Community Connectivity
The MA Experience

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- Case Studies
  - NEHEN
  - MA_Share
  - MassSafe
- Common Themes

Our Innovative Approach

	Contract Affiliates	**Non-Member Payers with Secondary Connectivity Solutions**
CareGroup Healthcare System, **Harvard Pilgrim HealthCare**, **TUFTS Health Plan**, **PARTNERS** Healthcare System, **Lifespan** The best names in health care. *NEHEN Founding Partners*	athenahealth.com	• BC/BS of Massachusetts • Massachusetts Medicaid • Medicare

Additional Members

Boston Medical Center, UMass Memorial, Dana-Farber Cancer Institute, Lahey Clinic, Neighborhood Health Plan, Massachusetts Eye and Ear Infirmary, Children's Hospital Boston, Southcoast Health System, Northeast Health Systems

NEHEN Business Model

Common program management

- Create Strategy & Direction
- Organize and support participant meetings and discussions
- Develop and pilot core technology
- Coordinate implementation plans
- Resolve implementation issues
- Recruit new members
- Provide impetus and momentum - keep the ball moving down the field (AKA "herding cats")

Each organization is responsible for:

- Implementation costs
- Network expenses
- Monthly program management fee
- The quality of their data
- Security
- Generating and accepting HIPAA compliant transactions

- One member, one vote
- Some managers have additional responsibilities
- Contract affiliates are not at the table

