

Primary Care Providers (PCPs)



BIG SKY CARE CONNECT

Why is the Health Information Exchange (HIE) important for Providers?

Primary care is the foundation of our health care system and is essential to better health outcomes, lower costs and healthier families and communities. Primary care is also the first point of care for most patients and coordinates healthcare across various settings and providers. Access to the right information at the right time can empower a primary care provider to ensure delivery of the most comprehensive care your patients expect.

Montana providers experience fragmented health information due to lack of interoperability between different electronic health records (EHRs). Big Sky Care Connect's (BSSC) state-wide HIE will allow secure electronic sharing of health information to streamline communication between providers, payors and patients.

How can my practice/organization benefit from using the HIE?

- *Improve patient safety:* see the most current medication list and track medication fills to prevent harm to patients from adverse reactions and over utilization of narcotics
- *Avoid readmission:* receive Admission, Discharge, Transfer (ADT) alerts from hospitals and emergency rooms so you can follow up with your patient in a timely manner
- *Improve patient outcome:* improve decision making by having access to more comprehensive data at your fingertips
- *Save time and increase patient satisfaction:* reduce faxing, phone calls, and passwords (single sign on) to track down patient records so you have more time to spend with your patients
- *Enhance care coordination:* track referrals and increase communication with other members of the health care team with Secure Messaging
- *Reduce cost:* reduce redundant and unnecessary testing and decrease administrative burden by cutting outdated methods

What types of information can be shared to allow for collaboration with the HIE?

BSSC will collect data from disparate EHRs then store, manage, and normalize the data so all Montana providers have quick and easy access to this longitudinal patient record. Available patient record information includes: vital clinical data from participating facilities to include recent discharge summaries, medication list, allergies, problem list, immunizations, screening, advance directives, and test results, Federal Systems Access (e.g., VA, DoD, IHS) via eHealth Exchange, ADT Alerts, and Prescription Drug Monitoring Program (PDMP) integration.

For more information visit mtbscc.org



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How does this impact Montanans?

- Montanans experience limited access to care.
- “Most Montana counties are designated as Health Professional Shortage Areas (HPSA). Of the 56 Montana counties, 54 are designated as Primary Care HPSA, 55 as Mental Health HPSA, and 41 as a Dental HPSA”¹
- “Montana’s coverage for vaccines among children aged 19 to 35 months was 60% in 2011 and increased, although not significantly, to 64% in 2016 (Figure 72). Overall, the percent of children up to date on all vaccines remains lower than the Healthy People 2020 target of 80%.”¹
- Annual visits/preventative care
- Connecting all the patient’s providers
 - Displaced families, children due to fire
 - Children having separated parents in different towns
 - Children in foster care
 - Adults traveling out of state for work

How do I know my patient’s information will be secure with the HIE?

All patient information is stored securely and handled confidentially, meeting HIPAA standards. The HIE utilizes a single sign-on authentication service and Trusted Exchange Framework to thoroughly verify a user’s identity. Patient data access is tracked and audited in accordance with regulatory requirements.

Use cases specific to audience

- Quality Improvement in a Primary Care Practice
 - <https://www.healthit.gov/case-study/quality-improvement-primary-care-practice>
- Improving Tobacco Use Screening and Smoking Cessation in a Primary Care Practice
 - <https://www.healthit.gov/case-study/improving-tobacco-use-screening-and-smoking-cessation-primary-care-practice>

ROI studies

- ROI calculator from Missouri Health Connection (Haley Petersen sent to team leads)
- HIE ROI Tool note: from the Rural Health Resource Center
 - <https://www.healthit.gov/resource/hie-roi-tool-note-rural-health-resource-center>

References:

1. <https://dphhs.mt.gov/Portals/85/ahealthiermontana/2017SHAFinal.pdf>
2. <https://www.healthit.gov/topic/health-it-basics/hie-benefits>
3. <https://www.healthit.gov/playbook/health-information-exchange/>

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