Tulsa Beacon Community (Tulsa, OK)

Overview and Goals

MyHealth Access Network (MyHealth) is one of 17 Beacon Communities building and strengthening local health IT infrastructure and testing innovative approaches to make measurable improvements in health, care and cost. Meaningful Use of electronic health records (EHR) is the foundation of this exciting work in each community. Funded by the Office of the National Coordinator for Health Information Technology, MyHealth is focused on:

- Improving health outcomes for patients by increasing provision of appropriate preventive services, such as breast cancer screening and immunizations for influenza and pneumonia

- Achieving per-capita cost savings through improved care delivery for under-served populations, with an emphasis on access to specialty care

- Closing regional disparities in health outcomes and showing that diverse communities can achieve high quality, affordable, and efficient care, as well as healthier populations

- Utilizing health IT to enable a seamless, integrated health care system in which every encounter is supported by immediate access to relevant health information

Partners

MyHealth's Beacon efforts focus on 11 counties in the greater Tulsa area. MyHealth is working across the state of Oklahoma with major health systems, community providers, private medical groups, federally qualified health centers, Indian Health Services, public health services, payers, and major pharmacy and laboratory providers. Key early adopting healthcare systems and providers include Hillcrest Medical Center, Morton Comprehensive Health Services, Oklahoma State University Medical Center, Saint Francis Health System, and Saint John Health System.

Tulsa Beacon Community Background	
Total grant award	$12,043,948 over three years
Lead grantee	Greater Tulsa Health Access Network (doing business as MyHealth Access Network)
Geography	11 counties in Northeastern Oklahoma
# of lives affected by a Beacon intervention	1,100,000
# of providers involved in Beacon interventions	1,200
# of hospital partners	28
# of insurance partners	3
# of FQHCs and community health clinics	8

"The health and wellness of our employees is critical to the success of our company, and we view MyHealth as a partner in keeping us healthy and competitive in the marketplace."

- Kim Owen, QuikTrip Corporation

Strategies and Achievements

Building and Strengthening Health IT Infrastructure

Approach: MyHealth is supporting health data aggregation and delivery to the point of care by establishing a regional health information exchange (HIE). MyHealth offers community health analytics and clinical decision support through an integrated platform of tools. These tools help providers identify gaps in care, assess risk, and streamline patient administration and care transition management. The MyHealth platform also offers additional clinical support services such as ePrescribing, care management, and secure communications. MyHealth's integration with a patient portal enables patients to exchange secure messages with their doctors and upload data from home health devices such as glucometers and blood pressure cuffs.

Progress:
- As of October 2012, the MyHealth HIE contains approximately 6.5 million records on 1.8 million patients. Additional data sources in development include feeds from clinics and hospitals, claims feeds from payers, as well as feeds to and from the Oklahoma state immunization registry.

- Referral and consultation functionality promoted through the MyHealth program connects 1,100 providers throughout the region. To date, this system has facilitated more than 95,000 care transitions.

- Tulsa was selected as a participating region for the Centers for Medicare & Medicaid Services (CMS) Innovation's Comprehensive Primary Care Initiative (CPCI), which supports a unified patient-centered medical home in primary care clinics. MyHealth HIE tools will provide analytics and reporting tools to support the Tulsa region CPCI initiative.

Improving Health, Care and Costs

Approach: The referral and consult application promoted by MyHealth is helping providers to close referral loops for their patients, get patients quicker access to needed care, and learn from each other's experience with the application. Providers are also beginning to access analytics tools that allow them to monitor key metrics across their patient populations. The analytics tools allow providers to identify and better target at-risk patients to proactively schedule needed care or preventive services. MyHealth is customizing data "sandboxes" for each participating organization to drive performance improvement efforts.

Early Results: By the Numbers

Specialty care 2.5 times faster:
Through the referral and consult application promoted by MyHealth, patients whose providers engage in online consultation receive specialty care review on average of 2.5 times faster than traditional referrals for cases closed by Q2 2012 (i.e., 14 days for on-line consults versus 32 days for traditional referrals).

24% reduction in unnecessary specialty care visits:
Nearly a quarter of the time, specialists are willing to advise the referring physician through online communication rather than seeing the patient in person (based on 558 total initiated consults).

Source: Doc2Doc, a referral management and web-based communication tool from Q1 2011 and Q3 2012.

Progress:

- Online consultations between providers have resulted in more efficie nt utilization of specialist visits. Patients whose providers engage in online consultation receive specialty care 66% faster than through traditional referrals. In 24% of the online referrals, specialists determine that they do not need to see the patient in person but can provide guidance to the primary care provider via the online system.

- Clinics using the referral management application experience significant increases in full loop closure. One clinic was able to increase the rate of closures from 40% to 90%.

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Testing Innovative Approaches

Approach: As part of the MyHealth application suite, MyHealth is deploying an innovative clinical decision support tool that provides patients with individualized risk profiles for heart attack, stroke, colon cancer, breast cancer, lung cancer, and diabetes. These profiles reflect the latest clinical data on a given patient, present potential treatment options, and predict how different treatments can impact a patient's health risk level. Profiles are displayed through the MyHealth portal using compelling and interactive graphics that physicians can use at the point of care to engage patients in their care.

Progress:

- Clinicians are preparing to incorporate the new tool into their workflows, which in other settings has significantly increased patient adherence to recommended therapy due to helping physicians review health risks with their patients and establish a shared care plan to address that risk.

For more information on the Tulsa Beacon Community, visit: www.myhealthaccess.net.

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