Interoperability 101: What You Need to Know in Kansas

Understanding the Basics

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Today’s Presenter

Jeff Clair

Project Manager

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Today's Agenda

- Interoperability Defined
- What Interoperability Means for Me and the People I Support
- What I Should Be Doing About Interoperability

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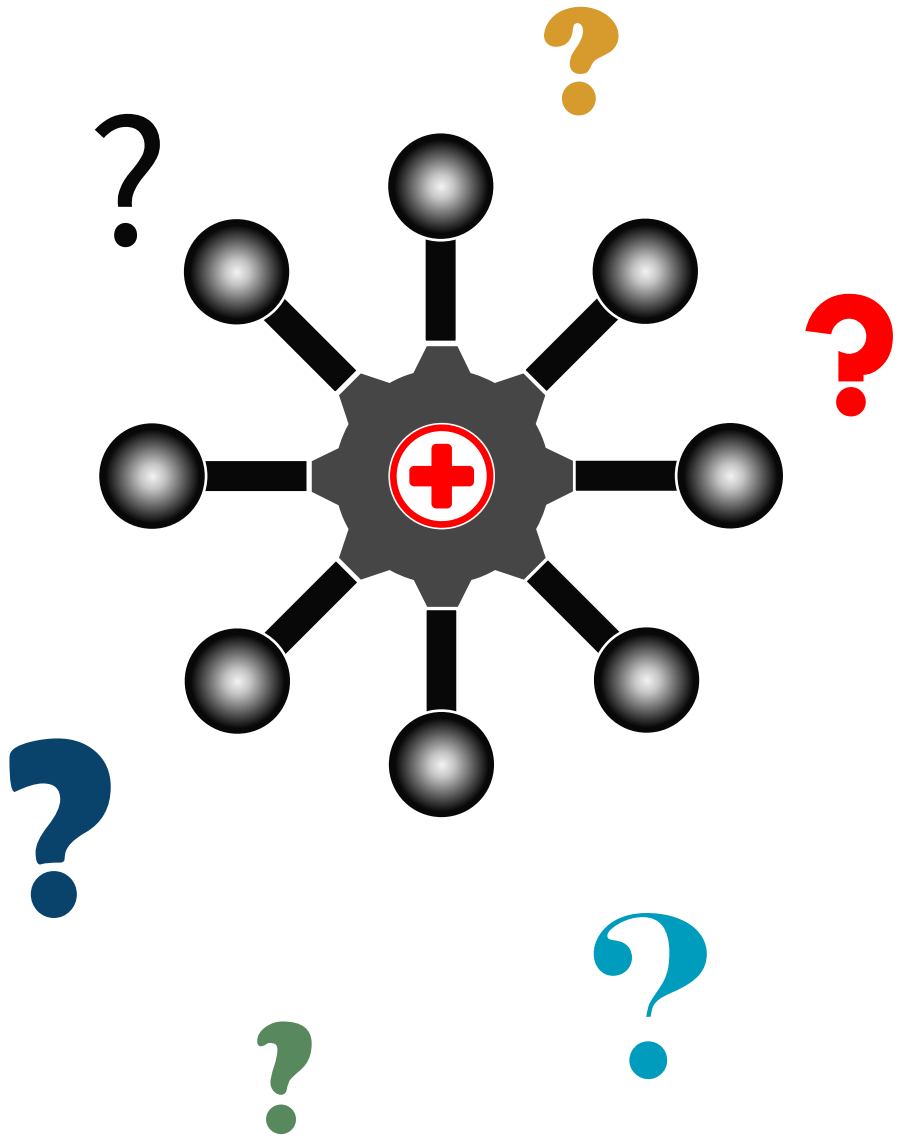

Interoperability Defined

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Modern Problems

KAMIS

aetna™

Aetna Better Health® of Kansas

sunflower health plan

AD ASTRA PER ASPERA

KanCare

Medicaid for Kansas

KANSAS WebIZ

Immunization Information System

KHIN

KANSAS HEALTH INFORMATION NETWORK

United Healthcare

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The average waiver enrollee accumulates over 40 new service access specialist documents per year for waiver services alone!

