SOUTH DAKOTA
**HealthLink**

"THIS WON'T HURT A BIT."

# Event Notifications (Notify)

- Notification Event Types
  - Ambulatory Admit
  - Emergency Admit/Discharge
  - Inpatient Admit/Discharge/Transfer/Re-admit
  - Patient Death

- Notification Delivery
  - Non-secure email or text message (contains no PHI)
  - Direct Secure email (contains PHI)
  - Only viewable within worklist

- Notification Frequency
  - Immediate Notification
  - Batch File (daily, hour of day, weekly, day of week)

New Matching Requirements:
- First Name*
- Last Name*
- Gender*
- Date of Birth*
- Phone Number*
  *required

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# Event Notifications (Notify)

- Notification Worklist
  - View delivered notifications
  - Track completed or read notifications
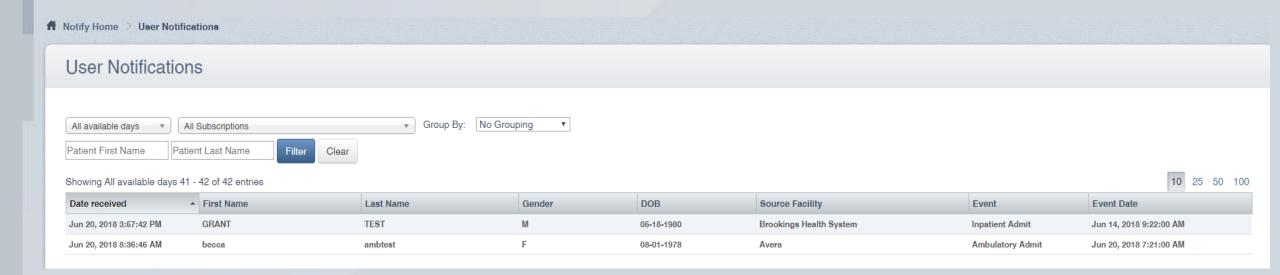
- Member File
  - Batch upload (specify frequency)
  - Can have multiple subscriptions for one member

- End User
  - Ability to follow multiple subscription types
  - Ability to "fill in" for other care team members
  - Ability to edit delivery mechanism/frequency
  - Reporting ability
  - Timely follow up within 72 hours

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# Event Notifications (Notify)

# Event Notifications (Notify)

**Notification**

**Event Data**

**Audit**

## Emergency Admit

| | |
|---|---|
| Patient's First Name | TOMMY |
| Patient's Last Name | TEST |
| Patient's DOB | Jul 30, 1988 |
| Patient's Phone | 6055954131 |
| Admit Date | May 22, 2017 8:45:00 AM |
| Admit Reason Description | Vehicle Accident Laceration of Viscera |
| Servicing Facility | MCK |
| Primary Insurance Company Name | AETNA INSURANCE |
| Primary Insurance Plan Id | AET |

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# Notify By The Numbers

## Users

**120**
End Users
(Approximately)

**80**
Subscriptions
(Approximately)

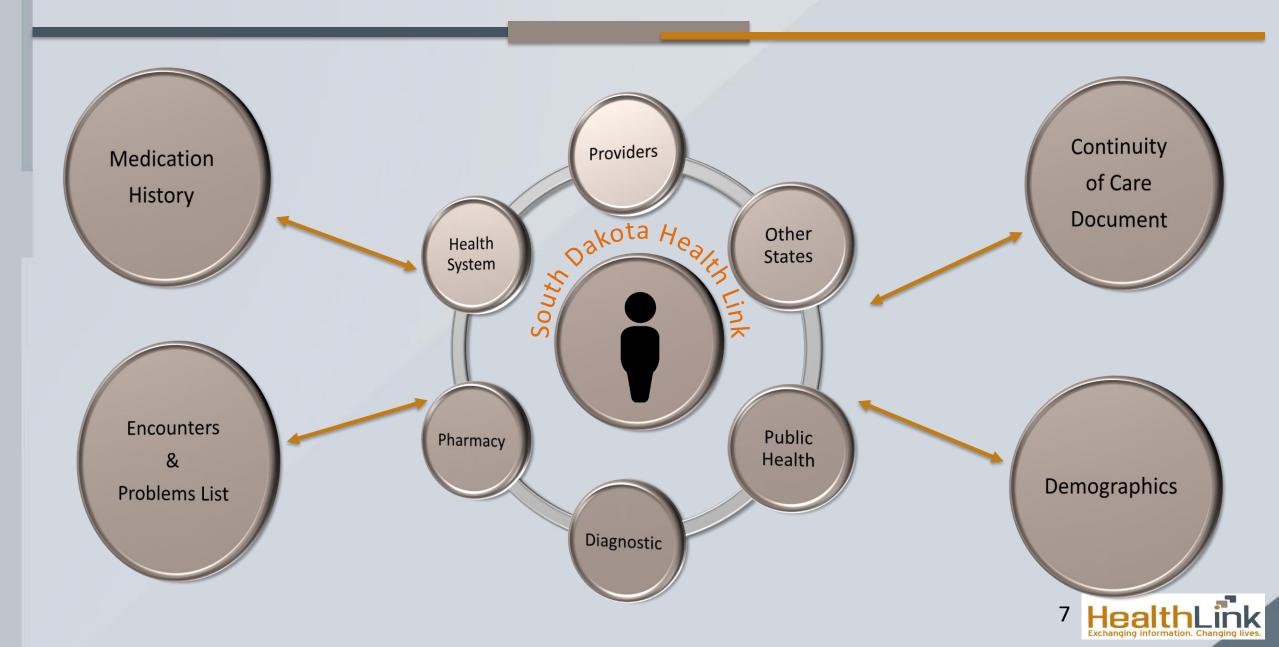## Notifications

**25,000+**
Notifications
(Since November 2016)

**20,000+**
Patients currently
being followed

**550+**
Readmit Notifications
(Since January 2017)

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# Point of Care



Providers

Other States

Health System

South Dakota Health Link

Pharmacy

Public Health

Diagnostic

Medication History

Continuity of Care Document

Encounters & Problems List

Demographics

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# Point of Care Exchange

- Access in real-time to clinical information about your patient
  - Lab results
  - X-Ray reports
  - Problems, Allergies, Medications
  - Transcribed documents
  - Filled medication history

- Contains clinical information from all contributing sources
  - Hospitals, Clinics, Health Systems, Correctional Health, Behavioral Health, and others

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# Point of Care By The Numbers

**Point of Care Exchange**

| **63** Hospitals | **300+** Primary Care Clinics | With Member Organizations in **5 States** |
|---|---|---|

2017 – Over 7.3M ADT HL7 Transactions                    **eHealth Exchange Validated**

**CMPI**

**1.3M+  - Unique Individuals in our CMPI**

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# Clinical Engagement

- Discovery Meeting
  - Workflow
  - Staffing
  - Data/notification need
  - Gaps in information
  - Organizational goals/priorities
- Training
  - Developed to meet need
  - Targeted to area of greatest impact
  - Customizable to meet need of organization
- Continual Follow Up
  - Ensure user adoption and use
  - Retraining or reminders
  - Troubleshoot problems
  - Develop new use case

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# Save the Date!

5<sup>th</sup> Annual Fall Forum
October 10, 2018
Holiday Inn Centre
Sioux Falls, SD

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# Questions?

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