

Sharing Clinical Records: PCC's Newest Interoperability Connection

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Burlington, VT



Learning Objectives

- Define interoperability and explain why it's important to your practice and your patients
- Understand how C-CDA Documents support the exchange of patient data
- Describe Clinical Document Exchange, PCC's newest interoperability solution
- Identify the steps for getting your practice started with Clinical Document Exchange



What is interoperability?

the ability of a system to work with or use the parts or equipment of another system



What is interoperability?

In healthcare...

the ability of different computer and software systems to communicate, exchange data, and use the information that has been exchanged

laboratories

patients

pharmacies

CMS

EHRs

medical practices

hospitals

clinics

payers



Why is interoperability important?

- Allows for more efficient access to data
- Saves time and resources
- Leads to safer transitions of care
- Produces better patient outcomes
- Reduces costs



How is PCC EHR interoperable today?

- Immunizations → State Immunization Registries
→ Forecasting
- Direct Secure Messaging
- E-lab Results
- eRx
- Insurance Eligibility
- C-CDA Interfaces



What is a C-CDA?

Clinical Document Architecture (CDA)

This is a standard.

Consolidated-Clinical Document Architecture (C-CDA)

This is an implementation guide that uses the CDA standard to specify a collection of clinical documents.

C-CDA Documents

There are 12 types of C-CDA documents:

Care Plan

Diagnostic
Imaging Report

Operative
Note

Referral
Note

Consultation
Note

Discharge
Summary

Procedure
Note

Transfer
Summary

Continuity
of Care

History &
Physical

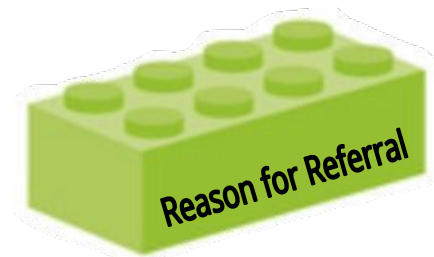
Progress
Note

Unstructured
Document

C-CDA Documents

C-CDA Documents contain sections.

- Sections are like building blocks.
- There are 70 sections!



Examples

Medications	Vital Signs	Implants
Immunizations	Encounters	Social History
Family History	Nutrition	Problem
Procedures	Allergies & Intolerances	Review of Systems

C-CDA Documents

For each document type, some sections are required and some are optional.

Care Plan

Required

Goals

Health
Concerns

Optional

Health Status
Eval/Outcomes

Interventions

C-CDAs can include additional sections, even above and beyond the sections defined as optional.



C-CDA Documents

For each document type, some sections are required and some are optional.

Continuity of Care

Required

Allergies & Intolerances	Results
Medications	Social History
Problem	Vital Signs
Procedures	

Optional

Advance Directive	Medical Equipment
Encounters	Mental Status
Family History	Nutrition
Functional Status	Payers
Immunizations	Plan of Treatment

C-CDA Documents

Continuity of Care Document (CCD)

In PCC EHR, we also refer to this document as the **Summary of Care Record**.

Summary of Care Record Todd Gack (10 yrs, 9 mos; 07/16/08; M)

Continuity of Care Document

Patient	Todd Gack
Date of birth	July 16, 2008
Sex	Male
Race	
Ethnicity	
Contact info	
Patient IDs	3484 2.16.840.1.1
Document id	26fc2a86-7b47-40
Document Created:	April 29, 2019, 09:
Performer (primary care provider)	
Author	PCC EHR
Contact info	Work Place: 20 Winooski Falls' Suite 7 Winooski, VT 0540 Tel: (800) 722-770
Document maintained by	PCC Pediatric Test
Contact info	Work Place: 20 Winooski Falls' Suite 7 Winooski, VT 0540 Tel: (800) 722-770

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- [Reason for Referral](#)
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Pediatric EHR Solutions



