

NEW MEXICO'S HEALTH INFORMATION EXCHANGE



SYNCRONYS

BETTER DATA. BETTER HEALTH.

APRIL L. SALISBURY, DIR. HIE OPERATIONS
PHILLIP GIBBS, DIR. CUSTOMER ENGAGEMENT

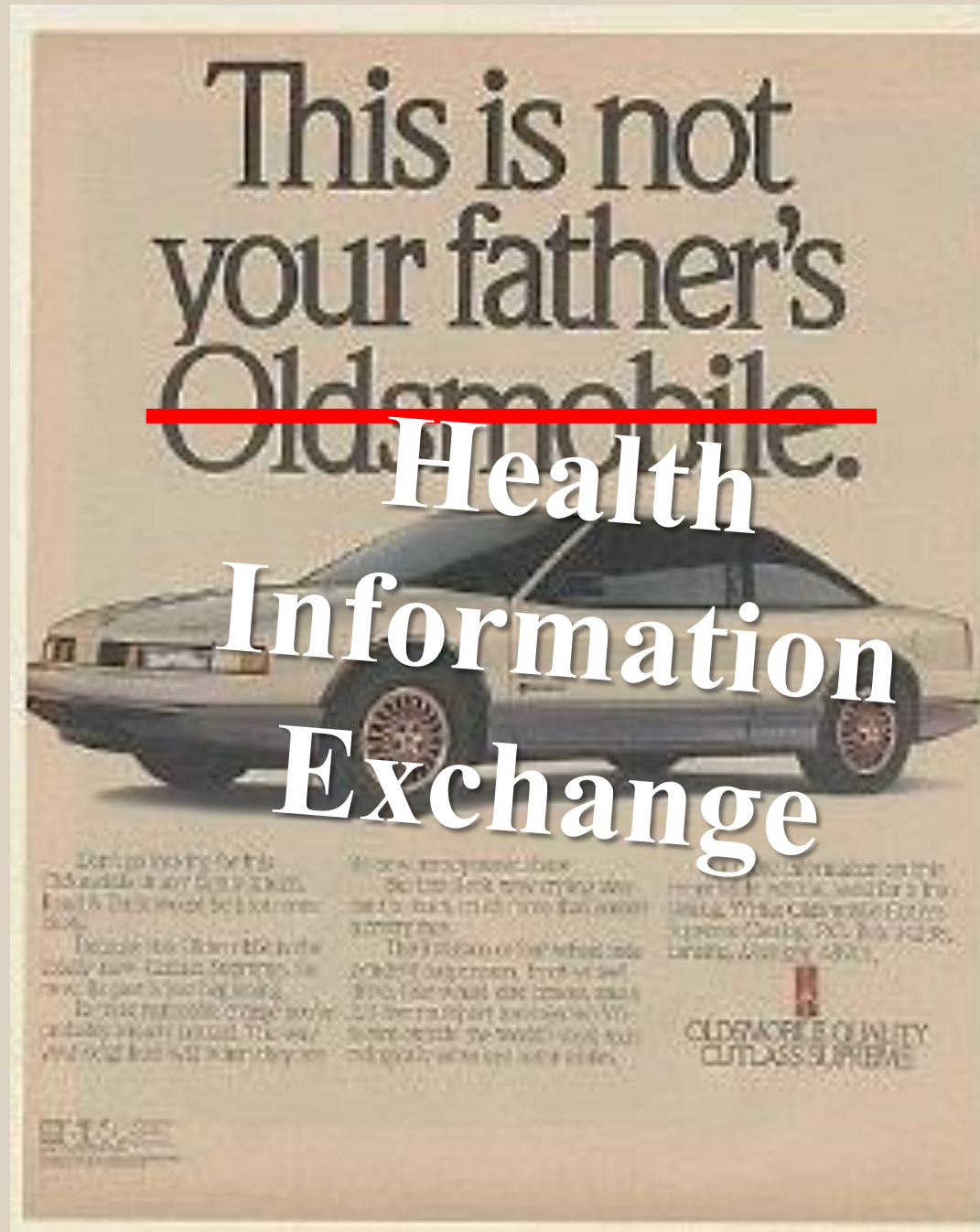
MAY 30, 2024

WHAT IS SYNCRONYS?



- The nonprofit, statewide, health information exchange (HIE) for New Mexico.
- SYNCRONYS enables the electronic exchange of patient health information among different and unrelated healthcare organizations to provide timely access to a patient's information in one centralized record.
- Its objective is to exchange essential patient information between New Mexico's hospitals, tribal/IHS hospitals/clinics, skilled nursing facilities, long term care, home health and hospice, independent clinics, and behavioral health clinicians.

2020 HITECH
Funding
launched the
enhanced HIE
transforming
from NMHIC to
SYNCRONYS



SYNCRONYS'
Vision –
To be the trusted
information
resource to
support
improved health
and quality of life
for all in New
Mexico.

ENHANCING THE HIE HAS BROUGHT
TOGETHER INNOVATORS . . .



. . . TO TRANSFORM LIVES & DELIVER HIGH QUALITY
SOLUTIONS FOR HEALTHCARE IN NEW MEXICO





State of New Mexico

Michelle Lujan Grisham
Governor

Thomas D. East, Ph.D.
Chief Executive Officer
SYNCRONYS
2309 Renard Place, SE, Suite 103
Albuquerque, NM 87106

Dear Dr. East:

In 2009, the Lovelace Clinic Foundation d/ (NMHIC) was designated as New Mexi NMHIC accessed HITECH funding under to develop the HIE and to expand its use b

In April 2020, the New Mexico Human additional HITECH funding from the Cent streamline and improve the state's HIE. Th New Mexico's health care provider netv Mexicans by supporting a collaborative p state's next-generation HIE.

To reflect this new phase of the HIE, NMI as SYNCRONYS. With this letter, I d Mexico's HIE.

SYNCRONYS is moving toward a groundbreaking collaborative model that will serve providers and payers in supporting their patients. In collaboration with HSD and its other HIE project partners, SYNCRONYS will focus on delivering high-value, seamless interoperability services with an emphasis on functionality to achieve greater value and improved outcomes for health care teams, providers, and, most importantly, patients across New Mexico.

Sincerely,


Michelle Lujan Grisham
Governor

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CHANGES TO NM PATIENT CONSENT RULES



With amendments to New Mexico's Electronic Medical Record Act in 2021, SYNCRONYS can operate without requiring patient consent for disclosures made for HIPAA treatment, payment, and healthcare operations purposes.

- 
- An orange rectangular sticky note with a slight shadow, tilted at an angle. It contains a bulleted list of three items: Treatment, Payment, and Operations.
- *Treatment*
 - *Payment*
 - *Operations*

RICH SOURCE OF PATIENT DEMOGRAPHICS



SYNCRONYS has over
2,462,890 unique
individuals in the HIE,
as measured by
distinct valid SSNs.



