

DRAFT MINUTES

State Consumer Health Information and Policy Advisory Council Meeting

Date: *September 22, 2016*

Time: *10:00am –12:00pm*

Location: *Agency for Health Care Administration, Florida Center Conference Room*

Members Present: Deputy Secretary Molly McKinstry, proxy for Secretary Elizabeth Dudek; Kim Streit, Chair; Karen van Caulil, PhD, Vice Chair; Anne Swerlick, proxy for Laura Brennaman, PhD; Laura Cantwell; Diane Godfrey; Phil Street, proxy for Paul Myers; Chris Struk; Jill Sumfest, MD; Wences Troncoso; Sonya Smith, proxy for Mary Beth Vickers; Michael Wasyluk, MD

Members Absent: Tracy Yacobellis

Staff Present: Nikole Helvey, Bureau Chief; Beth Eastman; Heidi Fox; Nancy Tamariz; Jennifer Miller; Aaron Parsons; Marsha Webb; Milly Hardin; Tyler Nedley, Carrie Gaudio, Adrienne Henderson, Gloria Barker, Sarah Shepherd, Cruz Conrad, Jessica Grace, Dana Watson, Vance Burns

Interested Parties Present: Ellen Anderson, Kristine Burnaska, Liz Cole, Richard Fidei, Jarrod Fowler, Alexander Golden, Dawn Hannon, Joni Higgins, Rebecca Hohnstock, Julie Lamoureux, Jennifer Lloyd, Marjorie McNeill, David Newman, Sarah Niewold, Emily Reid, Christine Sexton, Mary Thomas, Denise Thompson, Sarah Vermeland, Ron Watson

Call to Order, Welcome and Roll Call: Mrs. Kim Streit, Chair called the meeting to order, welcomed attendees and called roll.

Review and Approve Meeting Minutes: Mrs. Streit called for review and approval of the June 30, 2016 draft minutes. Dr. Michael Wasyluk made a motion to approve and Dr. Karen van Caulil seconded the motion. The Council voted to accept the minutes with no objections.

Agency Update: Mrs. Molly McKinstry, Deputy Secretary of the Agency, gave the Council a brief update of what's happening at the Agency. The new Telehealth Advisory Council has been chosen and their first meeting will be held on October 8 in Jacksonville. The All Payer Claims Database (APCD) procurement will be released soon, and there is a new FAQ section on the AHCA website for any questions related to the new bill. She also noted that FloridaHealthFinder has some new changes in the works (to be discussed by Mrs. Eastman later), but the Agency is always looking for ways to improve the website. The website has recently received an award, Digital Government Achievement Award (DGAA). The Agency is also currently gathering new ideas for next year's legislative session.

Health Information Exchange Coordinating Committee (HIECC) Update: Dr. Karen van Caulil provided the latest HIECC update.

Event Notification Service (ENS) - For the period of March through June this year, ENS member panels exceeded 1.7 million. With the addition of six (6) new providers and their signed subscription agreements there are currently twenty-one (21) subscribers receiving notifications through the service. The number of beds covered by the ENS reached 94% of total acute care hospital beds. In all, there were six (6) health plans, fifteen (15) accountable care organizations (ACO) and one (1) independent physician association (IPA) in production at the end of June, accounting for the 1.7 million patient panel size.

Patient Look-Up (PLU) – On May 16, Community Health IT's MyHealthStory went live on the service after a significant amount of work by the Agency's vendor and the provider. Although Martin Health System and Senior Home Care terminated their subscription agreements on March 31, 2016 and June 30, 2016, respectively, there are currently nine (9) production nodes in deployment and the continued onboarding of Florida Accountable Care Services. Total PLU system usage during the March to June period included a total of 944,107 inbound patient discovery queries, 46,053 matched patient records and 88,919 documents retrieved.

Earlier in the year, the Agency requested CMS funding to assist organizations, including LTPAC providers to connect to the PLU service directly or through current nodes connecting new participants to the service. The funding was recently approved and efforts are now underway to onboard the long-term and post-acute care organizations.

Direct Messaging Service (DMS) – The DMS saw an increase in both Direct Messaging Accounts (from 97 to 100) and Direct Messaging Users (from 225 to 232). There was a decrease in the number of messages received by account (from 6,010 to 4,715); and, an increase in messages originated by account (from 6,313 to 7,505). The Agency was planning to compile a voluntary provider directory for the Direct Messaging Service. Recently a provider directory developed by Direct Trust has been made available to the Direct trust accredited HISP providers such as Cerner, SureScripts, Inpriva, and is being made available to participants. If a provider is using a Direct Trust accredited HISP, they can ask their vendor about when the directory will be available.

