

NEW MEXICO'S HEALTH INFORMATION EXCHANGE

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

JULY 25, 2024

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OBJECTIVES FOR THIS PRESENTATION

- Explain how SYNCRONYS can help my practice manage high-risk, high-cost patients in my patient population.
- Identify at least one clinical portal tool I was unaware of that has the potential to save time while locating information I need.

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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.

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State of New Mexico

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
Michelle Lujan Grisham
Governor

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ENHANCING THE HIE HAS BROUGHT TOGETHER INNOVATORS . . .

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

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ENTER HBI SOLUTIONS SPOTLIGHT ANALYTICS PLATFORM FROM THE HIE CLINICAL PORTAL

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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.



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VALUE BASED CARE

- The Population Health Dashboard supports a practices participation in Value Based Payment Agreements.
- Example: Alignment with the identified metrics and requirements of NM Primary Care Payment Reform and Making Care Primary

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SYNCRONYS DEMONSTRATION



HBI Solutions Spotlight Analytics Dashboard



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TRANSITION RISK OVERVIEW



Encounter Status: **ACTIVE** DISCHARGED Encounter Type: **IP** ED IP Encounters: 1,091

IP 30 Day Readmission Risk

Risk Class	Encounters
Low	~800
Medium	~200
High	~50
Very High	~10


Actual LOS

Length of Stay	Encounters
11 days	~100
12 days	~150
13 days	~200
14 days	~250
15 days	~300
16 days	~350
17 days	~400
18 days	~450
19 days	~500
20 days	~550
21 days	~600
22 days	~650
23 days	~700
24 days	~750
25 days	~800
26 days	~850
27 days	~900
28 days	~950
29 days	~1,000
30 days	~1,050
31 days	~1,100
32 days	~1,150
33 days	~1,200
34 days	~1,250
35 days	~1,300
36 days	~1,350
37 days	~1,400
38 days	~1,450
39 days	~1,500
40 days	~1,550
41 days	~1,600
42 days	~1,650
43 days	~1,700
44 days	~1,750
45 days	~1,800
46 days	~1,850
47 days	~1,900
48 days	~1,950
49 days	~2,000
50 days	~2,050
51 days	~2,100
52 days	~2,150
53 days	~2,200
54 days	~2,250
55 days	~2,300
56 days	~2,350
57 days	~2,400
58 days	~2,450
59 days	~2,500
60 days	~2,550
61 days	~2,600
62 days	~2,650
63 days	~2,700
64 days	~2,750
65 days	~2,800
66 days	~2,850
67 days	~2,900
68 days	~2,950
69 days	~3,000
70 days	~3,050
71 days	~3,100
72 days	~3,150
73 days	~3,200
74 days	~3,250
75 days	~3,300
76 days	~3,350
77 days	~3,400
78 days	~3,450
79 days	~3,500
80 days	~3,550
81 days	~3,600
82 days	~3,650
83 days	~3,700
84 days	~3,750
85 days	~3,800
86 days	~3,850
87 days	~3,900
88 days	~3,950
89 days	~4,000
90 days	~4,050
91 days	~4,100
92 days	~4,150
93 days	~4,200
94 days	~4,250
95 days	~4,300
96 days	~4,350
97 days	~4,400
98 days	~4,450
99 days	~4,500
100 days	~4,550




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POPULATION RISK MANAGEMENT DASHBOARD DEMO

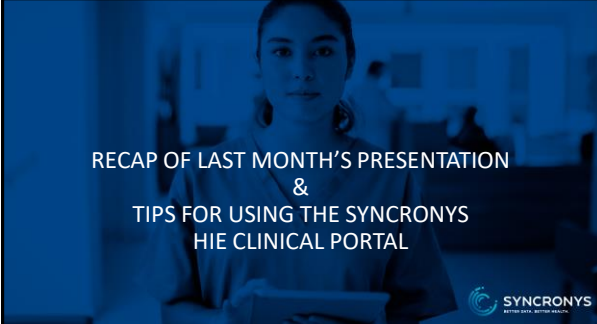



- The use of filters provides the ability to drill-down into specific patient populations gaining insights by layering .
- Attribution through filters will visibly change the risk classifications for the given patient population.
- Let's see it in action...




