

Fall 2018



SHARE

State Health Alliance FOR Records Exchange

A Newsletter from the State Health Alliance for Records Exchange

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Letter from the Director

After serving 10 years with the Department of Health and Human Services (DHHS), I have had the insight to view Health Information Exchange (HIE) from both sides.

So like Adele says, hello from the other side!

Since my recent transition to the role of Executive Director at the Arkansas Department of Health- Office of Health Information Technology (OHIT), SHARE, I am excited to assist in interoperability while achieving the aim of improving quality of care and patient satisfaction throughout Arkansas.

A central aspect of quality is timeliness of information that is needed to drive change and results.

HIEs facilitate the movement of patient data and deliver it in the hands of those who need to provide quality care in real time. I have been and continue to be inspired by many individuals such as providers, care coordinators, nurses and payers that work together to improve health care outcomes every day. Every HIE has its challenges and we are no stranger to challenges.



This fall we have kicked off end user feedback groups and have identified members of three work groups: hospitals, providers/care coordinators/managers and payers. Who else better to help us shape our services than those who use SHARE on a daily basis? Since SHARE has relaunched, our efforts and technology have improved and new systems have been created.

We are also fortunate to have new innovative staff from around the State to join our team. Re-training everyone with the latest technology will improve our internal work flow and decrease time onboarding new hospitals, clinics and ancillary organizations. I understand there is still some hesitation in the healthcare community and I challenge you to take another look, get retrained and learn how SHARE can assist your organizations' daily work flow while improving the lives of Arkansas patients.

Sincerely,

A handwritten signature in black ink that reads "Anne Santifer".

Anne Santifer, HIT Executive Director

Upcoming Events

End User Group Meetings

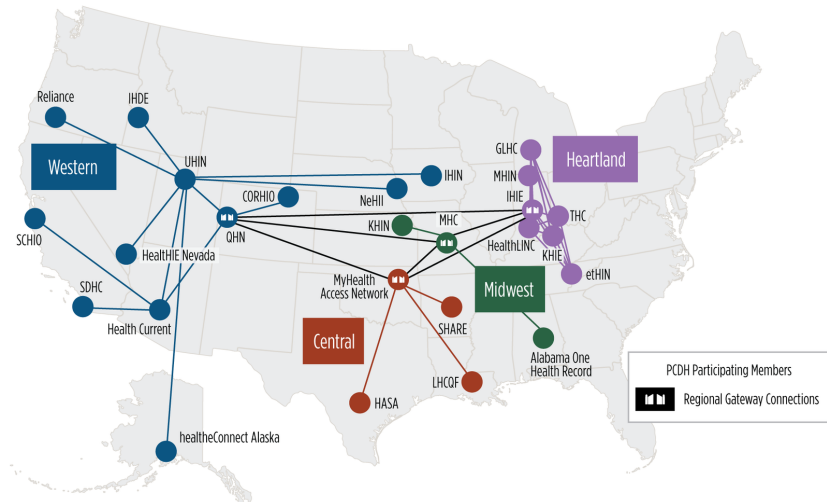
- **Hospitals**
Jan. 15, April 16, July 16
- **Clinic/Providers**
Feb 19, May 21, Aug 20
- **Payers**
Dec 18, March 19, June 18, Sept 17

Health Information Technology (HIT) News

SHARE is now Connected to Thirteen Health Information Exchanges (HIEs) in Ten States

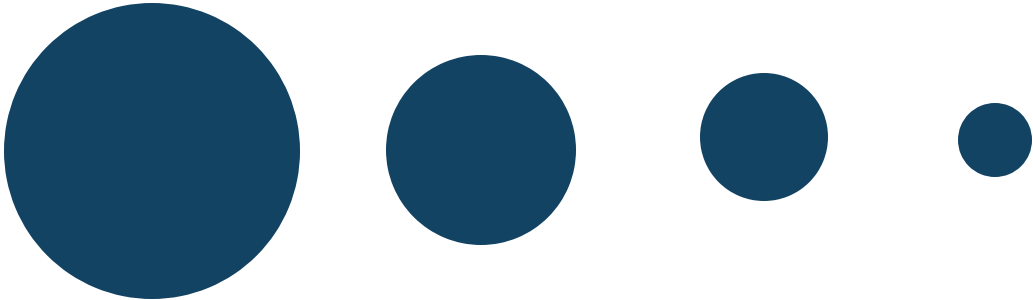
Little Rock, Arkansas – October 10, 2018 The Arkansas Health Information Exchange (HIE) known as the State Health Alliance for Records Exchange (SHARE), has connected to western HIEs to exchange admission, discharge and transfer (ADT) notifications for patients who live in one of the ten states and have a medical encounter in another state. These initial queries from HIE to HIE are based on the patient's home zip code, and allow primary care physicians to better coordinate care no matter where the care occurs.

This connection is the latest in a growing HIE-to-HIE hub expanding across the United States. Known as the Patient Centered Data Home™ (PCDH), and spearheaded by the Strategic Health Information Exchange Collaborative (SHIEC), the hub allows data to be exchanged across the Nation. Under the PCDH, SHARE can now seamlessly deliver patient health information across state lines and across health systems, improving the patient experience by making health information available whenever and wherever care occurs.



When a patient living in Arkansas receives medical treatment in any of the ten states, an alert is sent to SHARE. Primary care physicians, hospitals, care coordinators participating in the HIE will then receive an ADT notification. The reverse is also true: patients from one of the other ten states having a medical encounter in Arkansas, will also have their ADT sent from SHARE to their home HIE. Since its inception in 2016, the PCDH has exchanged more than 3,000,000 ADTs.

There are many reasons patients living in one state will seek care across state lines. For some, the nearest hospital may be in a neighboring state or they require specialized care not available locally, as well as, tourism and family relationships can also play a vital role.



SHARE Assists Home Care to Improve Transitions of Care throughout Arkansas

Absolute Care Management Corporation (ACMC) is Arkansas’s largest privately owned and operated personal care agency offering in-home, non-medical services to seniors, adults with disabilities, children with disabilities, and any individual needing assistance with activities of daily living.

"Where Clients Come First!" is the motto of ACMC. SHARE is assisting our company with giving our homecare nurses and staff an up-to-the-minute view of a patient’s health history at the point of care. This puts the power of information and collaboration in the hands of our clinicians enabling more accurate information sharing, faster and more effective treatment, and better outcomes for the patient," the Director of Community Relations of ACMC in Jonesboro, Arkansas said.

According to the Director of Community Relations, ACMC faces many challenges as a healthcare provider in rural Arkansas. In addition to the need for medication assistance, ACMC’s patients need personal care services because they are a sicker, more at-risk population with comorbidities. She adds that their patients need preventative care and case management services. By connecting to SHARE, ACMC is able to access critical patient information at the point of care. "Using SHARE allows our homecare nurses to have access to patient encounters which improves homecare operations throughout Arkansas. Information that formerly was kept in silos in a fragmented healthcare system is now available through SHARE," said the Director of Community Relations of ACMC.

