



# GLHC

GREAT LAKES HEALTH CONNECT

# Virtual Update Meeting

February 20, 2018

1:30 – 2:00 pm

The presentation will begin shortly. All participants are in listen only mode.

Having connection issues, contact GLHC at [events@gl-hc.org](mailto:events@gl-hc.org).

# Presenters

## Mary Graham

Manager, Community Engagement



## Emmalilly Hoxsie

Communications Specialist



# Zoom!

- Attendees muted
- No video necessary
- Chat
  - General questions/comments about connecting to webinar
- Q&A
  - Any question or comment about GLHC solutions or services
- Polls!



# Agenda

- What we talked about last time
- 2018 Recap + Testimonials
- HIT Community Events

# What we talked about last time

- Guest: Doug Dietzman, GLHC CEO
- Why Does GLHC Exist?
  - To improve quality of life by helping people take care of people
- Strategic Insights
  - Patient-centered data home/national connectivity
  - Business & practice of medicine will continue to change - technology will need to change with it
  - Consolidated, normalized, actionable, personalized data will be increasingly vital
  - Increasing recognition of need to integrate healthcare “system” – physical, behavioral, social

# National Health Information Exchange

## Commonwell and Carequality

- Two different query exchange models implemented and supported largely by EMR vendors to enable query-based exchange between different EMR systems
- Used by providers/hospitals to satisfy the federal Promoting Interoperability requirements
- No master person index
- Unclear that these models are optimal in the clinical setting
- If you can meet your business/clinical need through these models, you should!

## Great Lakes Health Connect

- Real-time, statewide database of data under a single person record as established by the GLHC master person index
- Makes meaningful data available in provider settings to solve real clinical needs
- HIEs have more flexibility to be creative and to solve local, regional interoperability problems.
- Flexible model/ user interface to best support clinical care decision making (web/URL, SSO, Query + Retrieve)

# Michigan Care Improvement Registry (MCIR)

## 2017

- Submissions: 11.5 million
- Queries: 4.3 million

## 2018

- Submissions: 11.4 million
- Queries: 7.1 million

MCIR consolidates immunization information from providers across Michigan into a comprehensive immunization record. This consolidation reduces vaccine-preventable diseases and over-vaccination, allowing providers to view up-to-date patient immunization history in one system.

# Michigan Surgical Hospital

- Small, boutique, physician-owned hospital located in Metro Detroit
- Began using Immunization Query in November 2018
- Meaningful Use/Promoting Interoperability objectives
- Providers find value in staying in their EMR to search and return information on their patients from MCIR

