



Mass Hiway Newsletter

November 2018

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

HIT Council Updates

The Health Information Technology (HIT) Council meeting was held on November 5, 2018. The agenda included the following items:

- Mass Hiway Program Director Introduction
- EOHHS Event Notification Services Initiative Update
- Hiway 2.0 Migration Update
- Hiway Connection Requirement
- HIE Success Story: Behavioral Health Network

[View the full presentation](#)

Need a Refresher?

The Mass Hiway provides a mechanism for the Commonwealth's entire health care community—including providers, public health officials and others—to have appropriate access to health information.

The Hiway provides crucial services to healthcare centers across the state. Check out the Hiway 101 webinar to learn more about what the Mass Hiway can do for your organization.

[Webinar: Why the Mass Hiway?](#)

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

HIE Success Story



Upham's Corner Health Center (UCHC) is a community health center dedicated to providing comprehensive and personalized care to all patients. UCHC recently identified a bottleneck in services when sending referrals from the primary care providers at UCHC to Boston Children's Hospital (BCH) and other health systems outside UCHC's primary referral network. To combat the issue, the health center implemented a new project using the Mass Hiway to securely communicate and exchange information with facilities that have different

Electronic Health Record (EHR) systems. The goal of this project was to exchange medical records electronically via new communication workflows. This would ensure that patients make and keep specialist appointments as needed, and that reports from the specialists are received and saved in the patients' charts.

UCHC tested these new workflows with their pediatric department. This small scale implementation allowed for greater control and the ability to change and alter the workflows as needed to determine best practices for the future roll-out to other departments.

Implementation was successful, as UCHC exceeded its goal. The target was for 40% of referrals sent to BCH to be followed by a clinical note sent back to UCHC through the Mass Hlway. At the end of the three month measurement period, UCHC determined that 53% of referrals were handled in this manner.

Looking forward, UCHC plans to deploy these new workflows in additional departments, as the pilot testing period with the pediatric department proved successful.



MeHI, the Massachusetts eHealth Institute at MassTech, promotes Health IT progress and success that is happening throughout the Commonwealth to showcase strategies and best practices.

[Read the full story](#)

RFI Notice for ENS

To leverage the existing Event Notification Services (ENS) available in the market, the Executive Office of Health and Human Services (EOHHS) has issued a Request for Information (RFI) to gather information to help develop a market-led approach to ENS. EOHHS envisions the creation of a market-led ENS approach with a certification program for ENS vendors. The goal of the RFI is to explore ways to make all Admission, Discharge and Transfer notifications (ADTs) available to all certified ENS vendors. This approach aims to enable the vendors to further innovate their services to improve care coordination.

EOHHS has long recognized the benefits of expanded ENS to all providers in the care continuum to best serve patients. On February 2018, EOHHS originally issued a Request for Responses (RFR) to procure a vendor to develop a state-operated ADT repository with an option to operationalize ENS services.

RFR respondents highlighted the advances made in the healthcare provider community's adoption of ENS services. Assessment of the proposals revealed that the ENS vendors gained significant market penetration with Acute Care Hospitals, as well as robust adoption by other providers. The advanced options being used in the market rendered the creation of a state-operated ADT repository and ENS services a duplicative effort.

Accordingly, EOHHS is pursuing a market-led approach to ENS which will leverage the existing ENS marketplace to make ADTs available to all providers on a more expedited timeline. EOHHS has replaced the original RFR with a new RFI in an effort to collect stakeholder feedback and information pertaining to the proposed new approach to ENS.

View the RFI [here](#).

HAUS Webinar Recording

Hlway Adoption and Utilization Support (HAUS) Services are provided by EOHHS, through the Mass Hlway. The HAUS Services were designed to aid Accountable Care Organizations, Community Partners, and Community Service Agencies to meet the electronic Health Information Exchange (HIE) requirements included in their contracts with EOHHS. HAUS Services are provided by Hlway Account Managers, who will act as a resource to your staff to:

- Enroll your organization in HAUS;
- Provide project management to implement HIE and train the staff in optimizing the use of HIE;
- Identify a high value HIE Use Case and the related trading partner organizations;
- Develop a project plan and charter to manage the HIE Use Case implementation from start to finish;
- Help identify and oversee a project team across the organizations that will exchange information;
- Facilitate ongoing meetings, calls and emails among the trading partner organizations and vendors; and
- Provide workflow improvement training, so the HIE technology can be effectively utilized by the staff.

