Int’l Exchange & Crisis Support: New Roles for HIEs

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Conflict of Interest

Marty Lupinetti, MBA, has no real or apparent conflicts of interest to report.
Conflict of Interest

James Buehler, MD, has no real or apparent conflicts of interest to report.
Agenda

• HSX at a glance
  • A look at the region
    • Advance profile of Pope’s visit
      • A look at the global exchange exercise
        • A look at set up of the patient-locator (uPAL) service
          • Outcomes, learnings, next steps
Learning Objectives

• **Learning Objective 1:** Outline two potential new roles for HIEs, highlighted by services they can extend during exceptional events

• **Learning Objective 2:** Describe the status of, and challenges to, international health information exchange and patient locator services

• **Learning Objective 3:** Identify the data standards that inform international patient data exchange and data type that supports patient locator services
Benefits Framework for Value of Health IT

- **Satisfaction**
  - Care context, support, stress
  - See Benefits Realized

- **Treatment/Clinical**
  - Care specifics
  - See Benefits Realized

- **Electronic Information/Data**
  - Input and intel
  - See Benefits Realized

- **Prevention & Patient Ed.**
  - Care framework
  - See Benefits Realized

- **Savings**
  - Appropriate, efficient care
  - See Benefits Realized
Visit of Pope Francis to the U.S. in September

- Inspiring progress on many fronts

- Now also → international exchange of patient medical information.

- And, a patient locator service for the Philadelphia region.
Intro to HealthShare Exchange of Southeastern Pennsylvania, Inc. (HSX)

• non-profit health information exchange organization serving the Delaware valley, founded in 2009
• collaboration among regional healthcare entities
• facilitates the exchange of patient data among hospitals and insurers within the region.
  • http://www.hsxsepa.org/.
Philadelphia and region at a glance

One of the largest markets and medical service areas in the country

- population of > four million
- Nearly 50 hospitals
- Four university hospitals
- 15,000 practicing physicians
Pope’s Philadelphia visit

• 2 million attendees

• estimated cost pre-event: $45 million

• security perimeter

• coordination with the state and federal

• media coverage

• safety concerns
Pope’s visit drives this initiative

- visitors from Italy and Canada

- need for admission-discharge-transfer (ADT) feeds
Global exchange effort in advance of the papal visit

- HSX leads global clinical information project
- known local, state, national technical standards
Technical standards for global exchange

- European Union and those developed for the U.S. by IHE International

- mapping the EU patient-care summary document format (PCS) to the U.S.’s C-CDA standard
Simulated request for global exchange

Via Mirth to:

- Dedalus (Italy)
- Forcare (Ontario)
Simulated response for global exchange

Mock patient data returned.

- medication lists
- disease conditions
- primary diagnoses
“This important project, championed by HSX, has the potential to greatly benefit foreign travelers to the U.S, who may need their medical information available from abroad,” says Leonard Karp, President & CEO of Philadelphia International Medicine.
“These pioneering tests are laying the groundwork for international exchange and real-time access to patient information across borders. When foreign travelers need our emergency care, we will be able to gather clinical information to help our physicians provide better, safer, and higher-quality care,” says Don Reed, HSX Board Member and Vice President and CIO, Crozer-Keystone Health System, in Delaware County, Pennsylvania.
For the pope’s visit, a patient locator service

Urgent Patient Activity Liaison service (uPAL)

- data from member hospitals
- locations of patients
- whereabouts of loved ones

— uPAL call center
uPAL Collaborative Support

- World Meeting of Families
- Archdiocese Philadelphia
- Philadelphia Health Commission
- HSX health system and insurer members
In the weeks leading to the Pope’s visit

- extensive preparation
- additional ADT data feeds
- testing
- training

— 24-hour on-call
With uPal available, what happens?

- incident
- individual’s whereabouts?
- contact HSX member hospital
- inquiry to HSX
- database search
How does uPAL help?

- find a loved one
- support
- inform authorities
The experience in September

• daily conference call

• hundreds of thousands of visitors

• first-aid stations

• first responders
The experience in September

- No incidents!
  - invaluable exercise
  - cheesesteaks, Philly treats, babies kissed.
More on additional uPAL uses

- routine cases
- emergency-information services
- American Red Cross, etc.
Global Exchange and uPAL complement core HSX services

• Direct secure messaging (Direct)
• Clinical Activity History (CAH)
• Automated Care Team Finder (ACTF)
• Encounter Notification Service (ENS)
• Clinical Data Repository (CDR)
• Master Patient Index (MPI)
• Patient Opt Service
• Provider Directory

For better, prompter, more cost-efficient patient care throughout the region
Benefits Realized for Value of Health IT

- **Satisfaction**
  - Gain appropriate context for care of international visitors
  - Locating patients enhances support and relieves stress

- **Treatment/Clinical**
  - Improved care with recent medical history
  - Contacted family can contribute to care specifics

- **Electronic Information/Data**
  - Invaluable care input.
  - New and enhanced intelligence to the healthcare system.

- **Prevention & Patient Ed.**
  - Prevent inappropriate care of visitors.
  - Patient assurance that home-country care team and support are in touch & helping to convey med. history

- **Savings**
  - Avoid unnecessary testing or procedures
  - More-informed care for located patient means more efficient care.
Questions

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