



## Mass Hiway Newsletter

December 2018

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

### Happy Holidays!



From everyone on the Hiway team, we wish you a safe and happy holiday and a joyous new year!

### HIE Success Story



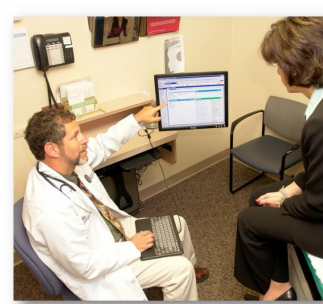
**RELIANT**  
MEDICAL GROUP

Reliant Medical Group is an independent medical organization that partners with several hospitals in the region. As Reliant focuses on outpatient ambulatory care, it is common for their patients to transfer to an

Emergency Department (ED) at a partnering hospital when they need emergency care. In the past, these transfers created complications. Reliant's patients have an existing health record before going to the hospital's ED. Reliant had tried several methods to get these records to the ED physicians prior to treatment, yet the physicians often could not access the records. This caused delays, increased the risk that the ED physicians would be unaware of vital information, and increased the likelihood of patients being admitted from the ED into the hospital.

Keeping established workflows in mind, Reliant worked to develop a new process for information sharing between their practice and partner hospitals. When a patient being cared for by one of Reliant's providers goes to the ED, the hospital's EHR sends an Admissions Discharge and Transfer message (ADT) to Reliant's EHR. Upon receipt, Reliant's EHR automatically generates a Continuity of Care Document (CCD) which contains the patient's medications, allergies, medical conditions, immunizations, and recent test results. The CCD is sent to the hospital via the Mass Hiway, the Massachusetts statewide health information exchange. The EHR systems at the hospitals were enhanced so the ED physicians can now see an icon on their patient's record indicating that there is an outside record they can open to view. This gives them direct access to the vital information electronically sent by Reliant.

Since automating the process, Reliant has largely been able to move away from physical documents. The CCD exchange improved patient care in the Emergency Departments, as ED physicians are now instantly aware of outstanding medical conditions, medications, and allergies that may have an impact on care. Reliant set a target to reduce hospital admission rates by 10% by deploying the new workflow, and recorded an 8% reduction directly after the implementation. The long-term reduction attributable to the workflow change isn't known, as many other improvements were implemented in parallel by Reliant and its partnering hospitals. Nevertheless, Reliant positively determined that this new workflow has aided physicians and nurses at their partner hospitals, as they no longer have to hunt for information that is now readily available.



[Read the full story](#)

## Webinar Recording: Direct Messaging to Improve Care Coordination

Learn how to effectively use Hlway Direct messaging to improve care coordination. The following topics are discussed in this webinar:

- Using Hlway Direct Messaging to exchange health information
- Explanation and examples of HIE Use Cases
- Highlights of several HIE Use Case studies
- Hlway Adoption and Utilization Support (HAUS) services
- Best practices in initiating an HIE use case with a trading partner

[Webinar Recording](#)

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

## Meet the Account Management Team

The Hlway Account Management team enables healthcare organizations to incorporate Health Information Exchange (HIE) into the care coordination process. Through the [Hlway Adoption and Utilization Support \(HAUS\) Services](#) program, the Account Managers will assist organizations in the development and implementation of HIE-supported use cases. This includes identifying use case goals, assessing technical connectivity requirements and gaps, developing the solutions, creating workflow and project plans, and assisting in project management for every step of the process.



**Keely Benson**  
Account Management and  
Consulting Project Director



**Andrea Callahan**  
Account Manager



**Liz Reardon**  
Account Manager



**Joe Kynoch**  
Account Manager

Learn more about HAUS services

## 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.

**Important note:** Several Hlway participants have submitted their DOID and HCO forms in an email to our Direct Message account listed below, or in a Direct message to our email account. This does not work! Follow the updated instructions below to submit your DOID and HCO forms correctly:

