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NEW YORK eHEALTH COLLABORATIVE

NEW YORK STATE Department of Health

Statewide Health Information Network for NY (SHIN-NY) Overview

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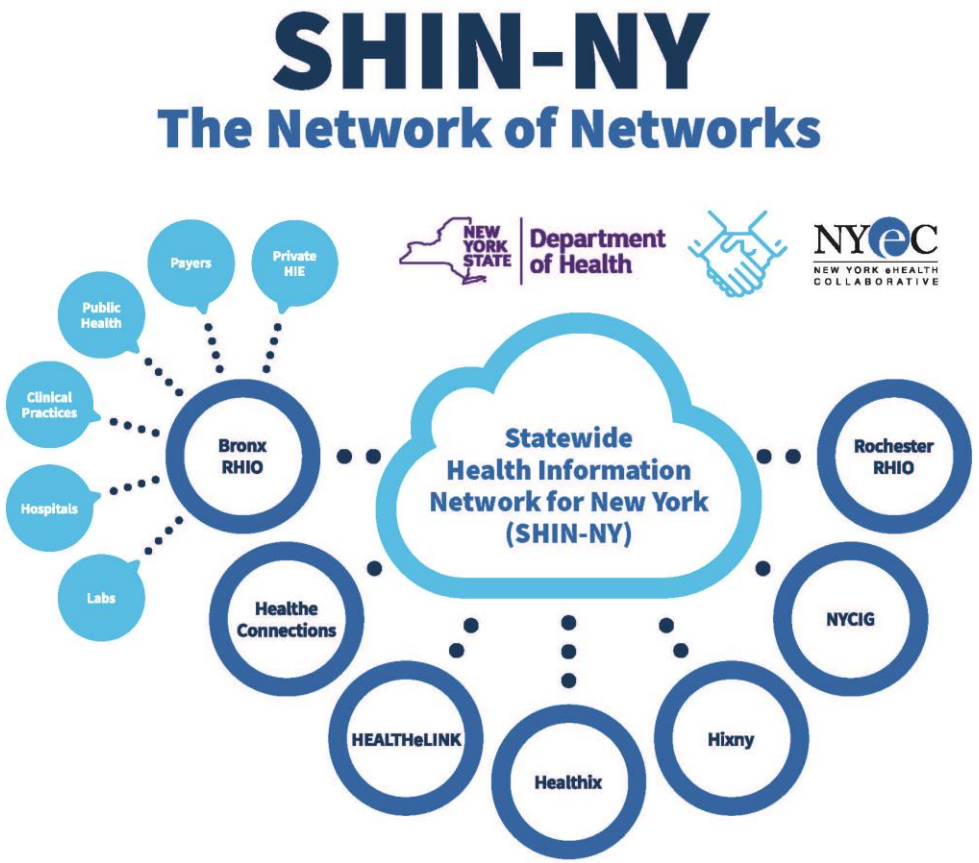
The SHIN-NY in a Nutshell

- A secure network for sharing electronic clinical records
  - The SHIN-NY consists of regional RHIOs (also known as QEs) which are the backbone of the SHIN-NY, providing the services that make secure, vital access to a patient's health information possible statewide.
- Records are accessed and exchanged securely between healthcare providers with appropriate consent
- Patients decide which entities can access or see their records
- Efficient access to clinical records helps providers better manage patient care
- The SHIN-NY can help reduce healthcare costs, improve healthcare coordination, and increase the quality of care for patients in New York State



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How Does a QE Connect Providers Today?

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Current Core Services Delivery and Participation

OVER 69 MILLION
Alerts Delivered

OVER 24 MILLION
Patient Record Returns
(Via EHR & Clinical Viewer)

*Minimal data contribution due to not being traditional Meaningful Use providers; vast majority only have access to clinical viewer

100% of Hospitals

67% of Diagnostic and Treatment Centers

57% of Physician Practice Sites

78% of Certified Home Health Agency*

82% of Residential Healthcare Facility – SNF*

79% of Hospice*

Data as of August 2019

The SHIN-NY Core Services

Since March 2015, all RHIOs must provide the following **Core Services** to Participants:

1. Statewide Patient Record Lookup*
2. Statewide Secure Messaging (Direct)*
3. Notifications (Alerts / Subscribe and Notify)*
4. Provider & Public Health Clinical Viewers*
5. Consent Management
6. Identity Management and Security
7. Public Health Reporting Integration
8. Lab Results Delivery*