As of 2/15/24



WHAT YOU WILL FIND IN THE HIE

- Demographic Information on >2M individuals
- Health Information in discrete fields
 - Encounters, Diagnoses, Clinical Notes, Lab & Path Results, Medications, etc.
- CCDAs (Consolidated Clinical Document Architecture) from many providers
- Gateway to the national eHealth Exchange (many new databases)
- Insights from Collective Medical
- Medicaid Claims data including medications
- Hepatitis C Summary
- Standard Assessments from care managers
- Circle of Care identification
- Diagnostic-quality images
- Advance Directives and MOST forms

WWW.SYNCRONYS.ORG



Who is participating?

https://www.syncronys.org

SOLUTIONS ONBOARDING RESOURCES COMPANY NEWS & EVENTS CONTACT US

FOR PROVIDERS & HEALTHCARE FACILITIES
FOR PATIENTS
FOR PAYORS
KNOWLEDGE CENTER
DETENTION CENTERS & CORRECTIONAL FACILITIES
WHO'S PARTICIPATING

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SYNCRONYS is a not for profit organization established to improve New Mexico's healthcare for all New Mexicans.



SOLUTIONS ONBOARDING RESOURCES COMPANY NEWS & EVENTS CONTACT US

WHO'S PARTICIPATING

Active Life Orthotics and Prosthetics – ABQ

Active Solutions Therapy – ABQ

Adler Medical LLC

Albuquerque Fire Rescue / H.E.A.R.T. Program

Albuquerque Healthcare for the Homeless

Alta Vista Regional – Las Vegas

Amador Health Center

Amazon Public Health

Anthem, Inc./Amerigroup (Medicare Advantage)

Armada Physical Therapy – ABQ and Rio Rancho

Armada Skilled Homecare – ABQ & RR

Artesia General Hospital – Artesia

ARUP Laboratories

Assured Imaging – ABQ & Las Cruces

BCBS NM (Centennial Care MCO)

Ben Archer Health Care Center

Bio-Reference Laboratories

Carlsbad Medical Center (Community Health Services) – Carlsbad

Center for Disease Detection (CDD)

Christus St. Vincent Regional MC – Santa Fe

Cibola General Hospital – Grants

Compassus Home Health

Compassus Hospice Albuquerque South

Curative Health

De Baca Family Practice Clinic

Distinctly Dermatology (aka NM Specialty Med)

Eastern New Mexico Medical Center (CHS) –

El Centro Family Health

El Pueblo Health

Farmington Family

PATIENT SUMMARY TAB



- Clinical Documents
- Insights
- Hepatitis C Summary
- Care Coordination Documents
- CCD creator, aka Patient Snapshot
(under “Dynamic Documents”)
- Allergies
- Demographics
- Encounters
- Medications
- Procedures
- Problems

OTHER DOCUMENT TYPES

Some patient records may also contain these types of documents:

- CCDs
- Insights
- Hepatitis screening
- Hepatitis C summary
- Radiology reports
- Clinical notes
- Discharge summaries
- Care coordinator documents and assessments



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INSIGHT DOCUMENT TYPES

Standard EDIE criteria:

- 3+ ED Locations in 90 days
- 5+ ED Visits in 12 Months
- Care Insights
- COVID Pending and Positive Lab Results
- Security and Safety Event
- History of Sepsis (12 mo.)

Substance Use Disorder Management criteria:

- ED Visits – Alcohol Use Disorder
- ED Visits – Opioid Overdose
- ED Visits – Opioid Use Disorder
- ED Visits – Substance Use Disorder
- History of Alcohol Use Disorder (12 mo.)
- History of Opioid Use Disorder (12 mo.)
- History of Opioid Overdose (12 mo.)
- History of SUD (12 mo.)

Emergency Dept. Optimization criteria:

- Anticoagulant Medication Filled (3 mo.)
- History of Housing Insecurity (6 mo.)
- History of MDRO (6 mo.)
- Recent Imaging – CT/MRI (3 mo.)

Collaboration and Coordination of Mental Health criteria:

- ED Visits – Mental Health Dx
- ED Visits – Suicide Ideation or Self-Harm
- History of Mental Health Dx (12 mo.)
- History of Suicide Ideation or Self-Harm (12 mo.)

Transitions of Care Management criteria:

- Inpatient Readmission – 30 Days
- IP Visits – CHF Dx
- IP Visits – COPD Dx
- IP Visits – MI Dx
- Potential Readmission – 30 DAYS
- Readmission Risk – Very High



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RADIOLOGY – IMAGE-ENABLED REPORTS



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VIEWING OTHER IMAGES

FLAUBERT, Gustave

SEX Male

DOB Dec-11-1959 (61y)

X

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2

👤 April SALISBURY-1

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 Patient Summary

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 Timeline

📄

 External Record

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 Images

📄

 Adv Directives/MOST

HIE Imaging Worklist

Transfer to PACS

Transfer History

Available Studies for This Patient

Show Filters

| | Status | MRN | Location | Multiples | Study Date | Study Description | Modality | Accession # |
|--------------------------|--------|------------|---------------------------------------|-----------|------------|----------------------------|----------|------------------|
| <input type="checkbox"/> | 🟢 | 76239 | Miners Colfax Medical Center | | 08/13/2020 | C-SPINE AP & LAT | DX | 300777821 |
| <input type="checkbox"/> | 🟢 | 76239 | Miners Colfax Medical Center | | 08/13/2020 | FEMUR-RIGHT | DX | 300777823 |
| <input type="checkbox"/> | 🟢 | 76239 | Miners Colfax Medical Center | | 08/13/2020 | L/S SPINE AP & LAT | DX | 300777822 |
| <input type="checkbox"/> | 🟢 | 83458-3454 | Christus St.Vincents Regional Med Ctr | | 06/11/2020 | XR ABDOMEN 1 VW PORT | CR | CSV-XR21-146722 |
| <input type="checkbox"/> | 🟢 | 83458-3454 | Christus St.Vincents Regional Med Ctr | | 03/11/2020 | XR FOREARM LEFT 2 VIEWS | CR | CSV-XR21-146397 |
| <input type="checkbox"/> | 🟡 Load | 83458-3454 | Christus St.Vincents Regional Med Ctr | | 01/11/2020 | XR WRIST RIGHT MIN 3 VIEWS | CR | CSV-ORT21-146492 |
| <input type="checkbox"/> | 🟡 Load | 83458-3454 | Christus St.Vincents Regional Med Ctr | | 02/14/2019 | XR ABD SERIES | CR | CSV-XR21-152477 |
| <input type="checkbox"/> | 🟢 | 83458-3454 | Christus St.Vincents Regional Med Ctr | ORIG | 02/14/2019 | XR CHEST 1 VIEW PORTABLE | CR | CSV-XR21-153282 |
| <input type="checkbox"/> | 🟢 | 76239 | Miners Colfax Medical Center | COPY | 02/14/2019 | XR CHEST 1 VIEW PORTABLE | CR | CSV-XR21-153282 |
| <input type="checkbox"/> | 🟢 | 83458-3454 | Christus St.Vincents Regional Med Ctr | | 02/13/2019 | CT BRAIN HEAD WO CONTRAST | CT | CSV-CT21-151292 |

