



## Mass Hiway Newsletter

December 2019

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



*from the Mass Hiway*

Wishing you a safe and happy holiday, and a joyful New Year!

### Request for Applications for ENS Initiative is Live

The EOHHS Market-based Event Notification Services (ENS) Initiative Request for Applications (RFA) is now live on the state procurement website. The Commonwealth will certify ENS vendors to form a Statewide ENS Framework, pursuant to 101 CMR 20.11, whereby certified vendors will collect Admission, Discharge, and Transfer (ADT) feeds from hospitals, share ADTs with other certified vendors, and provide notifications to clients based on universal ADT data.

Pursuant to Amendment 1 to the RFA dated 12/18/19, EOHHS has extended the response due date and will accept applications for vendor certification until Jan. 17, 2020. EOHHS anticipates reviewing applications and issuing certifications to qualified ENS Vendors by Jan. 31, 2020.

[View RFA Here](#)

### Update: New Hiway Regulations/Market-based ENS Initiative

On October 4, the amended Mass Hiway Regulations ([101 CMR 20.00](#)) went into effect. The amended regulations add a regulatory structure to implement Hiway-facilitated Services, allowing the Hiway to leverage market-based solutions such as Event Notification Services. The amended regulations also define the rules for the Market-based ENS Initiative, including certification standards relative to data use, privacy, security, and integrity.

ENS is an electronic tool used in healthcare settings to provide real-time notification regarding a patient's transition to or from healthcare facilities. A Statewide ENS Framework will support EOHHS's goal of promoting the exchange of healthcare data to improve both care coordination and public health. By enabling more providers, including small- and medium-sized providers, to securely exchange information, EOHHS will make it easier for all providers to collaborate and coordinate care for their patients.

The Executive Office of Health and Human Services (EOHHS) issued an [administrative bulletin](#), AB 19-20, on November 26. **This bulletin extends the deadline for Acute Care Hospitals to submit ADT data to the Statewide ENS Framework to April 1, 2020.**

**As of October 1, 2020, Acute Care Hospitals that fail to submit ADT data will be subject to penalties under 101 CMR 20.08(4)(d).**

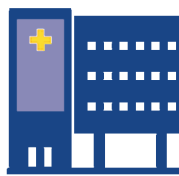
EOHHS has issued this extension to provide Acute Care Hospitals additional time to contract with a Certified ENS Vendor. EOHHS released the RFA in November 2019 and plans to certify ENS vendors in early 2020 with an aim to distribute the list of Certified ENS Vendors to this email list as soon as it is finalized.

## Connection Requirements 2020

For 2020, the [Mass Hlway Regulations](#) (101 CMR 20.00) require all Acute Care Hospitals, Community Health Centers, and Medium/Large Medical Ambulatory Practices to connect to and use the Mass Hlway. These organizations must meet the requirement by **December 31, 2019** and must submit an attestation to the Mass Hlway this summer 2020. If a Provider Organization cannot meet the specified requirement, it must submit an HIE Exception Form.



**Acute Care Hospitals** are in Year 4 and must send AND receive information over the Mass Hlway as part of provider-to-provider communication use cases. These orgs are subject to penalties if they do not attest this summer to meeting the Year 4 requirement. This summer, these orgs must submit Year 4 attestation forms.



**Large Community Health Centers and Medium/Large Medical Ambulatory Practices** are in Year 3 and must send AND receive information over the Mass Hlway as part of provider-to-provider communication use cases. This summer, these orgs must submit Year 3 attestation forms.



**Small Community Health Centers** are in Year 2 and must send OR receive information over the Mass Hlway as part of a provider-to-provider communication use case. This summer, these orgs must submit Year 2 attestation forms.