- Send Direct message to: [Hlway2.0Migration@direct.hieadmin.masshiway.net](mailto:Hlway2.0Migration@direct.hieadmin.masshiway.net)
  - Note: Send this message from a Direct message account, such as a Hlway Webmail account. It will not arrive if you send it from an email account.
- Email to: [Hlway2.0Migration@state.ma.us](mailto:Hlway2.0Migration@state.ma.us)
  - Note: Send this email from a secure or regular email account. It will not arrive if you send it from a Direct Message account.
  - Note: Standard security measures apply when sending by regular email.
- Regular mail to:

**Commonwealth of Massachusetts**  
**Executive Office of Health and Human Services**  
**Attention: Hlway 2.0 Migration Office**  
100 Hancock Street, 9<sup>th</sup> Floor  
Quincy, MA 02171

If you don't receive confirmation that your forms have been received within 3 days after your form submission, please follow up with an email to [Hlway2.0Migration@state.ma.us](mailto:Hlway2.0Migration@state.ma.us)

### For more information and instructions:

Hlway 2.0 Migration Webinar

Hlway 2.0 Tutorial for  
Completing Required Forms

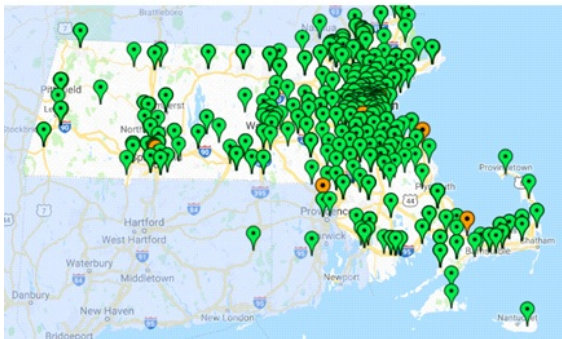
If you have questions about the Hlway 2.0 migration process or completing the DOID and HCO forms, please email us at [Hlway2.0migration@state.ma.us](mailto:Hlway2.0migration@state.ma.us).

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:

<b>Care Coordination Webinar Recording</b>	<b>HIE Toolkit</b>	<b>Hlway Adoption Utilization and Support (HAUS) Services</b>
HIE and Mass Hlway Care Coordination Webinar Recording. Click <a href="#">here</a> for the PDF	<a href="#">HIE Toolkit</a> with Use Case Development Tools and Examples	<a href="#">Hlway Adoption and Utilization Support (HAUS) Services</a>

## New Mass Hlway Enrollments and Connections



**October 21–November 20, 2018**

**Enrollments:**

- Bedford Pediatrics
- Gynecology Partners, PC

**Connections:**

- Bedford Pediatrics
- Gynecology Partners, PC

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

## Notice of Federal Opportunity

The U.S. Department of Health and Human Services (HHS), Office for Civil Rights (OCR), issued a Request for Information (RFI) seeking input from the public on how the Health Insurance Portability and Accountability Act (HIPAA) Rules, especially the HIPAA Privacy Rule, could be modified to further the HHS Secretary's goal of promoting coordinated, value-based healthcare. This RFI is a part of the Regulatory Sprint to Coordinated Care, an initiative led by Deputy Secretary Eric Hargan.

HHS developed the HIPAA Rules to protect individuals' health information privacy and security interests, while permitting information sharing needed for important purposes. However, in recent years, OCR has heard calls to revisit aspects of the Rules that may limit or discourage information sharing needed for coordinated care or to facilitate the transformation to value-based health care. The RFI requests information on any provisions of the HIPAA Rules that may present obstacles to these goals without meaningfully contributing to the privacy and security of protected health information (PHI) and/or patients' ability to exercise their rights with respect to their PHI.

The deadline for public comment on this RFI is February 12, 2019.

[View the RFI](#)

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## HIT in the News



[Benefits of Interoperability](#): Overcoming Siloed Systems Through Vendor Frameworks and Middleware



[KLAS](#): EHR Vendors Making Significant Progress with CommonWell, Carequality Connection



[Communications Platform](#) Gains Efficiencies, Cuts Discharge Time at Avera Health



[Study](#): Physicians' Use of Telemedicine Still the Exception, not the Rule

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