WACMHC

Washington Association of
Community & Migrant Health Centers

Understanding and Improving

OneHealthPort's Clinical Portal

August 28, 2018

Welcome

WEBINAR FACILITATOR

Hannah Stanfield
Practice Transformation Coordinator, WACMHC

FEATURED PRESENTERS

Deb Hemler
Vice President of Business Development, OneHealthPort

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Product Manager, OneHealthPort

HOUSEKEEPING

- Your lines are currently muted

- We'll address questions at the end of the presentation

- You can ask a question in the following ways:

  RAISE YOUR HAND FUNCTION - your line will be unmuted and you can ask the question verbally

  QUESTIONS FUNCTION – type your question in the box and the facilitator will read it aloud

- This webinar is being recorded. A recording will be sent to you in a follow-up email.

OneHealthPort Clinical Portal

Clinical Usability Effort (CUE)

Agenda

- Introduction to OneHealthPort

- Overview of Clinical Data Repository

- Clinical Portal
  - Prerequisites For Login
  - Login Using Multi-Factor Authentication

- Demonstration of the Clinical Portal

- Feedback Questions/Answers

OneHealthPort

Who We Are

- <u>We've been at it for a while</u> – founded in 2002

- <u>We work for you</u> – customer owned and governed

- <u>We work across boundaries</u> – enable collaboration across communities

What We Do

- Single-Sign-On

- Admin Simp
  - Lead Organization for WA

- Health Information Exchange
  - Lead Organization for WA

- Clinical Data Repository

- Credentialing Data Collection

- WA Healthcare Forum

OneHealthPort Product Lines

Single Sign-On

Identity management of individuals and organizations to allow Single Sign-On (SSO) to various applications

Health Information Exchange

Transactions Supported for HIE:
Department of Health (DOH):
- PMP
- Cancer registry
- Immunizations
- Electronic Lab Reporting
- Syndromic Surveillance

Health Plans
- Admission Discharge Notification

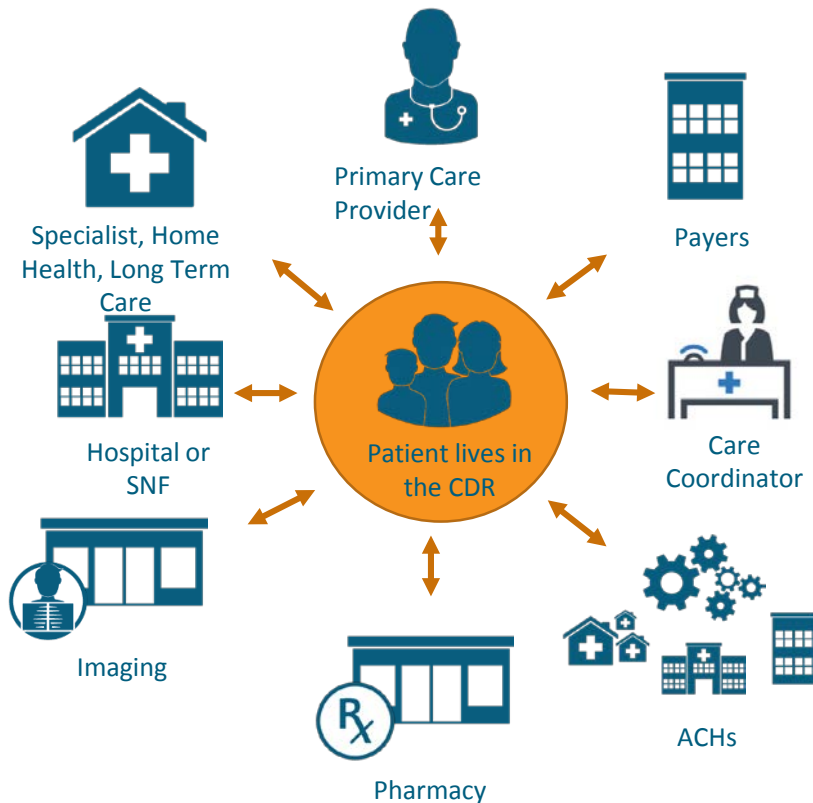WA State Dept. Of Labor and Industries
- Activity prescription form

Clinical Data Repository (CDR)

- Aggregates patient's* clinical data
- Stores over 18 months of clinically relevant claim history information

