

Chief Nursing Officers (CNOs)



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

CNOs oversee the backbone of a healthcare organization, the nursing department. CNOs must align the nursing department's goals and needs with the organization's mission and vision. The CNOs dedication to the patient requires access to comprehensive information to ensure patient safety and delivery of high-quality care.

Access to an HIE is critical in assisting CNOs because it connects them with the tools they need. Big Sky Care Connect's (BSCC) HIE is a secure, electronic network that allows authorized healthcare providers the ability to appropriately access and share patient information across a statewide information network. It improves healthcare quality, enhances patient safety, improves health outcomes, and reduces overall healthcare costs by making health information available to participating providers and organizations.

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

BSCC HIE services include single sign-on, event notification, eHealth Exchange, medication feed, and DIRECT secure messaging. These services will benefit the CNO's nursing department by:

- Improving healthcare quality and patient safety
 - Provides a vehicle for improving quality and safety of patient care by reducing medication and medical errors. There are more than 770,000 injuries and deaths each year due to adverse drug events¹
 - Supports care coordination. Effective shared care planning across institutions is widely acknowledged as one of the key tools for achieving more robust care coordination²
 - Identifies high-risk patients to help reduce readmissions
 - Identifies noncompliance or undercompliance with medications or therapies
 - Identifies missed preventive screenings
- Making patient care more efficient
 - Reduces redundant tests and services
 - Ensures everyone involved in a patient's care has access to the same information
 - Aids in clinical decision support with a longitudinal record
 - Decreases time investigating medication history and fill history
 - Provides complete information when briefing a physician
- Streamlining administrative tasks
 - Facilitates comprehensive chart reviews by the longitudinal record
 - Decreases paperwork (i.e. faxing, third-party support)
 - Closes quality measure data gaps
 - Increases nurse availability. Nurses frequently spend a large amount of time searching for or waiting for patient records

¹Reducing and Preventing Adverse Drug Events to Decrease Hospital Costs, Publication #01-00. Agency for Healthcare Research and Quality (AHRQ). 2001.

²<https://www.healthit.gov/sites/default/files/hie-interoperability/Interoperability-Road-Map-Supplemental.pdf>

For more information visit mtbscc.org



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- Engaging patients and improving their experience
 - Decreases the patient burden of medical recordkeeping
 - Eliminates the need to brief provider on medical history
 - Increases the amount of information available during emergency situations
- Achieving success in federal and state quality programs
 - Satisfies the Promoting Interoperability Measure by electronic exchange of clinical information
 - Submits data to public health registries
 - Provides the backbone of technical infrastructure to leverage for national- and state-level initiatives
- Participating in population health management
 - Creates pipelines of information sharing with public health departments, social services, and community service providers
 - Accesses comprehensive data available from BSCC HIE that is valuable to every organization's analytics platforms
 - Aggregates, normalizes, analyzes, and reports on actionable data that was previously unattainable in disparate locations
 - Identifies gaps in care and cost of care trends

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

BSCC HIE services will provide significant benefits to a participating organization's nursing department including: **access to up-to-date statewide patient health information at the point of care** – Access for treating providers allowing more informed, improved treatment while contributing to the reduction of healthcare costs, **Alert notifications** – Providers receive alert notifications of patient discharges and emergency department visits assisting in reducing readmissions and increasing timely and coordinated care for patients, **Access to the national Veterans Administration (VA) system** – Through the eHealth Exchange, treating community providers of veteran patients can access the VA system providing them visibility into the patient's medical history that is not available in their own electronic health records (EHR), **Direct secure messaging** – Allows secure exchange of patient information between individual healthcare providers from healthcare organizations statewide and with Indian Health Services (IHS), **Convenient access to results** – Providers can avoid unnecessary tests and procedures, minimizing patient exposure and significantly reducing the number of duplicate laboratory and radiology tests ordered.

Phase one participant data feeds will include: Admission, discharge, and transfer (ADT) notifications, Pharmacy/treatment order messages (ORM), Order messages (ORU) – laboratory, radiology, TRN, Vaccine record update – immunization records (VXU), Query by parameter (QBP), and Medical document management (MDM).

How does this impact Montanans?

With the ability to exchange and access patient information, BSCC HIE will eliminate healthcare information gaps to improve Montana's health.



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

All patient information is encrypted, 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.