

## **DRAFT MINUTES**

### **State Consumer Health Information and Policy Advisory Council Meeting**

**Date:** *December 5, 2016*

**Time:** *10:30am –2:30pm*

**Location:** *Agency for Health Care Administration, Polly Weaver Conference Room*

**Members Present:** Nikole Helvey, proxy for Justin M. Senior, Interim Secretary; Kim Streit, Chair; Karen van Caulil, PhD, Vice Chair; Anne Swerlick, proxy for Laura Brennaman, PhD; Zayne Smith, proxy for Laura Cantwell; Diane Godfrey; Phil Street, proxy for Paul Myers; Chris Struk; Jill Sumfest, MD (via teleconference); Mary Beth Vickers (via teleconference); Michael Wasyluk, MD

**Members Absent:** Wences Troncoso

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

**Interested Parties Present:** Mark Alexander; Denise Bayer; Olivia Boney; Ben Browning; Marti Coley Eubanks; Kate Doyle; E. Cole; Jarrod Fowler, Lauren Henderson; William Hightower; Susan Langston; Peter Lohrengel; James McFaddin; Marjorie McNeill; Meghan Millard; Joseph Rogers; Clint Shouppe; Joni Silvestri; Vivienne Treharne; John Viele

**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 September 22, 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:** Ms. Nikole Helvey, Bureau Chief of the Florida Center, gave the Council an update of recent activity at the Agency. Ms. Helvey noted that the new Florida legislative session begins March 7, 2017. The Agency has already begun responding to data requests from both the House and Senate. The Agency has also received, and is responding to, budgetary and legislative requests from the legislature, including the first bill of the new session.

**The Future of FloridaHealthFinder:** Mr. Mark Alexander with ISC (the company that first developed the FloridaHealthFinder.gov website and is contracted to continue website development) presented the Council with an overview of future website changes and improvements. Mr. Alexander explained that 3M is the ISC subcontractor for the FloridaHealthFinder.gov website. He reviewed the Website tools and features, navigation and existing survey, noting that the Website will be updated to a “responsive UI” design, which will

improve usability of the site on mobile devices. Mr. Alexander reviewed improvements to the mapping, phone apps and standardization of design elements. Diane Godfrey suggested mobile apps recognize offsite EDs, which currently are listed under the hospital license. Mr. Chris Struk inquired about the timeline and features of the Website, which Mr. Alexander explained would be influenced by the priorities decided by the Council. Ms. Helvey recommended the Council consider a “wish list” as part of the discussion. Ms. Streit asked about feedback from website users, which Mr. Alexander stated would be covered in detail by the Focus Group Discussion with Mr. Tyler Nedley. Council members agreed that a tabbed layout might improve navigation. The Council concluded with Ms. Streit’s review of priorities, including improvements to site mapping, the phone app, with agreement that the number one area of focus on the wish list is navigation, mobile app, and improvements to the website survey.

**Focus Groups:** Mr. Tyler Nedley with the Florida Center Data Dissemination Unit provided an overview of the upcoming FloridaHealthFinder.gov Focus Group Project. Mr. Nedley noted that this project is intended to collect feedback from website users or potential users on improvements to website content and navigation. One-hour focus groups comprised of 5-6 individuals will be held via webinar in January and February.

Mr. Nedley noted that participants will represent a diverse demographic of Floridians. He invited the Council to assist in participant procurement through any existing channels. Currently, Ms. Anne Swerlick with Florida CHAIN, Ms. Cantwell with AARP and Ms. Streit with the Florida Hospital Association have offered to help procure participants. Additionally, AHCA staff will be invited to participate in a focus group to gather Agency feedback on the Website. Mr. Nedley invited Advisory Council members to participate in a focus group as well. Dr. van Caulil offered to assist in procurement of participants through the Florida Health Care Coalition.

Ms. Godfrey suggested that senior populations be included in the focus groups and Ms. Streit suggested physicians and health plans be invited to participate. In conclusion, Mr. Nedley stated the preliminary results of the focus groups will be presented at the spring Advisory Council as well as shared with Mr. Alexander with ISC.

**Health Information Exchange Coordinating Committee (HIECC) Update:** Dr. Karen van Caulil provided the latest HIECC update November 4, 2016.

