



## **Telehealth: Standards for the New Normal**

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



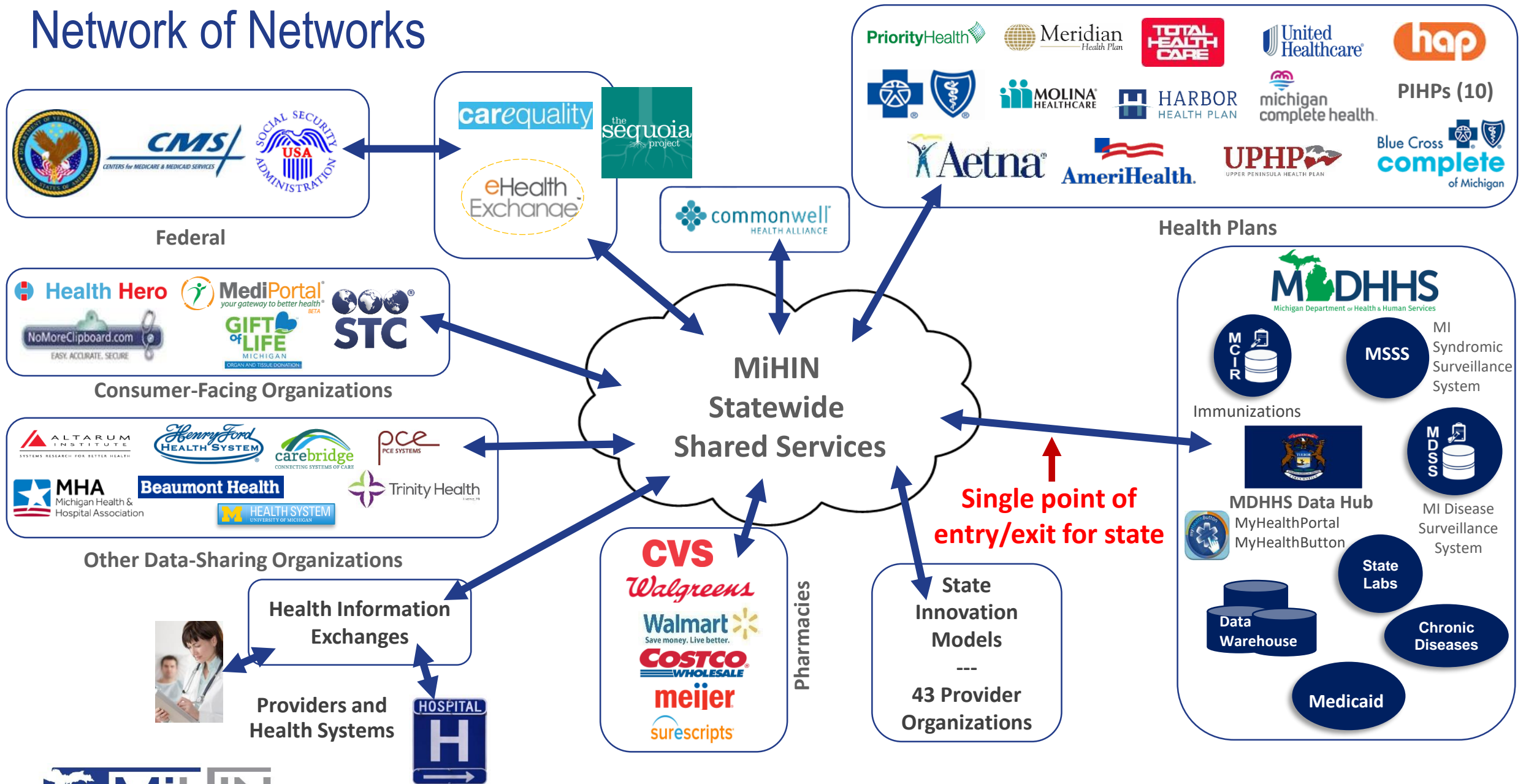


## Michigan Health Information Network Shared Services (MiHIN)

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



# MiHIN's Use Case Factory™ (UCF)

## Conceptual

- Health Risk Assessments
- Chronic Disease Notifications
- Birth Notifications
- Psychiatric Facility and Treatment Center ADTs
- Immunizations for Care Team
- Enhanced Care Collaboration Connectivity
- **Longitudinal Health Record**
- **Closed Loop Referrals**
- **Diagnostic Imaging**
- **Advanced Directives**