Outreach – Highlights of the outreach program include a focus on multiple small events, providing speaking opportunities at a wide variety of stakeholder groups. Recent presentations included the Florida Health Information Managers Association (FHIMA) and a health IT boot camp for recently added node, Community Health IT. Presentations include the Osteopathic Physicians Association this week and the Assisted Living Facilities Association at the end of August. Other ongoing events include webinars and conference calls, with some service-specific webinars occurring monthly. There will be a concerted effort to promote approved CMS funding to assist with the implementation costs for onboarding new providers and hospitals. There will also be an emphasis on adding long-term and post-acute care (LTPAC) providers, with a survey conducted by the Agency to gauge the level of service participation by these providers.

Health Information Exchange (HIE) Initiatives: Ms. Heidi Fox provided an update on HIE initiatives.

Change in HIE Strategy – Over the past year, the Agency has been gathering information from stakeholders to help plan for the future of the Florida HIE. The current contract with Harris Corp for HIE services ends in June 2017, with the potential for a 6-month extension. The Agency was planning to release an Invitation to Negotiate (ITN) for a no-cost contract for the Florida Health Information Exchange Infrastructure. They have evaluated the impact of a potential transition of HIE services to a new vendor and have determined that the best path forward is to allow the current infrastructure to mature rather than risking the disruption a new contract could bring. Ms. Fox added that there are a lot of opportunities right now to build infrastructure through the eHealth exchange connection as well as the funding from CMS to expand connections to the PLU service and offer provider subscriptions to the Event Notification Service for hospitals. The Agency will continue to build upon the current understanding, and collect input from stakeholders in the coming months to assess the best approach for governance and future support after the end of the current contract.

CMS funding is available to reimburse integration costs for organizations connecting directly to the PLU service or connections through organizations currently connected. Funding is available not just for Medicaid eligible hospitals and providers (those who participate in the Medicaid EHR incentive program) but also for Medicaid enrolled providers with whom the eligible professionals and hospitals exchange, such as LTPAC providers. Funding is also available to support time limited Medicaid hospital subscriptions to the ENS service.

LTPAC Strategy –

- Develop a provider survey focused on nursing home, assisted living facility (ALF) and large home health agency providers to understand the value proposition for HIE and gaps in interoperability or access to an electronic environment
- Develop a Request for Information (RFI) for the vendor community to identify the penetration of EHRs in the LTPAC environment, barriers to adoption and thoughts on the future state of interoperability.
- Work with FHA to convene some hospital ‘informants’ to talk about current strategies for interoperability with LTPAC providers and gaps.
- Work with the associations to publicize funding and assist with provider surveys.

Florida Center Update: Florida Center for Health Information and Transparency, Bureau Chief, Nikole Helvey reported that the Florida Center has been heavily involved with the implementation of new laws – the Telehealth and transparency bills. She also noted that the Business Intelligence unit has also been ramping up activities. They have been looking at internal processes and have created dashboards for monitoring. An example shown was looking at how many online licensure applications had been received versus the standard paper application. The Agency is hopeful that this information will be used to help make business decisions and improve efficiencies. Dr. Jill Sumfest mentioned that the Agency has seen great movement in online renewals, but questioned whether fees were different for online versus mail in applications. Ms. Helvey said that she didn’t think the fees were different, but would verify with the Division of Health Facility Regulation, who handles licensing.

Ms. Helvey also noted that the primary care grants are still active and are providing services that include (among others) primary care, behavioral health, and oral health care. There are 58 active grants currently. There have been over 60,000 patients served since implementation. These grants will end on or before June 30, 2017. Ms. Anne Swerlick asked about receiving more information on the primary care grants and Ms. Helvey said a link to more information would be sent to the group. Ms. Helvey mentioned that every technology aspect of the Florida Center is evolving or undergoing technical changes. She also noted that the Agency, as a whole, is working to enhance their enterprise systems, which will provide better linkage between Medicaid and Licensure data.

The Agency is working with the Department of Health (DOH) and Office of Insurance Regulation (OIR) to develop surveys to see what telehealth looks like throughout the state. The survey for licensed health care practitioners will be built into the DOH licensure renewal system; however, in order to obtain results more quickly, they are asking practitioners to voluntarily complete the survey now. The surveys have also been emailed to licensed health care facilities, health insurers, and Health Maintenance Organizations (HMOs). The Telehealth Advisory Council will meet throughout the year and are required to submit a final report by October 31, 2017. The First Telehealth Advisory Council meeting is scheduled for October 18th at Nemours Children's Specialty Care in downtown Jacksonville at 9:00am. All details can be found at www.ahca.myflorida.com/telehealth. Anyone interested in receiving information may also sign up for Telehealth on the [Health Care Alerts](#) page.