#### Event Notification Service (ENS)

For the period July through September, highlights for ENS include member panels in excess of 1.8 million, four (4) new subscription agreements, and a total of twenty-seven (27) subscribers receiving notifications through the service. In all, ENS covers ninety-four percent (94%) of general acute care beds in Florida. There were six (6) health plans, twenty (20) accountable care organizations (ACO), and one (1) independent physician organization (IPA) in production at the end of September, accounting for the 1.8 million panel size.

#### Patient Look Up (PLU)

For PLU, Harris completed formal validation testing for Florida Accountable Care Services and brought them into full production. There are currently ten (10) production nodes in deployment. PLU system usage continued to increase during the July to September period, as did the number of matched patient records and patient look-up queries. In all, during this period, the number of documents retrieved through the service increased (from 97,400 to 120,522).

#### Direct Messaging Service (DMS)

During this period, there was an increase in both Direct Messaging Accounts (from 103 to 115) and Direct Messaging Users (from 236 to 251). There was a substantial increase in the number of messages received by account (from 4,783 to 5,658).

#### Outreach

Numerous events highlighting National Health IT Week were held September 26 – 30. The events included daily interviews with Florida HIE participants that showcased the variety of HIE services. Outreach and HIE staff continued to promote ENS to the provider community, including information about CMS funding to assist with onboarding additional hospitals and providers. Staff continued to focus on reaching out to the long-term and post-acute care providers to learn more about their barriers to adopting HIE technology.

#### Program Updates

Ms. Fox provided an overview of the Electronic Health Record Incentive (EHR) program payments as of October 20, 2016. Total payments by the EHR Initiative included \$209,097,228 to eligible professional and \$315,125,064 to eligible hospitals.

**Data Collection Update:** Ms. Nancy Tamariz with the Office of Data Collection reviewed an October conference call with facilities to discuss shortening the certification time from five months to four months. The consensus was that this would not work at this time. Conference call follow up was posted on the Agency website, including feedback highlights. Overall, lack of analyst consistency was cited as the issue of most concern to facilities, as well as report volume and response times. Ms. Tamariz stated the Agency has reduced the number of reports in response, and eliminated a threshold and norm report and standardized language to improve report continuity.

Ms. Tamariz reviewed the steps of report processing, and noted that an internal review of analyst response times confirmed that in many instances, timely (usually within 24 hour) email replies were sent to facilities.

In conclusion, the Council discussed the scrubbing feature which was removed from the process, as well as challenges to analysts in facility reporting. Ms. Tamariz stated that the Data Collection website remains an under used resource for facilities.

## **Florida Center Update:**

### Telehealth

Ms. Helvey provided an update on the Florida Center activities in the last quarter. She reported on the Telehealth Survey, noting that AHCA is to present a report of survey findings to the Governor, Senate President and Speaker of the House by December 31, 2016. Ms. Helvey reviewed survey methodology and results, including response rates and Telehealth Usage and barriers to implementation of telehealth services. The lack of health insurance reimbursement for telehealth services was cited as a significant barrier. Benefits of telehealth noted in the survey results included better care coordination and patient outcomes. Ms. Helvey concluded that survey respondents cited education, reimbursement and funding as factors that would assist implementing, sustaining or expanding telehealth services.

### Primary Care Grants

Ms. Helvey reported on the ongoing Community and Primary Care Grant program. She noted that the Agency awarded \$26.2 million dollars to grant applicants, including 11 County Health Departments, 19 Federally Qualified Health Centers and thirty Community Health Care Clinics. Additionally, 54 agreements are fully executed and three have completed services. Ms. Helvey reviewed strategies for meeting grant goals, noting that as of November 16, 2016 the number of patients served stand as follows: 72,017 increased access to primary care services; 45,663 reduced and prevented unnecessary ER visits; and 37,278 reduced and prevented unnecessary inpatient hospitalizations.

### Procurement Activities

Ms. Helvey noted that there were two primary respondents to the Invitation to Bid procurement related to the Transparency Legislation: Health Care Cost Institute (HCCI) and FAIR Health. The process of evaluation and negotiation is currently underway, and the Agency is on track to announce the Notice of Grant Award on or before January 19, 2017. Ms. Streit asked if the Council will be notified of the public announcement at that time, to which Ms. Helvey responded in the affirmative. The Council discussed the possibility of a presentation to the Council from the vendor on the All Payer Claims Database. Members agreed this would be a helpful addition to a future agenda.