## Planning & Development

- Computable Knowledge/KGRID
- Death Notifications Michigan Opioid Poisoning Surveillance System
- Interstate Immunizations
- Single-Sign-On
- Electronic Referrals: Tobacco Referral
- Electronic Case Reporting
- Newborn Screening-Hearing Test Results
- Find Patient Data
- Consumer Consent: eConsent
- Consumer Preference Management
- Information for Consumer

## Implementation

- Common Key Service
- Active Care Relationship Service
- Health Directory
- Lab Orders-Results: Disease Surveillance
- Admission, Discharge, Transfer Notifications (Receivers)
- Discharge Medication Reconciliation (Receivers)
- Quality Measure Information: Commercial Payers (PPQC): APS
- Quality Measure Information: State Medicaid Meaningful Use
- Newborn Screening- Bloodspot
- Lab-Orders-Results: Blood Lead
- 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

## Mature Production

- Admission, Discharge, Transfer Notifications (Senders)
- Discharge Medication Reconciliation (Senders)
- Health Information for State: Immunizations & Syndromic Surveillance
- Care Plan-ICBR

*\*Bolded Use Cases are new from GLHC*



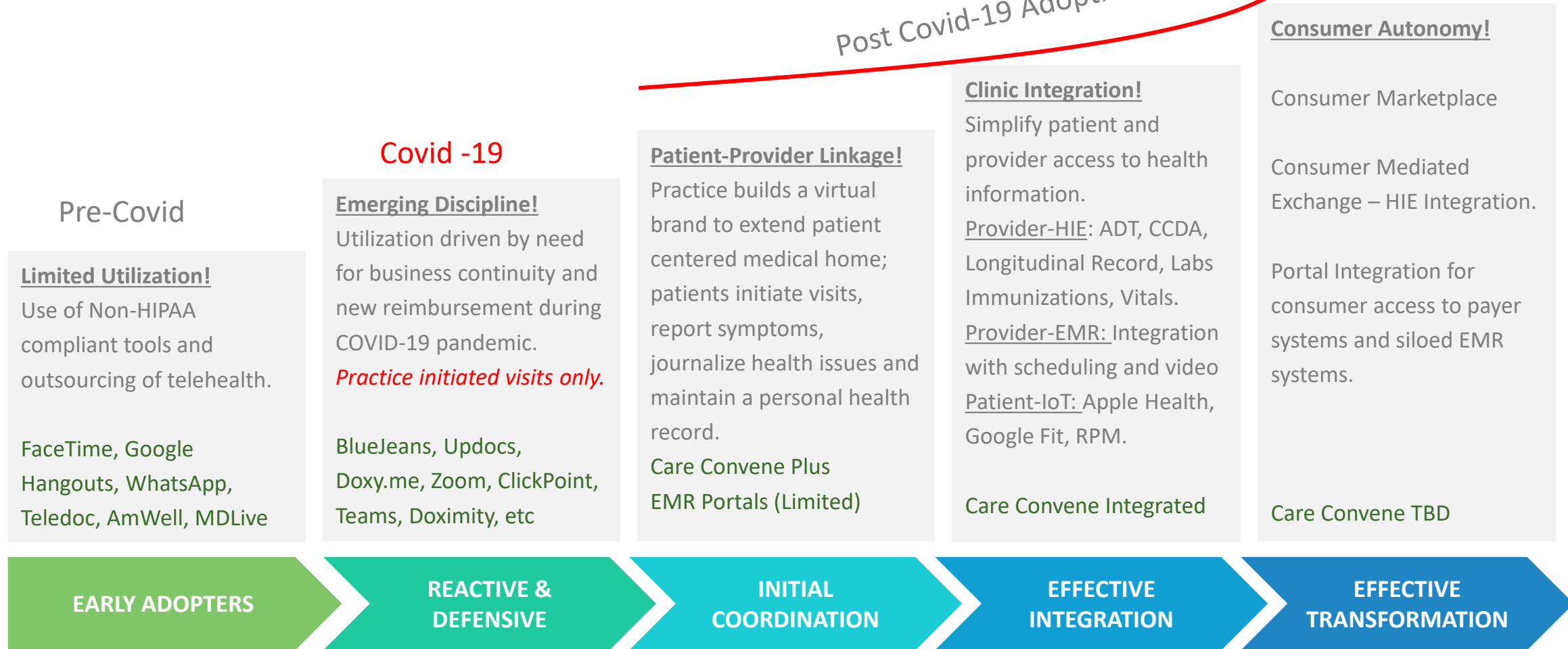
# Telehealth

# Maturity Model

## Virtual Health Maturity Adoption Model

CONSUMER VALUE

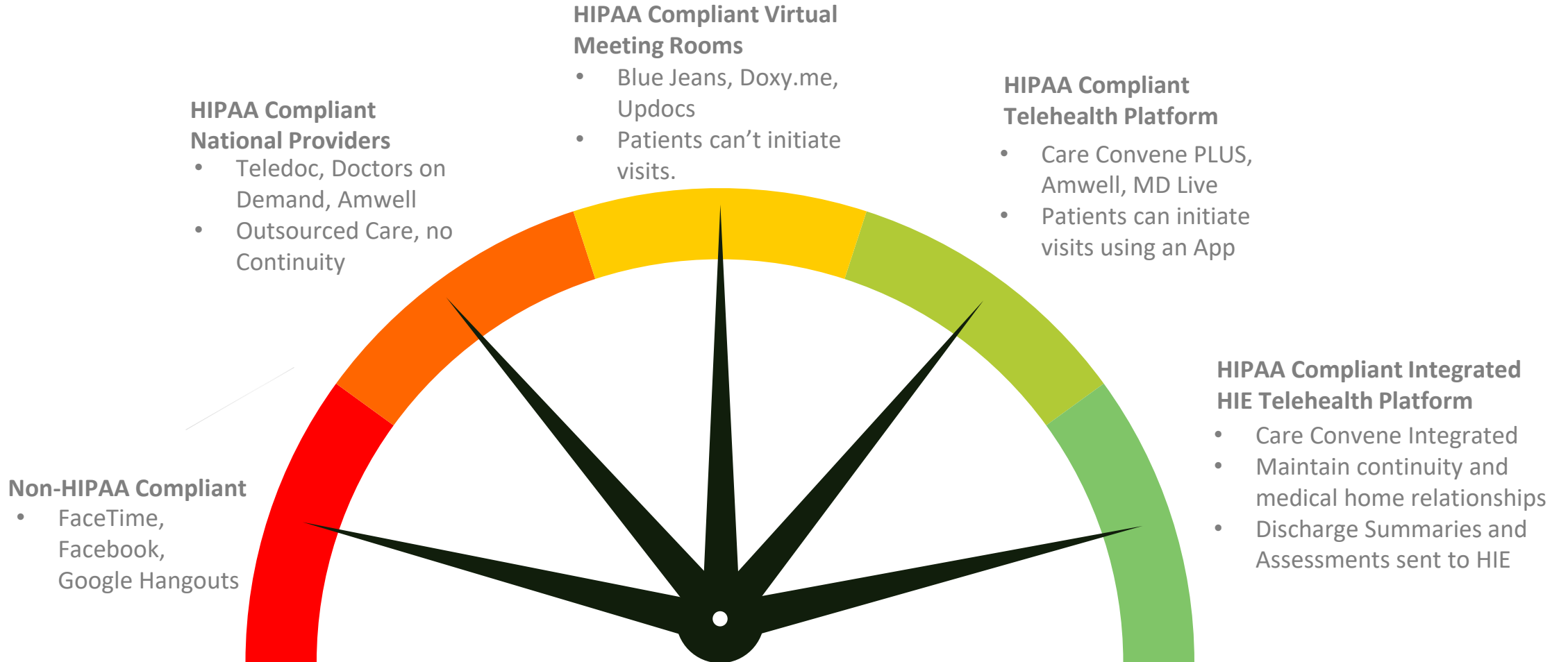
Post Covid-19 Adoption & Growth



### 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

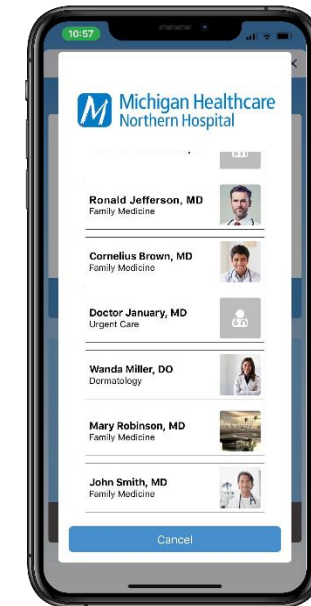
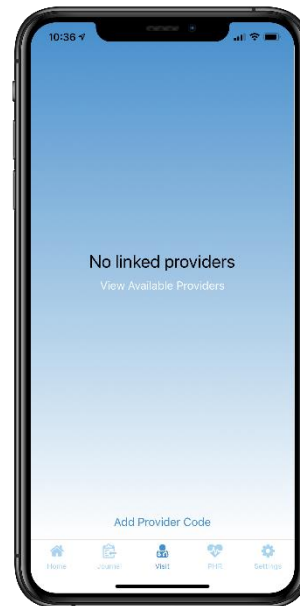