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RECAP OF LAST MONTH'S PRESENTATION & TIPS FOR USING THE SYNCRONYS HIE CLINICAL PORTAL

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PATIENT SUMMARY TAB




- Clinical Documents
 - Discharge summaries
 - Radiology reports – many image-enabled
 - Clinical notes
- Medications, based on Medicaid claims
- Allergies
- Demographics
- Encounters
- Procedures
- Problems

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OTHER DOCUMENT TYPES

Some patient records may also contain these types of documents:

- Incoming CCDs
- Hepatitis screening
- Hepatitis C summary
- Care coordinator documents and assessments
- Insights



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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:

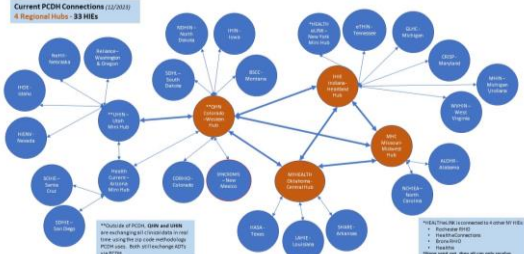
- Inpatient Readmission – 30 Days
- IP Visits – CHF Dx
- IP Visits – COPD Dx
- IP Visits – MI Dx
- Potential Readmission – 30 DAYS
- Readmission Risk – Very High



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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.




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SYNCRONYS DEMONSTRATION



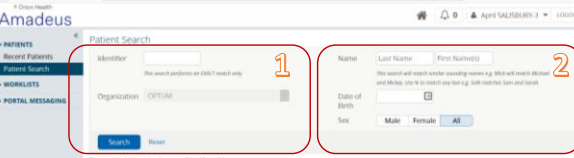
Tips for working in the Portal:

- Tools to help when you encounter unmerged records for one patient.
- Worklists and Recent Patients lists to quickly find records you need again.
- Clinical Document tools – search, constrain timeframe, group, and sort options.
- Timeline Tab – zooming in and opening docs.
- eHealth Exchange to find additional records.




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PATIENT SEARCH METHODS



- Either by identifier number with associated organization, or
- Using demographic information, i.e. Name, DOB, Gender



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DEMOGRAPHIC PATIENT SEARCH RESULTS

Identifier	Name	Date of Birth (Age)	Sex	Phone	Address
ABK-74623-2	MOUSE, MICKEY	Mar-15-1970 (52 years)	Male	(505)819-9173 (Home)	288 CALLE PRIMADO, SANTA FE, NM, 87508, USA (Home)
ABF-74935-9	MOUSE, MICKEY	Jan-01-1964 (60 years)	Male	(505)209-9430 (Home)	123 DISNEY LAND RD, ALBUQUERQUE, NM, 87123 (Home)
ACN-18974-9	MOUSE, MICKEY	Mar-07-1900 (122 years)	Male	(505)555-5555 (Home)	111, FARMINGTON, NM, 87114 (Home)
ABJ-74242-9	MOUSE, MICKEY	May-14-1984 (38 years)	Male	(575)827-7000 (Home)	117 E 19TH, ROSWELL, NM, 88201 (Home)
ABR-61102-8	MOUSE, MICKEY	Jun-05-2014 (8 years 6 months)	Male	(505)889-6412 (Home)	110 SUNSET RD, SANTA FE, NM, 87507, USA (Home)

- Up to 15 patients per screen; 50 maximum possible
- Next and Previous links to navigate if there are more than will fit on one screen

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WHY AM I SEEING UNMERGED PATIENT RECORDS IN THE CLINICAL PORTAL?

- SYNCRONYS has over 2,462,890 unique individuals in the HIE, as measured by distinct valid SSNs.
 - Multiple data sources, with different business needs for capturing and sharing patient information.
 - Certain data elements **must** match. *(Some are not visible to you.)* Some are heavily weighted, so if not entered correctly, it can prevent a merge.
 - Key elements that help with matching include: 1) patient address, 2) patient SSN, 3) patient (home) phone number.

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WHY AM I SEEING UNMERGED PATIENT RECORDS IN THE CLINICAL PORTAL?

Identifier	Name	Date of Birth (Age)	Sex	Phone	Address
ABE-04314-3	SHELTON, FRANCES G	Jul-18-1929 (92 years)	Female	(Home)	ST NE, ALBUQUERQUE, NM, 87110, US (Home)
ADJ-01491-8	SHELTON, GERALDINE	Jul-18-1929 (92 years)	Female	(Home)	(Home)
AEQ-55161-1	Shelton, Geraldine	Jul-18-1929 (DECEASED)	Female	(Home)	Place NE, Albuquerque, NM, 87110 (Home)

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WHEN THERE IS MORE THAN ONE, HOW CAN I KNOW WHICH RECORD I NEED?

- Hover your cursor over the Identifier to see which data sources are included in that record.
- Choose the one with the most sources.
- Then use *Context Navigation* to see everything else.