**National Association of Health Data Organizations (NAHDO) Update:** Ms. Helvey provided an update on the Agency attendance at the three day NAHDO Minneapolis conference on October 26-28, 2016. She stated that over twenty other states already have an All Payer Claims Database (APCD), often designed by the state from the ground up. Ms. Helvey clarified that the upcoming Agency system is not technically an APCD, but a Multi-Payer Claims Database. Legislature directed the Agency to contract with an existing national database instead of designing our own APCD. Agency representatives at the NAHDO conference had the opportunity to interact and learn from many other states coupling claims data with hospitalization data, and provided a review of various conference highlights. Ms. Helvey noted that social security numbers were an issue of great concern at the conference; these numbers will no longer be printed on Medicare identification cards, presenting challenges for state to

match Medicare data. She concluded that solutions to this challenge to data collection are under consideration and additional updates will be forthcoming. As a final note, Ms. Helvey was nominated to the NAHDO Board.

**Data Dissemination: Physician Volume – ICD10; Home Health Agency Tool:** Ms. Helvey reviewed proposed FloridaHealthFinder.gov changes on procedures and physician volume data. The Council agreed that a separate workgroup to consider any changes should wait until after the APCD vendor has been selected and pricing information on vendor service bundles has been made available to the Council. Currently, FloridaHealthFinder.gov provides information on five procedures: Coronary Artery Bypass Graft, Percutaneous Transluminal Coronary Angioplasty, Spinal Fusion, Total Hip Replacement and Total Knee Replacement. Dr. Wasylik suggested that ICD 10 codes be grouped in a way that will provide easy to understand procedure volume information to consumers. Ms. Streit emphasized the importance of streamlining the ICD 10 information made available on the Website. The Council agreed to reach out to industry savvy individuals for participation in a future workgroup to guide these decisions. Council members anticipate notification of public meeting announcements when a workgroup is scheduled next year.

Ms. Jess Hand, FloridaHealthFinder.gov Outreach Coordinator with the Data Dissemination Unit, introduced the new FloridaHealthFinder.gov Home Health Agency Comparison Tool. The tool went live in the fourth quarter of 2016. Ms. Hand reviewed the features of the comparison tool, which allows users to search HHAs by county/service area, provider name and certification status (Medicaid, Medicare, both or neither). Provider information is compared during a rolling seven-year window, and includes accreditation, complaints, sanctions/final orders, fines, deficiencies (by class type), Patient Count, CMS Medicare Quality of Patient Care, Special Designation, Pediatric Services and Number of Services. Ms. Hand noted that the consumer response to the tool during weekly webinars has been very positive. Ms. Godfrey asked whether the seven-year window reflected changes in ownership, and Council members shared concerns over the accuracy of the Patient Count data. Ms. Tamariz and Ms. Helvey explained the information in the HHA tool came from the Agency's licensure unit, and clarified that the Patient Count information is self-reported by providers during re-licensure every two years. Council members asked that this information be verified as correct as some provider numbers were inexplicably low. Ms. Helvey stated the matter would be investigated with the licensure unit.

**Role of the Advisory Council:** Ms. Helvey reviewed the State Consumer Health Information and Policy Advisory Council Executive Summary from 2013. She noted changes to the summary made by the passage of HB 1175, which struck language from the document. Ms. Helvey explained that the deletions were primarily designed to update and streamline the summary. For example, references to the Long Range Plan no longer apply and were therefore deleted. Ms. Helvey reviewed the primary functions of the Council as stated by the Executive Summary, and Council discussed existing Council functions related to data. The importance of the role of Council members as representatives of diverse constituencies was emphasized by Ms. Helvey.

**Meeting Summary:** Ms. Streit and Council members reviewed priorities established from the meeting. Improvement of the FloridaHealthFinder.gov app discussed with Mark Alexander, procurement of participants for the FloridaHealthFinder.gov Focus Groups, and research into APCD initiatives by other states were all listed as important talking points from the meeting.

**Chair/Vice Chair Election Results:** Election results for the 2017 Advisory Council were announced: Kim Streit was re-elected as Chair and Karen van Caulil, PhD, was re-elected to serve as Vice Chair.

**Next Steps/Public Comment/Adjourn:** The next Advisory Council meeting will be planned for the first quarter of 2017.

There were no public comments.

The meeting was adjourned at 1:56 pm.

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