Efficient E-Referral

Utilizing Michigan's Health Information Network to Spread Reach

Barriers to fax referral

- Incomplete and illegible fax referrals
- Providers reluctant to do paperwork when they have an EHR
- Input errors once fax is received
- Time delay from receipt of fax until enrollment call
- Lost follow up reports
- General issues with fax machines

Barriers to Implementing eReferral

- Time to Install
- Expense
- Provider Training for Potential Referral Sites
- Competing IT Team Priorities at Referral Sites
- Lack of a champion at the clinic/hospital system
- Without provider training on the QuitLine and the referral process, reach rates can be low

Partners

- Michigan Department of Health and Human Services
  - Tobacco
  - Medicaid
  - Legal
- Michigan Health Information Network
- National Jewish Health

MiHIN is a

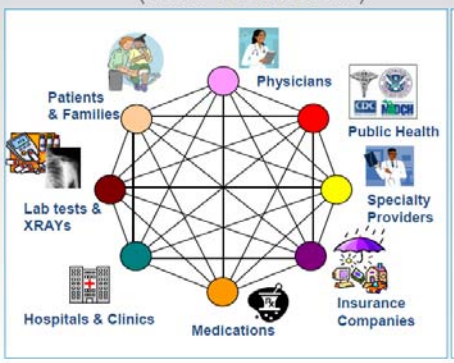
network for ***sharing*** health information ***statewide***

for Michigan

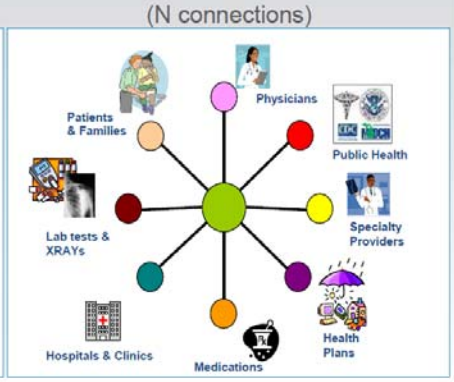
MiHIN Shared Services

Statewide Network Requires Efficiency

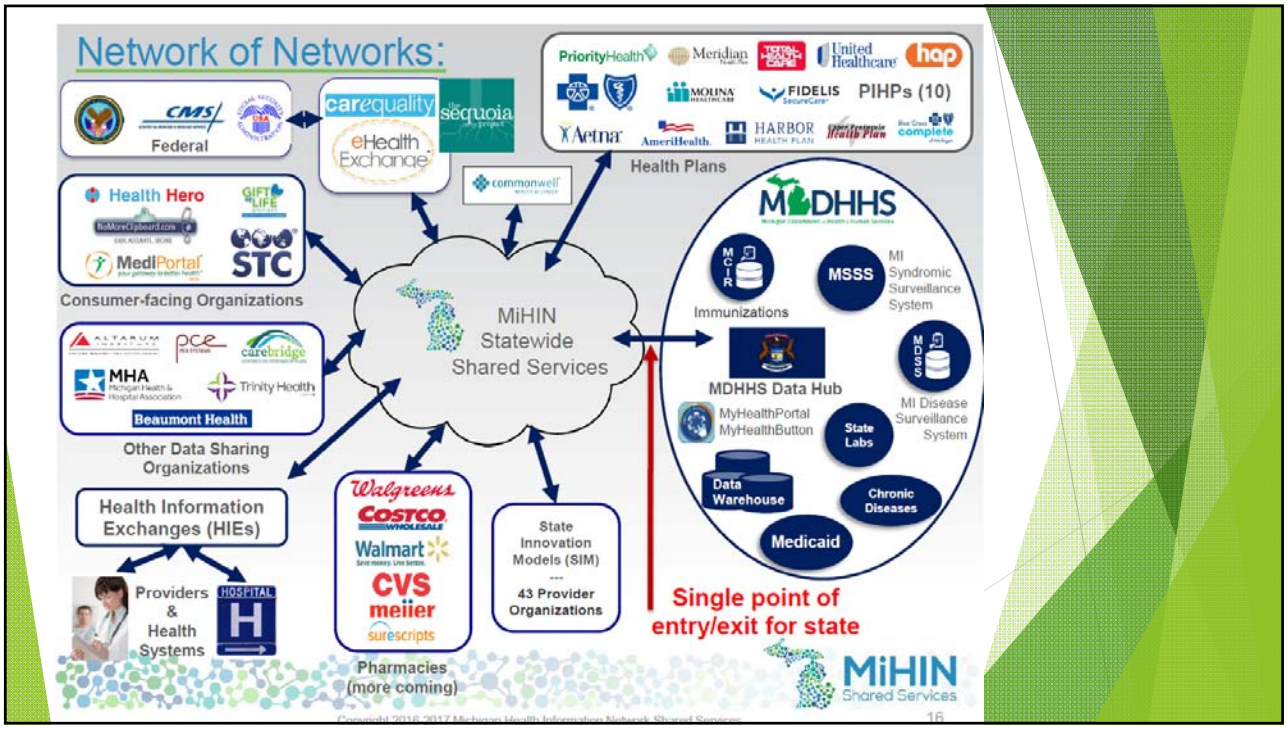
Duplication of effort, waste, & expense
(N x N-1 connections)