No charge for these services beyond initial setup

SHIN-NY value studies, whitepapers, videos and other resources:
http://www.nyehealth.org/shin-ny/value-of-hie/

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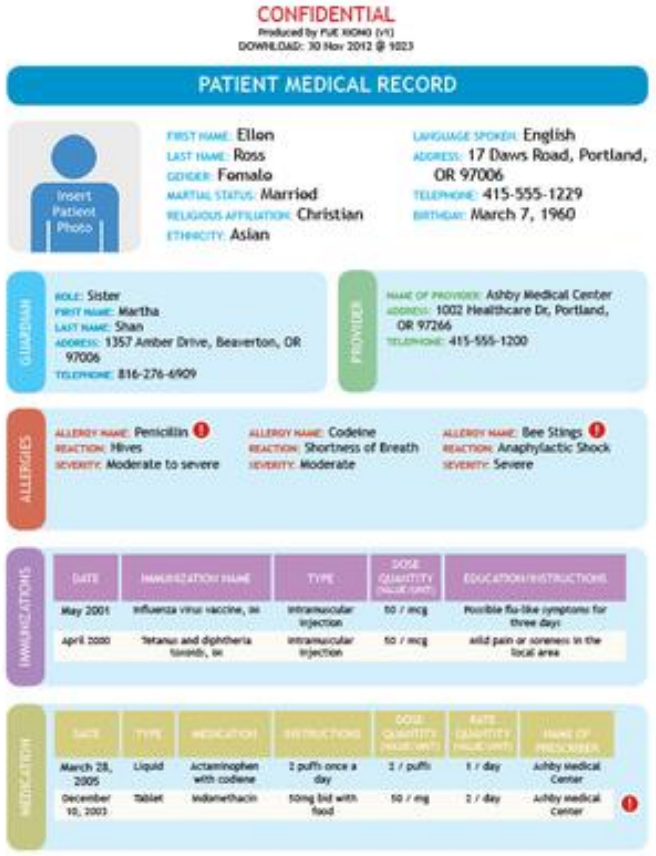
Patient Record Look-Up

Patient record look-up allows healthcare providers to retrieve individual patient records from both the **local QE** and **across the statewide network** after receiving consent from the patient.

This service makes information available to providers accessing the SHIN-NY via third party software (EHRs) and QE-provided clinical viewers.



Capabilities:

- Search for existing patient records across all QEs
- Search within a QE's clinical viewer
- Search within third party software (EHR) supported by the QE

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Statewide Secure Messaging (Direct)

Secure Messaging gives clinicians the ability to securely and seamlessly exchange authenticated, encrypted clinical data with one another. Direct messaging pushes health information from a sender to a known receiver, similar to how an email or fax is pushed from one endpoint to another. A provider is able to receive information about his/her patient from another provider in the network or another network connected to a provider.

Capabilities:

- Generate messages and/or documents to be sent to another provider
- Send messages, with or without attached documents, directly and securely to an Authorized User or list of users
- Look-up intended recipients in a Provider Directory / Master Clinician Index
- Request and receive messages and/or documents from other QEs for delivery to a secure Direct address
- Allows for providers to receive messages who may not have access to EHR via a web-based interface

Notifications (Alerts / Subscribe and Notify)

Alerts allow providers to subscribe to real-time events, giving providers ability to receive notifications related to their patients. Through these notifications, providers and care managers can help their patients stay out of the hospital through better management of their care on an outpatient basis.

Capabilities:

- An authorized user can subscribe to notification feeds related to the following events at minimum; other events may be available for a given QE:
  - ER admit, ER discharge
  - Inpatient admit, Inpatient discharge