⏪ ⏩ 1 2

Page size: 10

18 items in 2 pages

View Studies

DIAGNOSTIC IMAGE SHARING

- ABQ ER and Hospital *(ADT and ORU interfaces in process)*
- Artesia General *(Completed)*
- CHRISTUS St. Vincent RMC *(Completed)*
- Guadalupe County Hospital *(Completed)*
- Holy Cross Medical Center *(Phase 1, Image-enabled reports complete)*
- Lovelace Health System *(Pending Security Assessment)*
- NM Cancer Center *via XRAYNM (Completed)*
- NM Orthopaedic Associates *(Completed)*
- Presbyterian Healthcare Services *(Phase 1, Image-enabled reports complete)*
w/ Presbyterian Medical Group
- Radiology Associates of Albuquerque *(Completed)*
- Rehoboth McKinley Christian HCH *(Scheduling Project Kick-off)*
- UNMH/SRMC *(Completed)*
- XRAY Associates of New Mexico – *incl. 8 facilities (Completed)*



eHEALTH EXCHANGE HUB



CHDRZZZTESTPATIENT, CHDRONE SEX Male DOB Mar-03-1960 (60y)



- Patient Summary
- External Record**

External Patient Search

Name *

CHDRZZZTESTPATIENT, CHDRONE

[Change](#)

[Add Name](#)

Sex *

Male

Female

Unknown

Date of Birth

Mar-03-1960 (60 years)

SSN

666-00-0001

Example: 123-12-1234

Phone

(760) 222-5555

Example: +1-201-555-0123

Address

1234 Howard St

La Jolla CA 92038 USA

[Change](#)

Purpose *

Treatment

Location *

All

Specific

Children's Hospital Colorado GWPRD01

[Change](#)

[Search](#) [Reset to Defaults](#)

| Location | Name | Sex | Date of Birth | Address | Phone | Patient ID |
|--|-----------------------------|-----|---------------|---|-----------------|---------------------------|
| Children's Hospital Colorado GWPRD01 View External Documents | CHDRZZZTESTPATIENT, Chdrone | M | Mar-03-1960 | 1234 Howard St La Jolla CA 92038 USA | +1-315-755-2020 | TCH0784673 (1.2.840.11435 |

SYNCRONYS IS YOUR GATEWAY CONNECTION



eHealth Exchange™

What We Do ▾

Who's in Network

Resources ▾



Join Us →

The largest healthcare
information network
in the country.

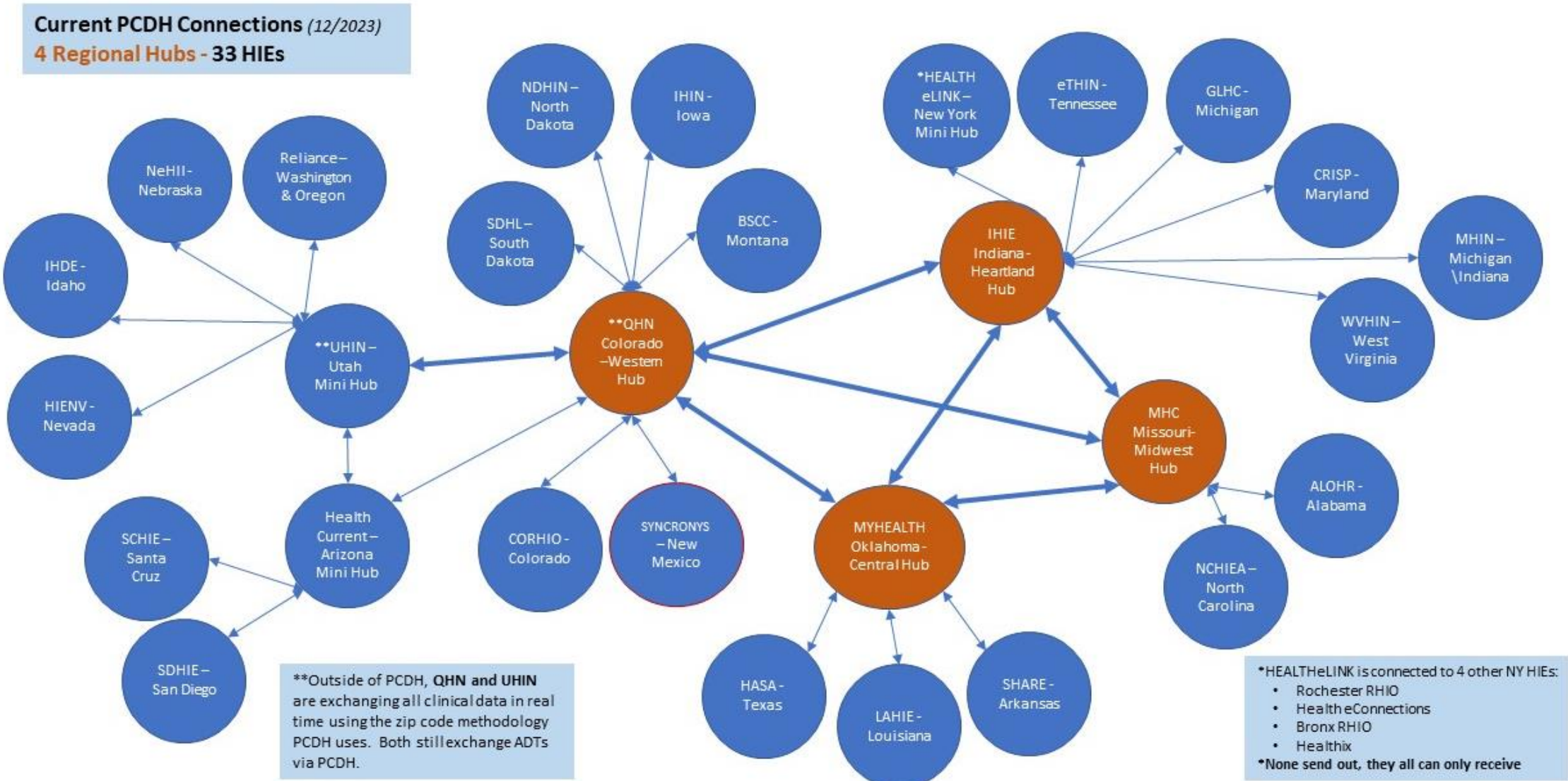
Active in all 50 states, eHealth Exchange is a Network of Networks also connecting federal agencies and non-federal healthcare organizations so medical data can be exchanged nationwide to improve patient care and public health.



