
Chronic Disease Notifications	Death Notifications Michigan Opioid Poisoning Surveillance System	Active Care Relationship Service	Discharge Medication Reconciliation (Senders)
Birth Notifications	Interstate Immunizations	Health Directory	Health Information for State: Immunizations & Syndromic Surveillance
Psychiatric Facility & Treatment Center ADTs	Single-Sign-On	Lab Orders-Results: Disease Surveillance	Care Plan-ICBR
Immunizations for Care Team	Electronic Referrals: Tobacco Referral	Admission, Discharge, Transfer (ADT) Notifications (Receivers)	
Enhanced Care Collaboration Connectivity	Electronic Case Reporting	Discharge Medication Reconciliation (Receivers)	
Longitudinal Health Record	Newborn Screening-Hearing Test Results	Quality Measure Information: Commercial Payers (PPQC): APS	
Closed Loop Referrals	Find Patient Data	Quality Measure Information: State Medicaid Meaningful Use	
Diagnostic Imaging	Consumer Consent: eConsent	Newborn Screening- Bloodspot	
Advanced Directives	Consumer Preference Management	Lab-Orders-Results: Blood Lead	
	Information for Consumer	Cancer Pathology	
		Cancer Notification	
		Immunization History Forecast	
		Lab-Orders-Results: Newborn Screening-CCHD	
		Statewide Lab-Orders-Results	
		Quality Measure Information: Commercial Payers (PPQC): Gaps in Care	
		System for Opioid Overdose Surveillance	
		Social Determinants of Health	

Telehealth

Maturity Model

Virtual Health Maturity Adoption Model

CONSUMER VALUE

Pre-Covid

Limited Utilization!

Use of Non-HIPAA compliant tools and outsourcing of telehealth.

FaceTime, Google Hangouts, WhatsApp, Teledoc, AmWell, MDLive

Covid -19

Emerging Discipline!

Utilization driven by need for business continuity and new reimbursement during COVID-19 pandemic.

Practice initiated visits only.

BlueJeans, Updocs, Doxy.me, Zoom, ClickPoint, Teams, Doximity, etc

Patient-Provider Linkage!

Practice builds a virtual brand to extend patient centered medical home; patients initiate visits, report symptoms, journalize health issues and maintain a personal health record.

Care Convene Plus
EMR Portals (Limited)

Clinic Integration!

Simplify patient and provider access to health information.

Provider-HIE: ADT, CCDA, Longitudinal Record, Labs Immunizations, Vitals.

Provider-EMR: Integration with scheduling and video

Patient-IoT: Apple Health, Google Fit, RPM.

Care Convene Integrated

Consumer Autonomy!

Consumer Marketplace

Consumer Mediated Exchange – HIE Integration.

Portal Integration for consumer access to payer systems and siloed EMR systems.

