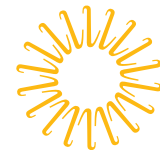


eConsult EHR HIE Interoperability Solution

Paul Larson MD, MS, MBA, CPE
Chief Primary Care & AAMC Project Core Lead, Lifespan

Neil Sarkar PhD, MLIS, ACHIP, FACMI, FAMIA
President and Chief Executive Officer of the Rhode Island Quality Institute



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Problems in need of a Solution



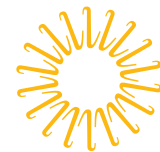
Poor communication & coordination



Poor access



Wide variations in care



Communication, Access, Quality, & Cost

What is Missing?

A clear clinical question

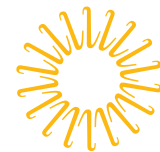
...referrals have become an administrative task

Alignment of primary care evaluation with specialist needs

...leading to risk of wasted initial visit with specialist

Longitudinal co-management agreement

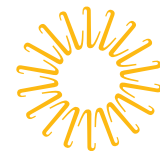
...who does what over time?



AAMC CORE in Rhode Island

With multi-payer funding, CTC-RI engaged AAMC to implement CORE program as critical strategy to improve primary care and specialty collaboration and alignment on value. **Goal to support statewide adoption including exploring HIE for non-Epic EHRs.**

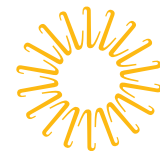
- Health Plans; United HealthCare, BCBS RI, Tufts
- **Lifespan** (LPG, Coastal Medical) & Brown Physicians Inc.
- **Integra** Community Care Network (CareNE. RI-PCPC, South County)
- CTCRI CORE Oversight Committee - Facilitates program goals, template development, specialty engagement, outcome measurement & payer engagement for sustainable funding.



Project Goals

Improve **communication, coordination and culture between primary care providers and specialists:**

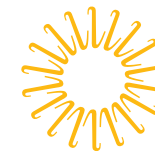
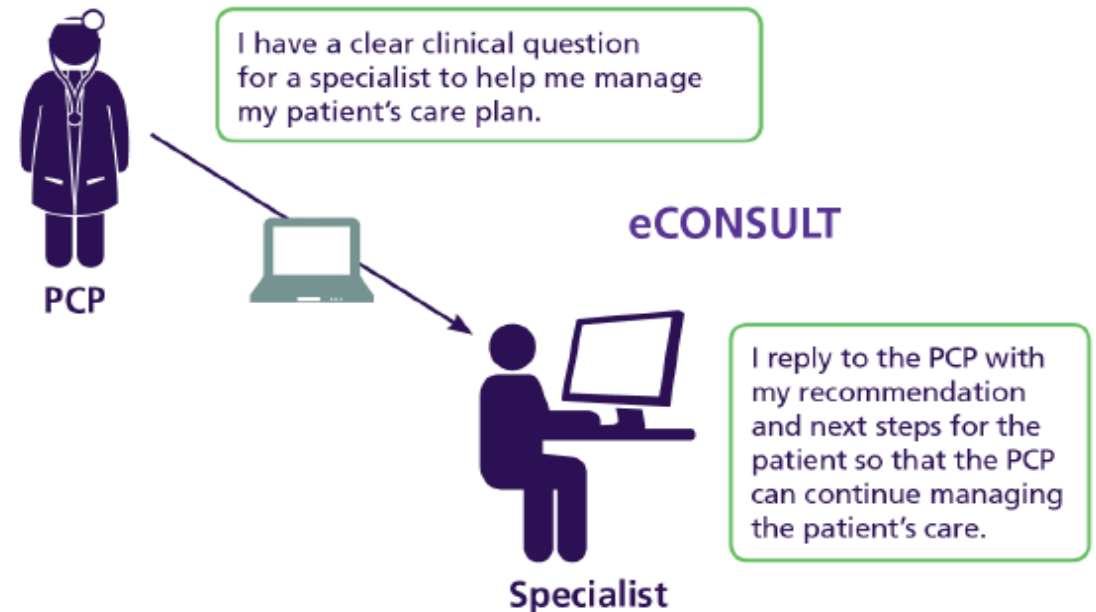
- Timely **access to specialty care**
- Improve **quality** and **experience** for patients and providers
- Enhance **primary care comprehensiveness**
- Control **costs of care**



eConsult Overview:

- Implemented in the EMR alongside the referral workflow
- Condition specific templates
- Initiated by a PCP to a designated specialist colleague
- Typically, straight forward, low-acuity issues (answerable with data available in the EMR)
- < 3 business day response
- If too complex, specialist can recommend in-person visit

Implementing CORE eConsults

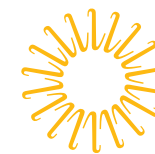


Lifespan: 11 eConsult departments live

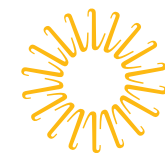
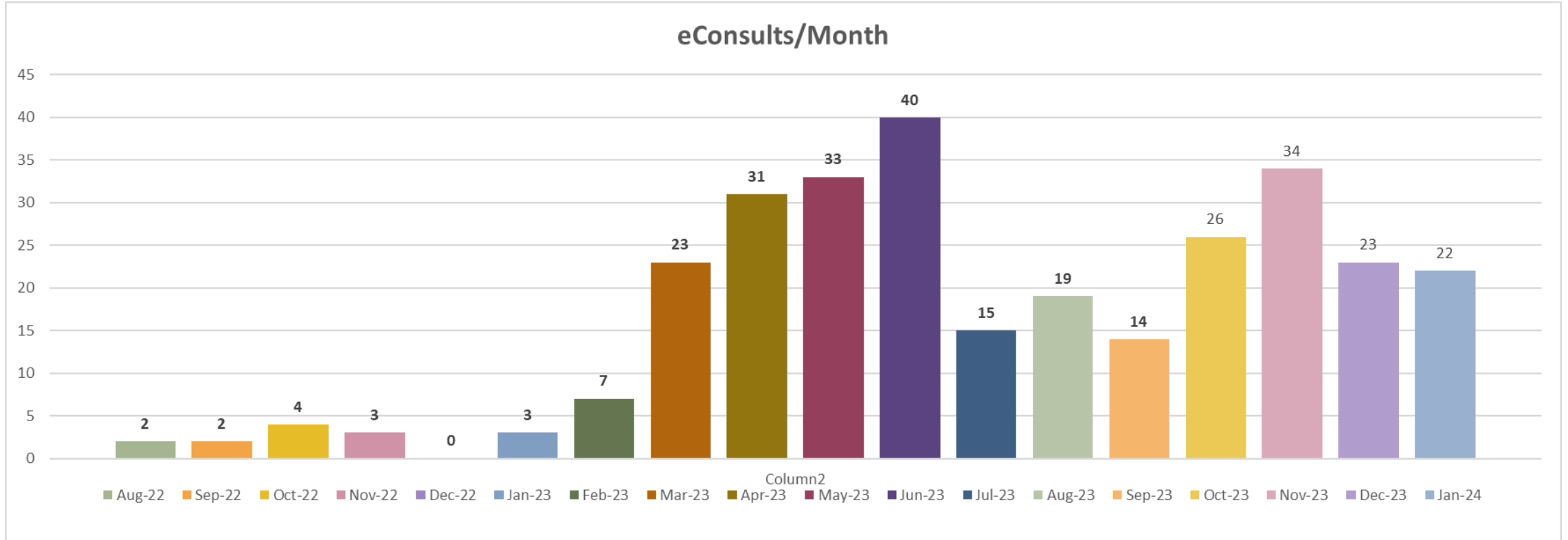
Department	Go-Live Date
Pedi Gastroenterology	June 6, 2022
Adult Gastroenterology	June 6, 2022
Psychiatry	June 6, 2022
Cardiology	December 1, 2022
Concussion	December 1, 2022
Neurology	December 1, 2022
Rheumatology	January 3, 2023
Hematology Benign	February 1, 2023
Obstetric Medicine	March 6, 2023
Physiatry / PM&R	May 10, 2023
Plastics - Hand	May 10, 2023