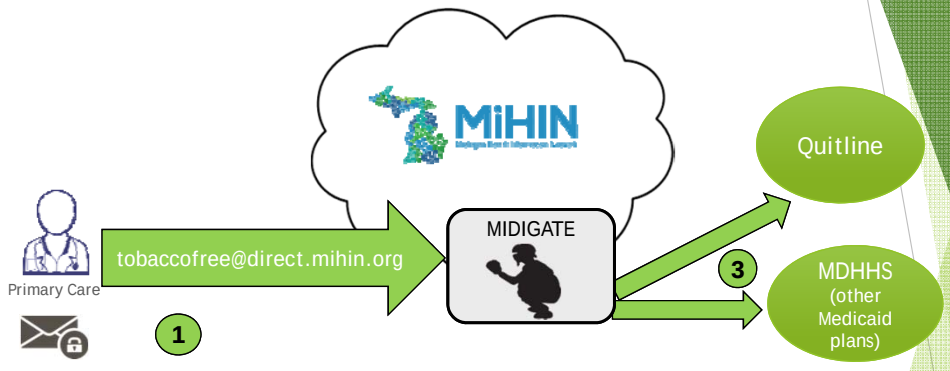
Shared Services
(N connections)



MiHIN Shared Services

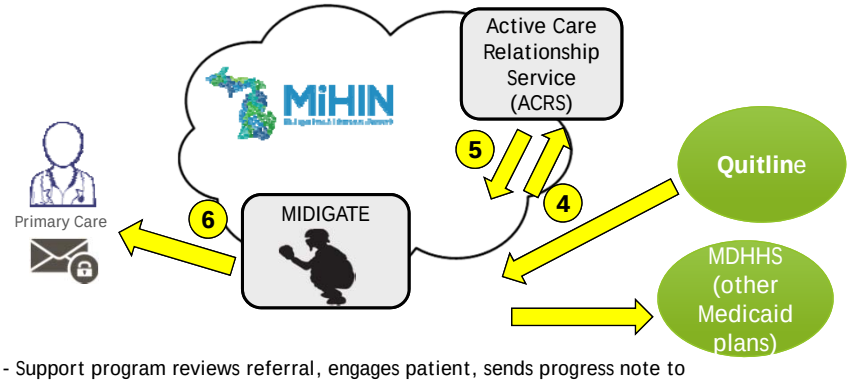


Tobacco Free Use Case Scenario



- Patient qualifies for tobacco cessation referral program, provider makes referral, care coordinator sends referral to tobaccofree@direct.mihin.org
- MiHIN receives referral via MIDIGATE, routes to support program and payer
  - Could potentially go to patient or other destinations in the future

Tobacco Free Use Case Scenario



- Support program reviews referral, engages patient, sends progress note to tobaccohelp@direct.mihin.org
- HIN receives progress note, finds ACRs, and routes progress note to MDHHS and to patient's provider or care team
  - Could potentially go to patient or other destinations in the future

Process

- MDHHS Tobacco and Medicaid convene workgroup
- National Jewish Health provides eReferral workplan template, NAQC Implementation Guideline and IT
- MiHIN provides project manager, use case scenario, contacts legal and provides IT
- Workgroup identifies potential pilot sites and makes contact
- MDHHS Tobacco markets finished product and provides tobacco dependence treatment training to future sites

Outcome

- Testing began in January 2017 between MiHIN and NJH
- A successful test was performed at the end of January
  - NJH received the sample patient and loaded into the case management system
  - MiHIN received the sample progress note from NJH
- A successful re-test was performed with some changes made on the MiHIN side last week
- Next Steps:
  - MiHIN to launch a pilot clinic
  - Test eReferral one last time using the full process between Clinic, MiHIN and NJH
  - Launch statewide eReferral system with MiHIN/NJH and roll process out to clinics statewide

- **MiHIN Direct Addresses:**
- Referrals to MiHIN: TobaccoFreeReferrals@direct.mihin.org
- Progress Notes to MiHIN: TobaccoFreeProgressNotes@direct.mihin.org
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- **Quitline Direct Addresses:**
- Test direct address: ereferral@healthinit.njhealth.myeval.md
- Production direct address: ereferral@healthinit.njhealth.org
- HISP: MaxMD
- Name of Organization: National Jewish Health
- Physical Address of NJH: 1400 Jackson St, Denver CO 80206
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Contacts

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