

Virtual Update Meeting

June 21, 2017

1:30 - 2:00 pm

GLHC Analytics & Reporting Tools



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GREAT LAKES HEALTH CONNECT

CREATING CARE-CONNECTED COMMUNITIES

Mary Graham

Manager, Community Engagement

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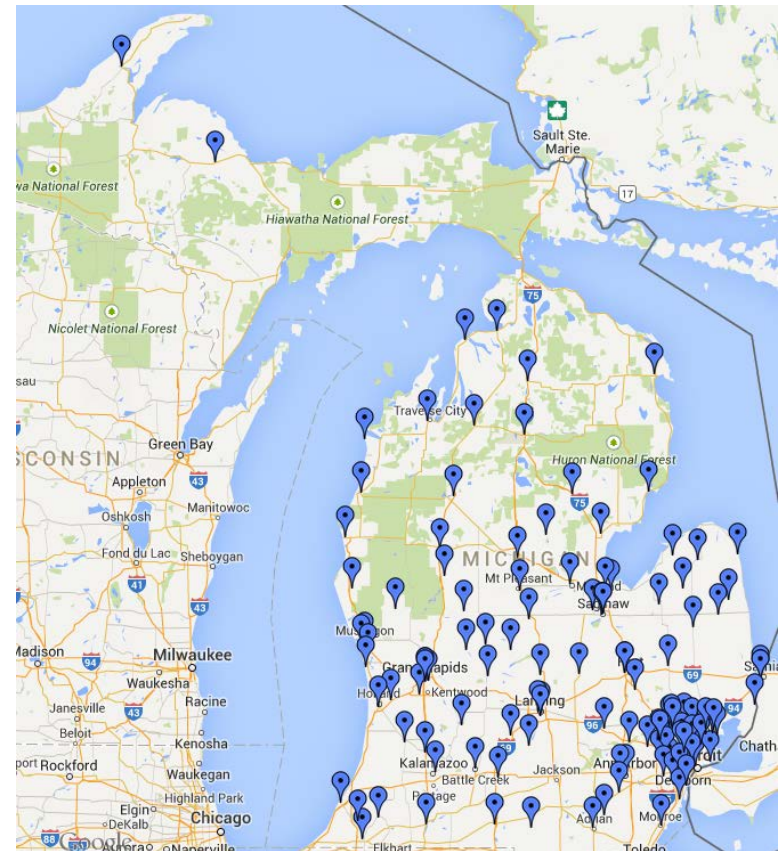
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Agenda

- Presentation: GLHC Analytics & Reporting Tools
- Solution & Service Updates
- Business Updates



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GLHC Analytics & Reporting Tools

George Bosnjak

- Director, Sales & Business Development
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We know that patients seek care at multiple healthcare organizations; outside of system physical walls, beyond reporting/tracking reach.

Great Lakes Health Connect has statewide data and the technology tools to provide the information you need.

In this presentation we/George Bosnjak, GLHC Director of Sales and Business Development, will go into more detail about:

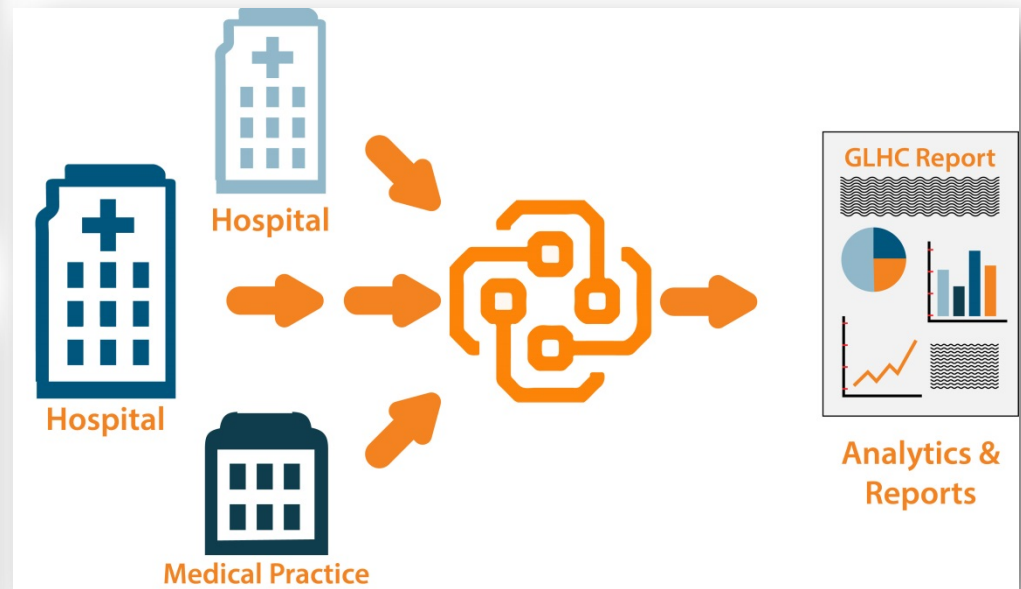
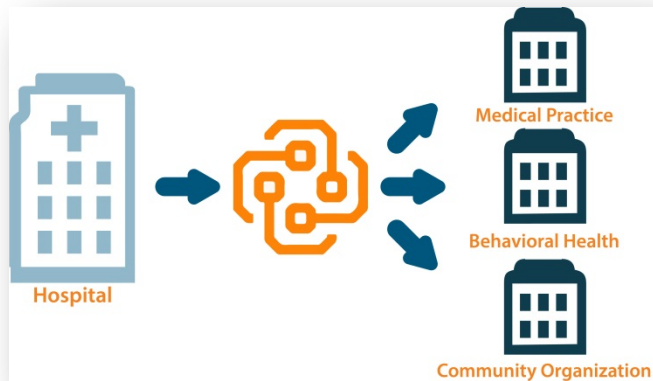
- the requirements for such analytics/reporting
- the volume of data available
- how the information provides ROI
- how it can be used for new value-based payment models
- what GLHC is already working on