### Additional resources:

Webinar: Connection Requirements and Attestation Forms

Webinar: Improving Care Coordination by Using Mass Hlway Direct Messaging

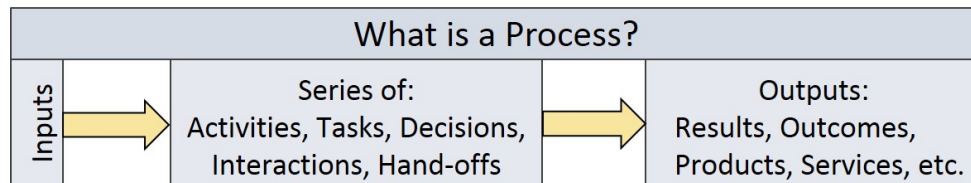
[Webinar Slides \(PDF\)](#)

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

**For more information:**

## Process Improvement Toolkit

The new [Process Improvement Toolkit](#) on the Massachusetts eHealth institute (MeHI) website describes the Bottleneck Resolution Method (BRM), a practical strategy to improve service and administrative processes. The target audience is the healthcare community.



The BRM method can improve business efficiency. To accomplish these objectives, BRM uses concepts from the Theory of Constraints (TOC), Lean, and 6 Sigma, to the extent practical for teams with limited Process Improvement expertise. BRM enables a culture that increases profitability, boosts impact, and enhances employee development. For instance, BRM can be used to improve care coordination through Health Information Exchange.

[Review the Process Improvement Toolkit](#)

### Interested in Hands-on Process Improvement Training?

Join MeHI for a free Change Management and Process Improvement Workshop to improve Health Information Exchange (HIE), Meaningful Use (MU), and other clinical care practices.

The workshop will explain the BRM process improvement method and provide you with broadly applicable change management tools to improve your HIE and MU practices and workflows. 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 address process challenges of interest to the group.

The workshop consists of **two in-person sessions** at MeHI's conference center in Westborough, Massachusetts. A light breakfast and lunch will be served. The first session prepares you for the second, so we advise you to attend both.

**Thursday, January 23, 2020**  
**9:30-3:00pm**

**Thursday, January 30, 2020**  
**9:30-3:00pm**

[Register Here](#)

## HAUS Services

The [Mass Hlway](#) offers Hlway Adoption and Utilization Support (HAUS) Services to help organizations effectively deploy HIE to enhance care coordination.

There are three tracks available to receive HAUS Services:

- HAUS for MassHealth Accountable Care Organizations (ACOs), Community Partners (CPs), and Community Service Agencies (CSAs),
- HAUS for healthcare organizations that need to meet the Hlway Connection Requirement per the Mass Hlway Regulations (101 CMR 20.00), and
- HAUS for healthcare organizations that want to use Direct Messaging to support care coordination between healthcare providers

HAUS Services are free of charge. If you would like to utilize HAUS Services, please contact the Mass Hlway Account Management team at [masshiway@state.ma.us](mailto:masshiway@state.ma.us).

For more information about HAUS services:

HAUS Services  
Website

HAUS Services Webinar  
Recording

HAUS Services  
Webinar Slides

## HIT in the News

**EHR  
INTELLIGENCE**  
xtelligent HEALTHCARE MEDIA

[How the EHR](#) reporting program may impact patient safety and burden

**HealthcareITNews**

[Interoperability Institute's](#) virtual testing environment can help with Cures Act compliance

**HIT  
INFRASTRUCTURE**  
xtelligent HEALTHCARE MEDIA

[Webcast:](#) understanding the data challenges of critical care

**HIT  
CONSULTANT**

[Identity and access management](#) - bridging the efficiency and security gap in healthcare

**Modern  
Healthcare**  
The leader in healthcare business news, research & data

[Year in review:](#) new technologies, partnerships draw privacy concerns

**FierceHealthcare**  
A FierceMarkets Publication

[Industry voices](#) make the case for requiring hospital ADT alerts

**HIT  
CONSULTANT**

[Addressing healthcare's](#) IT security oversight challenges

**EHR  
INTELLIGENCE**  
xtelligent HEALTHCARE MEDIA

[How EHR nudges](#) improve clinician burden and increase screening orders

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