

### Telehealth: Standards for the New Normal

Supporting patients, the care team and our Healthcare Ecosystem.

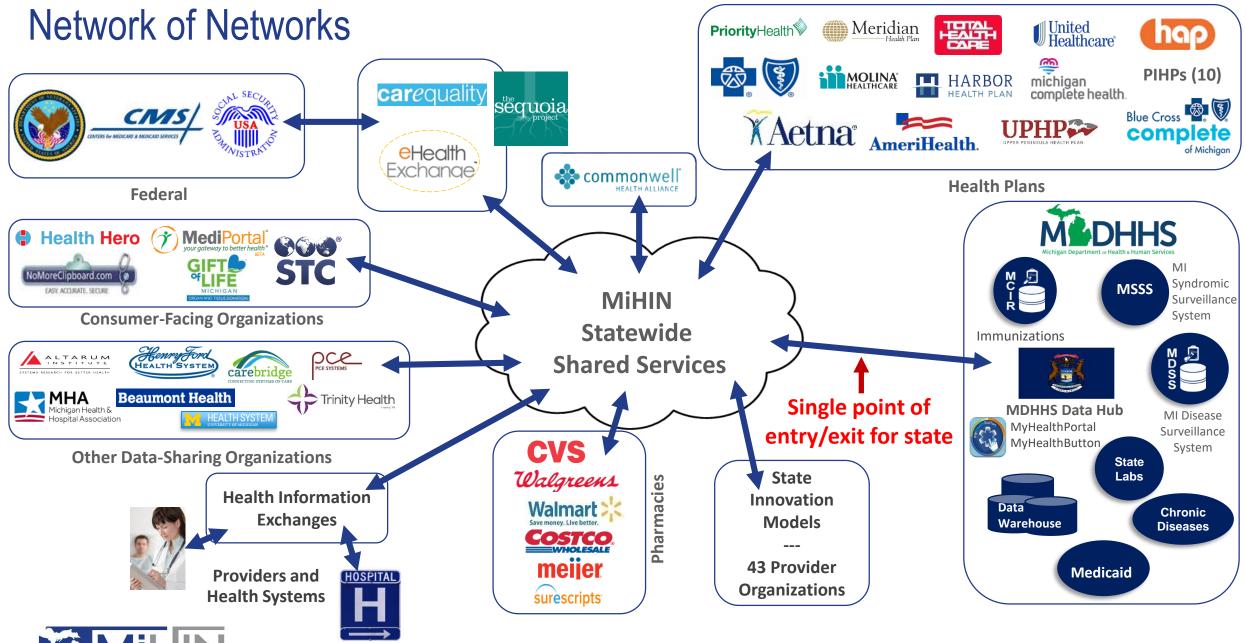


#### Michigan Health Information Network Shared Services (MiHIN)

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





MICHIGAN HEALTH INFORMATION NETWOR

SHARED SERVICES

## MiHIN's Use Case Factory<sup>™</sup> (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



٠

\*Bolded

Use Cases

are new

from

**GLHC** 

Copyright 2020 - Michigan Health Information Network Shared Services





# Maturity Model

Virtual Health Maturity Adoption Model

### Covid -19

EARLY ADOPTERS	REACTIVE & DEFENSIVE	INITIAL COORDINATION	EFFECTIVE INTEGRATION	EFFECTIVE TRANSFORMATION
FaceTime, Google Hangouts, WhatsApp, Teledoc, AmWell, MDLive	BlueJeans, Updocs, Doxy.me, Zoom, ClickPoint, Teams, Doximity, etc	record. Care Convene Plus EMR Portals (Limited)	Google Fit, RPM. Care Convene Integrated	Care Convene TBD
Limited Utilization! Use of Non-HIPAA compliant tools and outsourcing of telehealth.	for business continuity and new reimbursement during COVID-19 pandemic. <i>Practice initiated visits only</i> .	centered medical home; patients initiate visits, report symptoms, journalize health issues and maintain a personal health	Longitudinal Record, Labs Immunizations, Vitals. <u>Provider-EMR:</u> Integration with scheduling and video <u>Patient-IoT:</u> Apple Health,	Portal Integration for consumer access to payer systems and siloed EMR systems.
Pre-Covid	Emerging Discipline! Utilization driven by need	Practice builds a virtual brand to extend patient	information. <u>Provider-HIE</u> : ADT, CCDA,	Exchange – HIE Integration.