Ms. Helvey provided an update on the transparency bill implementation. There have been two separate Q&A documents published to the AHCA website. The licensure units have also started meeting about rule development for portions of the bill that affected hospitals and ambulatory surgery centers. Rule 59A-3.256 was published in the Florida Administrative Register (FAR) and is open for comment until September 30, 2016. There will be an initial workshop in November or early December regarding APCD implementation. Mrs. Streit asked if Florida would look at other states' rules, and Ms. Helvey replied that Agency staff have done some initial reviews of other states rules. Mrs. Streit then asked if this information would be presented to interested parties. Ms. Helvey stated that she would need to verify if this information can be shared. She also noted that the Agency would be attending the NAHDO conference where APCD is a main topic and they would be able to discuss with other stakeholders while there.

Mrs. Streit asked what the role of the Advisory Council would be and Ms. Helvey replied that the Agency would begin working with the Council once the procurement process closed. There will need to be discussions of how both sites (FloridaHealthFinder and the new pricing website to be implemented by the APCD vendor) would integrate together. She noted that the Agency hopes to begin this process in December, and that she would send out a link to Council members to help educate them on the APCD prior to the meeting.

Ms. Swerlick asked if there had been any consideration of testing the [FloridaHealthFinder] website to find out how consumers are using the website or how to make it more consumer-

friendly. Ms. Helvey noted that focus groups had been held in the past and there is a survey on the website that allows users to provide feedback. She also mentioned that there have been discussions on doing some consumer studies to see how the site can be improved. Ms. Swerlick likes the idea of conducting focus groups and would be happy to assist with those efforts. Dr. van Caulil also agreed and is willing to assist.

The last item Ms. Helvey discussed is the role of the Advisory Council in law. She asked the group about focusing on the mission moving forward and if there were any changes needed. Dr. van Caulil suggested a longer meeting to discuss in more depth. Ms. Helvey suggested holding something in December with Dr. van Caulil requesting any pertinent documents in advance to allow for sufficient time to review.

FloridaHealthFinder Update: Mrs. Beth Eastman, Administrator, Office of Data Dissemination and Communication, discussed new and upcoming changes with the website. She first noted that FloridaHealthFinder had been recognized last year in the Technology Florida publication and this year won a Digital Government Achievement Award by the Center for Digital Government. FloridaHealthFinder won for the government-to-citizen State and Federal government category. Mrs. Eastman discussed a new comparison tool in the works for Home Health Agencies. The HHA comparison tool will have results similar to the ALF tool, with some different data. She anticipates that this tool will go live within the next couple weeks. Ms. Laura Cantwell would like notification when the tool goes live. Another new feature of the site is the addition of controlling interest information to the profile pages of facilities/providers. Dr. Wasylik asked if the home health agencies would be rated in this new tool. Mrs. Eastman confirmed that the Agency would not be rating the HHAs.

Another item discussed was the update of physician volume procedure codes. Mrs. Eastman asked for assistance from coding experts on converting the ICD9 procedure codes, currently being used to report physician volume, to the new ICD10 codes being used. Mrs. Streit and Dr. Wasylik agreed to be part of a separate group to discuss and Dr. Sumfest offered to provide a link to a crosswalk she found online to assist. Mrs. Eastman also noted that the AHRQ Quality Indicators would not be updated, because the software for producing these ratings had not been updated due to the new ICD10 implementation. 3M has offered to discuss their Potentially Preventable Complications as a substitute until the AHRQ software has been updated. Mrs. Streit recommended that the Data Standards and Transparency workgroup reconvene to discuss these data issues. Mrs. Eastman stated that she would like to start a new group from scratch since the previous group hadn't met in quite a while and requested those interested to let her know.

Long Range Plan Update:

Mrs. Nancy Tamariz with the Office of Data Collection provided a report on the Long Range Plan updates. Mrs. Tamariz stated that her unit's goals are primarily on hold because of the replacement of the current auditor system. She noted that Quarter One closed late (September 9), due to Hurricane Hermine and server issues. There were 3 late facilities, one that is 3 quarters behind. The use of social security numbers (SSNs) was also discussed and they are still

looking at alternatives for matching data. They are also looking at rule clarification, because of some facilities only reported the last 4 digits of the SSNs.

Next, Ms. Beth Eastman with the Office of Data Dissemination discussed Healthcare Transparency related to FloridaHealthFinder.gov. Ms. Eastman stated that there are two procurements, one for the FloridaHealthFinder.gov contract and the second for the new APCD (Transparency) bill. Mrs. Eastman also noted that webinars are going well so far this year. There have been 47 webinars held, with 1,210 attendees. The webinars are also providing great feedback on the website and suggestions for improvement.

Ms. Heidi Fox with the Office of Health Information Exchange noted that the Event Notification Service use has increased to 28 subscribers, 6 health plans and 21 accountable care organizations. Ms. Fox stated that 67 eligible professionals were added to the EHR incentive program in the last quarter, totaling 363 new EPs for 2016. Mr. Chris Struk asked whether new health plans to ENS can be identified. Mr. Aaron Parsons responded with the list of new health plan participants.

Adjournment

There being no further discussion, the Advisory Council adjourned at 11:38 am