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NEWS

Brooklyn HIX: Seamless workflow, incentives key to physician adoption

Channel: RHIOs/HIEs

Source: Patty Enrado, NHINWatch.com

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In late August, Brooklyn Health Information Exchange (BHIX) and InterSystems [announced](#) that physicians can access patient data from BHIX with one click on their eClinicalWorks electronic health record (EHR) system. Expect more announcements with other EHR systems.

BHIX has been working with the [Brownsville](#) Multi-Service Family Health Center, a federally qualified health center, and its medical director, Adam Aponte, MD, to provide the one-click connectivity through NextGen's EHR system to its platform, which is powered by InterSystems' HealthSare platform. It is also working with [Maimonides](#) Medical Center to [provide](#) the same service with the nonprofit

hospital's Allscripts EHR system.

Thus far, physician feedback has been positive. "The notion of having that ability to access BHIX's data while they are still in their EHR is very appealing, especially with meaningful use," said BHIX executive director Irene Koch. Given the time spent and the learning curve for EHRs, it's one less technology to have to tackle, she said. BHIX has rolled out the service to a larger clinic and is currently working on other sites where larger provider groups can use the one-click functionality at one time.

This functionality supports seamless workflow, but Koch says incentives are also a key component to gaining physician adoption and participation in an HIE or regional health information organization (RHIO). For BHIX, it's been the introduction of the New York State Department of Health's Medicaid Health Home Program, which [requires](#) Medicaid providers across the continuum of care to participate in a RHIO to enable the coordination of care and better workflow in exchange for bumped-up reimbursement.

"It [the program] assumes that a lot of providers will be meaningful users of EHRs," Koch explained, but it also includes many providers outside of primary care, which are the only ones eligible for the Medicaid & Medicare EHR Incentive Programs under the HITECH Act. In addition to PCPs, the Medicaid Health Home Program targets home-care providers, nursing providers, mental health providers, and case managers - "who circle around these very high-need patients and really do need to better coordinate care to make a quality of care and monetary impact," she said. The wide net of providers will specifically rely on RHIOs and HIEs to coordinate care.

[First Implementation of One-Click EHR Rolled Out on Brooklyn Health Information Exchange \(BHIX\)](#) BHIX is now providing breakthrough electronic health record (EHR) connectivity that is expected to dramatically speedup care delivery for BHIX clinicians. "The advanced functionality enables physicians to securely access patient records via the [InterSystems HealthShare](#)-based BHIX network directly from an eClinicalWorks EHR with just one click," said BHIX Executive Director Irene Koch. "This seamless interconnectivity..." [Read more >](#)

[Rhode Island Health Information Exchange Deployed on InterSystems HealthShare](#) currentcare®, Rhode Island's statewide health information exchange (HIE) and a service of the Rhode Island Quality Institute (RIQI), has initiated project rollout.... "East Side Clinical Laboratory is the first data-sharing partner in a statewide HIE project that will involve connecting hundreds of clinical practices...." said Gary Christensen, CIO and COO of RIQI. [Read more >](#)

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The program will zero in on HIV patients and patients who have mental health issues, multi-chronic illnesses and developmental disabilities. It specifically identified these areas in which improvements can make a significant impact across the board. Twenty percent of New York State's Medicaid population resides in Brooklyn, according to Koch.

New York State has been at the forefront of health IT investment, with its HEAL grants and State Health Information Network of New York (SHIN-NY), and its programs to reward coordination across different providers and payer involvement. BHIX has been a recipient of a HEAL grant, as was eClinicalWorks. The grant required eClinicalWorks, which has a significant footprint of Medicaid providers in the state, to make a connection with their providers and BHIX.

Currently, the one-click functionality works for querying history data from the RHIO. Koch envisions the evolution of value-added services related to connectivity within one's EHR system when standards for data transportation are finally adopted. BHIX offers other value-added services through its own front end, with both points of access designed to make it easy and intuitive for users. BHIX is set to roll out a new landing page that will make BHIX services even more intuitive for users, Koch said. Online training modules can be accessed from BHIX's center and users can get activated online. BHIX is also working on single sign-on activities, another method of easing workflow.

BHIX has implemented new functionality for subscriptions and event notifications that have been designed to support seamless workflow. The HIE can push out de-identified data within an e-mail notification that gets sent to the user's regular e-mail address. The e-mail alerts the user to go to the BHIX site to check relevant information. "That's something that's gotten incredibly enthusiastic feedback," Koch said. "By sending the information to their blackberry or iPhone, it made BHIX come alive for them. They understand that it's not a stretch to bring the services that we're offering into their regular workflow, their device of choice."

Early on, BHIX understood the connection between workflow and adoption, Koch said. While completeness of data and services are important, workflow is critical. "We have increasingly focused on that as we've matured," she said.

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