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About Us

West Virginia Health Information Network (WVHIN) is an organization dedicated to health care interoperability. WVHIN's mission is to provide the health care community with a trusted, integrated, and seamless electronic structure enabling medical data exchange necessary for high-quality, patient-centered care.

WVHIN HIE Progress in 2018

181 Locations using ENS
555,163 Notifications Sent
1,183,355 Labs Sent
19,011,134 ADTs Received

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Welcome!

West Virginia Health Information Network (WVHIN) has evolved a great deal over the last two years. We have changed our structure, changed our focus, greatly expanded our connectivity, and increased our functionality. We are excited to share our successes to date with you. The Connectivity Newsletter is a resource that shares current WVHIN initiatives as well as pertinent health care related information for our connected organizations. Each issue will provide updates on WVHIN services, important upcoming events, and a sneak peek into what is coming soon.

We look forward to your partnership as we continue to move forward.

WVHIN Then and Now

WVHIN began in 2010 as a state entity funded by a federal grant. State appropriation and monies from the West Virginia Health Care Authority continued to support the endeavor. We worked to build a large West Virginia data repository external to native provider workflow.

In 2016 we began a new path – we realized that a state housed, state funded, single repository would not meet the needs of West Virginia providers and patients.

Now, WVHIN is a non-profit entity supported by participant fees. We have a new Board of Directors, and we have partnered with one of the most well-respected Health Information Exchanges (HIEs) in the country, Chesapeake Regional Information System for our Patients (CRISP), to share a technology platform. We are focused on providing actionable patient data to health care providers in the workflow.



Continue reading for more information on what's in the works at WVHIN!



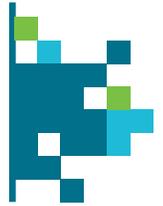
New Leadership

January 1, 2018 WVHIN became a non-profit corporation. With this transition came a new Board of Directors. These members represent active participants in WVHIN and help us be more focused on participant needs.

WVHIN Board of Directors	
Name	Business
Joe Letnaunchyn WVHIN Chair	<i>President & CEO</i> West Virginia Hospital Association
James Fawcett WVHIN Vice Chair	<i>President</i> Highmark WV
Tony Atkins	<i>Deputy Commissioner of Finance & Administration</i> Bureau of Medical Services WV DHHR
R. Thomas Bowden, D.O.	<i>Osteopathic Physician</i> Charleston Internal Medicine
Kimberly Clarke	<i>AVP & Chief Applications Officer</i> WVU Medicine
Mark Drennan	<i>Executive Director</i> Behavioral Health Association
Cindy Farley	<i>Vice President of Business Development</i> Genesis HealthCare East Division/Alleghany Region
Sherri Ferrell	<i>Chief Executive Officer</i> West Virginia Primary Care Association
Karen Fitzpatrick, M.D.	<i>Medical Director of Ambulatory Quality</i> WVU Medicine
Dennis Lee	<i>Chief Information Officer</i> Cabell Huntington Hospital
Michael McCarthy	<i>Chief Information Officer</i> Marshall University Joan C. Edwards School of Medicine & Marshall Health
David Rapp	<i>Chief Information Officer & Vice President Supply Chain</i> Wheeling Hospital
Aaron Spurlock	<i>Chief Operating Officer</i> Quality Insights
David Horrocks	<i>Executive Director</i> Chesapeake Regional Information System for our Patients

WVHIN Client Support Line Now Available 24/7

Questions? Issues? Our staff is here to support you any time, day or night, on our Client Support line. Email wvhinsupport@crisphealth.org or call 1-844-468-5755.



Connect, Connect, Connect

We've increased the number of connected providers and the amount of data available in the HIE.

Hospitals

Hospital information is the core of WVHIN. We are connected to 40 West Virginia hospitals. Of these hospitals, 29 provide feeds letting us know, in real-time, when a patient is admitted, discharged, or transferred (ADT). Six more hospitals will soon connect to send us these feeds. We currently receive or are working to complete 68 clinical feeds from hospitals.

Ambulatory and Post-Acute

While hospitals are an essential part of the health care system, in a state like West Virginia ambulatory and post-acute care facilities are a vital part of the continuum of care. Connecting to these sectors can be a bit more challenging but we are making great progress.