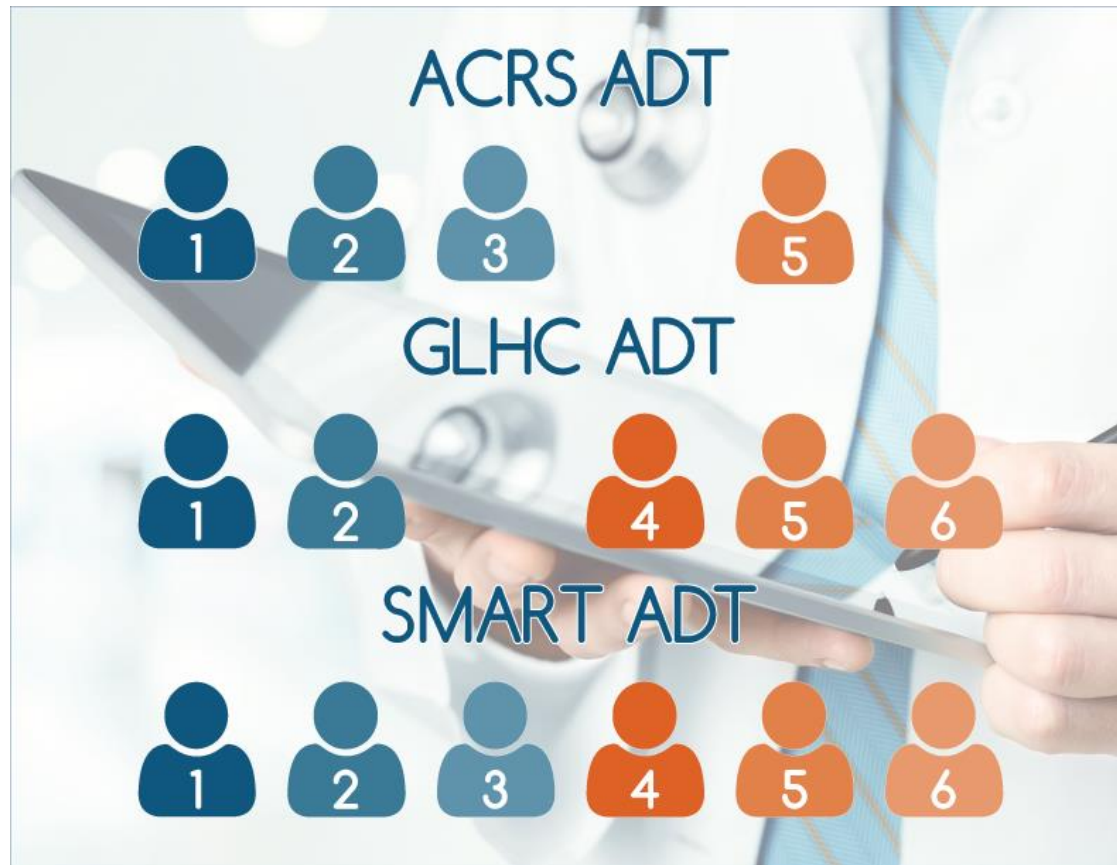




# ADT

- 247 offices receive ADT
- 762,166 ADT Notifications
- 188 Hospitals/Facilities send GLHC their ADT
- 23 sites new in 2018
- New in 2018 - SMART ADT

# SMART ADT



# Results Delivery

- Results are available from 107 hospitals/facilities
- 640 offices receive results
  - 47 different EMRs
  - Command Center
- In 2018 ...
  - 8,531,780 individual results received
  - 112 EMR interfaces upgraded
- New in 2018 - Patient Based Results Delivery
  - Michigan Medicine
  - National Football League Detroit Lions

# Urology Specialist

*“Every staff member benefits from our interface with GLHC. The results come into our patient charts automatically, without the need for us to call or fax.*

*The Medical Assistant(s) assigned to track results rarely need to do more than watch the patient’s chart. We receive the results in “real time”. Our providers can act on them appropriately and in a timely fashion.”*

# VIPR expansion in 2018

- 29 organizations begin direct contribution
  - Notable new contributors: Regional Medical Imaging (ADT and Rad), Washtenaw County Jail (CCD), Washtenaw County Youth Center (ADT and Trans)
- 27 organizations/locations across 10 Michigan counties begin contributing lab results to VIPR through Quest.
- New organizations/locations accessing VIPR (across 27 Michigan counties)
  - 11 new SSO
  - 75 new URL Access
  - 2 new Query & Retrieve
- 1,280,361 unique patients added in 2018

# Since Our Last Meeting ...

- Isabella Citizens For Health
- Srinivas B Mukkamala MD
- Nita M Kulkarni, MD
- Davison Pediatrics

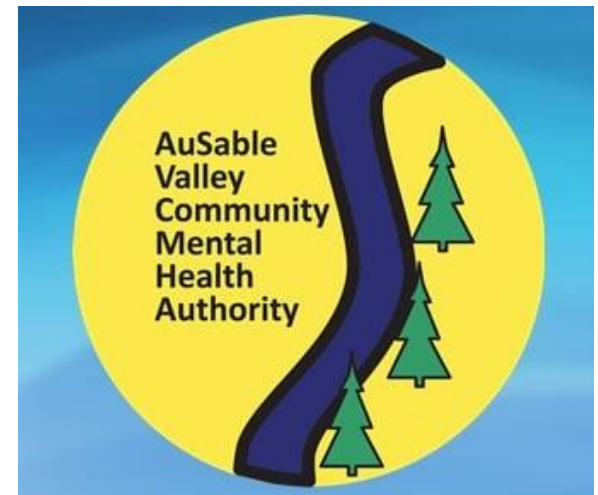
## VIPR 2019

- Transition planned for next month!
- Communicating directly with VIPR Administrators
- Resources available on the GLHC website




# AuSable Valley Community Mental Health Authority

- CMH that serves Iosco, Ogemaw, and Oscoda counties
- Use VIPR to integrate behavioral and physical care
- VIPR helps providers learn about emergency services, primary health care, changes in medications, lab results, and encounters that require follow up



# Patient Care Documents

- 2018 – 23,398 submitted
    - 50% manual entry, 50% interface
  - 2017 – 19,844 submitted
    - 75% manual entry, 25% interface
- 18%** 
- 19 new organizations begin contributing Advance Care Documents
  - 50,000+ documents in VIPR
  - Different types of documents
    - 9 clinical documents
    - 25 advance care documents



# West Michigan Law

- Take it one-step further after finalizing their clients Health Care Power of Attorney documents ... uploading them to VIPR!
- Registering these documents with Great Lakes Health Connect makes them available (only as appropriate) to a statewide network of hospitals, primary, specialty, and allied care organizations.
- When wishes and treatment plans are honored by those involved in care, the patient's care wishes are respected, the family is less stressed, and the care providers and their organizations don't provide unnecessary treatment(s).