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HOW CAN I VIEW ALL THE RECORDS DISPLAYED WITHOUT HAVING TO SEARCH REPEATEDLY?

Context Navigation Tool

The *context* is the list from which you selected the patient

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CONTEXT NAVIGATION

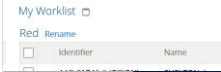

The *Context* could be:

- Patient Search Result
- Recent Patients
- One of your Worklists

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WORKLISTS

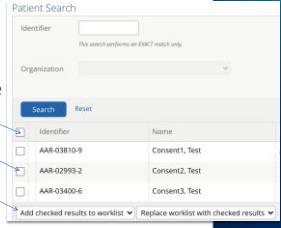
- Worklists allow users to quickly access and manage patients they need to view multiple times.
- User specific.
- Six worklists available – user may rename.
 - **Red, Blue, Yellow, Green, Orange, Purple**
 - Red appears on the clinician's default home screen, but it can be switched out in the User Preferences screen.
- A user may wish to rename a worklist to follow a specific group of patients, e.g.: Follow-up, By Care Team, or by Condition.

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WORKLISTS – ADD FROM PATIENT SEARCH

- Add search results all at once or one at a time.
- Choose the list from the dropdown menu.

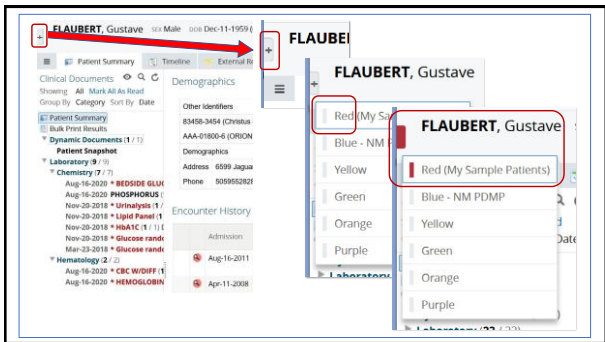


100 patients per worklist

This worklist is full. To add to this worklist please remove at least 2.



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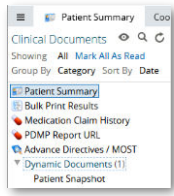



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TOOLS IN THE CLINICAL DOCUMENTS PANEL

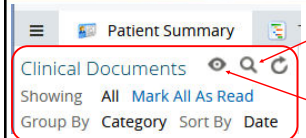
Some things in this panel are links or tools:

- Bulk Print Results tool
- PDMP Link, for prescribers who need to check the NM Board of Pharmacy's NARX report
- Advance Directives / MOST registry
- Patient Snapshot – CCD creator





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SEARCH TOOLS FOR THE CLINICAL DOCUMENTS PANEL

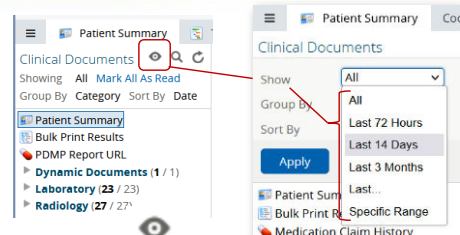



- Search for a known test or document by name, e.g., HbA1c
- Configure the document tree:
 - Show All or a Specified Date Range
 - Group by Category, Date, Service, or Author
 - Within the group, sort by Date, Title or Author



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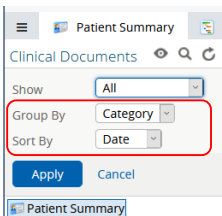
CONFIGURE THE DOCUMENT TREE – CHOOSE A TIMEFRAME

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CONFIGURE THE DOCUMENT TREE

GROUPING AND SORTING



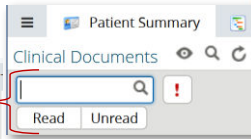
- **Grouping** – Select the option from the list to change the grouping by which the documents are displayed.
- **Sorting** – Select the field by which the documents are sorted.

TIP: Showing all documents and grouping by date is a quick way to help you locate the most recent information.