Provider Member Managers

Payer Member Managers

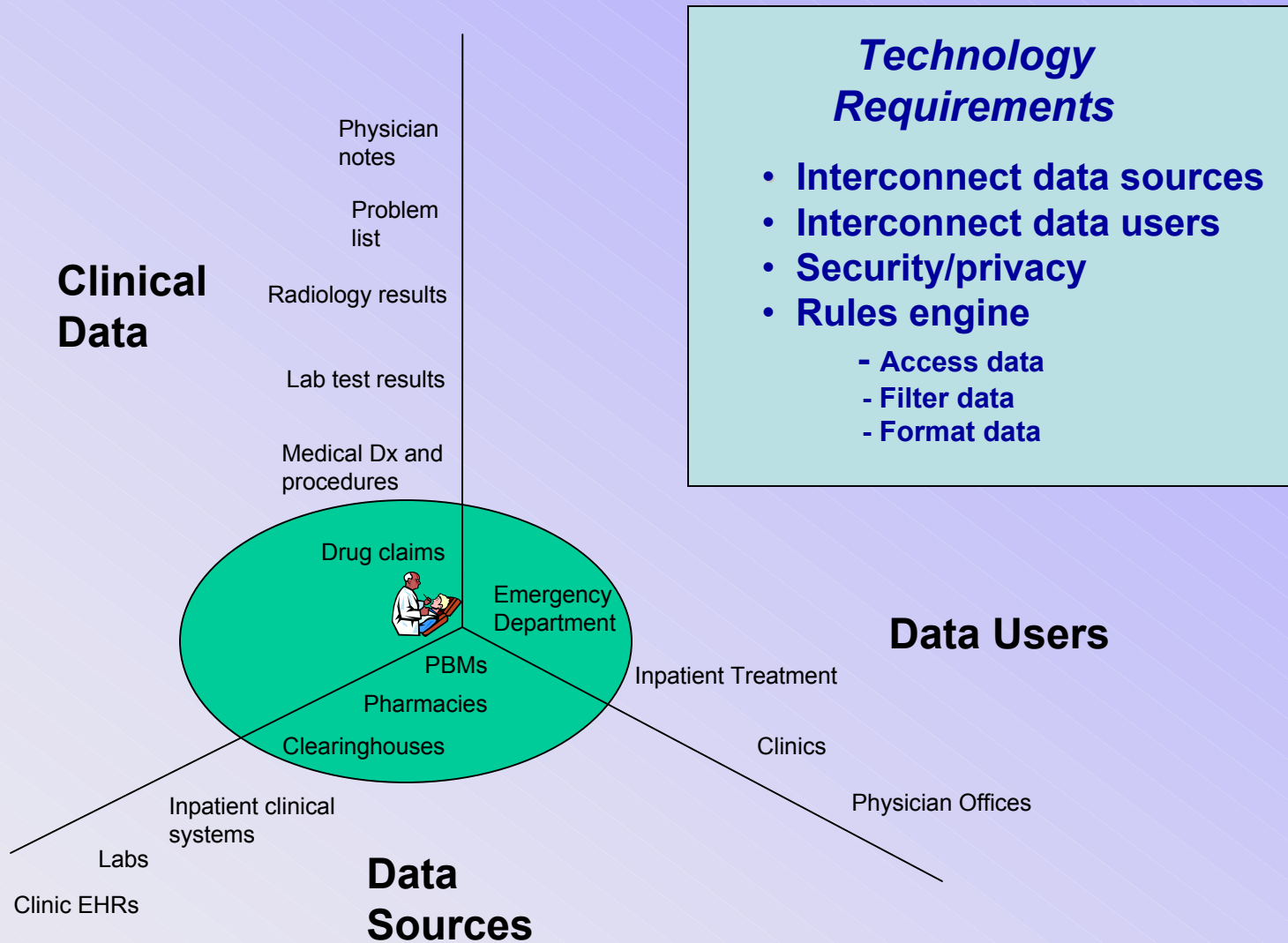**Program