POLICY: 1.014 HEALTH INFORMATION TECHNOLOGY (HIT)

Each patient enrolled with NYP Health Home (HH) must have an electronic medical record on ACD that houses all personal health information; all patient e-records on ACD must be updated accurately and in a timely manner to confirm adequate provision of care management services and billing.

What is Health Information Technology (HIT)?

Health Information Technology (HIT) refers to data systems that store and allow for a linkage of patient health information across a continuum of providers. Use of HIT is essential for realizing comprehensive care management and promotes collaboration between the patient, his or her various providers, family, caregivers, and other supports, while helping to minimize duplication of services, reduce medical errors, identify gaps and inconsistencies in care, and ensure service providers are reimbursed more promptly and accurately.

The HIT platform for patients enrolled with NYP Health Home (HH) is Allscripts Care Director (ACD), which houses all patient health information needed to offer comprehensive care management HH services. ACD qualifies under the Meaningful Use provisions of the HiTech Act (for more information, go to http://www.cdc.gov/ehrmeaningfuluse/introduction.html). Current ACD functions include:

- Tracking and sharing of patient health information amongst the patient's network of providers (e.g., medical and behavioral health providers, care management agencies (CMAs) and other community-based organizations (CBOs))
- Channeling data into Healthix, which serves as NYP's Regional Health Information Organization (RHIO) and allows for health information exchange between agencies, across the medical neighborhood, and at the state level (e.g, Statewide Health Information Network of New York (SHIN-NY).
- Tracking/recording significant events (i.e., ED visit, hospital admission, social service or other support sought for urgent reason)
- Creating initial and updated patient care plans to ensure new and existing needs are addressed
- Monitoring patient outcomes

PROCEDURES:

Health Information Technology (HIT)

1. NYPHH will establish and maintain the IT system/platform – Allscripts Care Director (ACD) – to manage health information for HH patients.
    1.1   NYPHH will facilitate access to ACD for patients and their families/other supports, and the CMAs and all other providers involved in delivering care to patients.
    1.2   NYPHH, along with NYP's IT team, will provide training on and support for using ACD.
    1.3   Within ACD, there is also access to Healthix, one of the Regional Health Information Exchanges in New York. Clinic visits, including inpatient, outpatient, and emergency visits gathered within Healthix are viewable in ACD for all Health Home consented patients.

2. Each HH patient's e-record on ACD are to contain the following health information:
    a. For patients in outreach phase:
        i. HH Outreach Assessment
    b. For patients declining HH services during outreach phase:
        i. HH Opt-Out Note, Opt-out form (DOH-5059)
    c. For patients who agree to enroll with HH services:
        i. Completed HH Enrollment and Initial Assessment note;
        ii. Copy of signed consent form (DOH-5055);
        iii. Completed FACT-GPs (Optional);
        iv. Completed Assessment and Reassessments;
        v. Initial and updated care plan(s);
        vi. Copies of any signed releases of information;
        vii. Documentation of medical, behavioral health and social services (e.g., tests, treatments, referrals) the patient receives;
        viii. Any medical/behavioral health and social service referrals;
        ix. Completed HML assessments
    d. For patients disenrolling from HH services:
        i. HH Disenrollment Note
        ii. Withdrawal of Consent (DOH 5058)
3. To ensure proper billing of HH patients, patient health information must be updated on ACD accurately and *within 2 days* of contact. As of December 1st, 2016, NYPHH will oversee the transfer of all HH activities by CMAs into Billing and Finances (i.e., BTQ) and Medicaid Analytic Performance Portal (MAPP), the state tracking system for Medicaid claims.
4. All persons with access to HIT must review and be compliant with the HITECH Act.
5. NYPHH will utilize ACD's reporting tool to inform evidence based clinical decision making, consensus guidelines, and best practices to achieve optimal outcomes and avoid unnecessary costs.

Documentation

1. All activities/services provided to HH patients must be documented on ACD *within 2 days of contact*.