* Patient lives have to be sponsored by a sponsor. Currently there are approximately **2.2 million managed medicaid lives**

Vision For The CDR

- Primary Care Provider
- Specialist, Home Health, Long Term Care
- Hospital or SNF
- Imaging
- Pharmacy
- ACHs
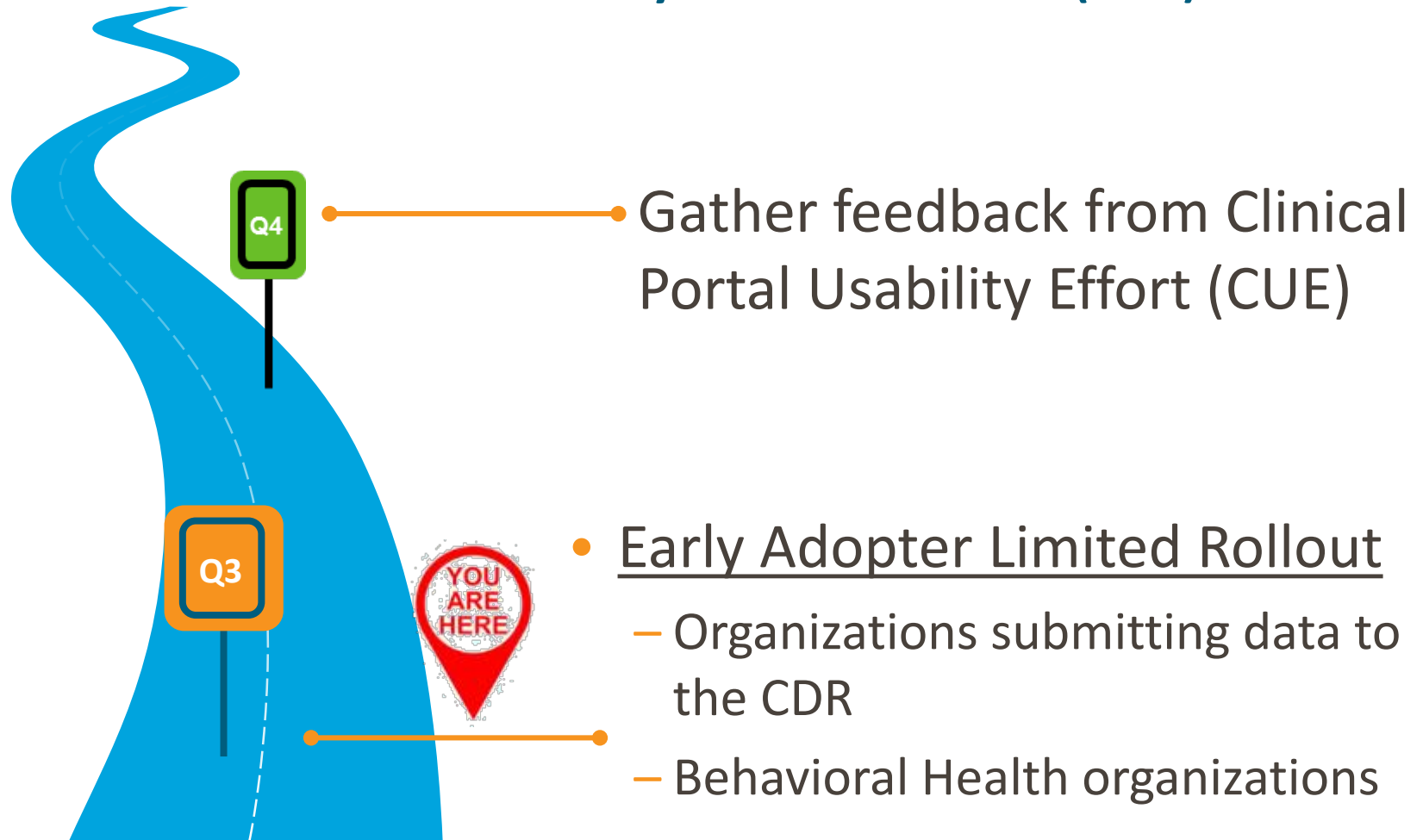- Care Coordinator
- Payers
- Patient lives in the CDR

- Aggregation of clinical and non-clinical data provides a more complete history on patient
- Simplified transition of care:
  - Less "re-telling of history"
  - Customizable alerts to care team for care transitions
- Addition of additional patient lives through other sponsors
- Compliance with sponsored initiatives
- Meaningful Use reports

How Can You Access the Data in CDR?