With over 8,600 people on the I/DD waiver in Kansas, that's over 344,000 new documents/year that could be interoperable

Modern Solutions

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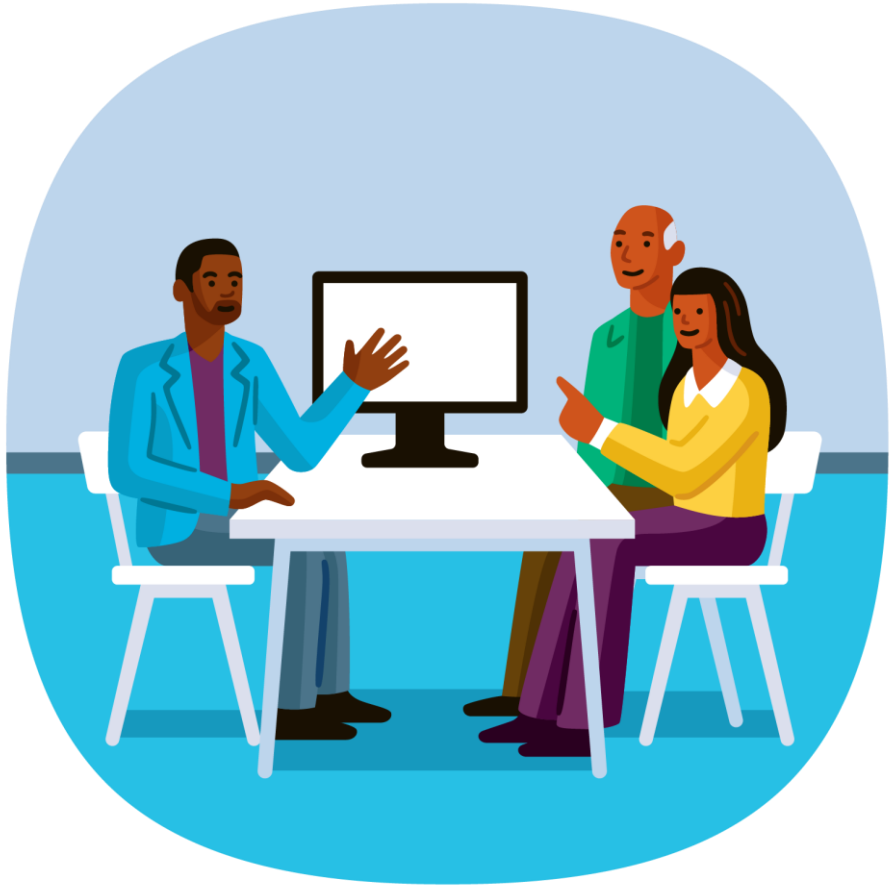
What is Interoperability?



The ability of different information systems, devices and applications (systems) to **access, exchange, integrate** and **cooperatively use** data in a coordinated manner, within and across organizational, regional and national boundaries, to provide timely and seamless portability of information and optimize the health of individuals and populations globally. [1]

Source: HIMSS https://www.himss.org/resources/interoperability-healthcare

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OK – Interoperability Seems Great, But What is it Really?

- Interoperability is the way products and systems communicate data, where interfaces of those solutions are universally understood.
- This will allow multiple systems to work with each other, without any restrictions, and with proper permissions.

Permissions

- Users have proper authority to access and exchange the information, for example:
  - The patient
  - The provider and the provider's EMR
  - The lab processing system that receives lab orders from the provider via the EMR.
- I.e., "Consent Exists"

Without any restrictions

- No unnecessary
  - Fees
  - Delays
- Cannot only allow exchange with
  - In-network providers
  - Certain software applications

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Why Do We Need Interoperability?

