Health Information Exchange for Emergency Medical Services
Orange County +EMS Project Update
SAFRR Workflow
HIE in EMS Summit
April 4, 2017
Objectives

• Discuss the background of the project.

• Discuss progress with implementing SAFR Workflow process.

• Discuss HIE pilot testing phase and project outcome.

• Discuss patient privacy and information security.
+EMS Project Background

• Each participating County is to develop partnerships between one 9-1-1 EMS provider with transport capability, one receiving hospital, the Regional Health Information Organization (RHIO), and the Local EMS Agency (LEMSA).

• Orange County Project Participants
  – EMS Provider: Newport Beach Fire Department (NBFD)
  – Hospital: Hoag Memorial Hospital Presbyterian
  – RHIO: One California Partnership Regional Health Information Organization (OCPRHIO)
  – LEMSA: Orange County EMS

• Project Timeline: July 2015 – July 2017

• Primary Project Deliverables = Implement SAFR Workflow

• Primary goal is 10% of monthly EMS transport call volume includes data exchanged through the HIE network.
+EMS Project Implementation

• NBFD Live on NEMSIS 3 Apr 2016
• Q4 2016 / Q1 2017 Technical Dev.
• 20 medics selected to participate
  – All trained in Dec. 2016 / Jan. 2017
• “Soft” Go-Live Feb. 22, 2017
  – Included “Search” and “Alert"
• “Hard” Go-Live Mar. 30, 2017
  – Included all SAFR components
**SEARCH**
EMS Provider can “Search” the HIE via their mobile device to view relevant patient information such as problem list, medications, allergies.

**ALERT**
EMS Provider posts ePCR prior to arrival at ED. ED receives an audible alert and is able to view incoming patient record via the OC-MEDS Hospital Hub.

**FILE**
EMS Provider posts ePCR. ePCR is transmitted via the HIE in CCD/HL7 format to facility EHR.

**RECONCILE**
EMS Provider patient record receives relevant patient disposition information from hospital EHR.
SAFR – Practical Considerations

• Each aspect of the SAFR model has an effect on EMS patient care operations and workflow.

• Practical application of SAFR will change how OC EMS providers use their ePCRs and will change how OC Receiving Hospitals receive and use EMS reports.

• 20 users have been identified who are best suited to test these changes. Only these users will have permissions to search the HIE.
SEARCH Function

- **Implemented Feb. 22, 2017**
- A new interface in the ePCR embedded in the “Repeat Patient” search area allows providers to search the HIE.
- Searching the HIE is a new behavior which will have to be taught.
- Searching the HIE may take time.
SEARCH Function

- The search should be conducted at some point upon patient contact, but before arrival at the hospital.
- When searching the HIE, users MUST have the following four (4) patient identifiers:
  - First Name
  - Last Name
  - Date of Birth
  - Gender
SEARCH Function

- If there is a match, the user will be prompted to confirm their selection – this is called “Breaking the glass”.
- “Breaking the glass” confirms that you are in fact this patient’s current care giver and have rights to access his/her medical records.
- The search will return patient medical history, allergies, medications, and basic demographic information.
SEARCH DEMO VIDEO
(NEXT SLIDE)

VIDEO MAY ALSO BE VIEWED ONLINE AT:
HTTPS://YOUTU.BE/QVKBI_TKGBY
ALERT Function

- Implemented Feb. 22, 2017
- Changes to how receiving hospitals use the existing OC Hospital Hub are underway.
- Changes include an audible alert.
- Receiving hospital will need Hospital Hub on a static display.
- EMS providers will need to post their ePCRs prior to arrival at the hospital.
ALERT DEMO VIDEO
(NEXT SLIDE)

VIDEO MAY ALSO BE VIEWED ONLINE AT:
HTTPS://YOUTU.BE/J7VIV5YYKT0
FILE Function

- ePCR must be completed in real-time while at the patients bed-side.
- Provider must finalize their posted report so that it can be transmitted to the HIE in CCDA format.
- Provider agency must be currently using an ePCR system which is certified compliant with NEMSIS v3 (3.4.0); In OC, the countywide system is provided by ImageTrend.
RECONCILE Function

- Outcome information from receiving hospital to populate NEMSIS eOutcome fields in ePCR.
- Predicated on accurate patient information – making search function more important.
- EMS providers must learn how to compile and use outcome information to aid with improving EMS patient care and operations.
Patient Privacy and Information Security

• Continue to use existing organizational privacy and security practices regarding patient care information.

• Patients must be offered (or have access to) your Notice of Privacy Practices (NPP).
  – This can be done by providing them with a copy at the time of service or providing them with contact information (or a link to a website) where they can obtain this information at a later date.
  – If the patient is able, have them sign the ePCR and note the HIPAA Acknowledgement.
  – No additional explanation is necessary by EMS providers at the time of service.
  – After reviewing the NPP, a Patient may “opt-out” of any future disclosure of their health information.
Patient Privacy and Information Security

- Conducting a patient search using the HIE (breaking the glass) gives access to ALL patient records countywide; not just patients seen by your organization (like with “repeat patient” searches).

- It’s important to use the HIE search responsibly and never access records for any patient that is not in your immediate care.
Summary

• This is a grant funded project designed to test real-time health information exchange between EMS providers and hospitals.

• NBFD is a partner with Hoag, OCPRHIO, and OCEMS whose key role is to pilot the SAFR model for data exchange and interoperability.

• Implementing the SAFR model will include some changes to how the ePCR system is currently used.

• Patient privacy and information security are key components of responsible health information exchange.
Questions