**Patient-Provider Linkage!** 

Post Covid-19 Adoption & Growth

**Clinic Integration!** 

Simplify patient and

provider access to health

#### HEALTHCARE DELIVERY TRANSFORMATION



**CONSUMER VALUE** 

**Consumer Autonomy!** 

Consumer Marketplace

**Consumer Mediated** 

## Not all Telehealth Solutions are the Same

### **Accelerate Your Telehealth**

**HIPAA Compliant Virtual Meeting Rooms** Blue Jeans, Doxy.me, ۰ **HIPAA Compliant** Updocs **HIPAA Compliant Telehealth Platform** Patients can't initiate **National Providers** • Care Convene PLUS, ۰ Teledoc, Doctors on visits. Amwell, MD Live Demand, Amwell Patients can initiate Outsourced Care, no ۲ visits using an App Continuity **HIPAA Compliant Integrated HIE Telehealth Platform** Care Convene Integrated . Maintain continuity and ۰ **Non-HIPAA Compliant** medical home relationships FaceTime, **Discharge Summaries and** • Facebook, Assessments sent to HIE **Google Hangouts** 



۲

 $\bigcirc$ 

# **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





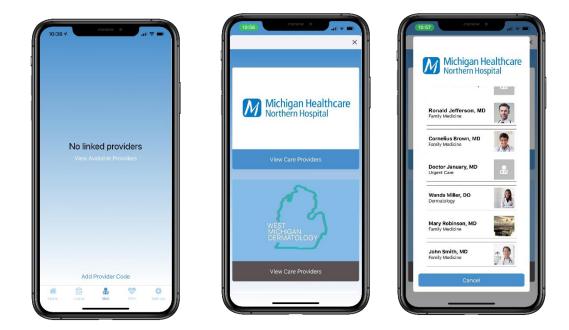
# MiHIN Statewide Telehealth Registry

#### **Member Experience**

- 1. Member logs into Health Portal.
- 2. Member vavigates 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 combing 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
  - <u>Telehealth</u>
  - 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

۰

- 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

Manapio	Convice Doolgine	
3:32.7	ul 🗢 💵	
Tom Boss		
Male, 32 years		
Height WEIGHT 5' 9" 200 lbs 🖋	BMI	
Today	Back	
O Health Journal - Add a new entry	Additional Details	
O Assessment - Congestive Heart	Leelanau Peninsula Family Medicine	
O Assessment - Diabetes Self-Management	William Brown, MD	
O Assessment - Social Determinants of health (SDoH) Screening	Reason for Visit Details	
	RFV - Coronavirus Screening	
	Do you have a cough?	
	Yes	~
Home My Health Visit Alerts	No	~~~
	Do you feel physically tired?	
	Yes	$\sim$
	No	~
	Do you have difficulty breathing?	
	Yes	~
	No	~
	Do you have a fewer?	



### **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

Tom Boss

Diageoski - KD11

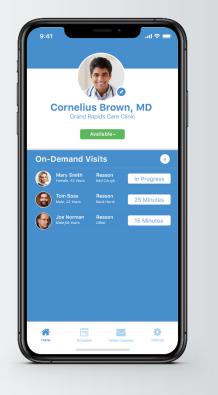
\* 0 0 % 0 0 🖬

**Provider Web Portal** 

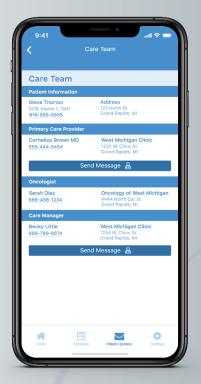




See



Provider Tracking Board



Care Team Viewer



**HIPAA Compliant** 



# Patient – On Demand with COVID Symptoms

Back Reason	for Visit
Muscles, Bones, or Joint Issues	Nausea
Physical Therapy Referral	Rash, Hives, Skin Irritations
Seasonal/ Environmental Allergies	Sinus Problems
Sore Throat	Urinary Symptoms
Other	Care Management Visit
Diabetes Self Management	Coronavirus Screening

< Back	Additional De	tails
Reaso	on for Visit	Details
RFV -	Coronavirus	Screening
Do you ha	ave a cough?	
Yes		~
No		
Do you fe	el physically tired	?
Yes		
No		~
Do you ha	ave difficulty brea	thing?
Yes		~
No		
Do you ha	ave a fever?	
Yes		~
Nin	My Health Visit	Alerts Sett





## mary.graham@mihin.org timothy.noorthoek@mihin.org