Care Convene TBD

Post Covid-19 Adoption & Growth

EARLY ADOPTERS

REACTIVE &
DEFENSIVE

INITIAL
COORDINATION

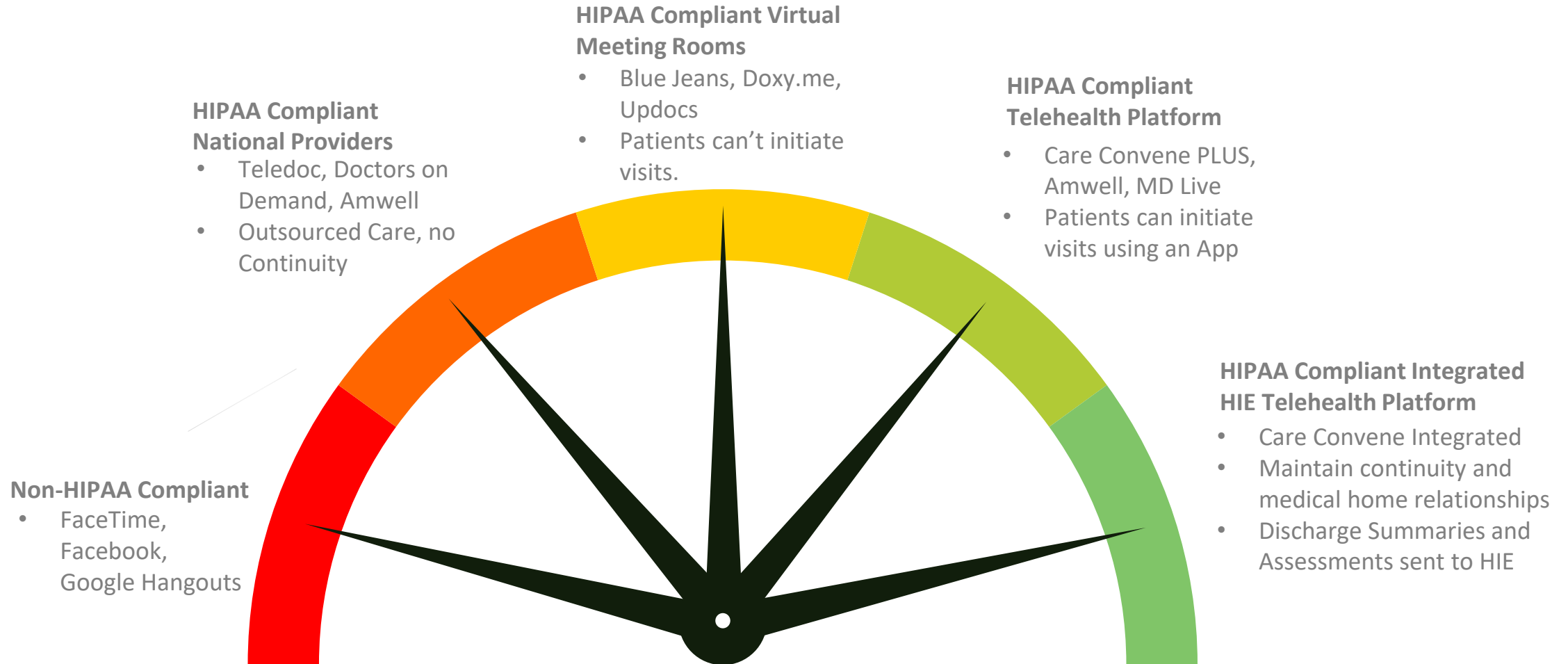
EFFECTIVE
INTEGRATION

EFFECTIVE
TRANSFORMATION

HEALTHCARE DELIVERY TRANSFORMATION

Not all Telehealth Solutions are the Same

Accelerate Your Telehealth



Telehealth: The Use Case

- **Purpose:**

- Incorporate telehealth providers and telehealth modalities into Michigan's healthcare delivery ecosystem by utilizing the state's health information network shared services.
- Drive access; care coordination; increase patient engagement: transition of care; coordinate and align patient-initiated virtual visit requests; and support public health priorities

- Enable telehealth platforms to more fully support and participate in:

- Care coordination
- Patient engagement
- Sending virtual visit information to EHR
- HIE statewide use cases
- Promote public health efforts and mandates



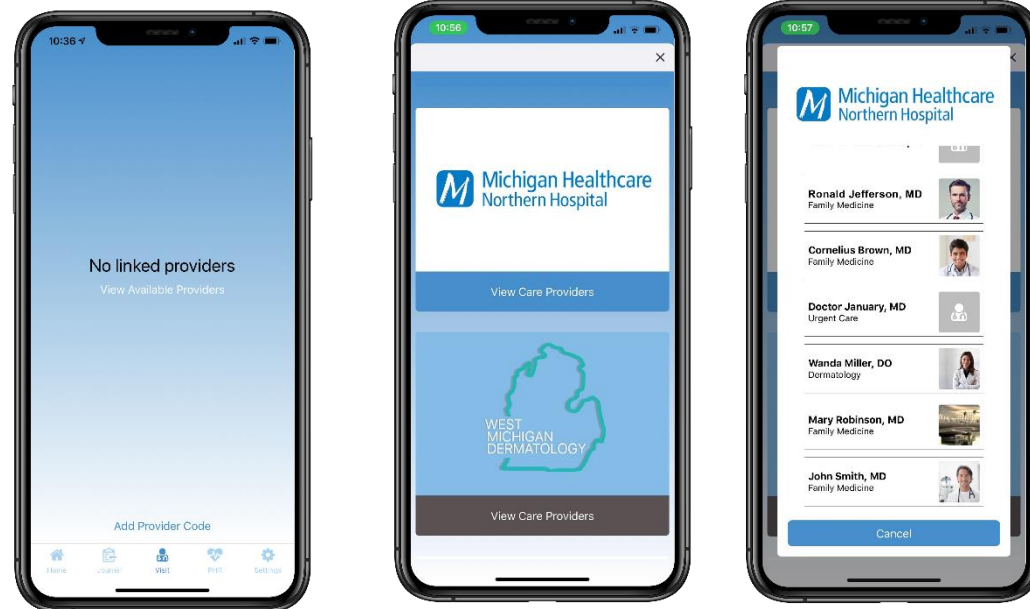
Statewide Telehealth Registry



MiHIN Statewide Telehealth Registry

Member Experience

1. Member logs into Health Portal.
2. Member navigates to telehealth page
3. Member selects a telehealth solution
 - Spectrum Health Med Now
 - Care Convene
 - MD Live
 - Other
4. Member visits telehealth vendor website
5. Member downloads app and completes registration
6. Member navigates through the visit process
7. Member submits the visit



