NYC HEALTH+ HOSPITALS

The Whoosh: Innovative Data Exchange

National Ryan White Conference
August 2016

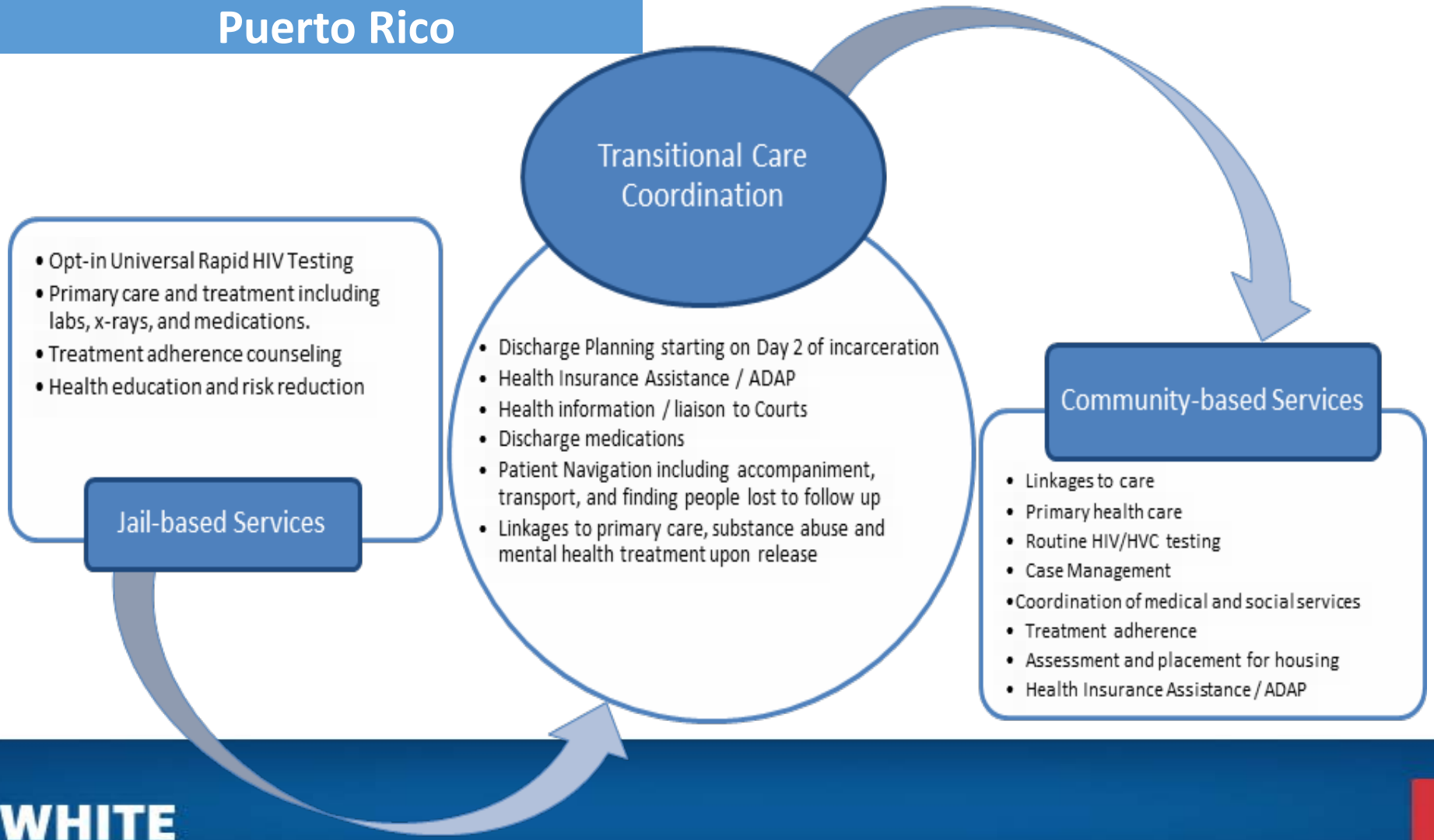
NYC Department of Health and Mental Hygiene
Transitional Health Care Coordination

