



## Health Information Exchange Strategic and Operational Plan Profile

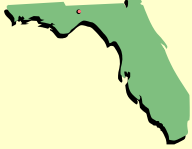
### Overview

Florida's Health Information Exchange (HIE) vision is to achieve clinically relevant, secure and sustainable approaches to technology adoption, utilization and exchange that drives the achievement of better health care outcomes for all Floridians and through lowered total costs and improved access to quality care. The Agency for Health Care Administration (Agency) intends to promote the development of health care clinical information exchange that is sustainable, privacy-protected, and aligned with national standards. In collaborating with stakeholders, the Agency is focused on what the State is in the best position to do to meet the HIE needs of stakeholders, and how to leverage existing networks to best achieve widespread adoption. The Agency is advised by the Health Information Exchange Coordinating Committee (HIECC), which is composed of six public stakeholders and twelve private sector stakeholders including one consumer representative. The Agency began laying the groundwork for statewide HIE collaboration by convening health care stakeholders and financially seeding local Regional Health Information Organization (RHIO) efforts through its grants program and more recently, formulating strategic and operational plans for establishing a state-level health information infrastructure.

### Model and Services

Florida's approach to state-level health information exchange through the Florida Health Information Exchange (Florida HIE) will be a network of networks. The Florida HIE will serve as a hub for the sharing of records between providers participating in local HIE entities. The initial entities to be connected will include local provider networks operating HIEs and meeting technical requirements of the Florida HIE. These facilities will serve as anchor institutions for the development of health information exchange because most of them have secure and robust IT systems capable of supporting the connectivity to the statewide network. The Florida HIE vendor will provide edge systems necessary for connectivity to the HIE organizations with a local Master Patient Index (MPI) and Record Locator Service (RLS). These edge servers will have the capability to query other organizations connected to the Florida HIE, however, the patient identification and record location will occur at the local level. There will be 20 data sharing participants in phase one of the network-of-network build to be completed by 2014. The initial participants will be large hospital systems and IDNs, two Federally Qualified Health Center (FQHC) networks, county health departments, and RHIOs. Other data sources may include national laboratory companies and pharmacy networks.

**State:**  
Florida



**HIT Coordinator:**  
TBD

**Award Amount:** \$20,738,582

**Contact**  
Carolyn Turner  
Florida Agency for Health Care  
Administration  
850-412-3782

**Website:**  
<http://www.fhin.net/>

**Other Related ONC funding in  
Florida:** \$39,026,462

Florida Regional Extension Centers

- Community Health Centers Alliance
- Health Choice Network
- University of Central Florida College of Medicine
- PaperFree Florida - University of South Florida Health



For geographic areas and providers that lack coverage through the data sources previously noted, or otherwise elect not to participate, the Agency will offer stakeholders Direct Secure Messaging services leveraging the NwHIN standards and specifications for point to point connections of participating providers including routing/authentication. The Florida HIE will also offer an authoritative provider directory based on the State's licensure database in combination with the National Provider Identifier (NPI) records for participating Florida providers. The Agency's HIE vendor will provide a secure web mail service for physicians and other providers to send or access medical records sent by other providers. Providers will be able to send or receive a secure message without requiring an EHR. Providers can download the documents received and may incorporate structured or other documents into an EHR. The HIE vendor will implement security certificates as the Health Information Service Provider (HISP). This approach will support the Agency's mission to provide access to some form of health information exchange to help providers achieve Meaningful Use of electronic health records.



## Highlights

**Public-Private Partnerships:** Since 2004, Florida has benefited from considerable public and private support for HIE initiatives, including financially seeding local RHIO efforts through its grant programs and the development of the Medicaid Health Information Network. The Medicaid Health Information Network includes eligibility and benefits checking, claims submission and other administrative functions, as well as a claims-based health history portal available to authorized Medicaid treating providers.

**Electronic Prescribing:** Florida has been very active over the last few years in promoting e-prescribing. Electronic prescribing has grown from less than 2% of prescription in 2007 to 22% as of the fourth quarter of 2010 and Florida is in the top ten states in Surescripts 2009 rankings. In July 2010, Florida Medicaid began sharing eligibility information and medication histories with Surescripts.