5 depts in development:

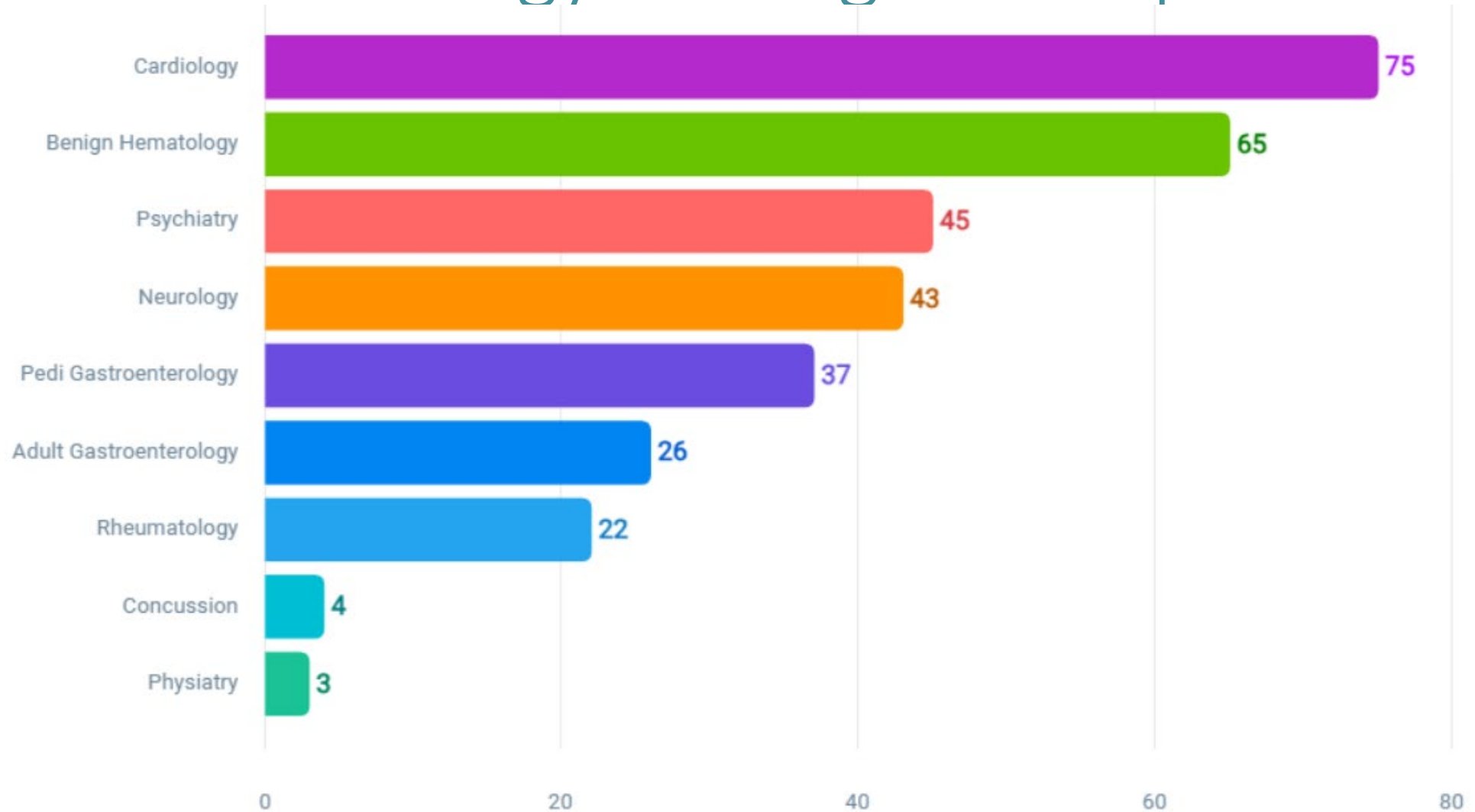
- Pedi Psych (LPG)
- Nephrology (BPI-BM)
- Endocrine (BPI-BM)
- Dermatology (BPI)
- Urology (BPI)