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Making Information Available



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Example Report

Patient Encounter Listing

Total Visits: 14

Patient MPID	Full Name	Number of Visits	Facility	Admit Date/Time	Discharge Date/Time	Discharge Disposition	Diagnosis Description
Patient A		5	McLaren Flint	05/12/2017 15:57	05/12/2017 21:28	Discharged to home or self care (routine discharge)	UNKNOWN
		5	McLaren Flint	05/16/2017 20:38	05/17/2017 02:10	Discharged to home or self care (routine discharge)	UNKNOWN
		5	McLaren Flint	06/08/2017 06:37	06/08/2017 09:00	Discharged to home or self care (routine discharge)	UNKNOWN
		5	Hurley Medical Center	05/10/2017 20:21	05/11/2017 00:31	UNKNOWN	Abdominal pain, epigastric Epigastric pain
		5	Hurley Medical Center	06/10/2017 20:13	06/11/2017 01:15	UNKNOWN	Abdominal pain, epigastric Acute kidney failure, unspecified Epigastric pain Nausea with vomiting Nausea with vomiting, unspecified
Patient B		3	McLaren Flint	05/13/2017 10:41	05/13/2017 14:38	Discharged to home or self care (routine discharge)	UNKNOWN
		3	Hurley Medical Center	05/15/2017 18:48	05/16/2017 07:16	Left against medical advice or discontinued care	Anemia, unspecified Hypoxemia Pneumonia due to other specified organism Pneumonia, unspecified organism
		3	McLaren Flint	05/16/2017 11:49	05/22/2017 12:49	Discharged to home or self care (routine discharge)	UNKNOWN
Patient C		6	Genesys Regional Medical Center	04/07/2017 14:24	04/07/2017 20:45	Discharged to home or self care (routine discharge)	HYPERGLYCEMIA, UNSPECIFIED
		6	McLaren Flint	04/06/2017 21:09	04/07/2017 03:42	Discharged to home or self care (routine discharge)	UNKNOWN
		6	McLaren Flint	05/06/2017 05:37	05/06/2017 09:22	Discharged to home or self care (routine discharge)	UNKNOWN
		6	Hurley Medical Center	05/06/2017 17:33	05/07/2017 12:08	UNKNOWN	Headache Headache(784.0) Hyperglycemia, unspecified Obesity, unspecified Other abnormal glucose
		6	McLaren Flint	05/08/2017 15:30	05/08/2017 18:55	Discharged to home or self care (routine discharge)	UNKNOWN
		6	McLaren Flint	05/10/2017 11:32	05/17/2017 11:24	Discharged/transferred to home under care of organized home health service organization	UNKNOWN



Other Reports

- Lead Registry
- Super Utilizer
- Duplicate tests run for patient in multiple places in X time
- Unfunded Care
- Inappropriate ED visits
- Risk Modeling



Solution & Service Updates



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New VIPR Contributors

- Sending ADT and Results for Lab, Radiology and Pathology
 - North Ottawa Community Hospital
 - McLaren Health System (Bay, Central Michigan, Flint, Greater Lansing, Lapeer, Macomb, Oakland)
 - Sparrow's Carson City Hospital
 - Also sending Results Transcription



Provider Update Requests

- GLHC Services/Solutions Impacted
 - Referral Application
 - Results Delivery into the Command Center and into your EMR
 - ADT Notifications
 - Direct Messages
- Web form – www.gl-hc.org/provider-update-request-form
- Immediate change requests will be processed within 3 business days. The sender will receive a confirmation email from GLHC Support. GLHC will inform all applicable hospitals of your provider changes.



