

The Health Information Exchange (HIE) Phase 2 pilot tested the use of the pull and consent method to access data via the Virtual Health Record (VHR.) This model expands the current functionality of the HIE so that with patient consent, data may be viewed via the Virtual Health Record (VHR). A pilot project for phase two began on April 15, 2013 and ran through July 31, 2013. The pilot was commissioned to achieve the following goals:

- Provide ample education and workflow support to participants and strengthen advocacy of the HIE.
- Identify operational barriers to adoption of the consent model as experienced by participants.
- Develop, test, and evaluate the consent process for non-Medicaid patients.
- Identify and evaluate the policies and procedures required to administer the pull and consent model.
- Improve access to patient records to aide in improving the quality of care provided to patients in the state of Nevada by providing and promoting access to the HIE.

The following four providers were invited to participate in the pilot --

- Dr. Terry McCaskill
- Mountain Family Medicine
- Women's Specialty Care
- Kindred Long Term Acute Care

Go-live dates were customized to meet the needs and availability of each participant. The implementation process consisted of workflow analysis, user training, education regarding the HIE and consent process, and onsite support. VHR users were classified as either authorized users with the capacity to search and view patient records and/or consent managers with the ability to upload consent forms and modify patient consent status and demographics. Role designations were chosen upon collaboration between the Core Pilot team trainer and the provider office managers regarding the workflow and associated task assignments.

Health Information Exchange Phase 2 Pilot Complete



Following the Pilot, audits were completed to determine if the goals were met. Items that were audited included: patient consent choices, number of VHR records viewed, and patient reactions to consent. During the auditing process and patient polls, it was determined that generally patients felt that the Health Information Exchange would be beneficial to the healthcare they receive currently. Pilot offices collected 3455 patient consents, with a total of 87% being yes, 11% emergency only, and 2% no. This provided us with a general impression of how patient's may perceive the HIE. The Pilot was deemed a success based on consents collected, patient perception, and participant involvement. The pull/consent model is now scheduled to be launched beginning of September 2013.