C-CDA Documents and Interoperability

C-CDAs combine human-readable text with machine-processable data.

```
<patient>
  <name><given>Todd</given><given>J</given><family>Gack</family></name>
  <administrativeGenderCode code="M" codeSystem="2.16.840.1.113883.5.1"/>
  <birthTime value="20080903"/>
  <maritalStatusCode nullFlavor="NI" codeSystem="2.16.840.1.113883.5.2"/>
  <raceCode nullFlavor="OTH" displayName="Prefers not to answer"/>
  <ethnicGroupCode code="2186-5" codeSystem="2.16.840.1.113883.6.238" codeSystemName="
  displayName="Not Hispanic or Latino"/>
  <languageCommunication>
    <languageCode code="eng"/>
    <proficiencyLevelCode nullFlavor="NI" codeSystem="2.16.840.1.113883.5.61"/>
    <preferenceInd value="true"/>
  </languageCommunication>
</patient>
</patientRole>
</recordTarget>
<author>
  <time value="20190612140537-0400"/>
  <assignedAuthor>
    <id root="2.16.840.1.113883.4.6"/>
    <addr use="WP"><streetAddressLine>20 Winooski Falls Way</streetAddressLine><streetAddressLine><city>Winooski</city><state>VT</state><postalCode>05404-2228</postalCode></addr>
    <telecom value="tel:(800) 722-7708" use="WP"/>
  <assignedAuthoringDevice>
    <manufacturerModelName>PCC EHR</manufacturerModelName>
    <softwareName>PCC EHR</softwareName>
  </assignedAuthoringDevice>
</assignedAuthor>
</author>
```

Summary of Care Record Todd Gack (10 yrs, 9 mos; 07/16/08; M)

Continuity of Care Document

Patient	Todd Gack
Date of birth	July 16, 2008
Sex	Male
Race	
Ethnicity	
Contact info	
Patient IDs	3484 2.16.840.1.113883.3.2402.400.100.13
Document Id	26fc2a86-7b47-40a4-8ada-7885b2f9388f
Document Created:	April 29, 2019, 09:11:49 -0400
Performer (primary care provider)	
Author	PCC EHR
Contact info	Work Place: 20 Winooski Falls Way Suite 7 Winooski, VT 05404-2228, US Tel: (800) 722-7708
Document maintained by	PCC Pediatric Test Associates
Contact info	Work Place: 20 Winooski Falls Way Suite 7 Winooski, VT 05404-2228, US Tel: (800) 722-7708

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- Encounters
- Reason for Referral
- Functional status assessment
- Powers



Interoperability Best Practices

The data you share is only as good as the data you put into the system.

- Enter the data
- Be accurate
- Be complete
- Don't use discrete data fields creatively



PCC's Newest Interoperability Connection

Clinical Document Exchange

a system of standards for publishing, cataloging, and sharing clinical documents, which...

makes documents available for retrieval by authorized parties across the healthcare ecosystem.

What is Clinical Document Exchange?

Organization seeking Documents

Organization that has Documents

Step 1 - Patient Discovery

Hey third party,
do you know
my patient?

Yes, one
match.

No

Yes,
multiple
matches.

Step 2 - Find Documents

You seem to have my
patient in your system.

What documents are
available for my patient?

Here is a list of
documents that are
available for the
patient you specified.

There are no
documents for
this patient.

Step 3 - Retrieve Documents

I've selected the
document(s) I want.

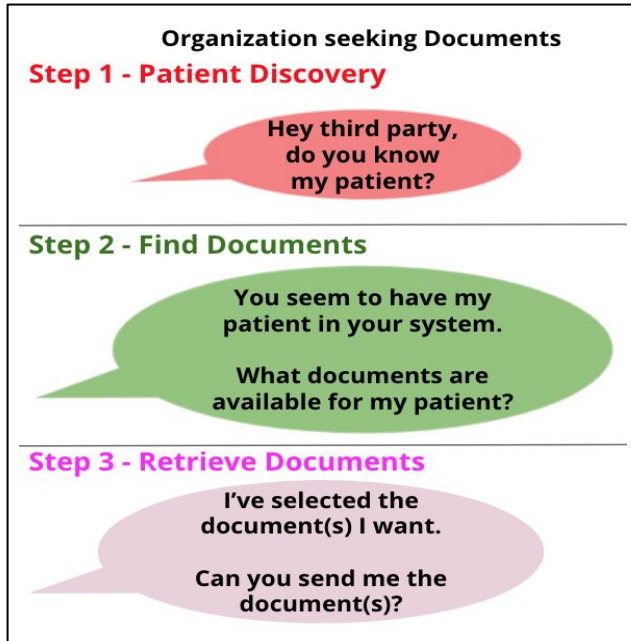
Can you send me the
document(s)?

Here is/are the
document(s) you
requested.

I can't find the
document(s).