**AZ** | ADAM ZUWERINK  
WEST MICHIGAN LAW, P.C.

# Referral Network Growth

## Command Center

- 2017 - 226,070 Referrals
- 2018 - 218,888 Referrals
  
- Average 877/day
  
- 23 new offices!
- Most growth coming from West Michigan

## Bridge

- 2017 -180 Referrals
- 2018 - 2,241 Referrals

**>1,000%** 

- 57 new offices!
- Most growth coming from Genesee County

# Geriatric Specialist

- Use several GLHC services!
- Office Manager ...

*"ADT Notifications helps us schedule patients after they have been in the hospital. The Referral Application helps us consult and communicate with other doctors even when both of our offices are busy."*

# Provider to Provider Direct Messaging

- In 2018 ... 43 new sites
- 608 total sites
- 1250 total addresses
- GLHC directory AND 13 other system/provider Direct Address directories available on the GLHC website!



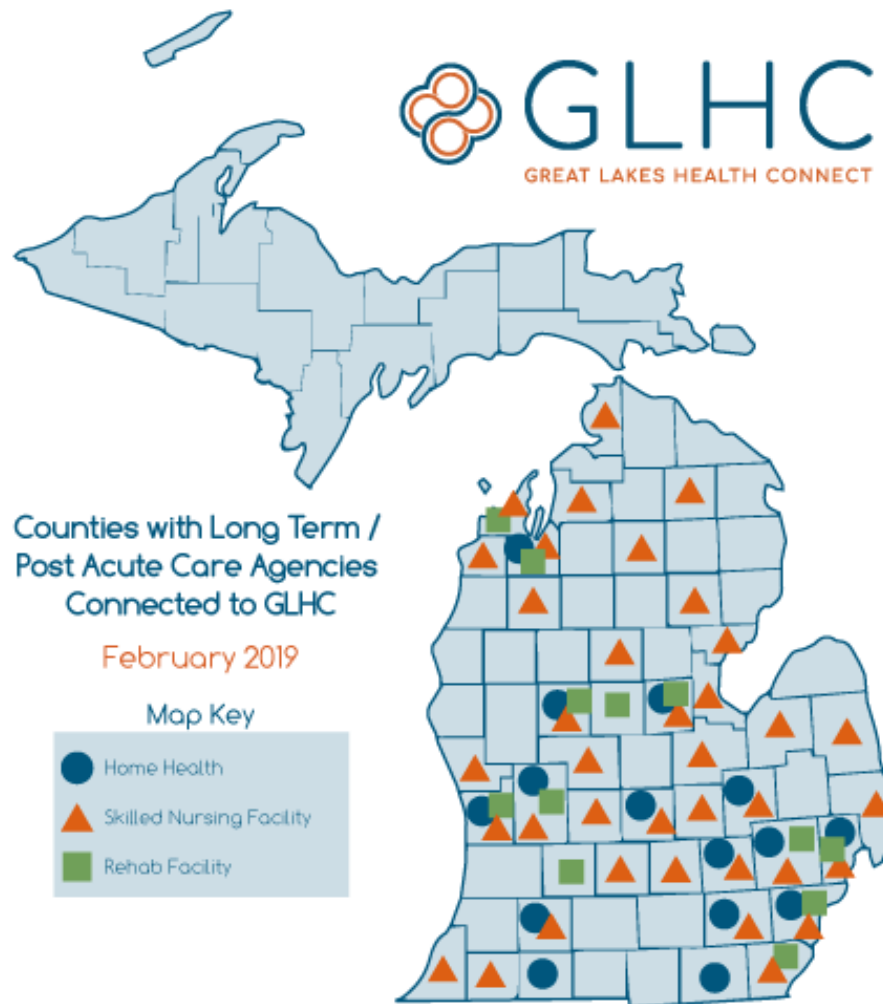
# Other Solutions + Accomplishments

- System for Opioid Surveillance
- iSpecimen
- Flint Lead Registry
- MDHHS 1817 Grant
- Heartland Project - Strategic Health Information Exchange Collaborative (SHEIC)
  - 2018 – Began connecting to national regions
  - Three Heartland HIEs begin querying GLHC for CCDs