- Puts **individuals first**, giving them access to their health information when they need it most and in a way they can best use it.
- Promotes **transparency** through technology, providing opportunities for providers to gain visibility into the range of care and services an individual is receiving.
- Fosters **innovation** in health and human services to deliver better information, more conveniently, to both patients and their providers.

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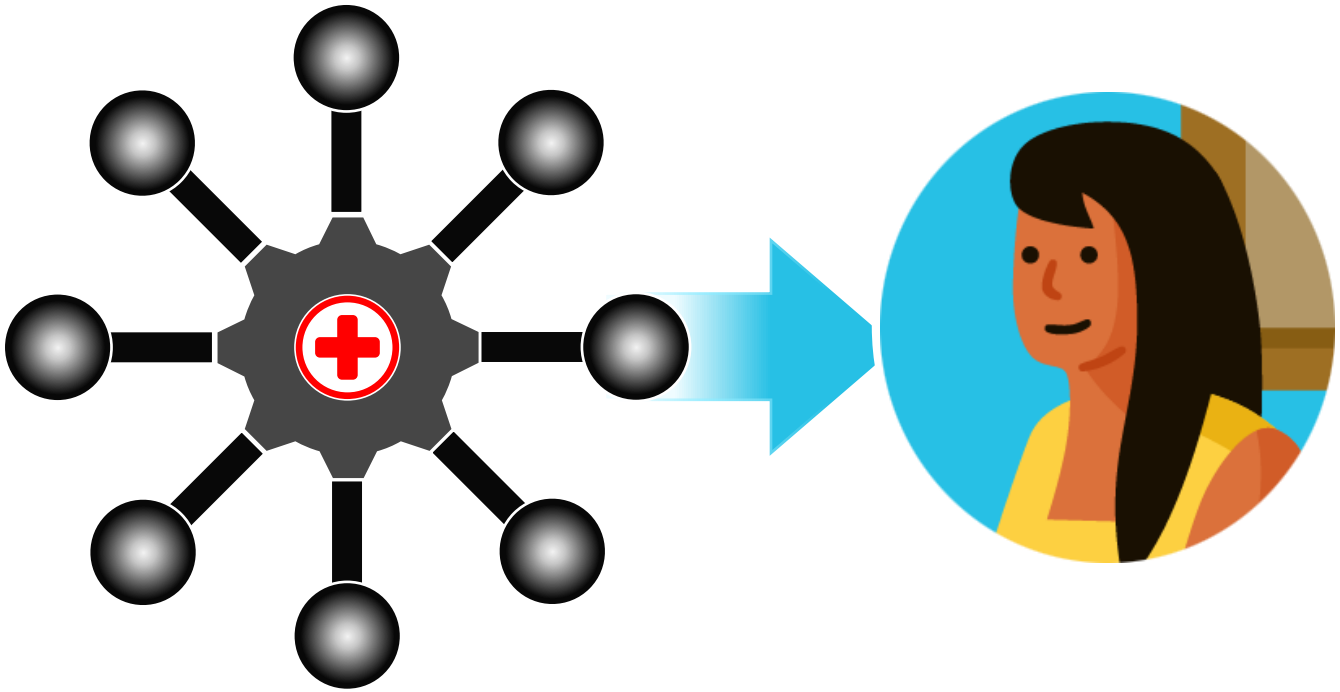

What Interoperability Means For Me and the People I Support

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MediSked Systems Interoperability/Integration in Kansas

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MediSked Systems Interoperability/Integration in Kansas

KAMIS Data Ingestion

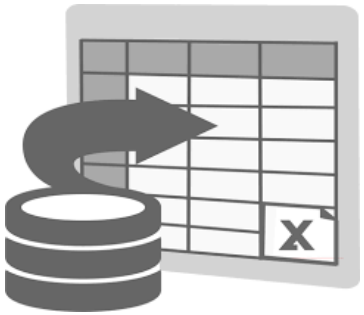
Demographic and assessment data entered into KAMIS