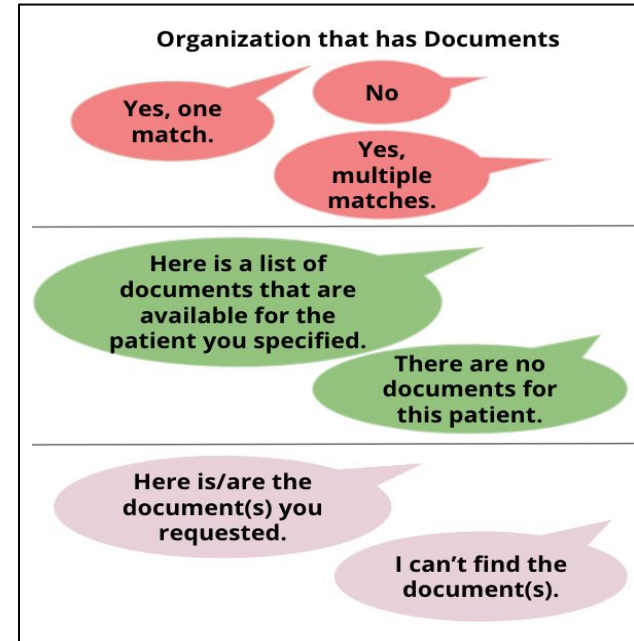
Clinical Document Exchange: Two Halves of the Solution

Initiator Role



You can retrieve documents from other organizations in 2020!

Responder Role



Other organizations can retrieve documents from you.

In pilot this summer!



Why Clinical Document Exchange?

What is the problem in the industry?

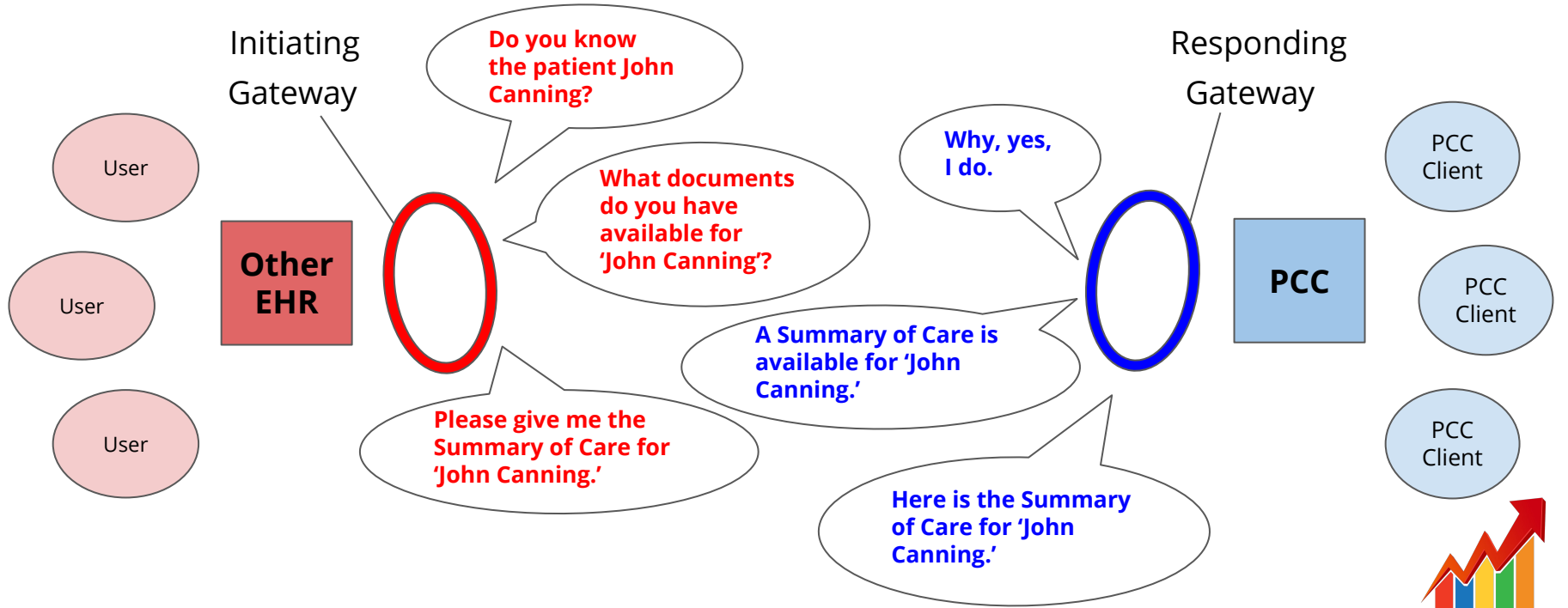
The demands for clinical data from large healthcare systems threaten the independence of pediatricians.