**Privacy Policies:** The Florida HIE Legal Work Group has participated in the drafting of a Universal Patient Authorization Form, which is required by Florida law and carries certain state civil immunities. This form was adopted in rule July 2010 and is posted on the Agency's website, [www.FHIN.net](http://www.FHIN.net). Additionally, the Florida Legal Work Group has participated in the development of Florida HIE Participation/Subscription agreements which describe the roles and responsibilities of HIE participants.

**HIE Vendor:** In February 2011, the Agency executed a contract with Harris Corporation for the implementation and operation of the Florida HIE. The HIE Vendor developed and issued a Readiness Assessment in April 2011 for the on-boarding of local HIEs meeting the technical requirements of the Florida HIE. Implementation of Direct Secure Messaging is on schedule for phased release in July 2011 and available to all meaningful use eligible providers.



# Meaningful Use

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	Landscape	Strategy
<b><u>E-Prescribing</u></b>	<ul style="list-style-type: none"><li>• Electronic prescribing metrics collected by the Agency from pharmacy networks show that 22 percent of prescriptions are submitted electronically (excluding prescriptions for controlled substances) by 12,176 prescribers as of December 2010. Data reported by Surescripts for February 2011 indicates that 91% of pharmacies in Florida are activated for electronic prescribing.</li><li>• Data reported by Surescripts show that in some regions of Florida (Miami-Dade) a lower proportion of pharmacies are activated for electronic prescribing. For small independent pharmacies, upgrading their internal systems for electronic prescribing may be cost prohibitive (in addition to the costs charged by Surescripts).</li></ul>	<ul style="list-style-type: none"><li>• The Agency will target independent pharmacies for outreach in promoting their participation in electronic prescribing. A survey of independent pharmacies will be conducted in 2011 to increase awareness and better understand barriers and opportunities. The Agency will engage the Florida Pharmacy Association to assist and also promote the pharmacist's role in medication management. The Agency will explore the feasibility of providing pharmacist access to the Medicaid Health Information Network.</li><li>• The Agency will continue to provide Medicaid eligibility information and medication histories to Surescripts to enable prescribing physicians to have access to this information.</li><li>• Florida Medicaid will provide technical assistance to providers not qualified for Regional Extension Center assistance as priority primary care providers to assist in EHR adoption and meaningful use: dentists and certified nurse midwives.</li></ul>

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## Structured Lab Results

- There are over 1,380 clinical labs and over 2,200 physician office labs in Florida.
- Based on Medicaid claims data, the top three laboratory providers comprise nearly 80% of the lab tests completed for Medicaid beneficiaries in Florida, namely Quest Diagnostics, LabCorp, and the Florida Department of Health, Bureau of Laboratories.
- The Agency estimates that 75-80% of lab results could be electronically reported as structured data to providers using certified electronic health records based on the Medicaid claims volume assuming LabCorp, Quest and the State Lab are electronically enabled to send lab results to certified EHRs.
- Most of the larger labs are reporting electronically to the Florida Department of Health (DOH). Through these lab submissions, eighty percent of reportable laboratory results are submitted electronically. DOH reports that currently, about twenty percent of hospitals are able to submit lab results electronically through electronic laboratory systems.
- The Agency's strategy is to use the two initial Florida HIE services to extend and expand structure lab results exchange. The Florida HIE will enable hospitals to exchange laboratory results across participating networks through the Patient Look-Up and Delivery Service and other participants will have access to this data. In addition, the Agency is negotiating with national or other large clinical laboratories that may wish to offer their services as a data source for patient look-up. The Agency is also coordinating closely with the Florida Department of Health to enable public health reporting via the Florida HIE.
- The second approach is to engage smaller or specialized laboratories in Direct Secure Messaging. Florida is working on a laboratory survey of independent laboratories that will assess their capabilities to send lab results in a structured format. An initial survey is underway using an on-line survey tool. Once the results of the survey are assessed, it will help the Agency HIE team develop a strategy for outreach to laboratories to develop use cases for direct exchange, and promote standards for interoperability. As a follow-up to the lab survey, the Agency will engage interested clinical laboratories concurrent with the deployment of Direct Secure Messaging.