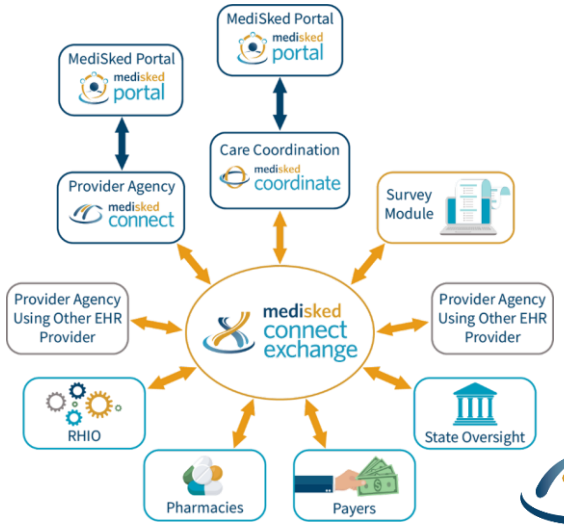
Formatted files generated from KAMIS and placed onto a Secure FTP (SFTP)

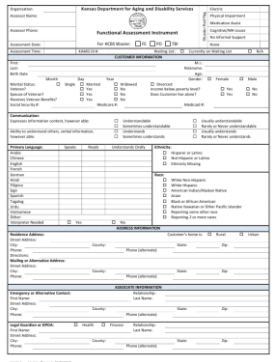
Automated nightly process ingests data from FTP to MediSked Connect Exchange data hub

Connect Exchange populates the data into MediSked Coordinate record

Functional Assessment document automatically generated and added to individual's record







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MediSked Systems Interoperability/Integration in Kansas

KAMIS Data Ingestion

- Benefits of KAMIS Data Ingestion integration
  - CDDO is in control of their data- they can choose what data to ingest and what fields each data element should populate to in Coordinate
  - CDDO chooses how frequently they would like files ingested from the SFTP
  - Reduces the need to enter the same data multiple times into different systems
  - Ensures that the data in Coordinate matches the data in KAMIS
  - Completed Assessment Document automatically generated upon data ingestion and placed in the individual's EHR file
  - Assessment Documents can be shared to the MediSked Person Centered Portal to allow access to the individual, their providers, and circles of support when the individual receiving services grants permission

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MediSked Systems Interoperability/Integration in Kansas

KMAP Eligibility Interface

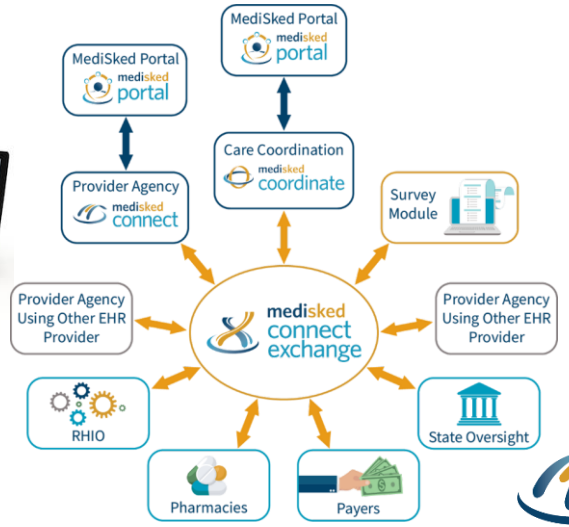
MediSked Coordinate initiates the generation of a 270 Eligibility Request EDI file on a scheduled cadence

270 Eligibility Request File is automatically transmitted to Kansas Medicaid (KMAP)

KMAP generates a 271 Eligibility Return EDI file and transmits back to MediSked Coordinate

MediSked Coordinate automatically ingests the 271 Eligibility Return file data

Users can access the Check Eligibility feature in Coordinate and see whether the individual is eligible and for what coverage