Now available statewide – Cross QE Alerts

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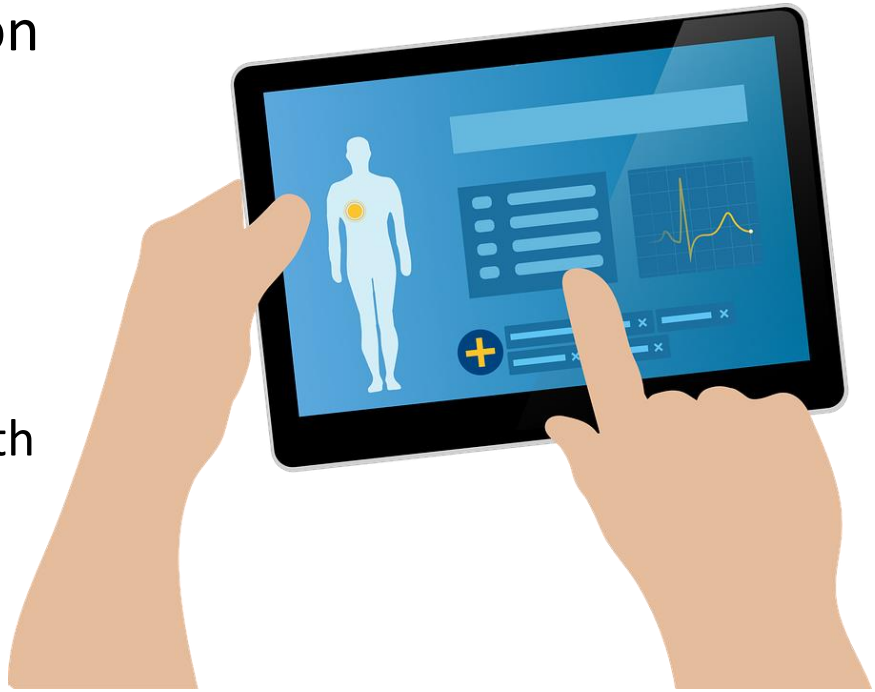
Provider & Public Health Clinical Viewers

A clinical viewer allows providers to search for records for an individual patient across all data sources (as defined by patient record lookup requirements) based on demographics, MRN or other patient identifying information. The clinical viewer is web-based, which eliminates the need to integrate with EHRs.



Capabilities:

- View a history of demographic and clinical records associated with a patient to the extent QE has such data:
  - Patient contact, demographics and insurance coverage
  - Patient consent from within the local QE community, as required
  - Encounter history and summaries
  - Vital signs, diagnoses, allergies and medications
  - Lab and radiology reports

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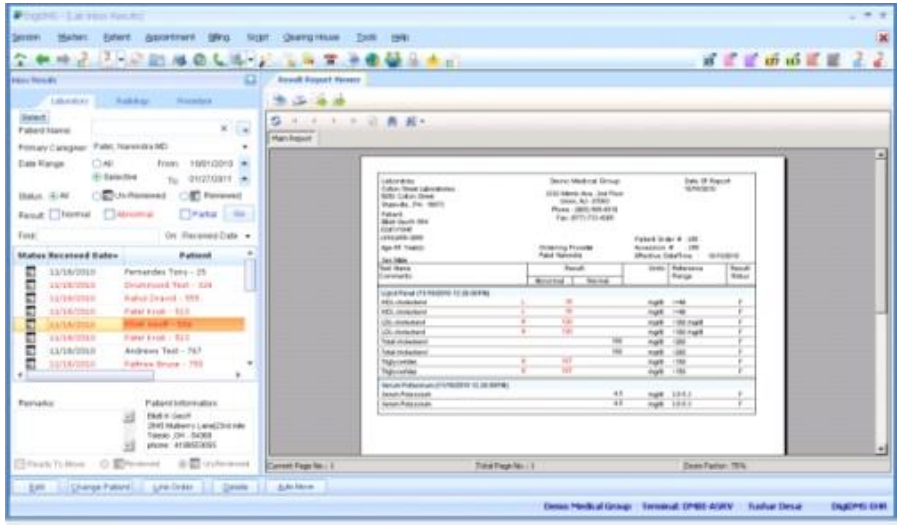
Results Delivery

This service allows for the delivery of diagnostic results and summary reports back to ordering providers and others designated to receive results.