Manager / Facilitator**
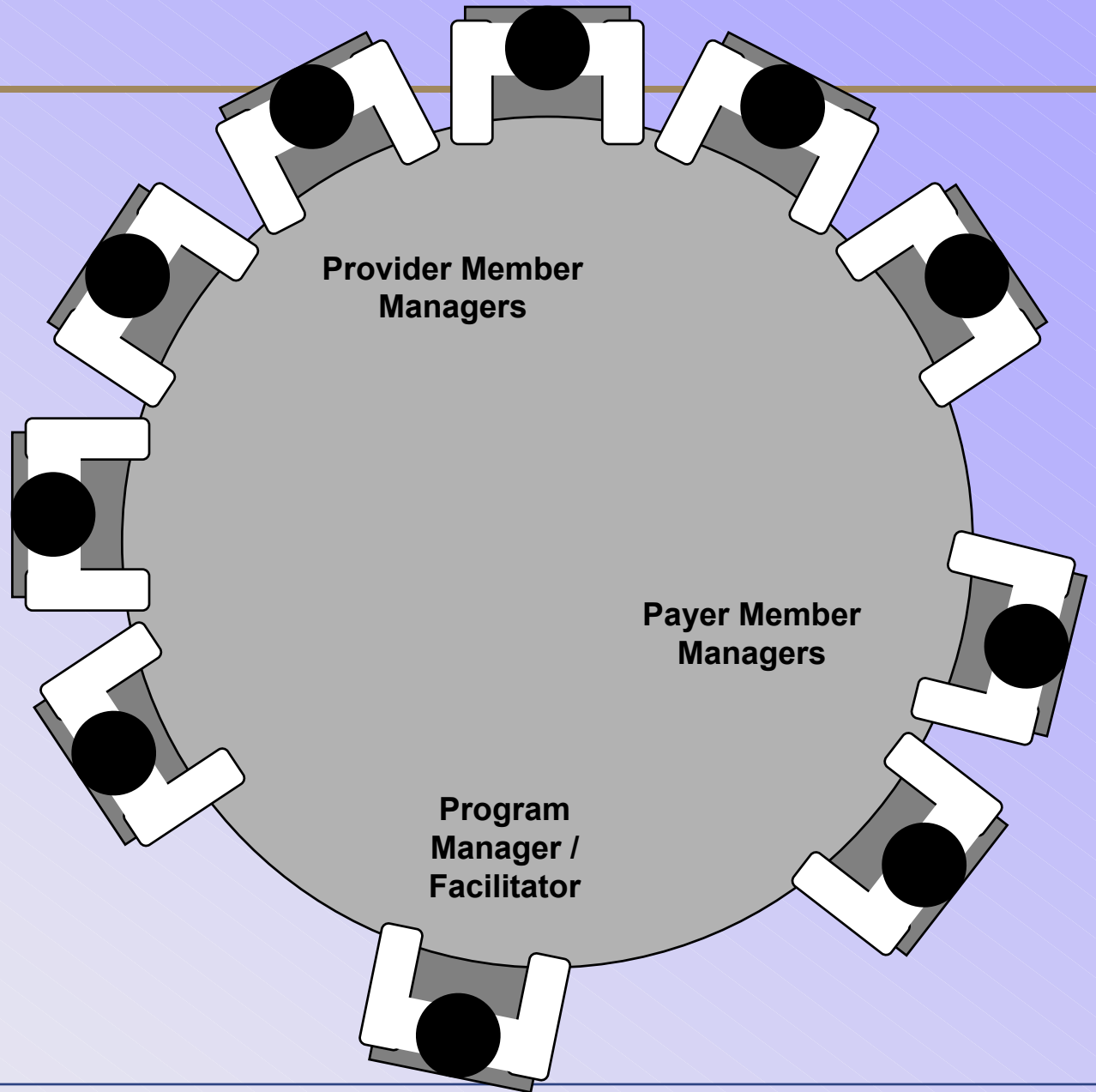
NEHEN — Principles & Objectives