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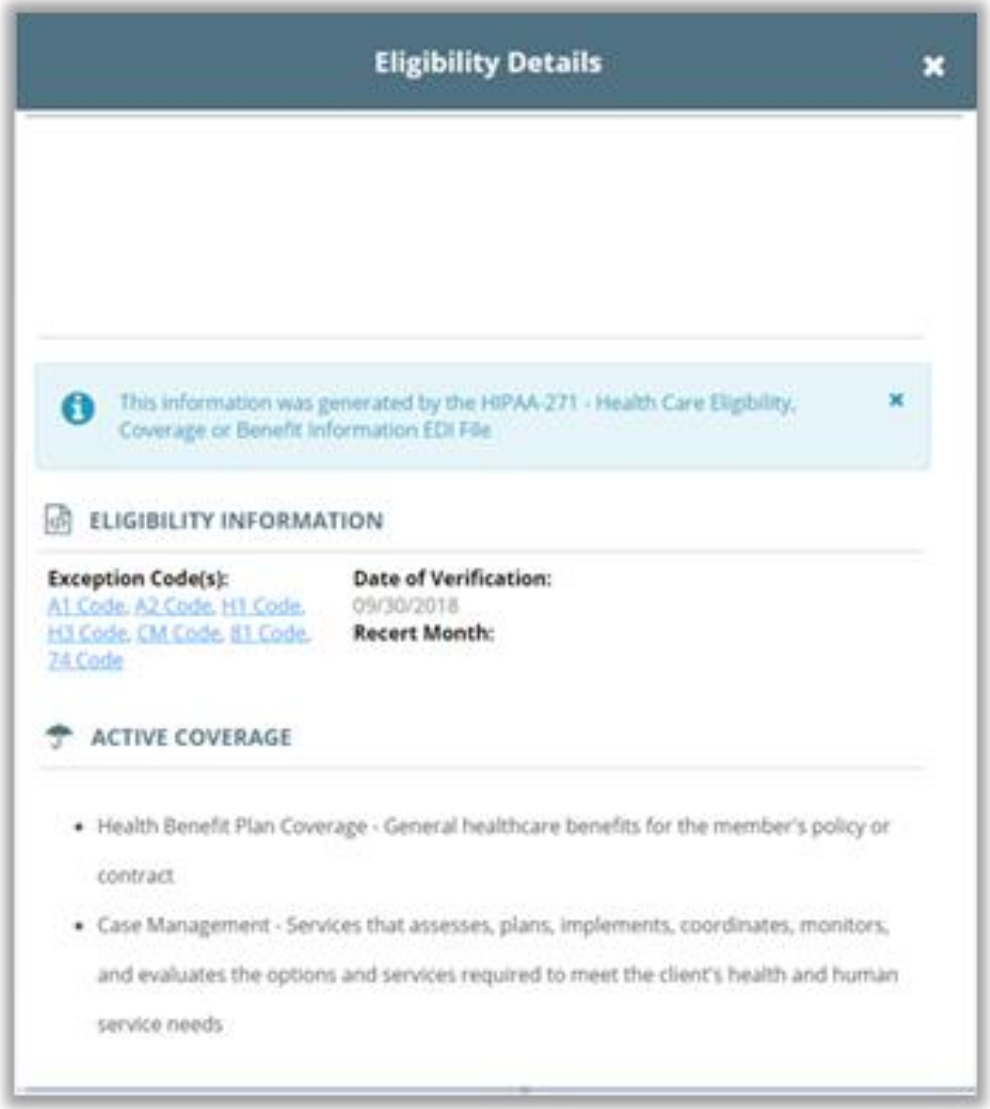
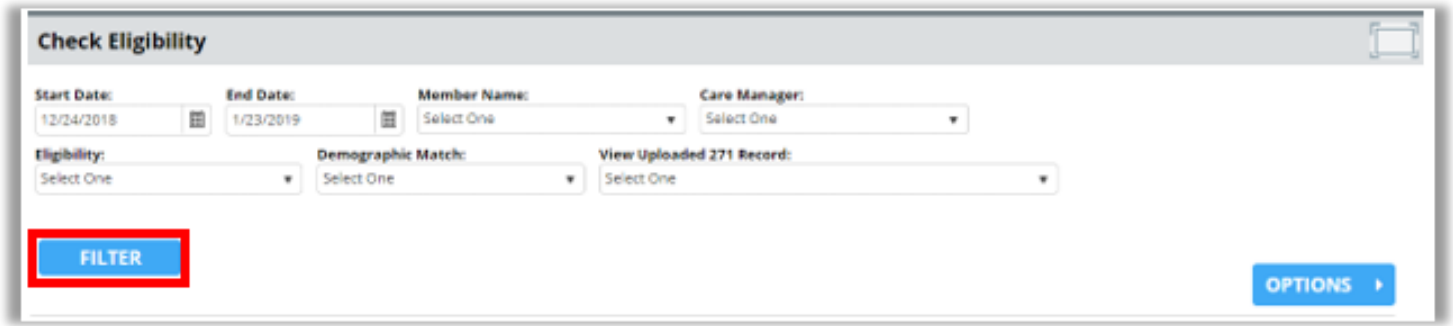
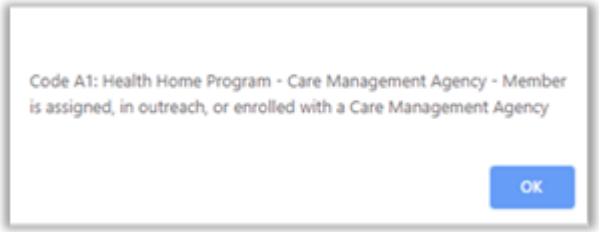
MediSked Systems Interoperability/Integration in Kansas

