

Minnesota e-Health Summit 2008: From Vision to Action

Project Showcase Summary

Project Name: *Minnesota e-Health Initiative Resource Guide*

Lead Organization: Minnesota Department of Health, Division of Health Policy, Center for Health Informatics

Contact: Sara Hollie

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Brief Description of Purpose and Primary Goals:

The Minnesota e-Health Initiative Communications, Education and Collaboration (CEC) workgroup, the University of Minnesota Nursing Informatics graduate students and the Minnesota Department of Health Staff contributed to the development of resources in the Minnesota e-Health Initiative Resource Guide. The Guide includes information resources to support Minnesota's 2015 Interoperable Electronic Health Records (EHR) mandate and the Statewide Implementation Plan. The guide includes the following types of resources: Fact sheets; Sample slides with speaker's notes; and other related documents and web-based resources.

Lead organization: Minnesota Department of Health

Primary focus area(s): EHR Adoption, Standards, Population Health, Privacy and Confidentiality, and Communications and Education

Approximate start date: December 2004

Project status: Ongoing initiative

Primary source of funding:

Web site: www.health.state.mn.us/e-health

Project Name: Office of Rural Health and Primary Care, Minnesota Department of Health

Lead Organization: Minnesota Department of Health, Office of Rural Health and Primary Care

Contact: Anne Schloegel

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Brief Description of Purpose and Primary Goals:

Office of Rural Health and Primary Care Mission: to promote access to quality health care for rural and underserved Minnesotans. From our unique position within state government, we work as partners with communities, providers, policymakers and other organizations. The Office of Rural Health and Primary Care provides financial and technical assistance for safety net providers, promotes health care access and quality through policy, partnerships and innovations, and supports health care workforce development.

Funding for health information technology is available through many of the grant programs managed by Office of Rural Health and Primary Care. Specifically, there is an e-Health Grant Program and EHR Loan Program which support the adoption and use of interoperable electronic health record systems in rural and underserved areas. The e-Health Grant Program goals include adoption and use of interoperable EHRs and electronic health information exchange among community health care organizations. Grants are awarded for planning (up to \$50,000) and implementation (up to \$750,000). The EHR Loan Program provides six-year, no-interest loans up to \$1.5 million on a first-come, first-served basis to help Minnesota's rural hospitals, small town physician clinics, nursing homes, and other community health care providers finance interoperable EHR implementation.

Other partnering organizations (if applicable):

Primary focus area(s):

Approximate start date:

Project status: Ongoing

Primary source of funding: Federal and State

Web site: <http://www.health.state.mn.us/divs/orhpc/>

Project: Leveraging the Electronic Health Record to Reduce Health Disparities

Contact Name: Carolyn Thell

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Brief Description of Purpose and Primary Goals: Community-University Health Care Center (CUHCC) strives to improve the functionality of our Electronic Health Record (EHR) in order to improve population health by reducing health disparities. CUHCC is one of the most diverse community clinics in Minnesota: over 50% of staff and providers come from minority, immigrant or refugee groups; 71% of CUHCC patients are people of color, American Indians, immigrants and refugees; 45% of patients have extremely limited English proficiency or speak English as a second language; and 20% have one or more chronic illnesses, which may include both a mental health diagnosis such as depression and a physical chronic illness such as diabetes.

During our three-year transition to an electronic practice management system, CUHCC has identified two key strategies to improving EHR functionality: 1) leveraging the existing EHR to assist providers in integrating medical, dental and behavioral health care; and 2) building staff capacity to fully utilize the EHR.

CUHCC's Clinical Metrics Team, a group of providers, administrative leaders and an information systems specialist, is concentrating on the first strategy. The team's efforts have focused on better tracking our vulnerable patient populations who require ongoing, complex care management and developing additional interfaces to help health care providers better integrate medical, dental and behavioral health care services provided to patients with chronic illnesses. The Clinical Metrics Team's tentative date for implementing appropriate interfaces, such as diabetes care management tools, is Winter 2008.

Carolyn Thell, MA, RHIA, CUHCC's Health Information Manager, leads the clinic's Electronic Health Record Team, which is addressing our second strategy to improve staff EHR capacity. The EHR Team is comprised of clinical, information technology and administrative leaders and seeks to maximize the use of CUHCC's electronic health record for end users such as health care providers, laboratory technicians, pharmacists and schedulers. This team serves as a forum for staff to discuss issues that arise in our practice management system and propose enhancements or other solutions to the EHR system.