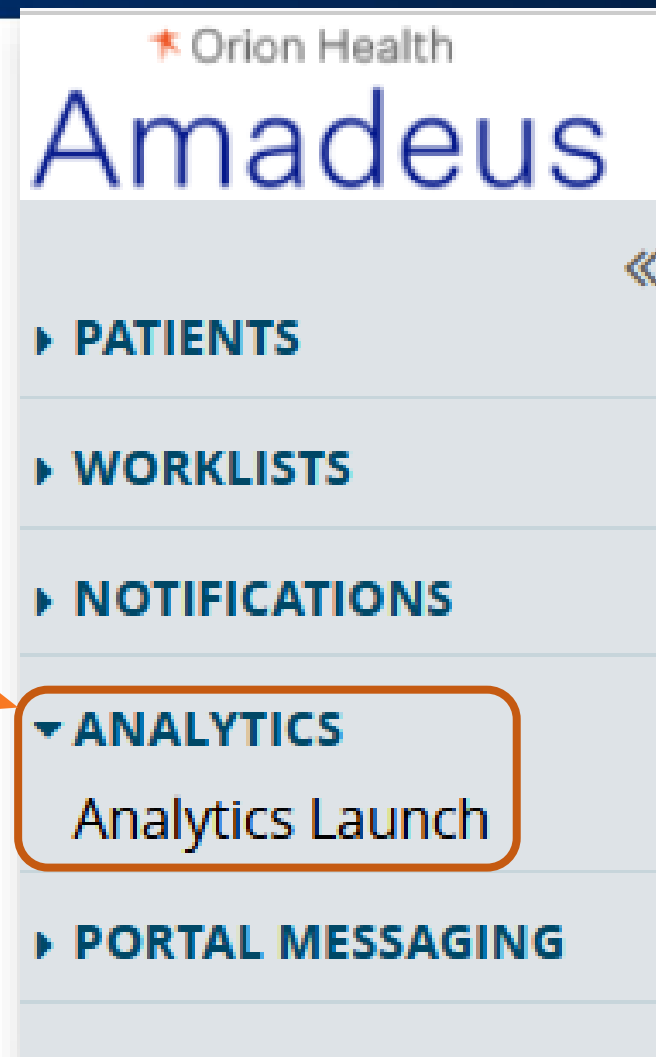
<https://ehealthexchange.org/participants/>

NETWORKS FOR HEALTH

A national collaborative comprised of member organizations working to use health information exchange, health data, and multi-stakeholder, cross-sector approaches to improve health. HIEs across the country share encounter information for New Mexico residents who receive care in their areas.



ENTER HBI SOLUTIONS SPOTLIGHT ANALYTICS PLATFORM FROM THE HIE CLINICAL PORTAL



BENEFITS OF USING POPULATION HEALTH DASHBOARD

Risk Models can help identify:

- Members expected to have high cost and utilization (ED/IP) who may benefit from care management.
- Members at increased risk for specific chronic conditions and events, enabling preventive interventions.
- Members at increased risk for inpatient readmission or ED revisit within 30 days to prioritize transitions of care support.
- Groups of patients needing care management.
- Gaps in care to be addressed for individual patients to improve HEDIS measure scores.

SEGMENTS OF THE DASHBOARD

POPULATION RISK OVERVIEW



Population Risk Overview

Last Refreshed: 2023-07-17

Saved Filters

Population Statistics (Latest 12 Months)

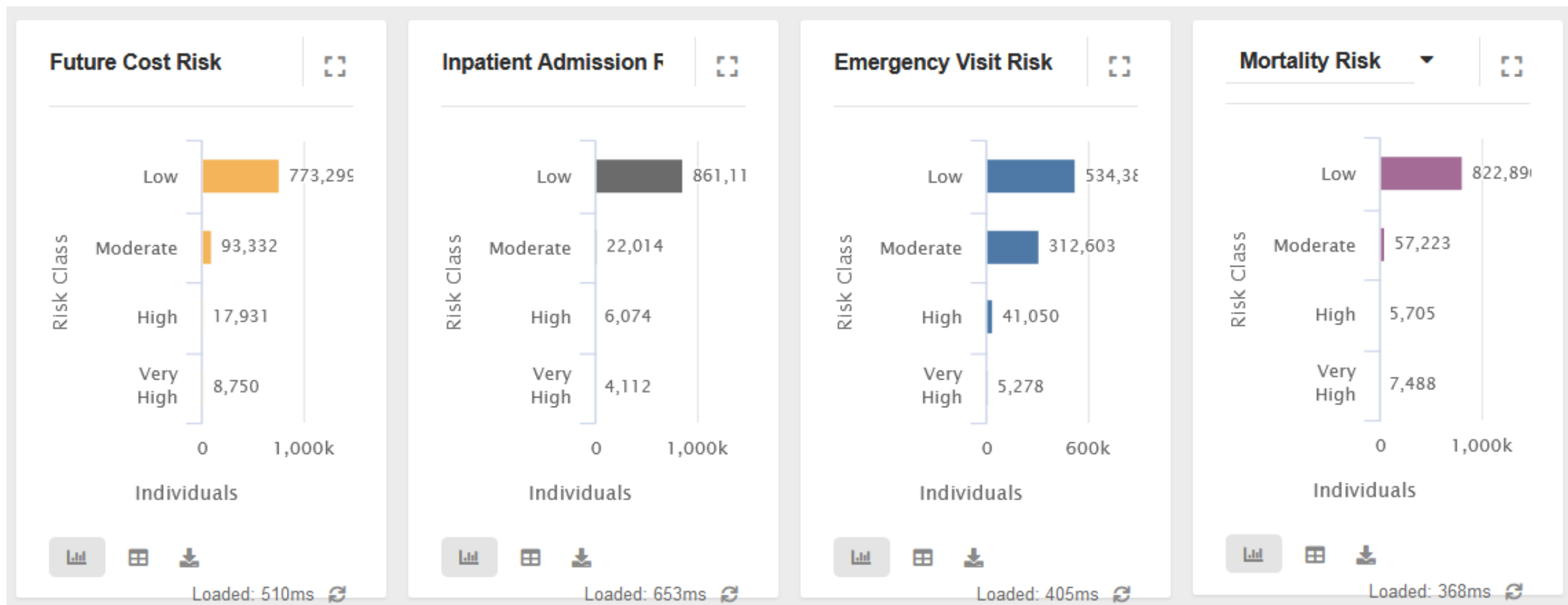
At-Risk Population : 893,312 Total Population : 896,857

| COST | | INPATIENT ADMISSIONS | | EMERGENCY VISITS | | MORTALITY | |
|-----------------|----------|----------------------|---------|------------------|---------|-----------|----------------|
| Total | PMPM | Total | IP/1000 | Total | ED/1000 | Total | Mortality/1000 |
| \$3,390,753,661 | \$315.06 | 86,193 | 96 | 433,180 | 483 | 2,929 | 3.3 |