KMAP Eligibility Interface







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MediSked Systems Interoperability/Integration in Kansas

KMAP Eligibility Interface

- Benefits of 270/271 Eligibility Interface with KMAP
  - File interface is automated, and no action needs to be taken by the CDDO to transmit and return files
  - CDDO chooses how frequently they would like this interface run
  - In addition to standard Medicaid eligibility, you can see more in-depth information on coverage and exceptions
  - EDI interfaces are HIPAA compliant, safe, and secure
  - A broad range of search/filter options make finding the information you need quick and easy
  - Eligibility reports are exportable into Excel or PDF

What Does Interoperability Mean for Me and the People I Support?

Individual Perspective

- Allows me to be the center of my own experience of care
  - I select the additional providers who can see my information
  - Not a one-time decision. I can always change what I would like to share

- Client experience aspect
  - I don’t have to tell my story from the beginning every time I speak with my Service Access Specialist
  - I don’t have to re-live my previous experiences unless truly necessary

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Provider EHRs
Risk Stratification Information
Gaps in Care
Medication Reconciliation & Adherence
Vitals
Immunizations
Lab Values
Behavioral Health Screenings
Social History
Health Plan Records
Medicaid, Medicare, and MCEs
Eligibility
Enrollment
Claims
ePCR
EMS/Ambulance Data
Geographic Utilization Information
Pre-Hospital Medications, e.g. Naloxone
Member Demographics, Chief Complaints
Prescription Drug Monitoring Program
Controlled Substance
Prescribing & Utilization
Medication Reconciliation & Adherence
Department of Health (DOH)
Immunization Records
Health Information Exchange
Admission, Discharge, Transfer (ADT) alerts from care facilities
Continuity of care documents (C-CDA)
Lab Results
Diagnostic Reports, Discharge Summaries
Abstracted Data from Diagnostic Reports, Discharge Summaries
Diagnoses
Procedures
Medications
SDOH
Condition Tracking
Public Health Registries

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What Does Interoperability Mean for Me and the People I Support?