We are receiving ADT and clinical feeds from:

- WVU Medicine Physician Practices
- Marshall Health
- Huntington Internal Medicine Group
- Thomas Health Physician Partners
- Grant Memorial Physician Practices
- Genesis HealthCare
- Fresenius Medical Care (ADT only)

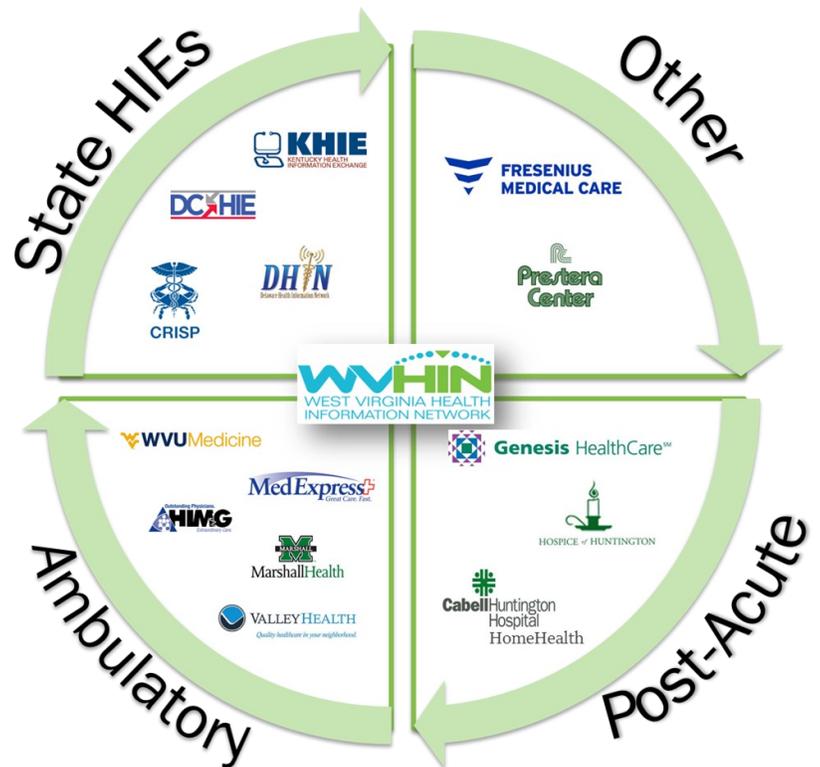
Coming Soon:

- MedExpress
- Valley Health (FQHC)
- HUB model making it easy for Athena practices to connect

Bordering States

Many patients cross state borders for care every day. Our partnership with CRISP gives us access to patient information from Maryland and DC providers. We are also exchanging information with Kentucky and Delaware, and are beginning the work to share information with Ohio, Pennsylvania, and Virginia.

Representatives from a broad spectrum of health care participate in WVHIN services: A chart with detailed connections can be found [here](#).





Where Are My Patients

The first service WVHIN rolled out to provide actionable patient data was the Encounter Notification Service (ENS). ENS lets clinicians, care managers, or other appropriate staff know when a significant health care event has happened, and patients can then be contacted for follow-up.

ENS is flexible and scalable. It can be used by small primary care practices to know if a patient was in the emergency room the night before, by home health agencies or dialysis facilities to know if a patient will miss a visit because they are in the hospital, or by a hospital emergency room to alert staff that the patient in front of them was just at MedExpress or another facility the day before.

In a typical week, WVHIN receives over 800,000 ADT alerts, which are turned in to nearly 30,000 ENS alerts and distributed to over 180 sites.

Encounter Notifications / week
Jan 2017 - Jun 2018



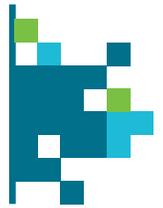
ENS Patient Panel Tips from our Director of Business Development Ray Frye

In order to be notified when one of your patients has a significant event like an ER visit, we have to know who they are. The more up to date your panel is and the more specific the information in your panel is, the better able we are to notify you.

You would think pulling a list of active patients from your office's EMR would be simple. There must be a button on the screen somewhere that will perform that task, right? Over the past year, the WVHIN has implemented ENS in over 180 outreach offices in the state. With that said, we have had our challenges with obtaining the above-mentioned patient panel. On many occasions, we can sit down and follow a "how to" document that has been created from past experiences. Other times, a simple call to the EMR vendor does the trick. As we have moved forward with our integration, we've found several successful ways to simplify and automate the pulling of the panel.