Capabilities:

- Receive diagnostic results and summary reports for laboratory tests and radiology tests from laboratories and diagnostic centers and other facilities that have arranged to have the QE route results on their behalf
- Receive results when the Authorized User is the ordering provider or has been listed in the order to receive copies of results

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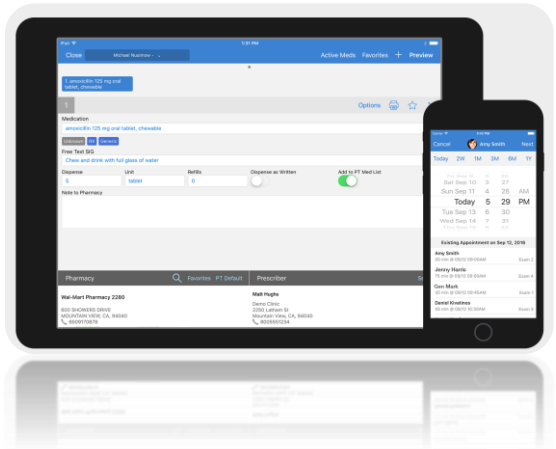
QE Value-Added Services… Just A Sampling

Health Data Analytics
&
Population Health



Patient Portals

Image Exchange
(diagnostic quality
images and reports)

Advanced & Custom Alerts
(incarceration, lab values,
diagnosis specific)

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What is the Consent Model for Health Information Exchange via the SHIN-NY?

New York State is an Opt-In state. That means patients must specifically affirm their desire to have their data accessed in the SHIN-NY. This is referred to as **affirmative consent** and is required for non-emergency treatment. Patient consent is not required for the provider to load data to the QE.

In New York State there are two levels/forms of consent:

- **Level 1** consent which allows access to patient health information (PHI) by QE Participants for the purpose of ***treatment, quality improvement, care management,*** and ***health insurance coverage reviews***
- **Level 2** consent which allows access to patient health information by QE Participants for all other uses outside of those defined in Level 1 consent. This might include such uses as payment (i.e. payment authorization for health services provided), marketing, and research
- Consent for Level 1 access and Level 2 access require separate consent forms.

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Let us help offset the cost of connecting to the SHIN-NY

Data Exchange Incentive Program (DEIP) provides up to $13,000 per organization to connect to a QE and contribute clinical data

Data Exchange Incentive Program (DEIP)

DEIP was established by the New York State Department of Health (NYSDOH), with support from the Centers for Medicare & Medicaid Services (CMS), to increase HIE adoption across the state by helping to defray the cost for an organization when connecting to their local QE

Milestone 1 $2,000 per organization	Milestone 2 $11,000 per connection
Attest to enrolling in DEIP: - Be a QE participant - Commit to meeting Milestone 2 requirements by 9/30/2020* *as long as funding is not exhausted before this time	Attest to the following: • Have the ability to receive a summary of care document in C-CDA • Have established a connection to the QE and be contributing required clinical data in CCD or C-CDA format as per the program requirements • Attestation must occur within six post connectivity/data contribution go live

Eligibility

- MU providers, Article 28 DTCs and SNFs***, Article 36 Home Care Agencies***, Article 40 Hospices & BHOs (OMH, OASAS or HCBS)
- Organizations must accept Medicaid (FFS, Managed Care, or HARP)
- Organization must NOT have received payment from any source for similar HIE activities (i.e. TCPI, DSRIP/PPS- supported PCMH, MU, DEIP, etc.)