SYNCRONYS

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SEARCH FOR A DOCUMENT



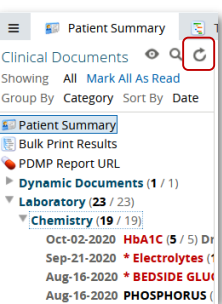
Showing All Mark All As Read
Group By Category Sort By Date

- ▶ Patient Summary
- ▶ Bulk Print Results
- ▶ PDMP Report URL
- ▶ Dynamic Documents (1 / 1)
- ▶ Laboratory (23 / 23)
- ▶ Radiology (27 / 27)

SYNCRONYS

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REFRESH THE DOCUMENT TREE

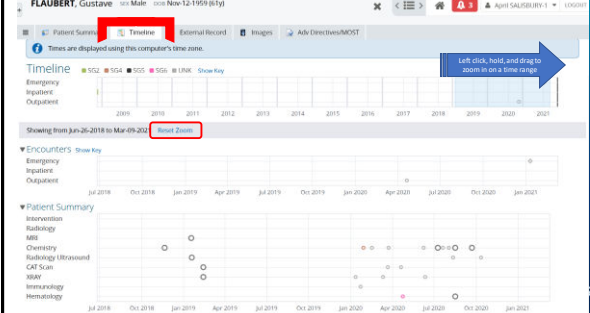


Refreshing the Document Tree displays the documents using the default settings; any filters will be ignored, and all expanded categories will collapse.

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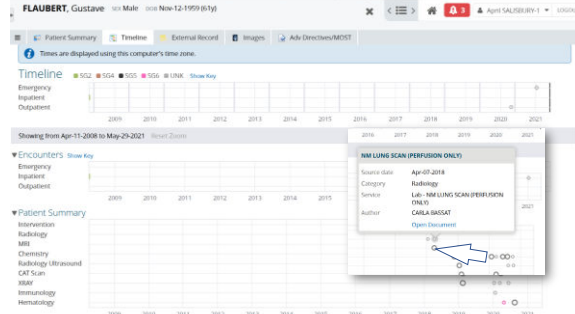
FLAUBERT, Gustave



Showing from Jun-20-2018 to Mar-09-2021

SYNCRONYS

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NEW LUNG SCAN (PERFUSION ONLY)

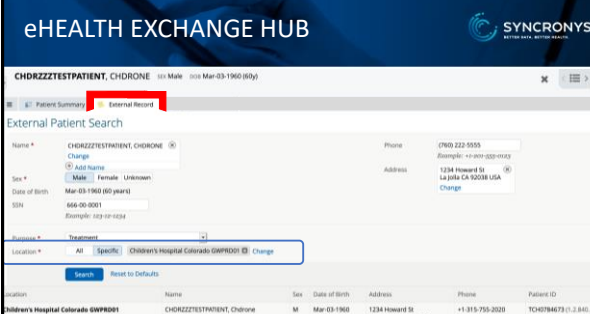
Source Date: Apr-07-2018
Category: Radiology
Series: LBL: NEW LUNG SCAN PERFUSION
IHLX
Author: CARLA BANGAT

SYNCRONYS

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eHEALTH EXCHANGE HUB

CHDRZZTESTPATIENT, CHDRONE



External Patient Search

Name: CHDRZZTESTPATIENT, CHDRONE
Phone: (760) 222-0555
Address: 1234 Howard St, La Jolla CA 92038 USA

Sex: Male
Date of Birth: Mar-03-1960 (60 years)
SSN: 666-00-0001

Location: Children's Hospital Colorado (GWPH01)

Location	Name	Sex	Date of Birth	Address	Phone	Patient ID
Children's Hospital Colorado (GWPH01)	CHDRZZTESTPATIENT, Chdrone	M	Mar-03-1960	1234 Howard St, La Jolla CA 92038 USA	+1-315-755-2020	1C40784671(1,2,840,114)

SYNCRONYS

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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/>

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YOU ARE INVITED!



- If you would like to have a one-on-one meeting or small group training with us, we invite you to reach out to us.
- We want your feedback about data and features that are important to you.



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COMING SOON!




- Adding 42 CFR Part 2 protected information.
- Multifactor Authentication for greater security.
- Health Equity Map.
- Maternal Health Insight Tool.
- Behavioral Health pilot and expansion.
- Improving data quality: pursuing Data Aggregator Validator (DAV) certification, improving data quality, and adding more data.
- Exploring use of A.I. to offer improved patient summaries.
- Supporting the 'Making Care Primary' model.


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FOR MORE INFORMATION



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

www.synchronys.org



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At Your Service




Phillip Gibbs
Dir., Customer Engagement
(505) 336-2096
pgibbs@synchronys.org

April L. Salisbury
Dir., HIE Operations
(505) 938-9905
asalisbury@synchronys.org

SYNCRONYS
5338 Montgomery Blvd. NE, Suite 400, Albuquerque, NM 87109
www.synchronys.org



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SYNCRONYS 8th ANNUAL CONFERENCE

Turquoise Trailblazers

Join us September 16 - 17, 2024

Thank you to our platinum sponsor: **ORION HEALTH**



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