How does Clinical Document Exchange solve the problem?

PCC ensures pediatricians' independence by creating connections with large healthcare systems to improve the exchange of clinical data.

Your practice will be under less strain, relieved from pressure to join hospital systems.

How does Clinical Document Exchange work?



How does Clinical Document Exchange work?



- Carequality has defined a **framework** that allows participating entities to exchange documents.
- Carequality is a framework, **NOT** a network.
- PCC is a *Carequality Implementer*.
- If your practice decides to participate in Clinical Document Exchange, it becomes a *Carequality Connection*.



Carequality Implementers

carequality

Our Community ▾ What We Do ▾ Get Involved ▾ Resources ▾ Blog Wiki 🔍

Carequality Interoperability Framework Adopters

The adopters of the Carequality Interoperability Framework – and their clients – benefit from accelerated, less costly health data sharing agreements, because they no longer need to develop one-off legal agreements between individual data sharing partners.

athenahealth
WE CONNECT. CARE™

AZBA
Your Health. Our. Advantage.

commonwell
HEALTH ALLIANCE

CRISP

eClinicalWorks

eHealth Exchange™

ELLKAY
Healthcare Data Plumbers

eMedicalPractice
Integrated. EHR. EM. Caregivers. & Payers.

Epic

FG
FIRST GENESIS

GE Healthcare

Glenwood Systems

HEALTH GORILLA
TRUSTED CLINICAL NETWORK

HealthLX

HTE
COMMUNITY CARE

inovalon

JCMR
JACKSON COMMUNITY MEDICAL RECORDS

KHIN
KANSAS HEALTH INFORMATION NETWORK

Kno2™

MEDENT

Medicity
A Healthgen Business

MiHIN
Shared Services

Netsmart

nextgen.
healthcare

onerecord™

PCC Pediatric EHR Solutions

PRACTICE VELOCITY®
Urgent Care Solutions®

REDOX^

SAFE

SAFETY NET
CONNECT

Santa Cruz
Health Information
Exchange

surescripts

swellbox

WOMBA
POWERED BY ME™

zen
Healthcare IT

PCC
Pediatric EHR Solutions



Who can retrieve documents from my practice?

Only other **Carequality-enabled** organizations can query for and retrieve clinical documents.

Carequality Implementers have been **vettted** as legitimate entities in healthcare and are **authorized** to participate in exchange activities within the Carequality community.

Who can retrieve documents from my practice?

Carequality Active Sites Search Tool

<https://carequality.org/active-sites-search/>

The screenshot shows the Carequality website's search tool. At the top left is the 'carequality' logo. To the right are navigation links: 'Our Community', 'What We Do', 'Get Involved', 'Resources', 'Blog', and 'Wiki'. The main heading is 'Search for Carequality-enabled Providers Near You'. Below this is a search form with three input fields: 'Search By Name:' (empty), 'Search By City:' (empty), 'Search By State:' (set to 'Vermont'), and 'Search By Zip:' (empty). A 'Radius:' field is also present. Below the form are two buttons: 'CLEAR SEARCHES' and 'SEARCH'. The main area is a map of Vermont and surrounding regions, showing several red location pins. The map includes labels for cities like Burlington, Montpelier, and St. Albans, and neighboring states like New York, Maine, and Massachusetts. The bottom right of the map area has a small copyright notice: 'Map data ©2019 Google. Terms of Use | Report a map error'.

What documents can be retrieved from my practice?

- One **Summary of Care** document per patient is available for retrieval (when patient consent is *Yes*).
- When changes occur to a patient's record, an updated copy is made available for retrieval.
PCC EHR does this automatically!

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How do I record patient consent in PCC EHR?

Your participation in the Responder role of Clinical Document Exchange only requires that you record patient consent in PCC EHR.

- Consent status will determine whether or not a patient's Summary of Care document can be retrieved by another organization.
- A patient's Summary of Care document can be retrieved only when their consent is marked **Yes**.