# MiHIN Statewide Telehealth Registry

## 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

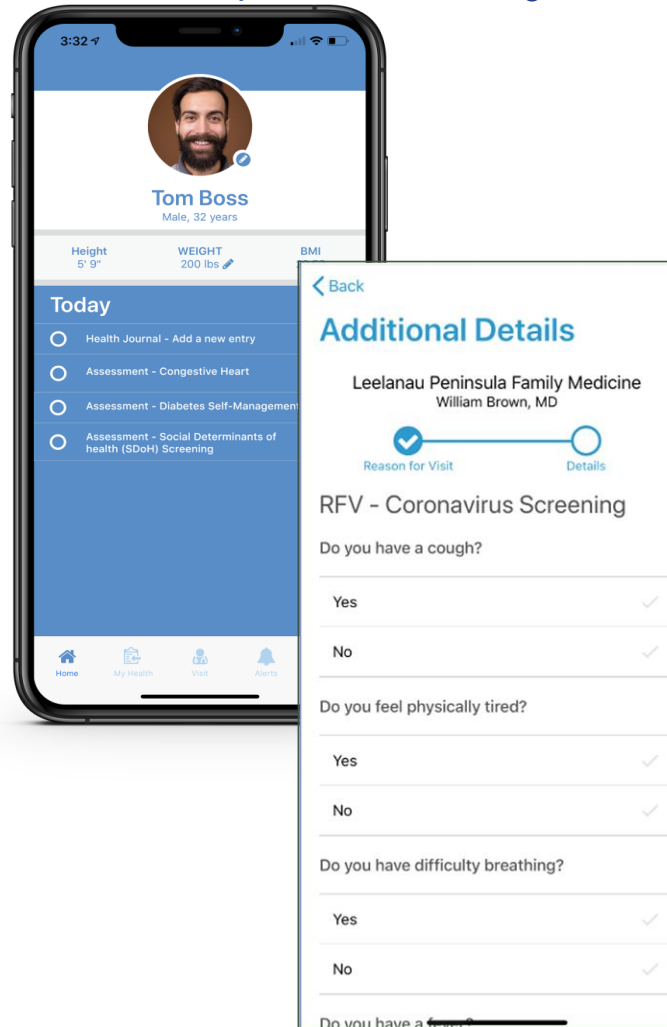
### Care Convene Plus

- 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

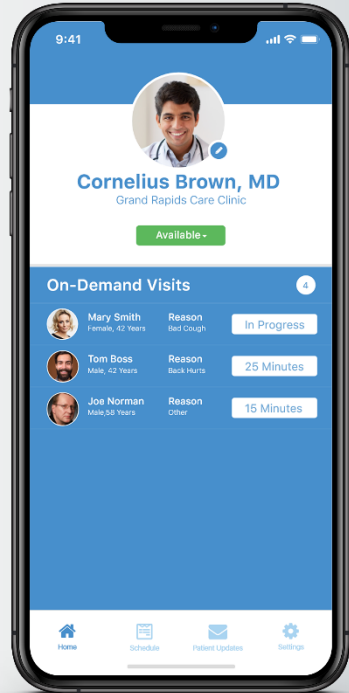
- Exposure Management Support
