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LifePoint Health

Our Mission:

Making Communities Healthier

Our Guiding Principals:

Delivering high quality patient care

Supporting physicians

Creating excellent workplaces for our employees

Taking a leadership role in our communities

Ensuring fiscal responsibility

What is the current state of Information Sharing?

- Putting technology in place to allow for efficient and effective communication between systems is expensive and complicated – many providers do not have the resources to do this on their own
- There is a lack of a unified vision and consistent processes for effectively communicating meaningful, timely and important patient information between providers and across systems (i.e., interoperability)
- There is uncertainty related to government expectations and regulations going forward
- There is limited opportunity for the patient to contribute to their own health record
- Access to ‘big data’ has not necessarily delivered more meaningful data to providers or the expected results for patients

What can we do as a group and as individual stakeholders?

Talking about the problem is not enough!

Formulating a vision is not enough!

We must work together to provide sustainable solutions to the real problems around technology and communication faced by patients, providers and health care organizations!

- We need to improve collaboration between and increase participation of key stakeholders throughout the state
- We need to find a way to incorporate the patient voice and patient input into our processes and the health care culture
- We need to improve use of tools, such as Health Information Exchanges, that allow for provider access to patient information from various health care organizations
- We need to turn Big Data into Useful Data at the point of care **and** Community Health levels

Potential Solutions

Facilitate collaboration between stakeholders to optimize use of existing technology

Though many providers do have access and utilize an EMR, many also have very limited resources when it comes to optimizing the functionality of their EMR

For example, I commonly find providers who do not know that their certified EMR has the ability to utilize Direct Secure Messaging (DSM), and therefore have never used it

I believe that DSM should be more widely used and a statewide network established

This has been available for several years ...

Potential Solutions

Improve the consistency and quality of communication by creating shared standards in terms of how communication between providers occurs, when important information is communicated and what is communicated.

I believe ensuring consistent communication is the responsibility of all

Imagine if a provider could ***automatically*** receive a consolidated, de-duplicated summary of care upon scheduling or registering of a patient?

This could be the basis for (not replacement of) a meaningful conversation and planning session between the provider and the patient.

This is possible today with the right tools ...

Create a process for allowing patients to more fully contribute to the management of their own care

We must support increased use of Patient Portals
(found in all certified EMRs)

Imagine if the patient could complete an annual 'update' or if a patient could complete a standard 'history' form that was accessible to providers instead of having the patient complete a separate, non-standard form for each provider at every encounter at every type of agency

Creating a unified, shared vision around how technology will be utilized within New Mexico to improve communication and collaboration between stakeholders

Though each organization has an obligation to ensure its own survival, working together to create standards around technology use and communication is really in the best interest of all!

This vision will require input and effort from ***all*** – Providers, Community Agencies, Hospitals, Government Agencies, Skilled Nursing facilities, Home Health Agencies, Patients and others ...

In Summary

Interoperability is a serious and complex issue that needs to be addressed if we hope to improve patient outcomes in the mobile society we live in.

All stakeholders – providers, payers, government agencies, health care organizations, community agencies, and others – have a vested interest and obligation in improving collaboration and achieving improved patient outcomes

The private sector must partner with government agencies and others to develop common sense standards around communication that allow patient input while maximizing patient and community health outcomes

Thank You!