Loaded: 380ms

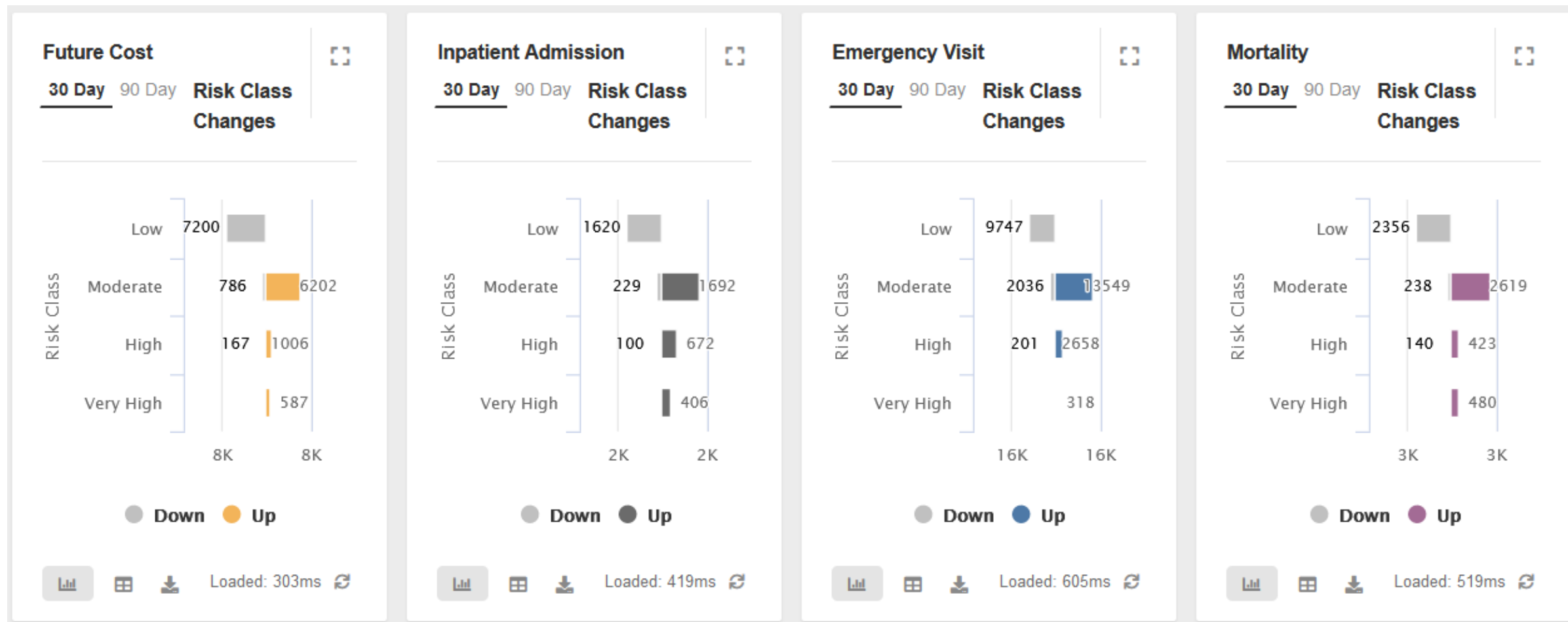
SEGMENTS OF THE DASHBOARD

POPULATION RISK OVERVIEW



SEGMENTS OF THE DASHBOARD

POPULATION RISK OVERVIEW

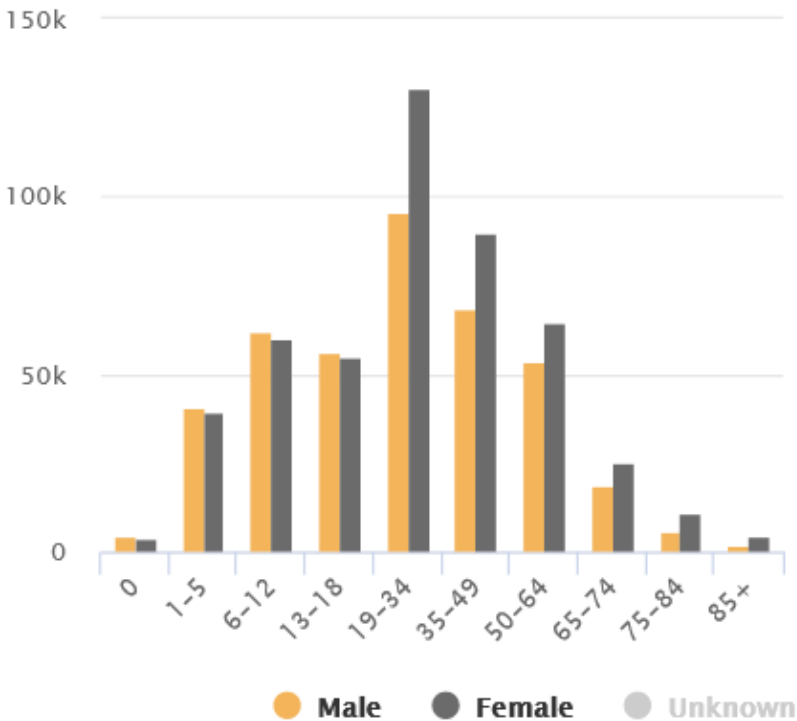


SEGMENTS OF THE DASHBOARD

POPULATION RISK OVERVIEW

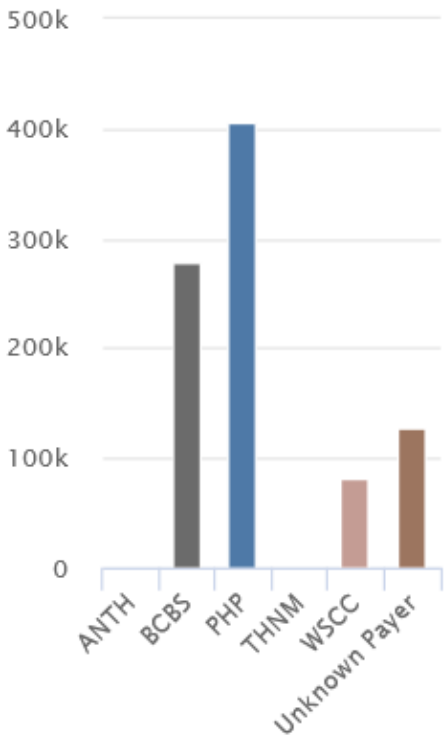


Age Group & Gender Distribution

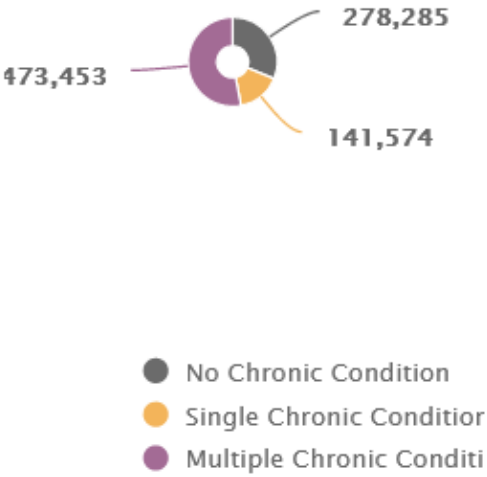


408.6K 484.2K
46% 54%

Payer Distribution



Chronic Disease Count



Loaded: 568ms



Loaded: 710ms



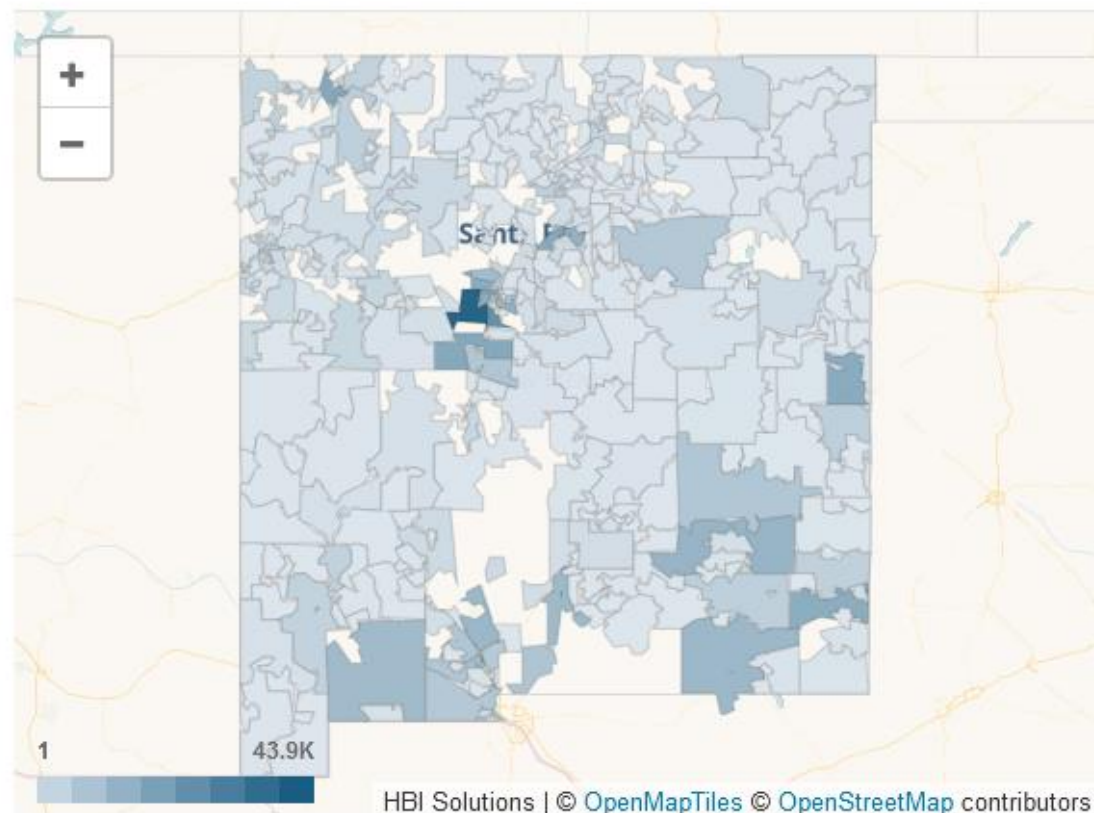
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SEGMENTS OF THE DASHBOARD

POPULATION RISK OVERVIEW

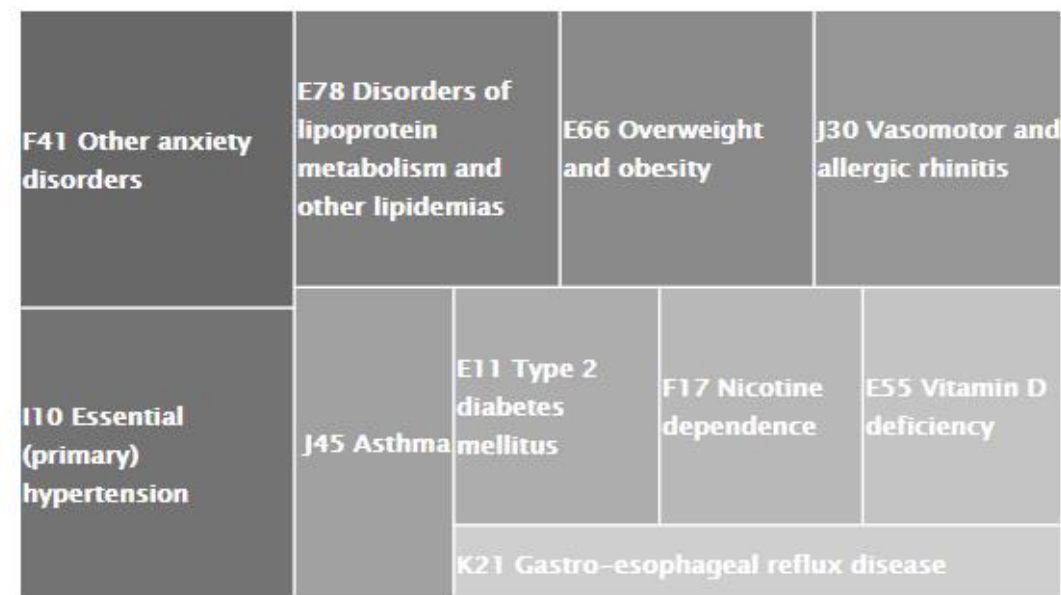
Patient Origin

Region: NM - New Mexico



Loaded: 676ms

Chronic Disease (Top10)



Loaded: 636ms

SEGMENTS OF THE DASHBOARD

POPULATION RISK OVERVIEW – ONLY IF YOU ARE GRANTED PATIENT-LEVEL DATA ACCESS



Patient List

Showing 1 to 15 of 69,726 patients

| Patient MPI | ActEncounter | Last Name | First Name | DoB | Age | Gender | Cost | | | | | | | | |
|-------------|--------------|-----------|------------|------------|-----|--------|------|---|---|---|---|---|---|---|---|
| GGGGGGGG | NO | LastName | FirstName | 1957-XX-XX | 66 | Female | | | | | | | | | |
| GGGGGGGG | NO | LastName | FirstName | 2019-XX-XX | 4 | Female | L | L | L | L | L | L | L | L | L |
| GGGGGGGG | NO | LastName | FirstName | 2014-XX-XX | 9 | Female | L | M | L | L | M | L | L | L | L |
| GGGGGGGG | NO | LastName | FirstName | 1993-XX-XX | 30 | Female | M | H | L | L | M | L | L | L | L |

You will only see the **Patient List** if you have been granted patient-level data access by your organization's privacy officer.

