In 2014, MN received a Testing Experience and Functional Tools (TEFT) grant from the Centers for Medicare and Medicaid Services (CMS)

Other states participating: AZ, CO, CT, GA, KY, LA, MD, NH
PROJECT DELIVERABLES

1. Demonstrate use of an **untethered Personal Health Record (PHR)** system with beneficiaries of CB-LTSS

2. Identify, evaluate and test an **electronic Long Term Services and Supports (e-LTSS) standard** with the Office of National Coordinator’s (ONC) Standards and Interoperability (S&I) Framework Process

3. Field test a **beneficiary experience survey** within multiple Community-Based Long Term Services & Supports (CB-LTSS) programs for validity and reliability

4. Field test a modified set of Functional Assessment Standardized Items (FASI) measures for use with beneficiaries of CB-LTSS
#1. PHR FOR LTSS: WHY A PHR?

- Improved Care Coordination
- Improved Care Transitions
- Improved Data Sharing and Analytics

Person-Centered Care

Health Information Technology (OHIT & SIM)
GOAL

Prove we CAN share information from DHS systems in a way that is:

- **Accessible**
  - For seniors
  - For people with disabilities

- **Useful**
  - For beneficiaries/legal representatives
  - For case managers

- **Securely Available**
  - Where beneficiaries access the Internet
  - Through a mobile-first platform
OVERALL PROJECT UPDATES

- Segmented project into eight* “Waves”

*Project extended from 4 to 5 years by CMS

We are here
WHAT WE’VE DONE - COLLABORATIVES

- Contracted with two local PHR Community Collaboratives
- Tested PHR with beneficiaries and Case Managers in these areas
Established contract with PHR vendor – RelayHealth
Established data sharing agreements
Recruited beneficiaries, case managers and providers to participate in demo
Created accessible training materials for users
Provided training/onboarding to Case Managers/Providers
Provided training/onboarding to Beneficiaries/legal reps
- Created an “Aggregator” that does the following on a daily basis:

1. Checks to see if info about beneficiaries has changed in source systems (MMIS, MAXIS)

2. If information has changed, the Aggregator:
   1. Puts relevant information into HL7 format ADT message
   2. Automatically creates an accessible .pdf “Profile Page”
   3. Pushes the information in two ADT messages into the PHR
   4. The PHR informs the beneficiary that their PHR has been updated.
DATA AGGREGATOR

Data and Document Transformation and Transmission to the PHR

DHS Internal Systems
- MMIS Database
- SMI Database
- MAXIS Database

MN.IT@DHS PHR System
- Get Specific Data Fields for Beneficiary List
- Assemble Data Fields into Summary Document as PDF
- Copy Specified Data Fields to User Interface
  - Name
  - Address Info
  - Phone Number
  - Date of Birth
  - Gender

Relay Health PHR
- PnR (XDS.b) Message
  - PDF Summary Document in PHR
  - Beneficiary LTSS Profile Page
- ADT Message
  - Display Specified Fields in PHR per PHR Native Format
Heads Up! To complete your profile, verify your email address.

**Health Records**
Lab results, medications and more

**Messages**
Message your Providers or Care Team

**Download My Data**
Export or Download Health Data

**Additional Services**
Pay bills and other services
# PHR FOR LTSS: DESIGN ITERATIONS

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<tr>
<th>Document</th>
<th>Source</th>
<th>Date Processed</th>
<th>Service Date</th>
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MOBILE INTERFACE

Mr. Tom L. Gossett's Providers

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</table>

RelayHealth
Long Term Services and Supports Profile Page

Beneficiary Information
Name: James L Gibson
Address:
1524 Oak Avenue
Apt #25
St. Paul, MN 55164
Date of Birth: 04/06/1950
Age: 66
Gender: Male
Primary Language: Not Available
Phone Number: 444-444-1212
Authorized Representative:
Lisa R. Gibson

Waiver Program
Waiver: Community Access for Disability Inclusion (CADI) Waiver
Begin Date: 1/1/2017
End Date: 12/31/2017

Financial Officer
Name: John Smith
Employer: Otter Tail County
Phone Number: 555-555-1212

Financial Worker
Name: Mary Jones
Employer: Otter Tail County
Phone Number: 555-555-1212

*Estimated Annual Eligibility Reassessment Date: 10/31/2017

Note: This summary is provided by the MN Department of Human Services for informational purposes only. Please contact your Case Manager if you have questions about this information.