- Staff/Constituency self-screen
- HR reporting



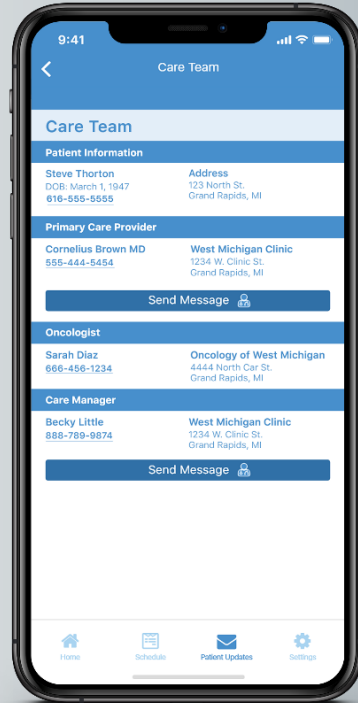
### Care Convene Consult

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

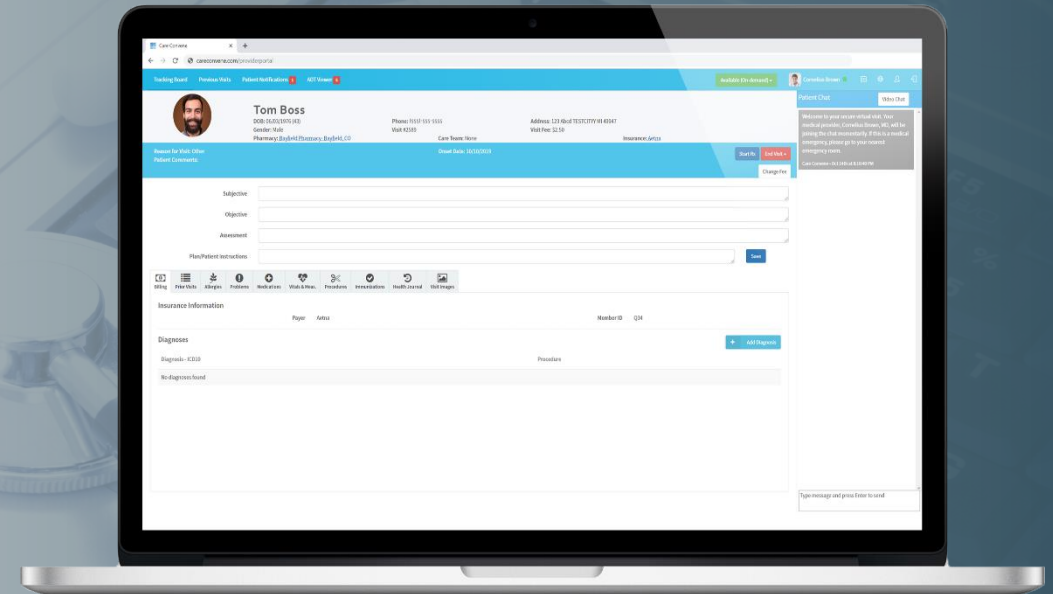
# Provider / Practice Access: Web and/or Phone