Interface and Manual Contributors of Patient Care Documents

- New in May and June
 - Lakewood Family Medicine
 - Spectrum Health (Pennock, Ludington, Zeeland, Big Rapids, and Reed City)
 - Submitting via interface is Michigan Medicine, (University of Michigan Health System, Metro Health)



Business Updates



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PCDM & The Heartland Project

- GLHC is now live exchanging ADTs with all of the PCDH project participants
- ADTs from across the Midwest are available to the GLHC network
- May 21 – June 3
 - GLHC received over 2,000 ADTs
 - GLHC sent over 13,000 ADTs



Programs & Incentives

- Comprehensive Primary Care Plus (CPC+)
- State Innovation Model (SIM)
- Incentive programs, such as PGIP and those that require Direct Messaging, Active Care Relationship Service (ACRS) ADT and other digital delivery systems
- Meaningful Use
- Patient Centered Medical Home (PCMH)
- Emergency Preparedness requirements for FQHC, Health Departments and facilities
- Regulatory requirements like Syndromic Surveillance and Immunizations reporting to the Michigan Care Improvement Record (MCIR)
- More information @ www.gl-hc.org/programs-initiatives



Referral Update Email

- How will it help me?
 - Information about new sites joining the network
 - Links to helpful documents and reports (List of live offices)
 - Tips and tricks from ICs and super utilizers
 - General updates from GLHC
- Who should become a subscriber?
 - GLHC automatically subscribes the identified clinical contact
 - Practice managers, administrators, users at sending and receiving sites, anyone interesting in learning more about the GLHC Referral Application
- How do you subscribe?
 - www.gl-hc.org/referrals
 - Subscribe link - <http://bit.ly/2s4xtMf>



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SUMMIT SERIES



- ✓ [Southwest Michigan](#) – May 10 at the WMU Fetzer Center in Kalamazoo
- ✓ [Northern Michigan](#) – June 13 at the Fox Hill Event Center in Cadillac
- [Metro Detroit](#) – August 15 at the Westin Southfield Detroit in Southfield
- [Capital Area](#) – August 22 at the MSU Henry Center in Lansing
- [Flint & Genesee County](#) – September 14 at the Holiday Inn Flint in Grand Blanc
- [West Michigan](#) – October 4 at the Calvin College Prince Conference & Event Center in Grand Rapids



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Summit Series Highlights

- @ Metro Detroit Summit
 - Michelle Troseth
 - Lt Governor Brian Calley
- @ West Michigan Summit
 - Collaborative Partner - GVSU
 - Bonnie Wesorick
 - Lauran Hardin



Upcoming Virtual Update Meeting

- September 27, 2017
- 1:30 – 2:00 pm
- REGISTER @ www.g-l-hc.org/virtual-update-meetings



Exploring & Solving Care Coordination Challenges and Workflow Issues

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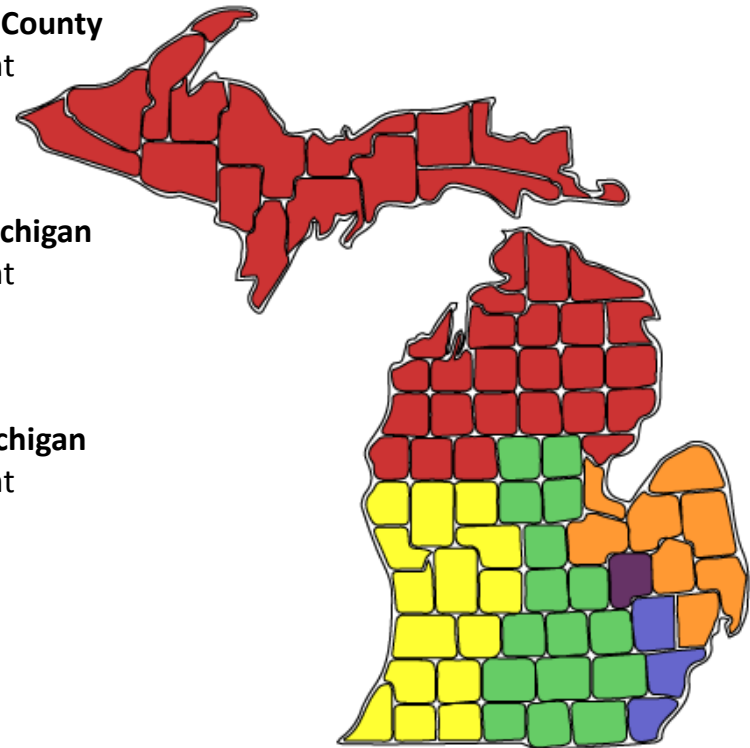
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Next Steps

- [5 question survey](#)
- CONTACT US!
- Sign up to receive the Weekly Referral Update!
 - <http://bit.ly/2s4xtMf>
- Sign up to receive the monthly GLHC eNewsletter – The Interface
 - www.gl-hc.org/whats-happening/glhc-newsletters