Data matches DHS systems as of March 22, 2017
USER FEEDBACK

Bene/Legal Rep Focus Group

Provider/Case Manager Focus Group

Lewin Survey through PHR Message
#2. ELTSS STANDARD

- HIE requires standardization of Long Term Services and Supports (LTSS) data
- Office of National Coordinator (ONC) Standards & Interoperability (S&I) Framework is leading this effort
- Otter Tail PHR Collaborative has identified 123 fields they will test sharing among themselves
ELTSS STANDARD – WHAT WE’VE DONE

- Led 9 org’s (15 settings) to identify their important data elements
- Identified & prioritized most important data elements available in their HIT systems
- Developed & implemented OTC eLTSS Data Sheet
- Analyzed Minnesota CSP and CSSP data elements, solicited provider feedback & worked with the ONC to represent them in the Core Dataset
- Achieved secure exchange (through an HIE) of the OTC eLTSS Data Sheet between providers
MN ROLE IN CREATING ELTSS STANDARD

- MN’s CSP/CSSP is being used as a source document for eLTSS Standard
- Participant in Georgia’s work to finalize eLTSS standard to ONC
#3. EXPERIENCE OF CARE

What We’ve Done:

- Completed Round One Surveys in 2014
- Exceeded goals for completed surveys in Round One
- Effectively communicated purpose and results of Experience of Care Round One to stakeholders
#4: FUNCTIONAL ASSESSMENT STANDARDIZED ITEMS (FASI)

Tool for testing a few Functional Assessment Standardized Items:

- 11 Page instrument
- Performed in person by Vital Research staff
- Participating to see if there are ways we could improve asking MnCHOICES questions
TEFT DELIVERABLES
SO WHAT ARE TEFT’S DELIVERABLES?

- A PHR for Beneficiaries, Case Managers and Providers that’s populated with data from MMIS?
- An “aggregator” that pulls data from MMIS and pushes it to an external party using HIT standards?
- A draft national (Office of the National Coordinator) standard for exchanging LTSS data electronically?
- A prototype state (community) standard for exchanging LTSS data electronically between LTSS providers?
- Progress on a new MMIS Enterprise Service Bus (ESB)?

Well, Yes... and No
Many of the project’s grant objectives were tangible deliverables
- The PHR, the Aggregator, the eLTSS standard(s) and MMIS ESB work

However, the core TEFT deliverables for DHS from this effort are the knowledge, experience, skills and relationships built throughout the grant period!

TEFT worked directly with beneficiaries, providers and agencies for years throughout the grant, gaining key real-world insights

This project has always been a “demonstration” project to build DHS awareness and competence on a variety of critical (and timely) topics important to our ability to deliver person- and family-centered services

DEPARTMENT OF HUMAN SERVICES
KEY TEFT-DHS HIT LESSONS

- **Beneficiaries and technology**
  - TEFT has worked extensively with beneficiaries (especially EW) and family/caregivers/legal reps to understand how they use technology; focus groups were run to develop person-and-family-centered input
  - DHS should leverage this experience for beneficiary-facing systems

- **External industry/vendor solutions**
  - The DHS EAS has best-in-class Provider Directory and Master Patient Index (MPI) technology; new solutions could leverage the technology being used by EAS

- **Internal systems innovations**
  - TEFT developed electronic system “pushes” of data that changes in MMIS (Aggregator and MMIS ESB work)

- **Legal issues, including data sharing, privacy and consent**
  - TEFT worked at length with DHS legal to understand data sharing and privacy requirements; experience with data sharing, consent and C2S would be useful
  - Experience with state/regional/national consent/data sharing legal frameworks
Experience with electronically enabling coordination of care and services

- Care/services coordination in the health care space are common and use health industry standards; multiple efforts are part of TEFT (or are under consideration, such as OCP) that facilitate communication between providers and agencies.
- TEFT has been working with SAMHSA on their Omnibus Care Plan (OCP) project; opportunity to review their work-in-progress to gain insights on care plans shared collaboratively among providers.

Skills and experience with data sharing and interoperability

- Data sharing requires health interoperability technologies; the TEFT PHR and eLTSS effort, at its core, are intended to improve service delivery to beneficiaries (and their families) and coordinate efforts between the beneficiary, service providers and other agencies.
- Secure communication to all parties requires interoperability standards and solutions; leverage knowledge gained by the TEFT team.
Secure messaging and automated notifications
- TEFT developed electronic system that “pushes” data from MMIS to an external party using HIT standards
- TEFT has also been key in the development and launch of the Encounter Alert Service (EAS), which sends notifications based on provider encounters and events
- TEFT is also very familiar with Direct secure messaging, which can support secure communication with providers (both from/to DHS, and among providers) in both an on-demand or automated manner.

Experience with healthcare industry standards and technologies
- Potential for applying Data Segmentation for Privacy (DS4P) to augment DHS internal system role-based security
- First in the nation to model the ONC’s eLTSS standard in HL7’s Fast Healthcare Interoperability Resources (FHIR)
- Ex. ADTs, CCD, C-CDA, XDS.b and, of course... LOINC and SNOMED
HOW TEFT HAS INFORMED HIT OPPORTUNITIES
SIM/TEFT LESSONS AND COLLABORATION

- Axway Upgrade to allow automated SFTP capabilities
- Encounter Alert Service
- Consent Management/Data Segmentation
- MMIS to Enterprise Service Bus (ESB)
- Investigating SMD 16-003 opportunities such as:
  - Provider Directories
  - Secure Messaging: with an emphasis on partnering with DirectTrust
  - Encounter Alerting (ADTs)
Contact TEFT Project Manager Tom Gossett

- tom.l.gossett@state.mn.us
- 651-431-2601