Taking the Anxiety Out of Interoperability: A proven methodology for integrations
Introducing our speakers

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Polling Question 1

What’s your current role? *(Select only 1.)*

A. Executive
B. Revenue Cycle Management (billing role)
C. Quality
D. Financial
E. Technical
F. Consultant
G. Operations
Learning Objectives

1. Build a business case for integration.

2. Understand the voices and team members you need to include to make your integration a success.

3. Adopt a proven methodology for meeting clinical challenges and achieving business success through strategic integrations.
7 Essential Elements of Healthcare Transformation

- Integrated Care
- Outcomes & Quality Management
- Patient Engagement
- Interoperability
- Mobility
- Revenue Cycle
- Compliance
Healthcare Interoperability

Orchestration of healthcare data between healthcare systems so that all individuals, their families, and health providers can send, receive, find, and use electronic health information to support the health and wellness of individuals through informed, shared decision-making.
Integration

The process of creating the data connections between different health platforms to meet business or clinical objectives.
A Business Case for Integrations

- Solve a clinical challenge
- Bill efficiency and accurately
- Improve productivity
- Reduce human error/omission
- Meet regulatory requirements
Polling Question 2

Which of these kinds of integrations appeals most to you?

A. Accountable Care Organization
B. CRM
C. HIE/RHIO
D. Hospital
E. Labs
F. Prescription Monitoring/Pharmacy
G. Primary Integrated Care
H. Referral Systems
A Methodology for Integrations

- Assessing strategic priorities
- Measuring value and urgency
- Estimate level of effort
- Determine how results will be measured
- Identify funding sources/plan
Polling Question 3

Which part of the integration process do you feel **most confident** about your ability to implement? *(Please select 1.)*

A. Assessing strategic priorities  
B. Measuring value and urgency  
C. Estimate level of effort  
D. Determine how results will be measured  
E. Identify funding sources/plan  
F. I am not sure
Polling Question 4

Which part of the integration process do you feel **least confident** about your ability to implement? *(Please select 1.)*

A. Assessing strategic priorities  
B. Measuring value and urgency  
C. Estimate level of effort  
D. Determine how results will be measured  
E. Identify funding sources/plan  
F. I am not sure
Measuring ROI

Staff Cost \times Time\ Spent = Savings
The Integration Process

Build multi-disciplinary team: Provider, finance/admin, executive

What problem do you want to solve?

What data do you want to send/receive?

What level of effort is involved?

What value will the integration bring?
FSW Connects EHR to RHIO

Krister Willgren, LCSW
Clinical Director
Family Services of Westchester

1. Business case for the integration
2. Preparing providers for the initiative
3. Our process
4. What’s next for us
What To Expect From an Integration Partner

- Consultative approach to help you solve business challenge
- Technical subject matter expert to translate business need into technical solution
- Partner to help you understand training, testing, approval, overall approach
- Support team to assist with any future vendor-to-vendor integration needs
Connecting the Dots

- Discovery phase
- Implementation phase
- Adoption/Adapt to new system
Discovery Phase

Establish team

Set business requirements

Build integration workflow

Outline pricing to complete design, build, validate, go-live and support

Walk through process
Tips to Develop Your Interoperability Vision

- Define your interoperability vision based on organizational priorities.
- Consider how to improve outcomes and treatment experiences.
- Evaluate current pain points for your team.
- Ask how you can use technology to improve efficiency/reduce waste.
Behavioral Health

INTEROPERABILITY to support health, the patient and the financial stability of the agency

Substance Abuse
Preventive Care
Justice/Prison System
Schools
Accountable Care
Medication
Development Disabilities
Regulatory

Care Coordination
- Health Information Exchange - Regional Health Information Org
- Community Care
- Transition of Care
- EMR to EMR

Patient Engagement
- Referral Workflow
- Telehealth
- Patient Education
- Case Management

Clinical Outcomes
- Toxicology Lab Workflow
- Drug Dispensing
- Pharmacy Management
- Patient Referral Direct
- Messaging
- Prescription Monitoring

Financial Efficiency
- Reduce Manual Steps
- Activity Billing
- Solve Business Problems
CareLogic Integration Hub
With over 51 CareLogic customers integrating, they are improving clinical outcomes, reducing administrative costs and improving staff/client satisfactions

- 6 HIE/RHIO Connections
- Custom API Development
- 2 Pharmacy /Medication
  - 3 In House Lab
  - 1 Reference Lab
  - 1 Drug Dispensing
2018

Inbound CCDA (GE Centricity)
Sales Force Integration
Appointment Reminder
Tele Health
Care Management
How are you connecting the dots?
Connect with Qualifacts experts for more insights or to ask your questions. Email info@qualifacts.com and mention this webinar in the subject line.
Polling Question 5

How valuable was this content? *(Please select 1.)*

A. Very valuable  
B. Somewhat valuable  
C. Not valuable  
D. I am not sure
Thank You