Accept this disclaimer to continue



If you do not accept this disclaimer within five minutes, you will be logged out and returned to the login page.

By accessing information using the SYNCRONYS Health Information Exchange, I understand, accept, and agree that my access to and the use and disclosure of such information by me is subject to Federal and State laws and contractual duties and obligations.

Accept

Cancel

- Treatment
- Payment
- Operations

VALUE BASED CARE

- The Population Health Dashboard supports a practices participation in Value Based Payment Agreements
- Example: Quality Metric Alignment for NM Primary Care Payment Reform



SYNCRONYS

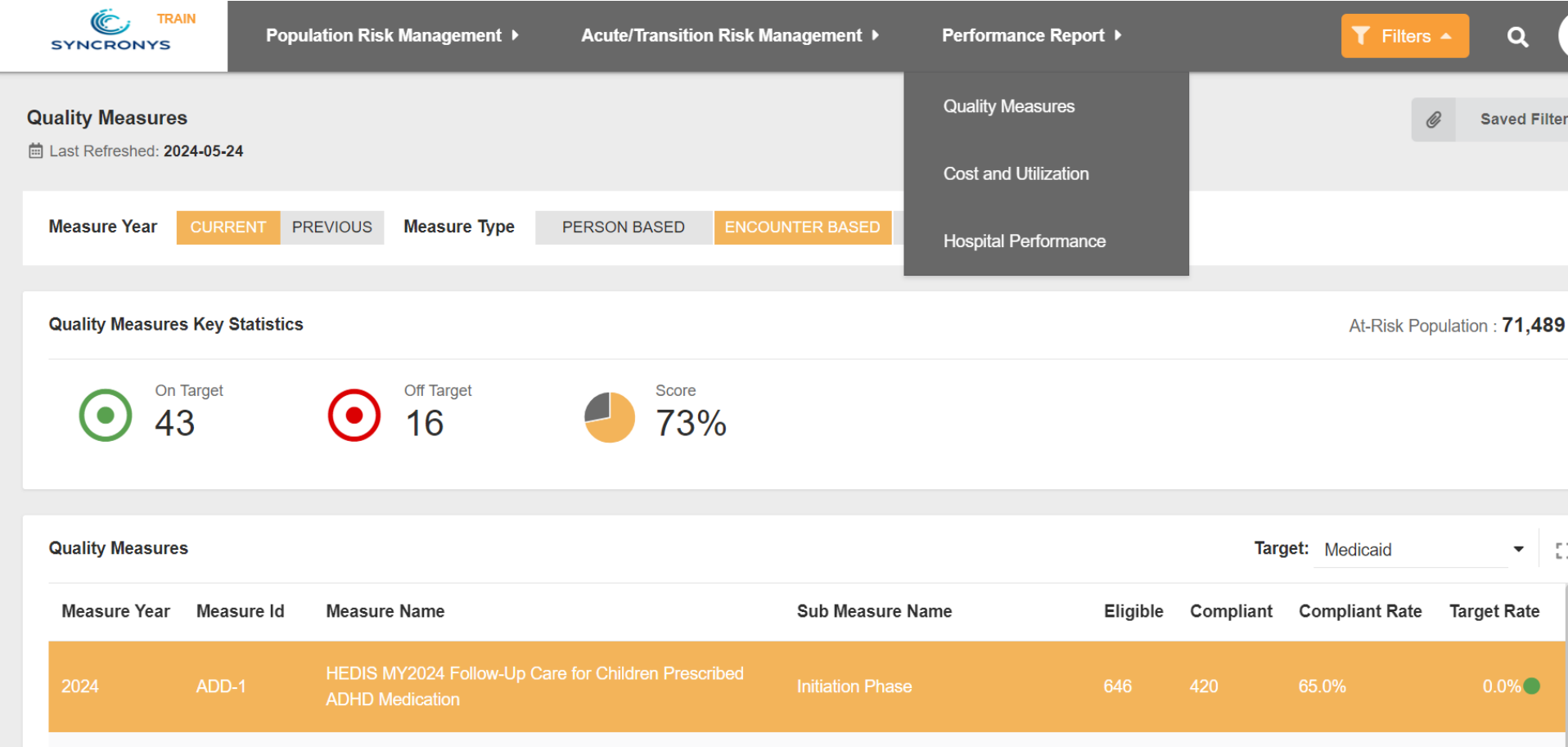
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NM PRIMARY CARE PAYMENT REFORM METRICS

Disease Prevention & Quality Metric Alignment

| Physical Health Measures | Turquoise Care | Y0 7/1/24 | Y1 7/1/25 | Y2 7/1/26 | Y3 7/1/27 |
|---|----------------|--------------|--------------|--------------|--------------|
| Patient satisfaction (TBD) | | X | | | |
| Decrease number of days to third next available appointment to zero days (same day) or one day (next day) for established primary care patients. Only a Tier 3 measure. | | X | | | |
| Initiation and Engagement of Alcohol and Other Drug Abuse or Dependence Treatment | ✓ | X | | | |
| Breast Cancer Screening | ✓ | | X | | |
| Cervical Cancer Screening | ✓ | | X | | |
| Prenatal Care | ✓ | | X | | |
| Postpartum Care | ✓ | | X | | |
| Lead Screening in Children | ✓ | | X | | |
| F/U after ER visit, Alcohol or Drug Abuse | | | X | | |
| F/U after ER visit, Mental Illness | ✓ | | X | | |
| Statin Therapy, Cardiovascular Disease | ✓ | | | X | |
| Child and Adolescent Well-Care Visits | ✓ | | | X | |
| Well Child, < 15 Months | ✓ | | | X | |
| Well Child, 15-30 Months | ✓ | | | X | |
| Controlling High Blood Pressure | | | | | X |
| Comprehensive Diabetes Care | ✓ | | | | X |
| Immunizations for Adolescents | ✓ | | | | X |