- Web view of the data (does not require EHR) – Clinical Portal ⭐

- View the data in your EHR through queries to the CDR
  - Query feature is not yet available but coming soon
  - Your EHR vendor needs to have the capability to query for data

Clinical Portal Rollout Timeline

General Availability of Clinical Portal (TBD)

Q4

Gather feedback from Clinical Portal Usability Effort (CUE)

Q3

YOU ARE HERE

- Early Adopter Limited Rollout
  - Organizations submitting data to the CDR
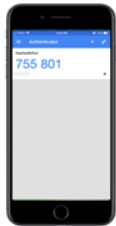 - Behavioral Health organizations

What is CUE?

- Program designed to gather community feedback on the Clinical Portal and CDR

- CUE organizations can provide input on how we can make Clinical Portal better to add value to your operations

- Feedback will be aggregated to help guide Product Roadmap

Prerequisites For Using The Clinical Portal

Clinical Portal and Clinical Data Repository

SSO

View patient claims and clinical information through the **Clinical Portal** using **SSO Login**

- Register organizations and users
- Authenticates users for application and participating payer website access
- Manage CDR Access Roles

Clinical Data Repository

*Note: Subscribers will need to use Google Authenticator on a mobile device for Multi-factor authentication to access the Clinical Portal

Health Information Exchange

- Securely delivers electronic clinical information from submitting providers to the CDR

CDR currently contains claims and clinical data for **managed Medicaid patients**

Prerequisites for Using the Clinical Portal

To use the Clinical Portal your organization needs:

- A OneHealthPort Single Sign-On (SSO) account
  – Not registered? Go to http://www.onehealthport.com/sso/register-your-organization

- A OneHealthPort HIE Participation Agreement
  – Does your organization have an agreement? Go to http://www.onehealthport.com/hie/participants
  – No agreement? Go to http://www.onehealthport.com/contracting

- Policies for use of mobile devices, designating individuals to access the Clinical Portal and assignment of CDR access roles for those users

What To Expect Of The Clinical Portal

- Approximately 2.2 million managed Medicaid patients

- There is about two years of claims data in the Clinical Portal. If clinical data is sparse for a patient, view claims data to help supplement clinical information

Login to the Clinical Portal

Clinical Portal Access Requires Multi-Factor Authentication (MFA)

What is Multi-Factor Authentication?

- Multi-Factor Authentication (MFA) adds another layer of security to verify a user's identity by combining two factors that identify an individual.
    - What the user knows (such as a username and password)
    - What the user has (such as a phone or tablet device that generates a token)
    - What the user is (such as a fingerprint, iris scan etc.)*

- Not all applications require MFA. Users will be prompted for MFA only when they try to access an application that requires MFA.

- Currently the Clinical Portal requires users to use Google Authenticator as the MFA.
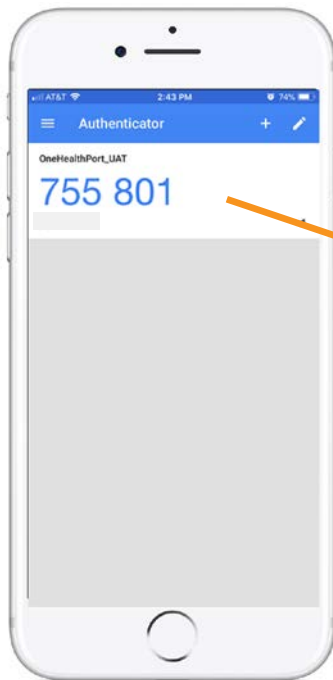
What is Google Authenticator?

- Google Authenticator is a free App that is downloaded to a user's mobile or tablet device that generates a six-digit passcode which must be provided in addition to the username and password to login.
    - The App is free and does not use cell phone minutes or data
    - Users do not need to create Google account

NOTE: Currently OneHealthPort does not use this type of identity verification to authenticate users.

Using Google Authenticator App

The Google Authenticator App links to the subscriber's OneHealthPort Single Sign-On (SSO) account and generates a unique 6-digit passcode. Enter the passcode from the device and click on "**Verify**" to gain access to the Clinical Portal

Mobile Device Policy Question

Does your organization currently have policies that would allow employees to use mobile devices for MFA?

