Sharing Trusted Provider Identities Across Multiple Relying Parties
Testimony by Richard D. Rubin, OneHealthPort CEO – July 11, 2012

OneHealthPort Background:

- Seattle based health information technology management company
- Meets shared health information needs; reduces cost, complexity, risk of information exchange
- Founded in 2002 by leading health plans, hospitals and practices in the Pacific Northwest
- A private company, also designated under state legislation as the lead organization for administrative simplification and health information exchange in Washington State
- OneHealthPort offers three services related to shared provider identities: Single-sign-on Security Service (SSO), Health Information Exchange (HIE), Provider Data Service (PDS)

Single-Sign-On Security Service (SSO)

What: A federated provider identity management service that protects and simplifies access to multiple secure Relying Party (health plans, hospitals, etc.) portals.

Functions: On behalf of the Relying Parties OneHealthPort performs the following functions:
1. Registers the provider organization and the individual user within the organization who will serve as the Delegated Administrator
2. Executes common information sharing agreements with organizations and individual users
3. Verifies the identity of organizations and individual users
4. Provisions individual users with a digital ID (and 2nd factor if required by a Relying Party)
5. Allows the Administrator to register and verify other individual users in the organization
6. Authenticates individual users when they attempt to access a Relying Party portal
7. Passes identifying individual data to the portal (role, organizational affiliation, Tax ID, etc.)
8. Provides single-sign-on for individual users across all Relying Party portals in the community
9. Maintains the directory of organizations and users
10. Performs outreach and training to drive adoption of the Relying Party portals

Results – Operational since 2003:
- Registered 50,000+ provider organizations, 135,000+ individual users within those organizations
- Handles 1,000,000+ secure portal visits per month
- Service is pervasive in Washington State, significant provider presence in AK, ID, OR
- Currently protects 25 Relying Party portals that represent the significant majority of payers in the Washington and Oregon markets along with a number of other sites
- Service is profitable from a business perspective

Benefits:
- For providers the service is a work flow tool, it simplifies the task of going online to the multiple portals most providers must access to treat their diverse patient populations
- For Relying Parties the service:
  - Reduces cost/risk of information exchange by outsourcing identity management and using the more complete picture of provider identities held by the service
  - Drives increased adoption of online services by simplifying provider workflow and leveraging OneHealthPort's trusted community and its communication channels
- For the overall community, the presence of a widely accepted trust service establishes a secure "front door" for a variety of applications and services (e.g., the HIE, Provider Data Service, etc.)

Health Information Exchange (HIE)

Background: The OneHealthPort HIE provides a low-cost, secure method of exchanging data between different enterprise information systems.

- OneHealthPort is operating in this capacity as Lead Organization for HIE in Washington State
- The HIE is a "Thin-Layer" design with an emphasis on secure messaging and data transformation
- The HIE currently uses an entity level provider directory
- No data repository, Master Person Index or common EHR are offered by the HIE
- OneHealthPort's HIE technology partner is Axway
- The HIE is in the early phases of deployment

HIE-to-HIE (H2H): The HIE community has struggled with how to address HIE-to-HIE (H2H) exchange. Ideally, the solution must be workable on an intra/interstate basis, among different technical architectures (with/without repository, EHR, etc.) and across different policy/consent models. OneHealthPort in collaboration with the Idaho Health Information Network, the Beacon Community of the Inland Northwest and the Alaska e-health Network has developed a policy framework and agreement to support H2H exchange. The H2H Agreement is currently being piloted and has the following characteristics:

- The policy framework is based on a modified form of the DURSA
- The core contractual principle is derivative trust – responsibility is delegated "if it is in your perimeter, it is your responsibility"
- The H2H Agreement binds HIEs to follow the modified DURSA policy and to each bind their own Trading Partner organizations to an agreement; that HIE/Trading Partner Agreement obligates the Trading Partner to manage their individual users and secure needed patient consents

Provider Data Service (PDS)

Background: The PDS is a robust individual level provider directory service focused on the data needed to support the credentialing and privileging of licensed practitioners in Washington State

- The PDS is required by Washington State Admin Simp legislation
- OneHealthPort's PDS technology partner is Medversant
- The PDS is in the initial stages of rolling out
- Ultimately, the individual level data from PDS will be integrated with entity level data from the HIE to form a more comprehensive provider directory offering

Conclusions

- Building a trusted community is more about the value of the business case (benefits) than the details of the trust arrangement
- For us, the emphasis is on the provider organization and the whole team not just the physician
- Delegation is a critical aspect of managing trust among multiple health care organizations
- The focus needs to be on agreements and services that allow people who are ready to act, to act; no amount of paper or software will move those who aren't ready to act
- It is OK to bypass edge cases in order to make progress
- The distinctions between serving enterprises and serving a shared community are subtle but profoundly important, these two models will play out in interesting ways going forward

Additional information about OneHealthPort and its services can be found at: **www.onehealthport.com**