



Mass Hiway Newsletter

January 2020

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Spotlight Story: Natick Walpole VNA

Natick Walpole Visiting Nurse Association (Natick Walpole VNA) is a not-for-profit certified home health agency that provides a variety of medically supervised services within patients' homes, including but not limited to: nursing, physical therapy, speech therapy, palliative care, and maternal child services.



Natick Walpole VNA regularly receives discharge summaries for patients from various trading partners. In the past, those summaries were faxed between facilities. When faxing discharge summaries, there is always a risk that they may not be received in a timely fashion. To combat this and other issues, Maples Rehab was one of the first trading partners to transition to electronic exchange of discharge summaries via the Mass Hiway.

To continue to serve Maples' patients, Natick Walpole VNA needed to switch from use of fax to receiving the discharge summaries electronically via the Mass Hiway. The Mass Hiway team worked closely with Walpole VNA intake staff to ensure all staff had the proper credentials and were properly trained to access the electronically sent discharge summaries as needed.

The main benefit cited by Walpole VNA in receiving electronic discharge summaries as opposed to faxed copies is that the electronic versions are much more legible. In addition, receiving the electronic summaries reduces the risk of not receiving a faxed copy, making it easier to provide quality care to all patients.

[Read the Full Story](#)

Webinar: Mass Hiway Webmail

Mass Hiway's webmail solution, Communicate Webmail, allows providers to securely exchange clinical information with other providers as well as search for the Direct addresses of thousands of Massachusetts providers.

This solution is HIPAA compliant, easy to use, and supports various workflows depending on the setting of care. New webmail accounts can be set up quickly, and the Hiway Account Management team can provide training and support to implement webmail in your organization.

Join the Mass Hlway team for an upcoming webinar on Direct Messaging and Hlway webmail services. The webinar will include a live demonstration on creating an account and using Communicate Webmail, as well as an overview of the Hlway, the Provider Directory, and [Hlway Adoption and Utilization Support \(HAUS\) Services](#).

Tuesday, February 25, 2020
12-1pm

[Register Here](#)

Connection Requirements 2020

For 2020, the [Mass Hlway Regulations](#) (101 CMR 20.00) require all Acute Care Hospitals, Community Health Centers, and Medium and Large Medical Ambulatory Practices to connect to and use the Mass Hlway. These organizations were required to meet the requirement by December 31, 2019 and **must submit an attestation this coming 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 organizations are subject to penalties if they do not attest this summer to meeting the Year 4 requirement.
- **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.
- **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.

Additional resources:

[Webinar: Connection Requirements and Attestation Forms](#)

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

[Webinar: Improving Care Coordination by Using Mass Hlway Direct Messaging](#)

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

For more information:

[Hlway Connections Map](#)

[HIE Toolkit](#)

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

HIT in the News



AHIP program points to Health IT, EHRs for prior authorization

Tech optimization: tips for making EHRs work for your staff and enable organizational goals



Pew: improving EHR usability will combat patient safety issues



Health data privacy: why eroding public health trust harms medical research



Trends to look for in patient engagement in 2020



3 EHR usability, optimization fixes that address clinician burnout

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