Provider Perspective

- As a **service provider**, I can see where my individual received healthcare, what was ordered, who ordered it, and any related results – *with no special effort*.

- As a **healthcare provider**, I can see where my patient received services, what type of services, charts, and progress toward goals – again, *with no special effort*.

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What Does Interoperability Mean for Me and the People I Support?

CDDO Perspective

- As a **service access specialist**, I don't have to wonder if an individual received a service -- I can see it. I can also be alerted to new information, like a hospitalization, and I can see the discharge instructions – yet again, *with no special effort*.
  - I can also ingest demographic and functional assessment information from KAMIS to alleviate duplicate entry
- As an **oversight agency**, I can gather data in one centralized data hub for reporting and data analysis
  - I can also create and share dashboards and visualizations from the data to see the bigger picture

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Another Example of Interfacing Possible in KS:

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KANSAS HEALTH INFORMATION NETWORK

- **Service Access Specialists get real time notifications of hospital admissions within the platform**
- **Christine (SAS) is notified that Eliza is in the hospital – right on the main screen in the platform**

- Christine sees that Eliza has broken her leg
- Eliza works on preparing meals for herself and gets support with this three times a week
- Christine is concerned that learning to prepare meals AND handle crutches in the kitchen may take some time
- Christine arranges a meal service for two weeks
- Christine then uses the MediSked Portal to message the entire care team re: Eliza's updated plan

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Additional Use Cases

The Washington Post

Beneath a green sky, my encounter within a quarter-mile of a Kansas tornado

My storm chase in northwestern Kansas on Monday proved wild, featuring an up-close tornado intercept, destructive winds and skies that had...

May 25, 2021

KSN-TV

KDHE reports 1,817 more coronavirus cases in Kansas, 25,000 more vaccinations

WICHITA, Kan. (KSNW) — The number of Kansans lining up to get vaccinated against COVID-19 increased over the weekend.

