

Building Community Care Safety Nets through Shared Electronic Health Records

Paul Gionfriddo

Executive Director

Palm Beach County Community Health Alliance

September 30, 2005

paul@pbccha.org

The Indigent Care Collaboration (Austin) Model

Create a virtual system of health and mental health care delivery through:

- A shared health record.
- Common eligibility screening and enrollment for federal, state, and local medical assistance and charitable programs.
- Primary care expansion and Project Access.
- Collaborative Disease Management.
- Collaborative pharmacy strategies (340B and PAP).

Shared Health Record and Common Eligibility Details

- The shared health record is built through electronic interfaces to existing provider data sets. Data elements are merged into a single shared record for each patient which is accessed via the web. Aggregate data are used for planning, mapping, monitoring, and evaluation.
- Common eligibility provides a single screening tool, accessed via the web, that simultaneously screens for eligibility in federal, state, and local medical assistance and charitable programs. Eligibility screeners use the tool during interviews with patients.
- Linked to (central) Prescription Assistance Program (PAP).



Why the ICC Went This Route Instead of Implementing a “Single Strategy” Solution

- (Lack of) money. Didn't have \$300 million for a major managed care program.
- Needed big impact quickly. With 300,000+ uninsured, single strategy solutions were too small to have much local impact.
- Sustainability. Needed to reduce burden on, and cost to, safety net providers so they could afford to sustain initiatives over time.

ICC Results: Shared Health Record (I-Care) and Common Eligibility

- **In 4 years, shared health records for 350,000 uninsured and Medicaid patients.**
- **Over 1.5 million encounters – adding 10,000 to 12,000 per week.**
- **Shared records built from 40 contributing provider locations (hospitals, clinics).**
- **In 3 years, over 150,000 uninsured screened for program eligibility.**
- **Over 3,000 total enrolled in 3rd party funded programs, averaging >200 enrollments per month.**

Success Factors for ICC I-Care and Common Eligibility Programs

I-Care

- No duplicate data entry.
- Robust enough for the future, but uses existing systems so doesn't have to wait for EMRs.

Common Eligibility

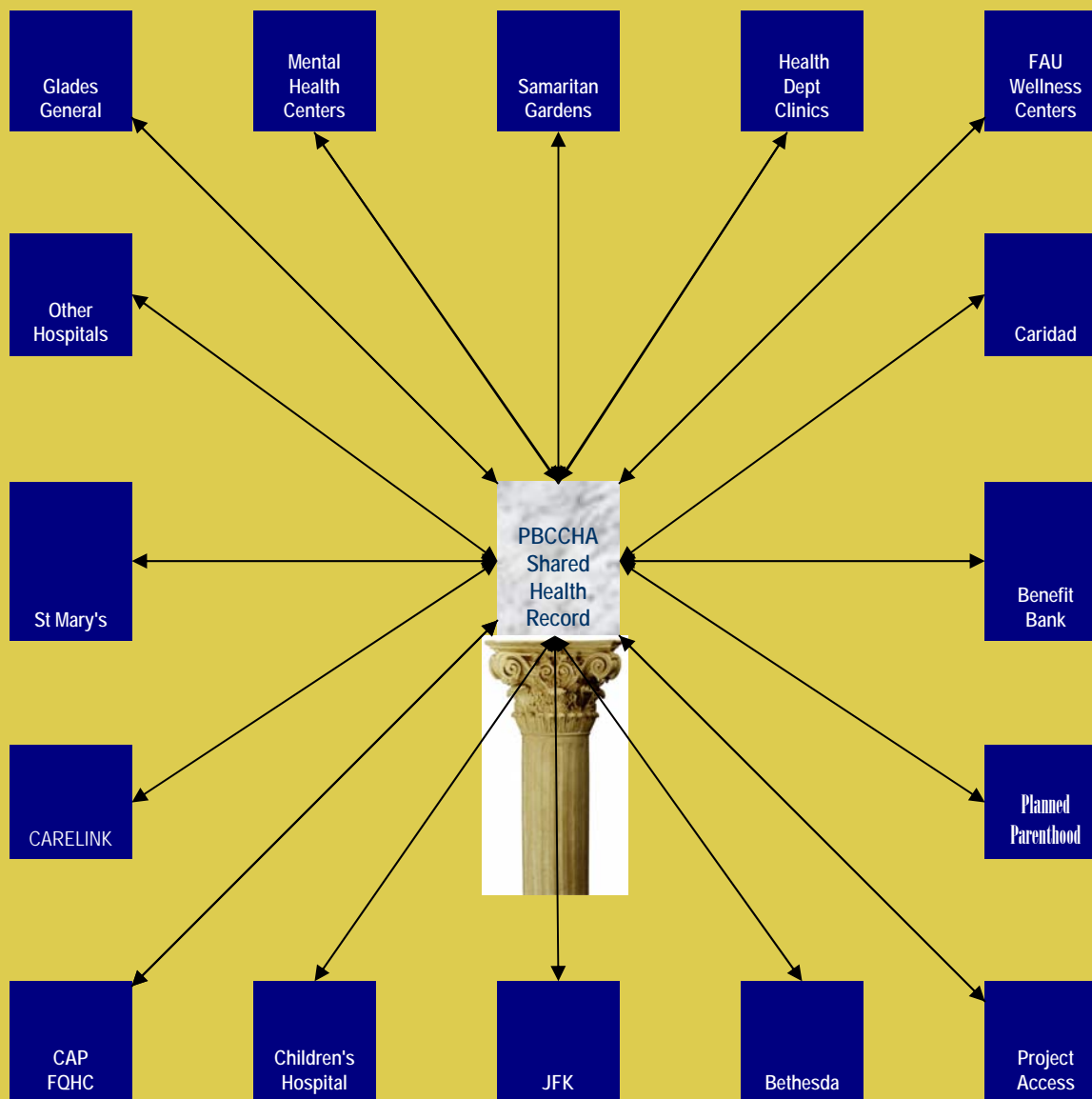
- Quick screening (under 5 minutes), so can be done in clinical settings.
- Local programs (like Project Access) included, to save time and effort by local providers.

Both Facilitate Development of Virtual System of Care.

Why Palm Beach County is Replicating the ICC Model

- Significant numbers of uninsured people (250,000).
- Multiple points of entry for safety net care delivery (nursing centers, FQHCs, free clinics, hospitals).
- Little integration of mental health and health care.
- Diverse safety net provider community scattered over a large geographical area.
- Potential for quick wins, e.g., pharmacy.

A Pillar of Our System: The PBCCHA Shared Health Record



Paul Gionfriddo PBCCHA 9/30/05

Comparison of Initiatives: Adapting to Use Local Resources

ICC

- **I-Care Shared Health Record:** Uses ASP model, with *Epic* software and Ascension (parent of Seton Healthcare) ISD.
- **Common Eligibility:** *Medicaider* plus centralized (SCHIP Outreach) follow-up assistance to complete forms.
- Using MedDataServices (MDS) PAP.

PBCCHA

- **Shared Health Record Development:** all free clinics implementing *Welligent* first; shopping for ASP/software for shared record system.
- **Common eligibility:** *Benefit Bank* pre-screen plus Prosperity Center (United Way, HCAP) follow-up.
- Using MedDataServices (MDS) PAP.

Conclusion

- **Comprehensive community initiatives can yield significant results in short time frames.**
- **Ease of implementation is key: the less new you have to do, the more likely it is to be done.**
- **Sustainability is important: the player you expect to pay must receive a (financial) benefit.**
- **Transportable models are adaptable to local circumstances – one size fits all, but in a stretch fabric.**