The most important thing is to remember how you did it the last time! Updating your patient panel monthly is an important part of the ENS service. Panels overwrite the prior months, so all your new patients are not missed and patients who have not been seen within the last 18 months are removed.

If you are having trouble accessing and sending your patient panels, email Ray at rfrye@wvhin.org or call the office at 304-558-4503. We've discovered a few tips and tricks to help with these pesky panels, and we are happy to help!



More Information All In One Place - Unified Landing Page

The WVHIN Unified Landing Page (ULP) is a secure web portal where all WVHIN Health Information Exchange (HIE) services can be accessed in one convenient area. Acute care, ambulatory, post-acute, and other care settings share patient information across West Virginia, and with other state and regional HIEs to improve quality of patient care, decrease costs by reducing redundancy of tests and procedures, and to meet regulatory requirements.

Incorporating the use of ULP into your existing workflow can help capture essential patient information, eliminate numerous phone calls, faxing, copying, and other time-consuming steps.

ULP currently shows patient information in a SNAPSHOT or summary view and provides you with important information on your patients such as most recent demographics, care management programs they may be enrolled in, other practitioners and facilities involved in their care, clinical data such as a continuity of care documents or discharge summaries, and labs or radiology reports.

ULP Features and Functionality Coming In 2018

NarxCare – Provides data visualization and patients' risk scores for overdose, narcotics, sedatives, and stimulants use. Scores are determined using the patient's health history and real-time controlled substance data from Controlled Substances Monitoring or Prescription Drug Monitoring Programs (CSMP/PDMPs).

ENS PROMPT – See real-time notifications when your patients are admitted, discharged, or transferred at hospitals and other health care entities (previously a separate portal).

Census View – View clinician patient populations to see patient statuses during an encounter. Easily see a list of patients that have been admitted or discharged or are in the ER.

End-of-Life Registry – The most comprehensive online statewide advance directive and medical order registry in the United States. Access advance directives, do not resuscitate (DNR) forms, and Physician Orders for Scope of Treatment (POST) documents to ensure that patient treatment wishes are respected.

ULP is currently in the final stage of pilot testing and will be available to all participating organizations in Fall 2018.

If you are a pilot user, please click [here](#) to fill out the ULP User Survey.

For more information, please contact: Sonia Chambers, WVHIN Executive Director at 304-558-4503 ext. 103.



Addressing the Elephant in the Room: How Safe is our Data?

Data security is a topic frequently encountered by our outreach team, with good reason! HIPAA compliance simply isn't enough. Breaches are a real concern and require real steps toward minimalizing risk. Among the many safeguards WVHIN employs, WVHIN services are provided by HITRUST certified and SOC-2 compliant organizations. WVHIN retains its membership with DirectTrust.

WVHIN takes preventive actions toward protecting private information, and we expect our participants to do the same. At the very minimum, all users should: secure your computer, protect your password and change it regularly, educate and retrain employees, keep security software up-to-date, keep only the information you need, use only a secure email to send Protected Health Information, destroy before disposing, and never share your credentials.

Additionally, remember to notify us at info@wvhin.org when users leave, are terminated, or retire.



SOC-2 Type II



NATIONAL HEALTH+IT WEEK

WVHIN — as a partner in the advancement of health information technology to help improve health care — is a Proud Partner of [National Health IT Week](#). National Health IT Week (October 12-18th, 2018) is an awareness week offering all health care stakeholders an opportunity to unite under one banner, expressing the benefits that health information technology (HIT) brings to U.S. health care.

Save the Date for these Upcoming Events:

WVHIN User Group Meeting: Thursday, October 18th 9-11:30am

Morgantown Waterfront Marriott, 2 Waterfront Place, Morgantown WV 26501

WVHIMSS Fall Meeting: Thursday & Friday, October 18th 1-6pm & 19th 8am-12pm

Morgantown Waterfront Marriott, 2 Waterfront Place, Morgantown WV 26501

WVHIMSS HIT Summit: Tuesday & Wednesday, November 13th 12-5pm & 14th 8am-2pm

Charleston Civic Center, 200 Civic Center Drive, Charleston WV 25301

Watch your inbox, more information is coming soon!