**Provider  
Tracking Board**



**Care Team  
Viewer**

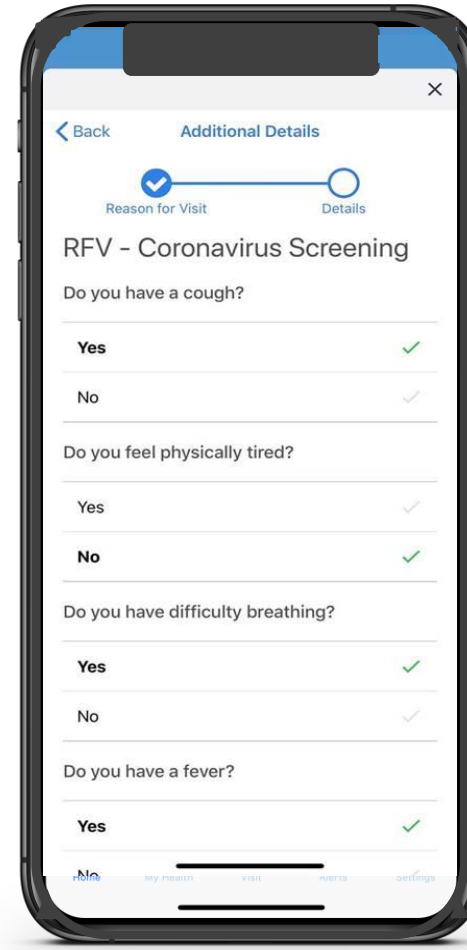
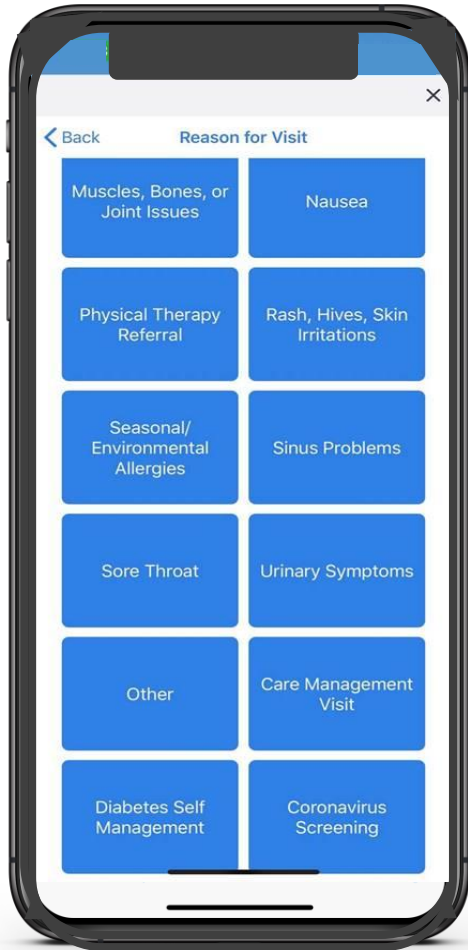


**Provider Web Portal**



HIPAA Compliant

# Patient – On Demand with COVID Symptoms





**Questions?**  
Thank you!

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