

OVERCOMING KEY CHALLENGES IN HEALTH INFORMATION EXCHANGE

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Two health information exchange pioneers, the Care Connectivity Consortium (CCC) and Healthway have a shared goal: to support patients and care providers by making the availability, interoperability and advanced capabilities of health information exchange a reality on a national scale.



Since 2012, the CCC and Healthway have teamed up to leverage their expertise and efforts in expanding the capabilities and reach of health information exchange. The objective of this collaboration is to realize the possibilities of exchange, and to make these advances widely accessible and practical.

The CCC and Healthway are dedicated to increasing patient and provider satisfaction, and committed to developing and promoting more efficient, effective, and accessible capabilities. Significant progress has been made towards improving the delivery of health care services, patient care, and health outcomes. New innovation will help address current challenges, reduce the workload for implementing exchange, and ensure secure access to verified patient medical records.

Together, we are working to address and overcome the most critical and key challenges for effective health information exchange. Our goal is to enable providers nationwide to deliver better, more timely, and more informed patient care.

CARE CONNECTIVITY CONSORTIUM

The **Care Connectivity Consortium** was founded in April 2011 with a commitment to innovation through collaboration among its founding organizations. CCC's goal is to make health information exchange technologies more versatile and valuable for patients, care providers, and health care organizations.

The CCC collaborators – Geisinger Health System (PA), Intermountain Healthcare (UT), Kaiser Permanente (CA), Mayo Clinic (MN), and OCHIN (OR) – are all leaders in the use of health information technology and share a common mission to:

- Develop solutions that enhance the capabilities of current technologies and offer them to the broader health information exchange community
- Allow more secure, reliable, and effective sharing of data among disparate health record systems
- Accelerate the advancement and adoption of national exchange standards

Building upon a foundation of experience and resources, the CCC is working to develop and incubate new capabilities for consideration and adoption by eHealth Exchange participants and the broader community.

A goal of this collaboration is to support patients and care providers through a learning organization where observations about information exchanges can refine and improve the effectiveness of the exchange processes.

Care Connectivity Consortium

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HEALTHWAY

Healthway is the trusted, independent convener of industry and government, working to address the challenges of secure, interoperable, nationwide health information exchange. Healthway regularly demonstrates success in forming initiatives that rapidly transform shared ideas into implementable solutions. Healthway's current initiatives are the **eHealth Exchange** and **Carequality**.

The **eHealth Exchange** is a rapidly growing network of exchange partners that securely share health information over the Internet across the U.S. by leveraging common standards and governance. The eHealth Exchange is the largest health information exchange network in the country. It connects:

- 30% of U.S. hospitals
- 100 million patients
- 10,000 medical groups
- 9,000 dialysis centers
- 8,200 pharmacies

Carequality is a public-private collaborative that facilitates agreement among diverse stakeholders to develop and maintain a common interoperability framework that enables seamless exchange between and among data sharing networks. Carequality aims to accomplish a level of interoperability in healthcare similar to what the banking industry did with the ATM / ACH transactions.

Healthway, Inc.

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INNOVATION THROUGH COLLABORATION

The Care Connectivity Consortium and Healthway are recognized for innovation and for enabling trusted health information exchange. Leveraging the **Learning Lab** as an incubator for exchange capabilities, the CCC and Healthway focus on prominent challenges and exchange barriers, including patient identity matching and consent management (patient authorization).

- **Patient Identity:** Identifying and correlating patients across organizations presents significant technical and operational challenges to effective exchange. Experience gained from production exchanges paired with capabilities in the Learning Lab provide an opportunity to evaluate how demographic traits, matching algorithms, and the use of authoritative sources impact the matching success rate. The goal is to provide guidance for implementers of health information exchange by defining best practices that improve matching accuracy and elevate the efficiency and effectiveness of exchange.
- **Consent Management:** The need for patient consent is not always apparent during the clinical workflow, but it can be a barrier to completing an electronic health information exchange. Even when a patient match is possible, health care providers may be confronted with a “patient not found” result if a patient’s consent is required, but not in place. The CCC has leveraged the Learning Lab to demonstrate capabilities that provide an indication that consent is required but not on file, access to consent documents, and a means to attest to the releasing organization that consent was collected. These capabilities remove this otherwise invisible barrier, and empower care providers to remedy consent issues so that timely exchange can proceed.

APPLYING INNOVATION IN THE REAL WORLD

Together, Healthway and the CCC have demonstrated success in rolling out major, nationwide initiatives that are fundamentally changing the health IT interoperability landscape.

The eHealth Exchange and Carequality are two Healthway initiatives in which the CCC has a unique role, serving as a technology incubator to assess new standards and specifications, and also providing feedback to increase the effectiveness of innovation activities and promoting practical operational processes in an effort to benefit health information exchange.

eHealth Exchange

The eHealth Exchange data sharing network operates across all 50 states and allows organizations to securely share information with each other over the Internet. Participating organizations mutually agree to support common standards and specifications that enable the establishment of a secure, trusted, and interoperable connection among all participating Exchange organizations. This allows for the standardized flow of information by:

- Sending health information to other participating organizations
- Finding and requesting copies of health care information from other participating organizations – where permitted by law and policy
- Matching patients to their data without a national patient identifier

Healthway has been able to dramatically grow participation in the eHealth Exchange within the past two years and will continue to augment functionality to support the needs of the community. The CCC aided in this growth by serving as a test bed for new technologies, proving their viability in test environments before contributing their findings back to the eHealth Exchange.

Carequality

Carequality brings together diverse representatives from the private sector and government to implement a common interoperability framework, enabling seamless exchange between existing data sharing networks. Carequality employs an inclusive, multi-stakeholder, collaborative process to develop the essential components for widespread interoperability nationwide.

To enable this level of seamless exchange, Carequality is developing:

- A legal framework based on collaboratively-developed universal trust principles
- An implementation guide for each Carequality use case, outlining technical specifications that reference existing standards
- Business and policy requirements specific to each use case that are enforced by the legal framework

Carequality’s initial rollout, kicking off in April 2015 and accelerating throughout the rest of the year, focuses on the Query for Documents use case. The CCC has experience with this use case and participated in a number of Carequality activities, including providing expertise to the Trust Framework Workgroup and the Query Workgroup.

**See the Carequality demonstrations at
HIMSS 2015 in the Interoperability Showcase!**