CUHCC has also hired an EHR Trainer to develop training materials, tools and competency standards, prepare training plans for continuing education and system upgrades, analyze workflow in all clinical and administrative areas to optimize EHR performance, and implement a communication strategy to notify staff of system changes, updates and enhancements. The role of an EHR Trainer is vital to CUHCC's diverse workforce that has a significant number of staff who require intensive training around basic technology as well as providers and medical residents learning how to draw on an EHR to manage complex patient care.

Lead organization/association: Community-University Health Care Center

Other partnering organizations (if applicable): University of Minnesota's Academic Health Center, Institute for Clinical Systems Improvement (ICSI) and Neighborhood Health Care Network (NHCN)

Primary focus areas: Electronic health record, population health

Approximate start date: February 2008

Project status: Early implementation

Primary source of funding: CUHCC has received generous support from the Minnesota Department of Health's Electronic Health Records Grant in addition to in-kind support from the University of Minnesota's Academic Health Center.

Web site: <http://www.ahc.umn.edu/cuhcc/>

Project Name: *University of Minnesota Academic Health Center Informatics Education and Research*

Lead Organization: Institute for Health Informatics, the School of Nursing, and the Health Informatics Division

Contact: Bonnie Westra

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Brief Description of Purpose and Primary Goals: The University of Minnesota has expanded informatics education and research opportunities. The purpose of this project is to disseminate information about both informatics education and research in the University of Minnesota Academic Health Center, particularly focusing on the Institute for Health Informatics, the School of Nursing, and the Health Informatics Graduate Programs.

Other partnering organizations (if applicable):

Primary focus area (s): Education and research

Approximate start date: Ongoing project

Project status: Fully implemented, expanding to new areas

Primary source of funding: University of Minnesota

Web site: <http://www.nursing.umn.edu/>
<http://www.ihl.umn.edu/>
<http://www.hinfgrad.umn.edu>

Project: *MN Disability Determination Services: Electronic Records Express Initiative*

Contact: Jessica Austin

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Brief Description of Purpose and Primary Goals: To increase the percentage of medical treatment records submitted electronically by medical treatment sources for MN Social Security Disability program applicants to 40%.

The percentage at the initiative implementation in Sept. 06 was 12%. As of June 2007 and last year's Showcase exhibit, the percentage was 23%. Electronic record submissions have increased to 38% as of April 08. This has been achieved by outreach with the medical community, including meetings to demonstrate electronic options, targeting specific medical specialties, and an article in the March 2008 Minnesota Physician. Our visibility as a Showcase exhibit also resulted in a number of valuable contacts. Program software upgrades as of Sept. 07 allow our requests to be "outbound faxed" or sent over the secure Social Security Electronic Records Express Website to medical treatment sources. Our agency's ability to electronically send medical records requests and receive medical records eliminates all mail time from case processing. A record request can be initiated and responded to within a workday with an all electronic process. This is a significant improvement in customer service.

We have been pleased with the recognition of the importance of expedited retrieval of medical records for persons with pending claims for Social Security Disability Program and Supplemental Security Income benefits by the medical community. Many of the copy services who contract with medical facilities have cooperated by providing scanned copies of paper records electronically. We will continue to promote electronic exchange of medical record information with the variety of medical treatment sources we work with. This includes HMOs, and hospitals and clinics throughout Minnesota.

Lead organization/association: Minnesota Disability Determinations Services located in the Mn Dept. of Employment & Economic Development

Primary focus area(s): Data exchange, Electronic health record

Approximate start date: September 2006

Project status: Ongoing initiative

Primary source of funding: Social Security Administration

Web site: <http://www.ssa.gov/ere/>

Project: Minnesota Immunization Information Connection

Contact: Emily Peterson

Email: Emily.Peterson@state.mn.us

Brief Description of Purpose and Primary Goals: To establish an effective, comprehensive & sustainable immunization information system in Minnesota that:

- Rapidly and securely shares accurate and complete information among providers;
- Protects the privacy of individuals;
- Recognizes the partnership roles of patients, providers, health plans, schools, and public health; and
- Uses the appropriate levels of technology.