Webinar Recording

Webinar Slides (PDF)

Update: Hlway 2.0 Migration

The Hlway 2.0 migration is progressing. If you haven't initiated your migration, please do so as soon as possible. Time is running out as Mass Hlway 1.0 will be discontinued in early 2019.

Mass Hlway participants need to initiate their migration by sending a completed Declaration of Identity (DOID) Form and Healthcare Organization (HCO) Form. Visit the [Hlway 2.0 Migration website](#) for an overview of the process, with instructions for these forms.

For more information and instructions:

Hlway 2.0 Migration Webinar

Hlway 2.0 Tutorial for Completing
Required Forms

If you have questions about the Hlway 2.0 migration process or completing the DOID and HCO forms, please email us at Hlway2.0migration@state.ma.us.

Mass Hlway to Implement Provider Directory 2.0

The Provider Directory (PD) 2.0 contains Direct addresses for both in-state and out-of-state care providers. Through your Hlway 2.0 connection you will be able to exchange Direct messages with a national network of providers.

PD 2.0 is based on the industry standard "HPD" format and comes with enhanced search tools and usability features, making it easier for you to find the Direct address of other providers. As a Hlway participant you will be able to add and update your own Direct addresses to PD 2.0 by submitting simplified import templates. This will make your Direct addresses accessible to all providers listed in PD 2.0, so they can securely contact you as well.

To enable the migration of the existing provider data from PD 1.0 to PD 2.0, the Mass

Hlway has frozen all updates to PD 1.0. Any new contact information updates submitted by Hlway participants will be imported directly into PD 2.0. In the meantime, PD 1.0 will remain available in its current state until the transition to Hlway 2.0 has been completed. In the near future, Hlway participants who already migrated to Hlway 2.0 will be asked to prepare PD 2.0 import files with their current contact information. These files will be used to update their listing in PD 2.0. We will also establish a scheduled process for submitting timely updates going forward. This process will be extended to the remaining Hlway 1.0 participants as they migrate to Hlway 2.0.

Please watch for updates on the progress of the PD 2.0 implementation in the weeks ahead. You can also contact us at MassHlwaySupport@state.ma.us with any questions.

2019 Connection Requirement

For 2019, the [Mass Hlway Regulations](#) (101 CMR 20.00) require all Acute Care Hospitals, all Community Health Centers, and Large and Medium Medical Ambulatory Practices to connect to the Mass Hlway. These organizations must meet the requirements by January 1, 2019, and must attest that they met the requirements by July 1, 2019.

Large Community Health Centers and Large and Medium Medical Ambulatory Practices are entering the Year 2 connection requirement and must implement a Provider-to-Provider Communications use case. The following resources can help your organization implement a care coordination use case with a trading partner and be prepared to meet this requirement:

Care Coordination Webinar
Recording

HIE and Mass Hlway Care
Coordination Webinar
Recording. Click [here](#)
for
the PDF

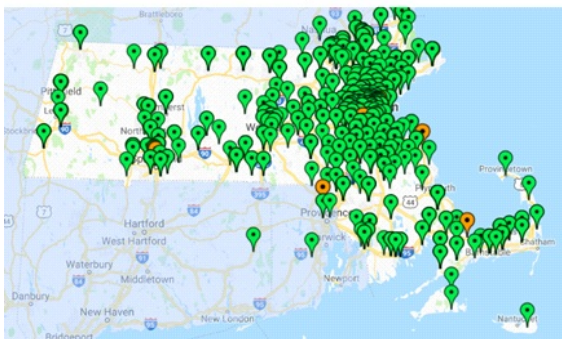
HIE Toolkit

[HIE Toolkit](#) with Use Case
Development Tools and
Examples

Hlway Adoption Utilization and
Support (HAUS) Services

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

New Mass Hlway Enrollments and Connections



September 21– October 20, 2018

Enrollments:

- Kids' Health, LLC

Connections:

- Greater Lynn Senior Services, Inc.

Visit the interactive
Hlway User Map [on our website](#)

HIT in the News

Healthcare Infrastructure
Security Frameworks
Support Innovation

Infrastructure, committee
changes are health IT focal
points as congressional
power dynamics shift

Accountable Care
Organization EHR, HIE Use
by the Numbers

Mass Hlway | masshiway@state.ma.us | www.masshiway.net
Executive Office of Health and Human Services
Commonwealth of Massachusetts
100 Hancock Street
Quincy, MA 02171

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