Using Direct Messaging & C-CDA to Improve Care Coordination – Eye-Care Referrals
Today’s Presenters

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What is **DirectTrust**?

A **Network**, a **Trust Framework** and a **Membership Organization**

- A **Network** of **1.8 Million** individual accounts, **260,000** consumer accounts, **133,000** provider organizations - **200 million** messages sent annually, **496 million** sent to date

- A **Trust Framework** that establishes trusted exchange within Over **400 EHRs** by identity proofing participants and accrediting the operators of the network

- A diverse **Membership Organization** of 112 information technology companies, provider organizations, payers and governmental entities
Referral Process enabled by Direct

• Primary Goal: to improve patient care across referrals
  » Utilize current capabilities of Direct Secure Messaging
  » A process w/ a low bar of entry for implementation
  » Add value to patients, clinicians, office staff and overall clinical workflows
New Patient Referral

1. PCP Provider A
2. Review incoming C-CDA and score it
3. Auto create patient and encounter
4. Document Findings
5. Generate new document
6. Referral
7. Create new patient
   - Pull data into new patient record

Optometrist B

Ophthalmologist C
Diabetic Eye Care Patient Story

- 34 year old male with borderline controlled diabetes
- At PCP visit reports difficulty with his vision
- Physical exam and laboratory yield an A1C of 7.8
- Patient agrees to visit optometrist for eye exam
- Optometrist rules out diabetic retinopathy, but diagnoses Cataracts
- Optometrist refers to Ophthalmologist to schedule patient for surgery
Acuitas by Ocuco

1. Referral

2. - Review incoming C-CDA and score it

3. - Auto create patient and encounter

4. Document Findings

5. Generate new document
Step 6: Referral

Step 7:
- Create new patient
- Pull data into new patient record

Ophthalmologist C
Features and Benefit of Direct Messaging in Specialty Referrals

Features:

• Communicate seamlessly to 1.6 Million addressable locations — almost 900,000 discoverable in the DirectTrust directory
• Embedded in the workflow of the EHR systems, automating processes
• Patient and encounter creation and clinical data acquisition and reconciliation
• Score inbound messages

Benefits:

• Improved Efficiency
• Improved Accuracy and Quality
• Better Clinical Outcomes
• Easier outcomes reporting
360X Project

• Started in 2012 as an Initiative of ONC’s State Health Information Exchange Cooperative Agreement Program

• Primary Goal: to improve patient care across referrals
  » Standardized type of data exchanged and method of transport to enable enhanced referral management regardless of health IT systems/HISP services used
  » Transparency of progress and/or gaps in care until the loop is closed
  » A process w/ a low bar of entry for implementation
  » Add value to patients, clinicians, office staff and overall clinical workflows

• Utilizes well-understood and adopted standards/specifications to accomplish goals (Direct, C-CDA, HL7 V2, XDM metadata)
360X Project

- Enhance patient care across ambulatory transitions of care through standardization of referral tracking and ability to automatically close the referral loop
- Discrete referral idea (ID number) that persists across systems until the referral loop is closed
- Administrative tracking messages that allow staff to follow up:
  - Appointment scheduled (date/time); Appointment rescheduled
  - Patient: “no show”; cancel
  - Interim consult notes (if multiple encounters included) prior to closing the loop
- Multiple vendor participants – see demo at the HIMSS Interoperability Showcase

C-CDA Scorecard

Score Card: https://healthit.gov/scorecard
One Click: https://oncprojecttracking.healthit.gov/wiki/display/TechLabTU/ONC+One+Click+Scorecard
Thank you!

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