Lead organization: Minnesota Department of Health

Primary focus area(s): Data Exchange, Population Health

Approximate start date: May 2002

Project status: Fully implemented, expanding to new areas

Primary source of funding: Federal 317 grant

Web site: <http://www.health.state.mn.us/divs/idepc/immunize/registry/index.html>

Project: Minnesota EPIC Users Group

Contact Name: Dr. Ray Gensinger, Jr

Email: rgensin1@fairview.org

Brief Description of Purpose and Primary Goals:

1. To establish channels for the education and communication of information to and from members in the field of electronic patient records for inpatient and ambulatory health care.
2. To conduct conferences, meetings, discussion groups, forums, panels, lectures, and other programs concerned with the development and exchange of information among members.
3. To encourage and strengthen the participation of all qualified members.
4. To provide a forum for the promotion of excellence in electronic patient records for inpatient and ambulatory health care through recognition of those individuals who, judged by their peers, put forth the highest effort and succeed in best utilizing Epic Systems technology within their enterprises.

Lead organizations/association: Allina, CentraCare, Fairview, HCMC, HealthPartners, North Memorial, Park Nicollet, Saint Marys Duluth Clinic, Sanford Health

Primary focus area(s): Data exchange, Electronic Health Record

Approximate start date: September 2005

Project status: Fully implemented, expanding to new areas

Primary source of funding: MNEUG is funded by the 9 member organizations

Project: MN Telehealth Network

Contact: Cindy Uselman

Email: cindy.uselman@tricityhospital.org

Brief Description of Purpose and Primary Goals: Provide medical specialty consultation services to rural Minnesotans/North Dakota via telemedicine.

Lead organization/association: Tri-County Hospital in Wadena

Other partnering organizations (if applicable): University of Minnesota, Minneapolis; SISU Medical Systems, Duluth; North Region Health Alliance, Warren.

Primary focus area(s): Telemedicine Services

Project status: Fully implemented, expanding to new areas

Primary source of funding: Office for the Advancement of Telehealth, Health Resources & Services Administration, Dept of Health & Human Services

Web site: www.mntelehealthnetwork.org/

Project Name: *My Health Minnesota → Go Local Outreach and Training*

Lead Organization: University of Minnesota Health Sciences Libraries

Contact: Michelle Brasure

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Brief Description of Purpose and Primary Goals: This project aims to conduct outreach and training of public and hospital libraries, public health agencies, community-based organizations and extension services around the state on the use of the database My Health Minnesota → Go Local. My Health Minnesota → Go Local, an on-line directory of health resources and services throughout Minnesota, is linked to MedlinePlus, the consumer health website of the National Library of Medicine. The goals of the training and outreach are to raise awareness of the database, increase use of the database, and assess the value of the database among training participants.

Other partnering organizations (if applicable): Mayo Clinic Libraries, MINITEX Library Information Network, Minnesota Department of Health, Health Sciences Libraries of Minnesota.

Primary focus area(s): Population Health, Consumer Health

Approximate start date: July – September 2008

Project status: Planning

Primary source of funding: Grants (Mn Dept of Education/Library Services; National Network of Libraries of Medicine) and Institutional Funds (University of Minnesota Health Sciences Libraries); National Library of Medicine Informationist Training Fellowship

Web site: <http://hsl.lib.umn.edu/golocal/>

Project Name: *Standard, electronic health care administrative transactions (“Minnesota Uniform Companion Guide Project”)*

Lead Organization: Minnesota Department of Health

Contact Name: Dave Haugen

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Brief Description of Purpose and Primary Goals: Minnesota Statutes 62J.536 requires the following three types of health care administrative transactions be exchanged electronically, using a single, standard data format and content, effective in 2009: eligibility inquiry and response; claims; payment/remittance advice. The statute further specifies that the Commissioner of Health is to consult with the Minnesota Administrative Uniformity Committee (AUC) on development of rules for the standard transactions. The Project Showcase will provide information and updates regarding the statutory requirements, rulemaking, and status of the project.

Primary focus area(s): Data Exchange

Approximate start date: May 2007

Project status: Planning, early implementation

Primary source of funding: State of MN

Web site: <http://www.health.state.mn.us/asa>