- My organization <u>does not have</u> a policy that I am aware of <u>but I see no problem</u> in using my mobile device for MFA

- My organization <u>does not have</u> a policy <u>and we will need to institute one</u> before we can use mobile devices for MFA

- My organization <u>has a policy</u> and per the policy <u>I am allowed to use</u> my mobile device for MFA

- My Organization <u>has a policy</u> that would <u>prohibit me</u> from using mobile devices for MFA

- I am <u>unsure about my organization's policy</u> on use of mobile devices for MFA

Clinical Portal Demonstration

Question on Login

After seeing the login demo, In your opinion, how easy is it to use <u>Google Authenticator</u> to login?

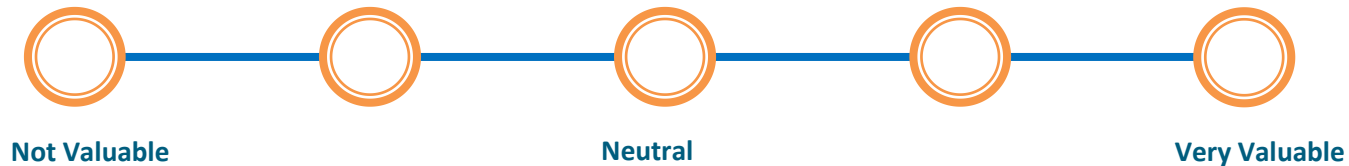**Difficult**   **Neutral**   **Easy**
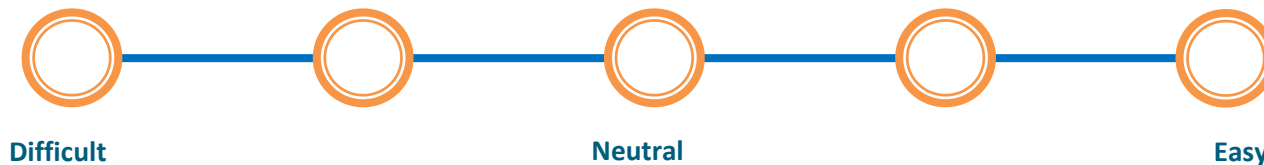
Patient Information

For your operations, how valuable is the data contained in the patient information page?

Not Valuable   Neutral   Very Valuable

Claims View

Is the Claims View of clinically relevant information (problems, procedures, medications and dental claims) valuable to your operations?

Not Valuable   **Neutral**   **Very Valuable**

Use of Clinical Portal

Do you think your organization would use <u>the Clinical Portal</u> for clinical /non-clinical workflows?

- Yes

- No

- Maybe

- Unsure

Use of Clinical Data Repository

Do you think your Organization would use the <u>data in the Clinical Data Repository (using queries/data extracts)</u> for clinical /non-clinical workflows?

- Yes

- No

- Maybe

- Unsure

Enhancements

For the following questions we want to introduce some enhancements we are considering for the CDR and the Clinical Portal. Please indicate for each enhancement how valuable the enhancement would be for your organizations' operations
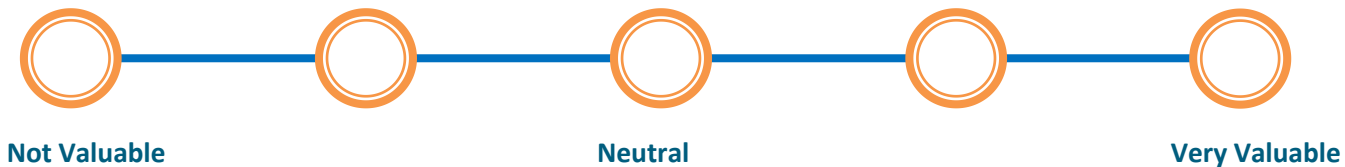
Value of Future Enhancement: PAMI

PAMI: a report that can be run on a patient which will provide the following data elements:

- Problems

- Allergies

- Medications

- Immunization

The report can be viewed through the Clinical Portal and printed.

How valuable would the PAMI report be for your operations?