Principles

- Open (participants, standards, etc.)
- Low intrusion into individual participants IT agenda
- Participant value derived from transactions sent & received
- Data ownership retained by participant organizations
- Stay focused to avoid CHIN mistakes
- Keep it Simple

Key Objectives

- Address upcoming HIPAA compliance issues.
- Reducing bad debts and other financial exposures by improving service efficiencies through EDI
- Shorten the elapsed time to achieve EDI at scale.
- Reduce the cost of EDI implementation through coordination and standardization

Sample Implementation Project

- From Children's Hospital Boston

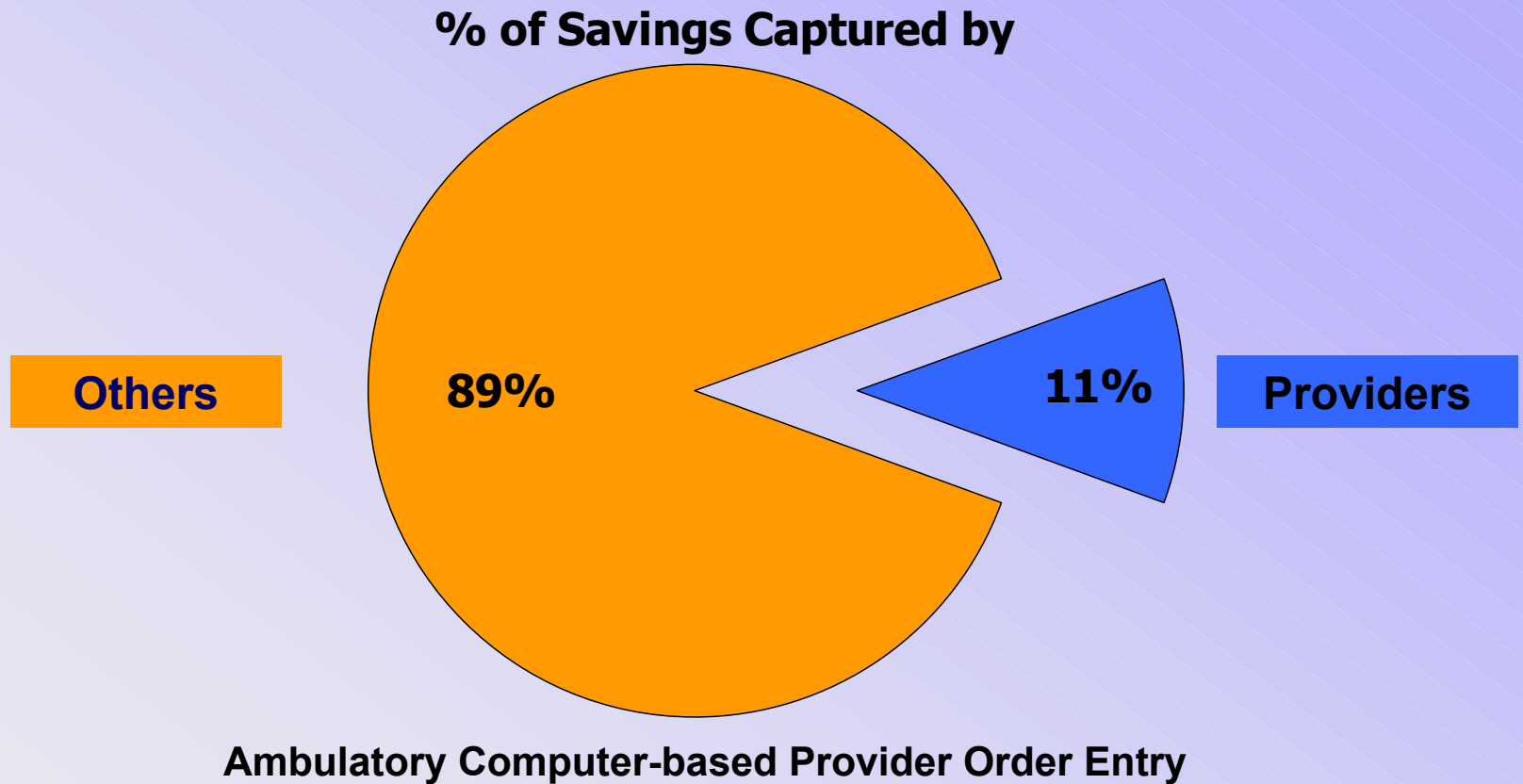| Activity	Week 1	Week 2	Week 3	Week 4	Week 5	Week 6	Week 7	Week 8	Week 9	Week 10
Implement core NEHEN connectivity software	▓	▓	▓							
Implement additional payer connectivity solutions		▓	▓	▓						
Develop core system integration	▓	▓	▓							
Site-specific enhancements to NEHEN software			▓	▓	▓					
Conduct System and User Test					▓	▓				
Training and Rollout for initial site							▓	▓		
Training and Rollout for additional sites									▓	▓

MA_Share Project

MassSafe Plan

- Goal: To improve the safety of patient care delivered by every outpatient provider in Massachusetts
- Approach: Develop partnership among key stakeholders
- Implementation: Staged over 5 years

Current State of Adoption

- Most physicians do not currently use the technology (? ~15% in Mass)
  - Large groups are rapidly adopting
  - Small groups are not
- Market failure
  - Providers make investment
  - Payers/purchasers realize most of the benefits

Misaligned Incentives

% of Savings Captured by

Others | **89%** | **11%** | **Providers**

Ambulatory Computer-based Provider Order Entry

Source: Center for Information Technology Leadership, 2003

Physician Perspectives: Recent Data

- ## Physician Attitudes
  - 84% agree that computers improve quality
  - 78% think computers have beneficial effect on interactions within the health care team

- ## Attitudes vs. Intentions
  - 85% believe doctors should computerize writing prescriptions, yet 49% do not intend to do so
  - 89% believe doctors should computerize recording patient summaries, yet 48.5% do not intend to do so
  - 83% believe doctors should computerize recording treatment records, yet 48.7% do not intend to do so

Top Reasons for Disconnect

- Initial capital cost: (mean score 1.84)
- Time cost (mean score 2.74)
- Breach of confidentiality or lacking security (2.93)
- Maintenance costs (3.00)

Common Themes

- Collaborative
  - Shared development
  - Shared intellectual property
- Standards-based
- Secure
- Cost-saving, rather than revenue-generating business model
- Decentralized/Federated
- Non-intrusive

- Integrated with enterprise applications
  - Avoid double-keying
  - Integrate with existing workflows and processes
  - Minimal intrusion into enterprise strategies and architecture
- Perfection is the enemy of the good