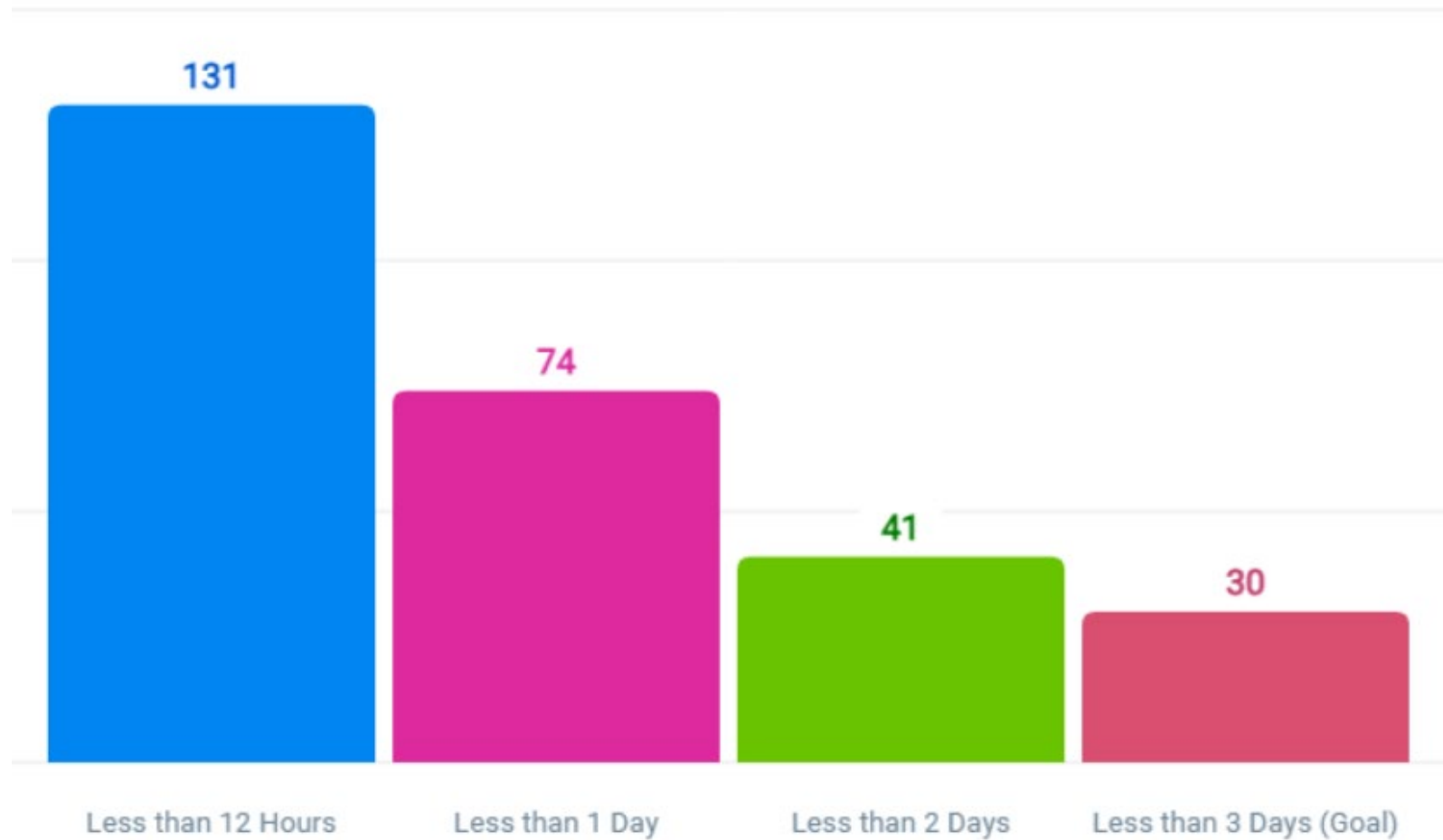
Lifespan: eConsult Monthly Volume



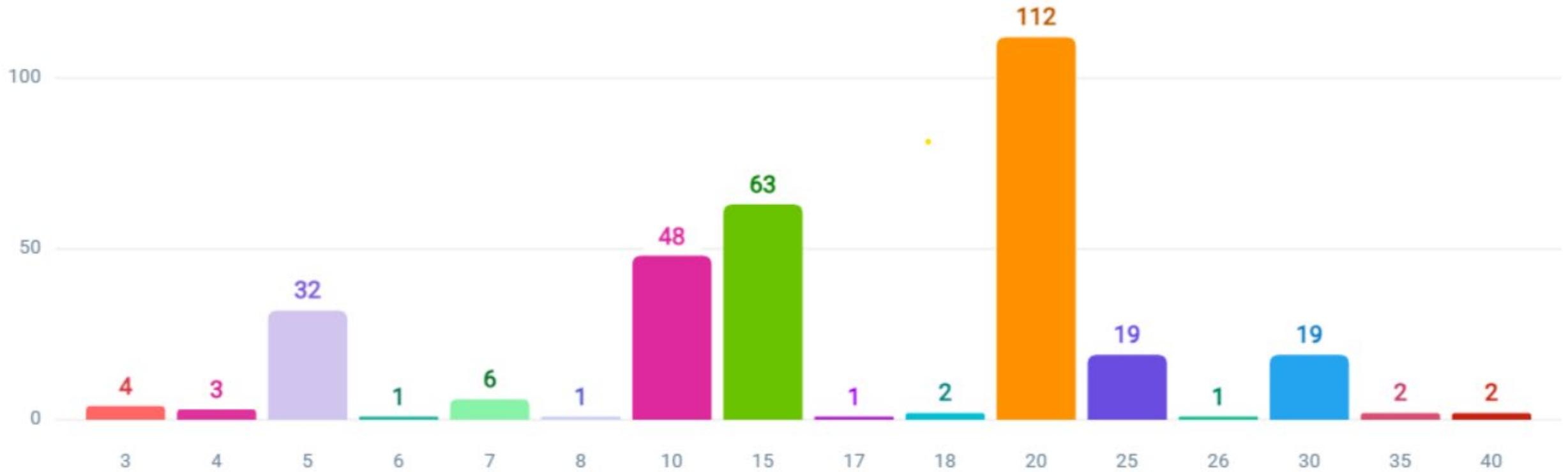
eConsults volume varies by specialty with Cardiology leading at Lifespan



eConsultants respond in less than 3 days
and usually the same day



eConsultants spend 10-20 min completing reply



PCPs are very satisfied & referrals reduced

- 87% eligible PCP's have completed at least one eConsult.
- 20% or more of PCPs use eConsults monthly.
- Co-Management CME conferences occur monthly & newsletters quarterly.

100% of PCP very satisfied/satisfied with eConsult response.

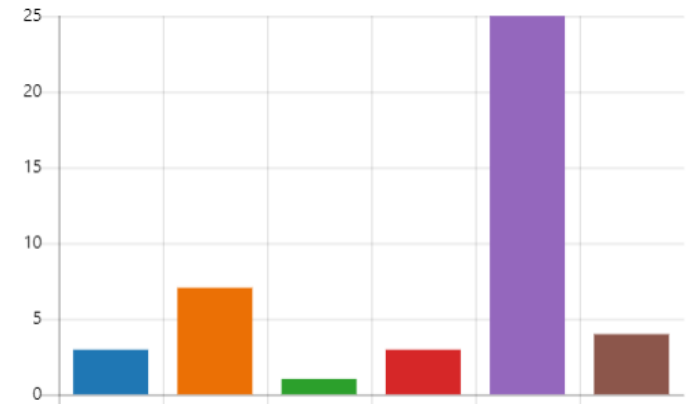
58% of eConsults would have been referrals.