Not Valuable   Neutral   Very Valuable

Value of Future Enhancement: Mental Health Claims Data

Addition of mental health claims to Claims View: The Claims View would have additional data on mental health claims (excluding substance use data) for a patient so that a medical health provider can get additional insight on the mental health of the patient

How valuable would the addition of mental health claims to the Claims View be for your operations?

**Not Valuable**   **Neutral**   **Very Valuable**

Value of Consolidated CDA

How valuable is the ability to query/view a Consolidated CDA that provides an <u>aggregated view of all data we have on a patient</u> across various submitted documents for a given timeframe (this would reduce the need to view various individual documents on the patient to piece together relevant information)?

Not Valuable   **Neutral**   **Very Valuable**
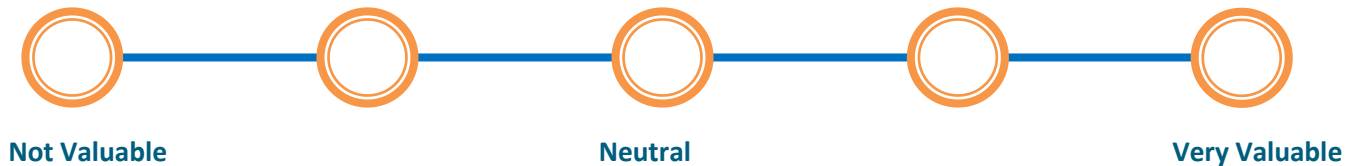
Value of Future Enhancement: PDMP data

How valuable would the ability to view (Prescription Drug Monitoring Program) PDMP data on a patient in the Clinical Portal be to your operations?

Not Valuable   **Neutral**   **Very Valuable**
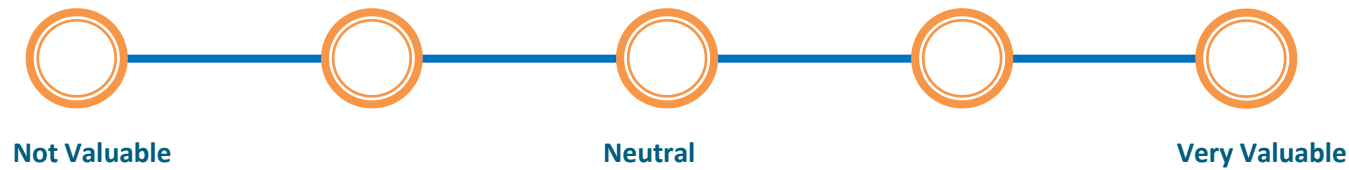
Value of Future Enhancement: DOH Immunization Data

How valuable would the ability to view <u>immunization data from Department of Health(DOH)</u> immunization registry on a patient through the Clinical Portal be to your operations?

Not Valuable   Neutral   Very Valuable
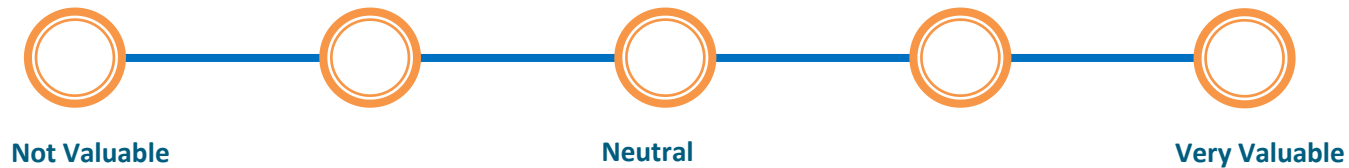
Clinical Portal Usability Effort (CUE)

IF your organization is willing to become part of the CUE and provide additional feedback on the Clinical Portal, please contact **Deb Hemler** at dhemler@onehealthport.com to schedule an on-site meeting

Questions

- **Feedback**
- **Next Steps**

Upcoming WACMHC Training

Lean Boot Camp: Office Hours
September 11| 12:00 – 1:00 pm
REGISTER HERE

Putting PCMH into Practice:
Care Coordination & Care Transitions (CC)
September 12| 12:00 – 1:00 pm
REGISTER HERE

Social Determinants of Health:
A Washington Roundtable for FQHCs
September 26| 8:30 am – 4:00 pm
REGISTER HERE

Please complete the evaluation at the end of this session.
Your feedback is appreciated!

Questions? Contact the WACMHC Practice Transformation Team at QualityImprove@wacmhc.org