Better Together

By combining information systems and software, clinical data solutions and customer service, our integrated entity is able to advance the delivery and coordination of healthcare that could not be achieved separately. Much of our product solutions are complimentary while the coming together provides for beneficially synergistic growth.



- Complimentary product solutions
 - Consent management
 - Longitudinal records
 - Referrals
 - Diagnostic Imaging
 - Physical and Behavioral Health Integration
 - Advance Directives
 - **Telehealth** ←
 - Social Determinants of Health
- Improved future solutions development
 - Analytics
 - Continuous quality improvement
 - Shared services business model
 - Research
- Increased adjacent market opportunity
 - Disaster Recovery
 - Prisoner re-entry program
 - Claims Clearing House

Telehealth Product Description- The Application

Multiple Service Designs

Care Convene Plus

- Virtual Practice Model:
- Patient Self-Management Tools
- On Demand and scheduled visits
- Care Management & Coordination
- Social Determinates of Health Reporting



Care Convene Integrated

- Health Information Exchange Enabled
- Use real-time ADT/CCDA/Results Chronic
- EMR interoperable
- API and FHIR Ready



Care Convene Screen

- Exposure Management Support
- Staff/Constituency self-screen
- HR reporting

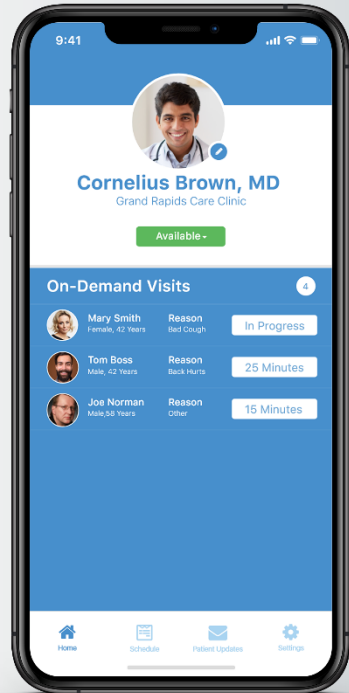


Care Convene Consult

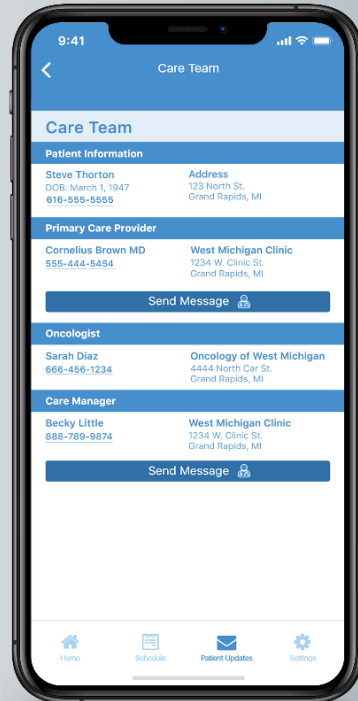
- Provider to Provider consultation
- Remote and hosted service support
- Store and Forward functionality