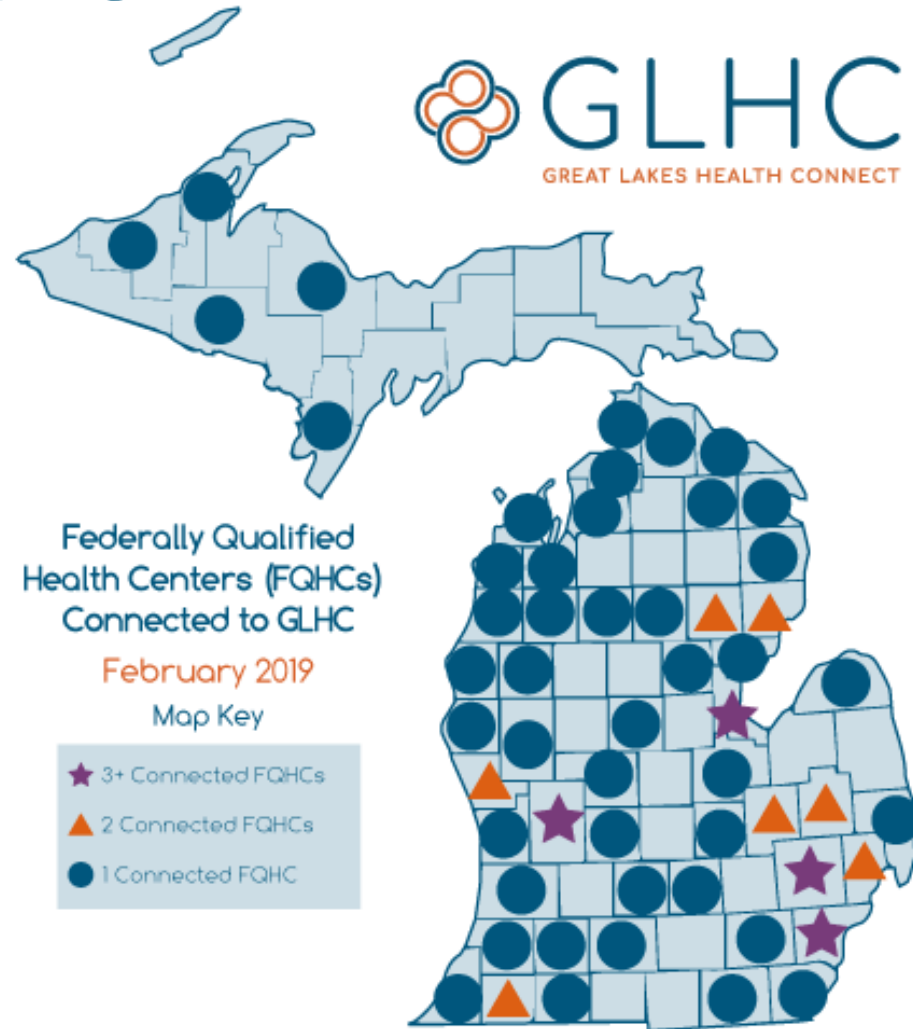


# Post Acute Transitions of Care

- Movement of patients between health care practitioners, settings, and home as their condition and care needs change
- Monthly Focus Group



# Federally Qualified Health Centers



# GLHC Staff Change



Thank you George  
Bosnjak for your service  
and leadership!

Good luck in all of your  
future endeavors!

The Business  
Development staff will  
be filling in!



# HIT Community Events

## **Michigan Health and Hospital Association (MHA) 2019 Breakthrough Conference**

- Feb. 21-22, 2019
- Grand Traverse Resort Acme, MI
- Sponsor – Doug Dietzman

## **GVSU 2019 Art & Science of Aging Conference**

- Feb. 22, 2019,
- GVSU Richard M. DeVos Center Grand Rapids, MI
- Sponsor/Exhibitor – Mary Graham

## **HCAM Spring Leadership Conference**

- March 4-5, 2019
- Motor City Casino, Detroit MI
- Attending - Chris Ford

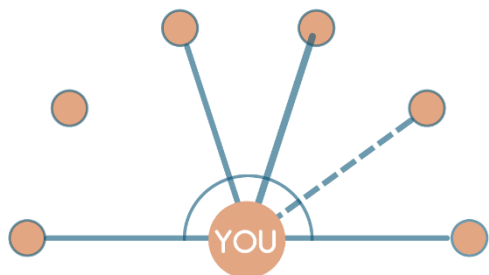
# 2019 VUM Schedule



- April 17 – [REGISTER](#)
  - Referral Network
- June 19 – [REGISTER](#)
- August 21
- October 23
- December 11

# Questions & Answers

# Thank you for joining!



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