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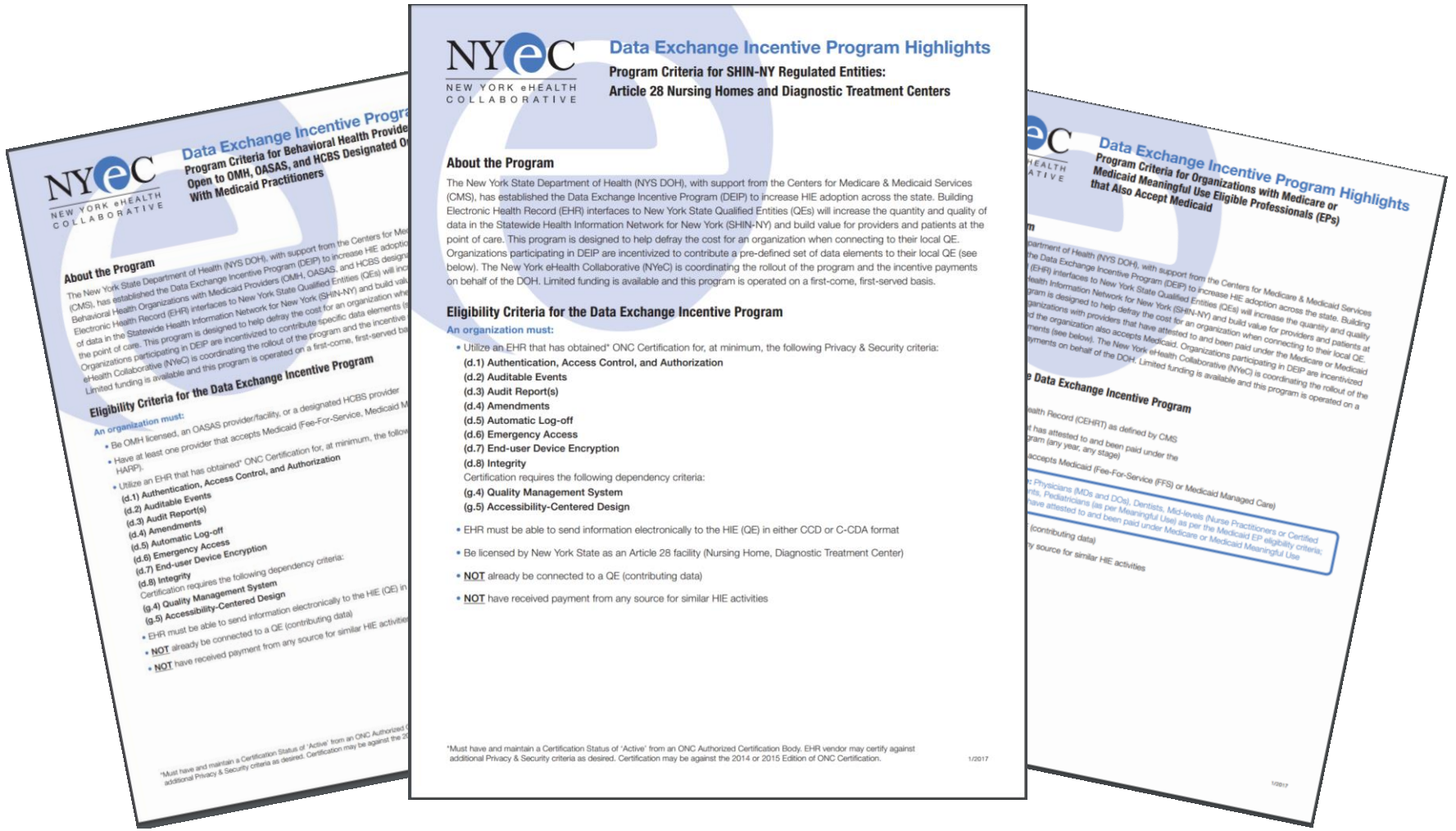
DEIP Approved EHR Vendors

- All EHR products that have met the ONC Certification for Privacy & Security requirements
- The following vendors have met a set of alternative assurances and are approved for DEIP:
  - **Delta Health (Version 01.01)**
  - **HHAeXchange Enterprise**
  - **Netsmart Technologies**
  - **PointClickCare (Version 3.7)**
  - **VitalHub**
  - **QuicDoc (Version 8.1)**

DEIP Overview Documents Available Online



http://www.nyehealth.org/deip/

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How to Get Connected to the SHIN-NY – Where to Start

1. Contact your QE to understand appropriate services for your organization
2. Sign a data sharing/Participation agreement
3. Sign up for Clinical Viewer/Portal to search patients and their clinical data through the web
4. Explore the use of DIRECT secure messaging
5. Enroll in Alerts (admit, discharge, transfer for inpatient and ED settings)
6. Plan for bi-directional exchange between your EHR and the QE
   a) Send clinical data to the QE
   b) Receive data automatically into your EHR (e.g. TOC, labs, alerts)
7. Check opportunities for funding through DSRIP, DEIP, or others

To find the QE in your region and obtain contact info, visit
http://www.nyehealth.org/shin-ny/qualified-entities/

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Contact Us

For any questions regarding DEIP eligibility or program requirements, please contact NYeC at deip@nyehealth.org or your local QE:

QE	Contact	Email
Bronx RHIO	Keela Shatzkin	keela@shatzkinsystems.com
HealtheConnections	Danielle Wert	dwert@healtheconnections.org
HEALTHeLINK	Stephen Gates	sgates@wnyhealthelink.com
Healthix	Olubunkola Ojeifo	oojeifo@healthix.org
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