Provider / Practice Access: Web and/or Phone



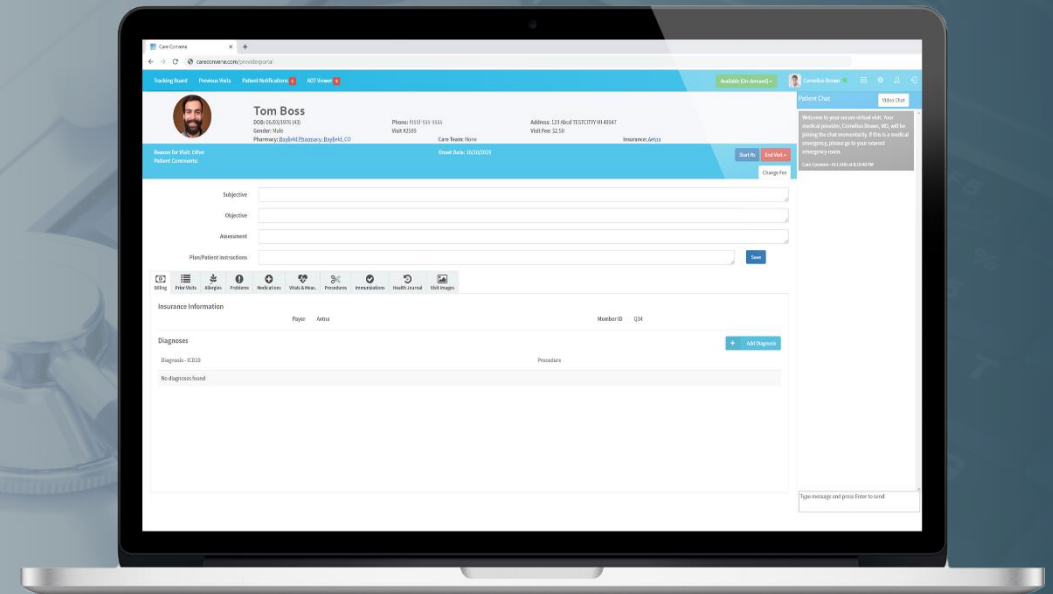
Provider
Tracking Board



Care Team
Viewer

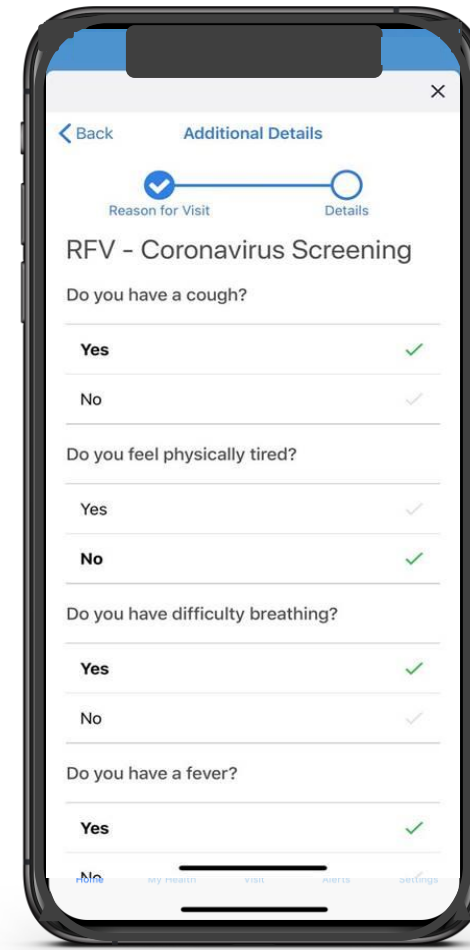
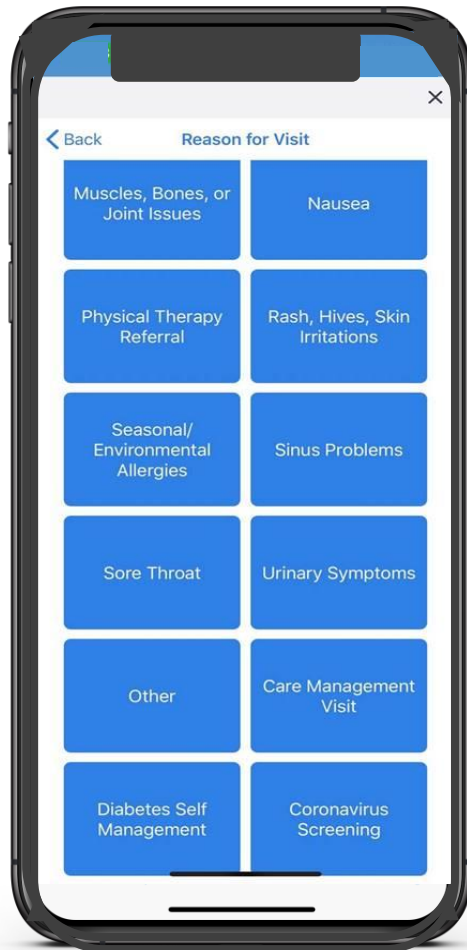


HIPAA Compliant



Provider Web Portal

Patient – On Demand with COVID Symptoms





Questions?
Thank you!

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