



## Mass Hiway Newsletter

August 2019

For more information, visit [www.masshiway.net](http://www.masshiway.net)  
Refer a colleague to sign up for the newsletter [here](#)

### Hiway Spotlight Story - North Shore Community Health



**NSCH**  
NORTH SHORE COMMUNITY HEALTH

North Shore Community Health, Inc. (NSCH) is comprised of three family practice sites and two school-based sites offering a variety of services to community members and students, with a sliding fee scale based on family size and income. NSCH was interested in improving the

process of exchanging important medical forms with their trading partners, and approached the Mass Hiway to provide Hiway Adoption and Utilization Support (HAUS) services to aid them in achieving this goal. The HAUS team connected NSCH with Sports Medicine North, a specialized care organization that agreed to work with NSCH to improve the workflow between the two practices.

NSCH and Sports Medicine North frequently exchange referral and progress notes between their organizations. The previous workflow relied on faxes being sent back and forth, which was time-consuming. This often led to delays in closing the referral loop and in patient care. To combat these delays, NSCH and Sports Medicine North developed a new process of sending documents using secure Direct Messaging. With HAUS assistance, they were able to eliminate the need to send faxes as they transitioned to a completely electronic workflow. The new workflow reduced the need for administrators to physically look up the correct patient's file and then manually enter information from the fax, as everything is now sent and received electronically.

[Full Story](#)

### Attestation Deadline was July 31<sup>st</sup>, 2019

All Acute Care Hospitals, Large Community Health Centers, Large and Medium Medical Ambulatory Practices, and Small Community Health Centers in the Commonwealth of Massachusetts were required to submit an Attestation Form **by July 31, 2019** explaining how they had met the requirement to connect to the Mass Hiway in accordance with 101 CMR 20.00 (also known as the [Mass Hiway Regulations](#)).

**The July 31, 2019 deadline has passed**



**Acute Care Hospitals** should have submitted their Year 3 Attestation Forms.



**Large Community Health Centers and Large and Medium Medical Ambulatory Practices** should have submitted their Year 2 Attestation Forms.



**Small Community Health Centers** should have submitted their Year 1 Attestation Forms

Even though the deadline has passed, the Hlway urges all Provider Organizations with a connection requirement to make a submission.

[Online Attestation and Exception Form](#)

[Detailed Information and Instructions](#)

If an organization did not fulfill its Hlway connection requirement by **January 1, 2019** and is not able to complete the Attestation Form, an authorized representative of the organization must complete an [Exception Form](#).

[Attestation and Exception Form Instructions and Preparation Resources](#)

Additional resources:

[Webinar: Connection Requirements and Attestation Forms](#)

[Webinar: Improving Care Coordination by Using Mass Hlway Direct Messaging](#)

[Webinar Slides \(PDF\)](#)

[Webinar Slides \(PDF\)](#)

**For more information:**

[Hlway Connections Map](#)

[HIE Toolkit](#)

[Hlway Adoption and Utilization Support \(HAUS\) Services](#)

## Process Improvement Workshops

Join the Mass Hlway and the Massachusetts eHealth Institute (MeHI) for a free Process Improvement Workshop to improve Health Information Exchange (HIE), Meaningful Use (MU), or other clinical care practices. MeHI will present practical ideas for effective team-building, coaching, understanding perspectives and personality traits, facilitating process-mapping, and other process improvement and change management topics.

The goal of the workshop is to provide you with broadly applicable tools to improve your HIE and MU practices and



workflows. The content is people- and process-oriented, and only touches lightly on technical aspects. You'll engage in discussions to share your own experiences, team-building activities to get to know the other participants, and hands-on exercises to select and address process challenges

Each Process Improvement Workshop consists of **two in-person sessions** presented at MeHI's Weiss Conference Center in Westborough, MA. A light breakfast and lunch will be served.

The first session prepares you for the second, so we advise you to attend both sessions. We also encourage you to attend with multiple people from your organization.

### September Workshop

Friday, September 13th 9:30am- 3:00pm and Friday, September 27th 9:30am- 3:00pm

[Register Here](#)

## Learning Collaborative on Query HIE



This fall, MeHI will host a Learning Collaborative focused on Query HIE, which uses the query-based exchange method to query (search) and retrieve patient information that was made accessible by other care providers. Query HIE is available from many EHR vendors, often in collaboration with the Commonwell and Carequality initiatives.

We are seeking participants from a variety of settings to offer their perspectives on Query HIE. We invite representatives from organizations that currently use

Query HIE, and organizations that don't use it yet, but are interested in learning more about it.

The Learning Collaborative consists of two in-person sessions at our Westborough location. We will provide an overview of Query HIE and how it can be used, and discuss challenges related to issues like document types and patient consent.

Out of these discussions of real world issues, we plan to create several work products to help guide future discussions and decisions about Query HIE, such as workflow diagrams, FAQs, and/or best practices.

Friday October 4th and Friday November 8th

9:30am-3pm

[Register Here](#)

[Complete OPTIONAL pre-workshop survey here](#)

## Useful Webinars

[HAUS Services](#)

[2019 Connection Requirements and](#)

## Attestation Forms

[Hlway Adoption and Utilization Support \(HAUS\)](#) Services are provided by EOHHS through the Mass Hlway. The goal of HAUS is to help organizations implement HIE and leverage secure Direct Messaging to share healthcare information, such as discharge summaries, summaries of care, and referrals.

**Target audience:** Providers who need to meet the 2019 Hlway requirement, MassHealth Accountable Care Organizations, Community Partners, and Community Service Agencies.

[HAUS Services Webinar recording](#)

[HAUS Services Webinar slides \(PDF\)](#)

Learn about the specific connection and attestation requirements your organization will need to meet in 2019.

**Target audience:** Providers who need to meet the 2019 Hlway Connection Requirement. This includes all Acute Care Hospitals, all Community Health Centers, and Large and Medium Medical Ambulatory Practices.

[2019 Connection Requirements and Attestation Forms Webinar recording](#)

[2019 Connection Requirements and Attestation Forms Webinar slides \(PDF\)](#)

## HIT Council Meeting

The HIT Council meeting was held on August 5, 2019. Council members presented an attestation update, with a timeline for the Hlway connection requirements and year each provider organization group must connect to the Hlway. Improvements to the attestation process were also discussed, including updates to the forms and enabling of web form submission.

Other topics covered at the meeting included a Hlway 2.0 migration and 1.0 shutdown update. 252 participants have completed migrating a total of 316 connections to Hlway 2.0. As of June 14, 2019, Hlway 1.0 has been shut down. The council gave an update on the market-based ENS initiative. Tufts Medical Center presented a Hlway success story, where they are now sending Discharge Summaries automatically via the Mass Hlway to Circle Health.

[August 5 meeting presentation slides](#)

The next HIT Council meeting will be November 4, 2019, from 3:30-5pm at One Ashburton Place in Boston.

## HIT in the News

**FierceHealthcare**  
A FierceMarkets Publication

[DirectTrust hits milestone](#) of 1B messages exchanged; developing instant messaging standard

**HIT**  
CONSULTANT

[Interoperability](#): why health systems need to integrate their digital stack

[ClearData](#) SaaS platform helps track patient data in public clouds



[One third](#) of health systems still struggle with interoperability



[Cerner](#) launches learning health network to boost EHR data insights



[KLAS](#): Cerner and MEDITECH expense lags behind EpicCar in customer satisfaction

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