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**Patient Care  
Summary**

- Until recently, the ability to push clinical summary records (structured data) from provider to provider was very limited. Developments in this area are changing rapidly as the capabilities of certified electronic health records will facilitate the sharing of clinical summary records using point to point exchange.
  - The outreach efforts of the Agency's HIE Vendor indicate early interest in Direct Secure Messaging among the physician community and other providers that will have access during Florida's phased release. It is likely that most physicians are unaware of the services being development and extensive outreach working through physician associations will be necessary to engage group practices and solo physicians to self-register.
  - The roll-out of the network of networks will begin the fall of 2011 with the deployment of two local HIEs to be determined based on readiness.
  - The Florida HIE will offer provider stakeholders Direct Secure Messaging services consistent with NwHIN standards and specifications to enable physicians and other providers to exchange structured or unstructured documents. This service will provide secure transport where providers may incorporate documents manually in an EHR or automated if provided by the user's system.
  - The Florida HIE will offer Patient Look-Up and Delivery Services to facilitate exchange among hospitals and other providers through a network of networks. The service will provide look-up and delivery of clinical summary documents to the local HIE. The Agency will work with Regional Extension Centers to promote EHRs in provider offices and coordinate outreach in the administration of the Medicaid EHR incentive program.
  - The Agency will work with appropriate groups to promote broadband connectivity and address specific issues for rural and providers serving disadvantaged communities through outreach and deployment subcontracts available to participating networks.
  - Florida Medicaid will promote the Health e-Book PHR for Medicaid beneficiaries, from the Medicaid Health Information Network to allow, patients to receive claims summary records to support future delivery of clinical summaries.
  - As implementation continues, the Agency will publicize the Florida HIE to consumers to create greater awareness and understanding of the benefits of provider participation and facilitate patient authorizations of provider access.
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## HIE Inventory

Standards		Quality Improvement	
Nationwide Health Information Network Exchange Specifications	<b>X</b>	Care Coordination	<b>X</b>
Nationwide Health Information Network CONNECT		Quality Reporting	<b>X</b>
Nationwide Health Information Network DIRECT	<b>X</b>	Behavioral Health Information Exchange	<b>X</b>
Plans to exchange with federal agencies or other states via Nationwide Health Information specifications	<b>X</b>		
Public Health		Lab Strategy	
Electronic lab reporting of notifiable conditions	<b>X</b>	Translation services	<b>X</b>
Syndromic surveillance	<b>X</b>	EHR interface	<b>X</b>
Immunization data to an immunization registry	<b>X</b>	Policy strategy	
Patient Engagement		Order Compendium	
Patient Access/PHR	<b>X</b>	Bi-Directional	
Blue Button		Alignment with CLIA	<b>X</b>
Patient Outreach	<b>X</b>	E-Prescribing	
Privacy and Security		Medication History	<b>X</b>
Privacy and Security Framework based on FIPS	<b>X</b>	Incentive or grants to independents	
Individual choice (Opt In/Opt Out/hybrid)	<b>Access Opt- In</b>	Plan for controlled substance	
Authentication Services	<b>X</b>	Set goal for 100% participation	<b>X</b>
Audit Log	<b>X</b>	Controlled substance strategy	
Administrative Simplification		Care Summaries	
Electronic eligibility verification	<b>X</b>	Translation services	
Electronic claims transactions	<b>X</b>	CCD/CCR Repository	<b>X</b>
Vendor		Directories	
Planning	<b>X</b>	Provider Directory	<b>X</b>
Core Services	<b>X</b>	Master Patient Index	<b>X</b>
		Record Locator Services	<b>X</b>
		Health Plan Directory	
		Directory of licensed clinical laboratories	<b>X</b>

*Information for this profile was obtained from the approved Operational and Strategic Plan submitted to the National Coordinator for Health Information Technology as a condition of the Health Information Exchange Cooperative Agreement. The complete plan can be downloaded at: <http://statehieresources.org/>*