1. Please rate your satisfaction with this eConsult response.

Very satisfied	41
Satisfied	2
Neutral	0
Dissatisfied	0
Very dissatisfied	0



Contact specialist via pager/p...	3
Contact specialist via InBasket...	7
Contact specialist via email (o...	1
Search medical reference/clin...	3
Order a standard referral visit ...	25
Other	4



eConsult Psychiatry (PCP Only)

Accept

Cancel

Process Instructions:

Please hit F3 to enlarge the Comments window. This makes it significantly easier to analyze the text in the Comments.

Comments:

Rich text editor toolbar with icons for undo, redo, bold, italic, link, unlink, list, and a zoom dropdown set to 100%.

Press F2 to get started – Press F3 to enlarge

- Anxiety Disorder ECONSULT PSYCHIATRY - ANXIETY DISORDER
- Attention ECONSULT PSYCHIATRY - ATTENTION
- Cognition ECONSULT PSYCHIATRY - COGNITION
- Mood Disorder ECONSULT PSYCHIATRY - MOOD DISORDER
- Psychotic Disorders ECONSULT PSYCHIATRY - PSYCHOTIC DISORDERS
- PTSD ECONSULT PSYCHIATRY - PTSD
- Somatization ECONSULT PSYCHIATRY - SOMATIZATION
- Substance Abuse ECONSULT PSYCHIATRY - SUBSTANCE ABUSE
- Unspecified ECONSULT PSYCHIATRY - UNSPECIFIED

The Comments field contains unfiller

Suicidal Ideation [Informational Only]:

Patients reporting suicidal thoughts with high intent and/or access to specified method must be referred to the emergency department for evaluation

If this clinical question is deemed too complex for eConsult, please:

Route the request back to me and I will follow up with the patient prior to scheduling for a specialty visit

Schedule the patient for a specialty visit

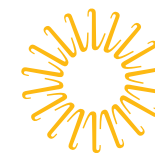
eConsult Psychiatry (Adult) Order: Select a template...

External Pivot

- eConsults remains limited to PCPs and specialists on Epic-based EHRs.
- **An interoperable solution is required to facilitate eConsult between any EHR platform.**
- Existing solutions from Epicare Link and AristaMD do not meet workflow requirements due to PCPs order in third-party platform external to their EHR.
- Engage with RIQI and other technical experts from Lifespan IS, Care New England/Integra IS, Epic and other EHR vendors for project discovery/technical feasibility leading to RIQI proposal to develop, implement, and support such a capability.

eConsult External Pivot Project Subcommittee

- **CTC** - Pano Yeracaris, Sue Dettling
- **AAMC** – Meaghan Quinn,
- **RIQI** – Neil Sarkar, Scott Young, Bhawna Sehgal, Andréa Levesque, (HIE vendor project manager)
- **Lifespan** – Paul Larson, Doug Hopper, Donna Blanchard
- **Integra** – Kaila Defosse
- **Thundermist** – Mice Chen, Matthew Malek



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CurrentCare HIE

- Contemporary HIE technology (as implemented for CurrentCare) can support **SMART-on-FHIR applications** within its clinical viewer application and serve as FHIR endpoint for such applications.
- RIQI can acquire the capability to design, develop, and support a SMART-on-FHIR application to facilitate eConsult data transfer between vendor EHRs.
- Solution will be designed to be EHR-agnostic, using standard interfaces through FHIR.
- Proposal will include description of scope, estimates of build, implementation, & maintenance cost, and proof of concept for use of SMART on FHIR between community based EHRs and Epic.