52 mins ago

VALUE BASED CARE

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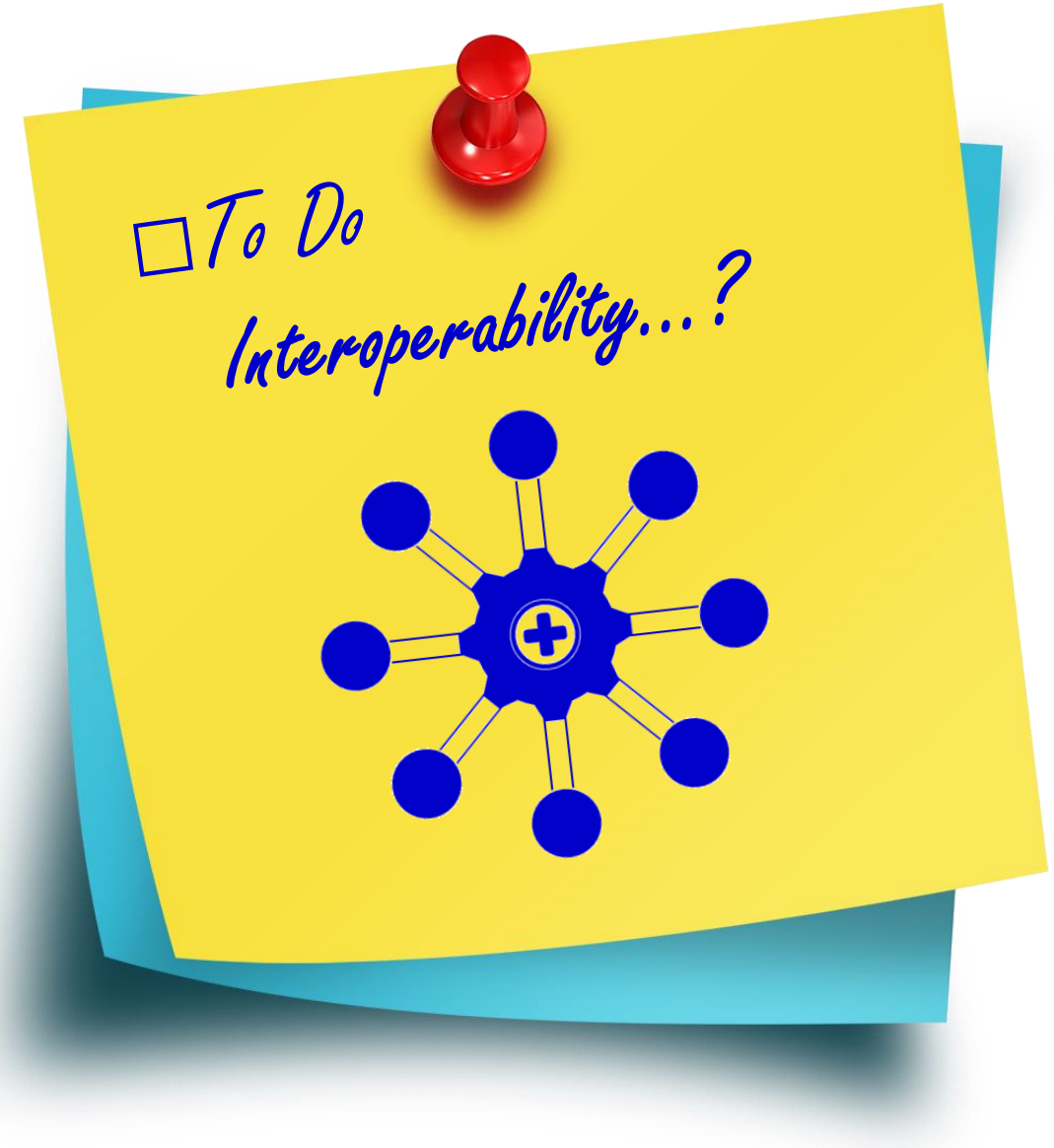

What You Should Be Doing About Interoperability

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What Can I Do Today?

- **If you are a decision maker or a decision influencer at your organization:**

  Think about how easy it is for your care providers/managers to get data from other parties.

  - Is it an easy part of their workflow?
  - Are you leveraging data sharing that your vendor is offering today?

- **If you are thinking about an upgrade:**

  - Does the vendor have a plan to support FHIR?
  - Does the vendor use APIs to exchange records?

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Interoperability Security Checklist

- Security Risk Analysis
- Audit Logs & Reports
- End-User Device Encryption
- Access Control
- Automatic Timeouts
- Data Integrity
- Trusted Connections
- Data Encryption
- Data Hashing
- Disclosure Tracking

Sources: https://www.cms.gov/Regulations-and-Guidance/Legislation/EHRIncentivePrograms/Downloads/MedicareEHStage3_Obj1.pdf
https://www.cms.gov/files/document/security-risk-analysis-fact-sheet.pdf

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Interoperability Security: General

- **Interoperability Security is an AND, not an OR**
  - Protect information WHILE sharing
  - Still providing Confidentiality, Integrity, and Availability
  - Focused on the Individual's outcome
- **Identity is the Perimeter**
  - "Trust but Verify"
  - True for all Cloud-Based* computing
- **API Security**
- **Cyber Basics Still Matter**

Sources: https://www.whitehouse.gov/briefing-room/presidential-actions/2021/05/12/executive-order-on-improving-the-nations-cybersecurity/
https://cloud.google.com/beyondcorp

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Review

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In Review

- **Defined Interoperability**
  Definition, Solutions, Terms, History
- **What Interoperability Means for You**
  Individual & Provider perspectives
- **Discussed Interoperability for HCBS/LTSS**
  MediSked example, Additional Use Cases
- **What You Should Be Doing About Interoperability**
  What to look for, Security Checklist, General Security Considerations

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Questions?

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