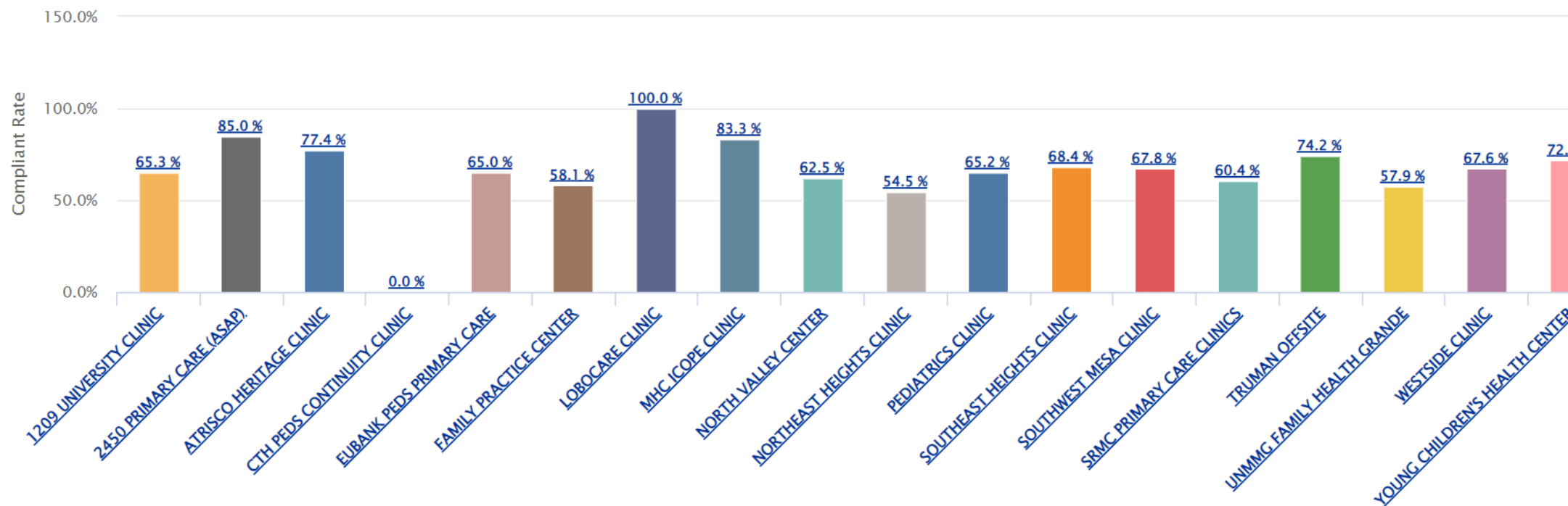
PERFORMANCE REPORT – QUALITY MEASURES DASHBOARD



QUALITY METRICS DASHBOARD

Compliant Rate Comparison

ADD: HEDIS MY2024 Follow-Up Care for Children Prescribed ADHD Medication - Initiation Phase



QUALITY METRICS DASHBOARD

ADD-1: Initiation Phase (Eligible Encounters)



Showing 1 to 15 of 646 encounters

| Patient MPI | Last Name ⇅ | First Name ⇅ | DoB ⇅ | Age ⇅ | Gender ⇅ | Discharge Date ⇅ | Trigger Date ⇅ | Due Date ⇅ | Compliant ⇅ |
|-------------|-------------|--------------|------------|-------|----------|------------------|----------------|------------|-------------|
| GGGGGGGG | LastName | FirstName | 2016-XX-XX | 8 | Male | 2023-XX-XX | 2023-07-10 | 2023-XX-XX | Yes |
| GGGGGGGG | LastName | FirstName | 2017-XX-XX | 7 | Male | 2023-XX-XX | 2023-12-06 | 2024-XX-XX | Yes |
| GGGGGGGG | LastName | FirstName | 1992-XX-XX | 31 | Male | 2023-XX-XX | 2023-03-27 | 2023-XX-XX | Yes |
| GGGGGGGG | LastName | FirstName | 2007-XX-XX | 17 | Male | 2023-XX-XX | 2023-03-15 | 2023-XX-XX | Yes |
| GGGGGGGG | LastName | FirstName | 2001-XX-XX | 22 | Female | 2023-XX-XX | 2023-05-25 | 2023-XX-XX | Yes |
| GGGGGGGG | LastName | FirstName | 2016-XX-XX | 8 | Male | 2023-XX-XX | 2023-11-28 | 2023-XX-XX | No |
| GGGGGGGG | LastName | FirstName | 2012-XX-XX | 12 | Male | 2023-XX-XX | 2023-07-27 | 2023-XX-XX | Yes |

TURQUOISE CARE

- The new Turquoise Care Medicaid Program goes into effect July 1, 2024
- The Human Services Department has identified HIT and HIE requirements for the MCO's and their provider networks
- The MCO (CONTRACTOR) shall accelerate statewide HIE participation by all Medicaid Providers and Turquoise Care MCOs by:
 - Requiring that Behavioral Health and Physical Health Providers use the HIE for the secure sharing of clinical information between Physical and Behavioral Health Providers;
 - Ensuring Providers utilize alerts to facilitate timely follow up with Members after admission or discharge from hospitals and emergency rooms;

TURQUOISE CARE

- The MCO shall collaborate with HCA and the HIE to support projects and initiatives in areas where HIT and HIE can bring significant change and progress, including efforts focused on:
- Coordinating the secure sharing of clinical health information between Providers and across the continuum of care.
- Other activities as identified by HCA and that are allowed under the Permitted Use Policy of the HIE.
- To increase the number of Providers participating in the HIE, the MCO shall develop, with the HIE, a recruitment plan that can achieve an increase in the number of Providers that join the HIE.

SYNCRONYS HIE Clinical Portal

HBI Solutions Spotlight Analytics Dashboard

<https://syncronys.orionhealthcloud.com>



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Please enter your user ID and password

User ID

Password



[Forgot your password?](#)

Login



Amadeus Production Environment

Planned Maintenance - 11-2-22 from 7pm MST to 11pm MST

POWERED
BY | **ORION**
HEALTH

WHAT IS SYNCRONYS?



Visit our website for descriptions
of the many solutions we offer!

www.syncronys.org



SAVE THE DATE

SYNCRONYS 8TH ANNUAL CONFERENCE



September 16-17, 2024



Sandia Golf and Event Center
30 Rainbow Rd, Albuquerque NM



Keynote Speaker: Kari Armijo
Cabinet Secretary, New Mexico
Human Services Department

STAY TUNED FOR MORE DETAILS!

FOR INQUIRIES CONTACT

info@synchronys.org



SYNCRONYS

BETTER DATA. BETTER HEALTH.

At Your Service



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