Undetermined Yes No

How do I record patient consent in PCC EHR?

The image displays three overlapping screenshots of the PCC EHR interface, illustrating the steps to record patient consent for Elaine "Laney" Benes (PCC# 3478).

Left Screenshot: Shows the main patient record view. The "Communication Preferences" section is highlighted in blue. A red arrow points to the "Clinical Document Exchange Consent" option, which is currently set to "Undetermined".

Middle Screenshot: Shows the "Communication Preferences" sub-view. The "Clinical Document Exchange Consent" option is highlighted in blue. A red arrow points to the "Share Clinical Documents" dropdown menu, which is currently set to "Undetermined".

Right Screenshot: Shows the "Clinical Document Exchange Consent" sub-view. The "Share Clinical Documents" dropdown menu is highlighted in blue. A red arrow points to the "Share Clinical Documents" radio buttons, which are currently set to "Undetermined".

Patient Consent at your Practice

- When you go-live with Clinical Document Exchange, PCC will set the consent status for all of your existing patients.
- Your practice's consent policy for CDE will determine the status of existing patients.

What is your practice's patient consent policy?

Opt-in

Patient data will be shared only if and when a patient has given explicit consent.

Opt-out

Patient data will be shared unless and until a patient explicitly revokes consent.



Are there any restrictions on document retrieval?

Purposes of Use

Coverage

Healthcare Operations

Patient Request

Payment

Public Health Activities

Treatment

PCC shares your patients' clinical documents for **treatment** purposes *only*.

How do I get started with Clinical Document Exchange?

1. Find Out Who You Can Connect With
<https://carequality.org/active-sites-search/>
2. Contact Your Client Advocate
3. Notify Carequality Enabled Organizations
4. Review and Sign the Carequality Connection Terms
5. Train with PCC
6. Schedule a Go-Live Date



Resources

PCC Learn

<http://learn.pcc.com/help/clinical-document-exchange/>

The image shows a composite of two screenshots. The left screenshot is from the PCC Learn website, titled "Clinical Document Exchange". It features a "Contents" table of contents with the following items:

- 1. What is Clinical Document Exchange?
 - 1.1 The Carequality Framework
 - 1.2 The Responder Role
 - 1.3 What Data will be Shared?
 - 1.4 Who has Access to Patient Data?
 - 1.5 Is Clinical Document Exchange Safe and Secure?
 - 1.6 How do I Participate?
- 2. Getting Started with Clinical Document Exchange
- 3. Configure PCC EHR for Clinical Document Exchange
 - 3.1 Set Default Consent Status for New Patients
 - 3.2 Add Clinical Document Exchange Consent to Communication Preferences
 - 3.3 Change a Patient's Consent Status

Below the table of contents, there is a paragraph: "The promise of interoperability between EHRs; that patients' data will be accessible to any clinician whom they see for treatment, is one step of PCC has implemented an interoperability framework that allows practices using PCC EHR to automatically make clinical information available to and organizations who participate in the Carequality Interoperability Framework. This includes many hospitals, specialists, and other networks your patients."

A blue box contains the text: "Participation is Optional: Participation in clinical document exchange with other organizations who are also implementing the Carequality optional. In order to participate, talk to your Client Advocate, who can walk you through the steps, which include signing an addendum to your agreement acknowledging and agreeing to the Carequality Connection Terms."

The bottom section is titled "What is Clinical Document Exchange?" and begins with "Clinical Document Exchange allows different healthcare organizations to exchange patient records. Your participation would allow other providers to access your patient records."

The right screenshot is from the PCC EHR software interface. The title bar reads "Configure PCC EHR for Clinical Document Exchange". The main text says: "Once you have worked with your Client Advocate to get started with clinical document exchange, there are a few things you will need to configure in the EHR. Set Default Consent Status for New Patients. You will have to decide whether your practice has an opt-in or opt-out consent status for patients with regards to clinical document exchange. Once you have done so, set this status in the Practice Preferences tool."

An inset window shows the PCC EHR software menu with "Practice Preferences" highlighted. A downward arrow points to another inset window titled "Practice Preferences" with tabs for "Settings" and "Hours". Under "Appointment Book", there is a checkbox labeled "Present Patient Details when scheduling appointments".



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Questions?

Contact your Client Advocate if you are interested in establishing connections with third parties.

<http://www.pcc.com/interoperability>

jmarsala@pcc.com