Rationale / Challenges

One Stop Career Center Puerto Rico	Damian Family Care Centers Bronx, NY
Limited access to:	*Inconsistent care:*
❑ Re-entry services	❑ Short jail stays
❑ Correctional health discharge planning	❑ Multiple providers
❑ Transportation assistance	❑ Part-time ID specialist
❑ Coordinated care	❑ Substance use

Practice Transformation Model

One Stop Career Center Puerto Rico



Practice Transformation Model

Damian Family Care Centers
Bronx, NY

- ✓Adapt Hampden County's Public Health Model for Correctional Health*
- ✓Train Nurse Practitioners as HIV specialists
- ✓Incorporate Community Health Worker
- ✓NP / CHW follow patients from Bronx jail at community clinics
- ✓Share EHR and eCOMPAS TCMS
- ✓Incorporate EPIC substance use program

*http://www.mphaweb.org/PublicHealthModelforCorrectionalHealth.htm

Steps toward Implementation

One Stop Career Center
Puerto Rico

Identify staff:
- ✓ Train staff in HCCM
- ✓ State certified HIV counselors

Transportation:
- ✓ Transportation Service
- ❑ Identify sustainable funding

Coordinate with Corrections:
- ✓ Access to correctional facilities
- ❑ Patient health records

Engage Key Stakeholders:
- ✓ Establish a Consortium
- ✓ Linkage Agreements
- ✓ Meet with Clients

Steps toward Implementation

Damian Family Care Centers
Bronx, NY

Identify / train staff:

- ✓ Identify NP and CHW
- ❑ Train NP and CHW

Share health and care management records:

- ✓ Access jail EHR at DFCC clinics
- ✓ Create Transitional Care Management System
- ❑ Add TCMS portal for DFCC

Patient Rosters:

- ❑ Provide discharge plans
- ❑ Coordinate with Damian EPIC program

Key Stakehold Collaborations:

- ✓ Damian to join *THCConsortium*
- ❑ DOC logistics for EPIC program

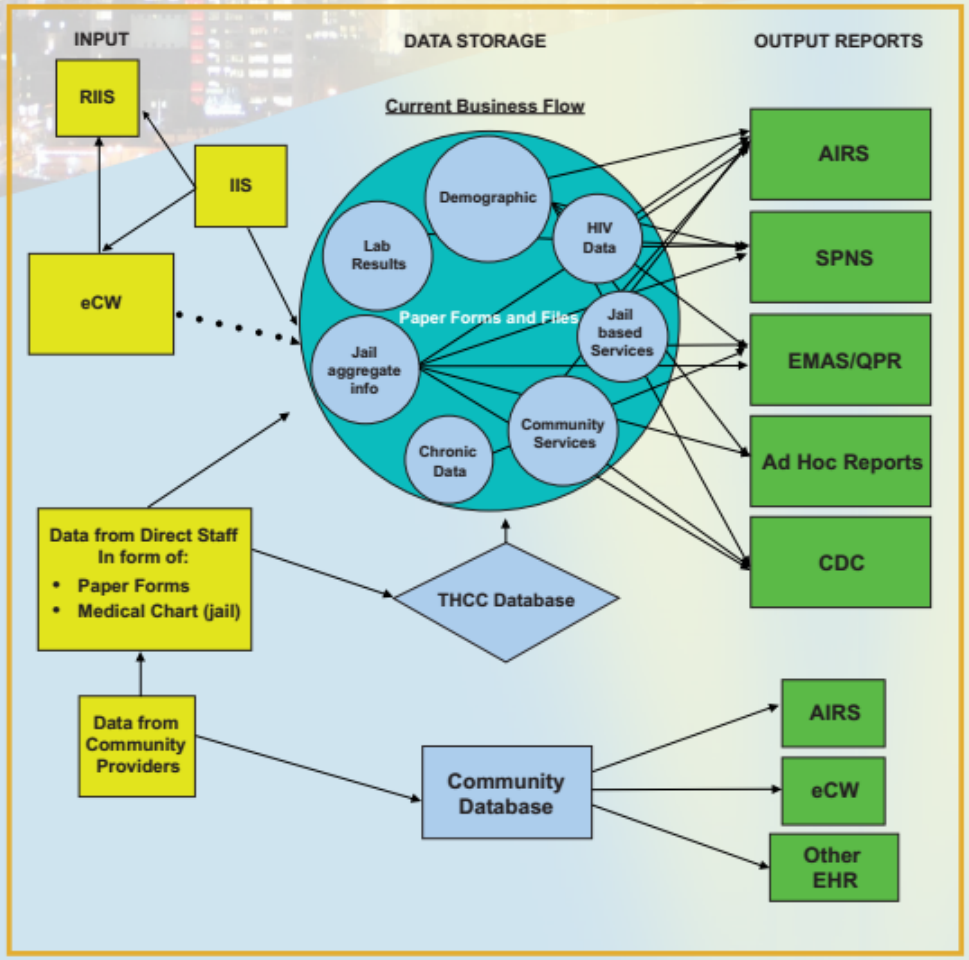
One Stop Career Center Puerto Rico

- ❑ Execute transportation contract
- ❑ Access to jail health records
- ❑ IRB approval (submitted 6-3-15)

Damian Family Care Centers Bronx, NY

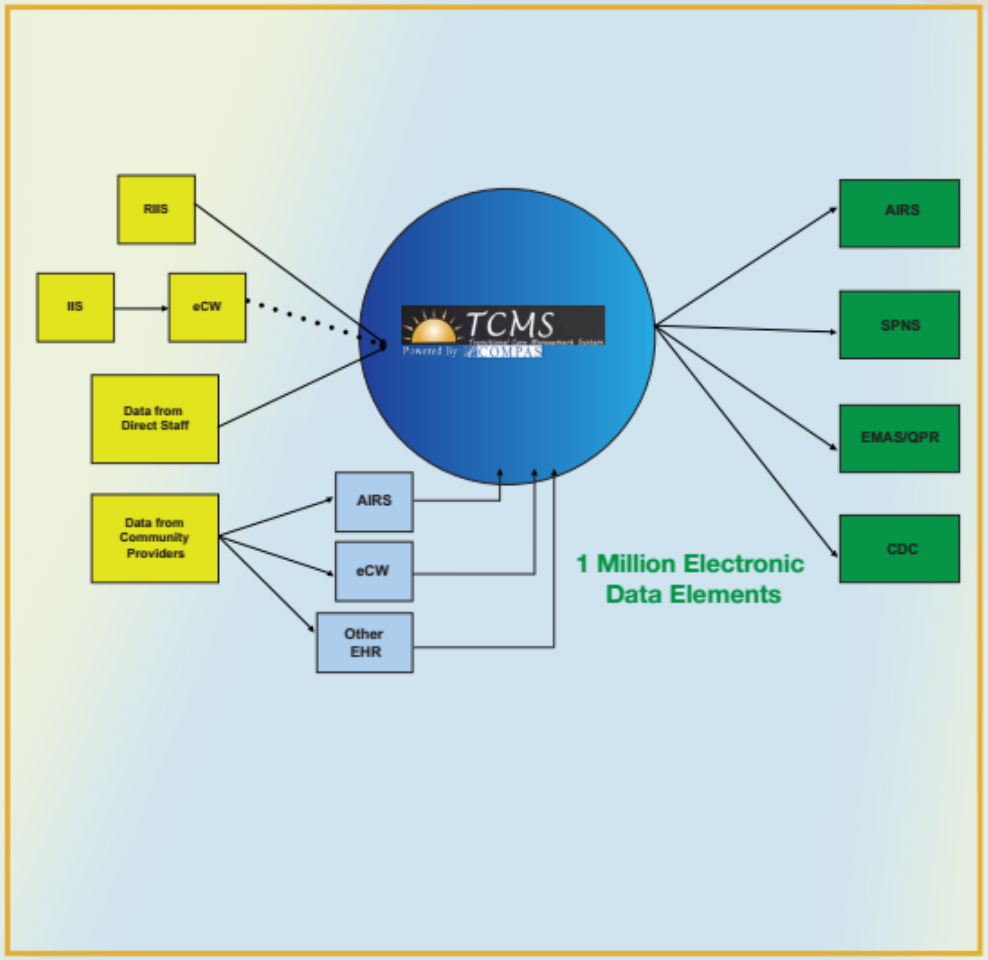
- ❑ Staff training
- ❑ Site visit to Hampden County jails
- ❑ Access to TCMS
- ❑ IRB approval

Before



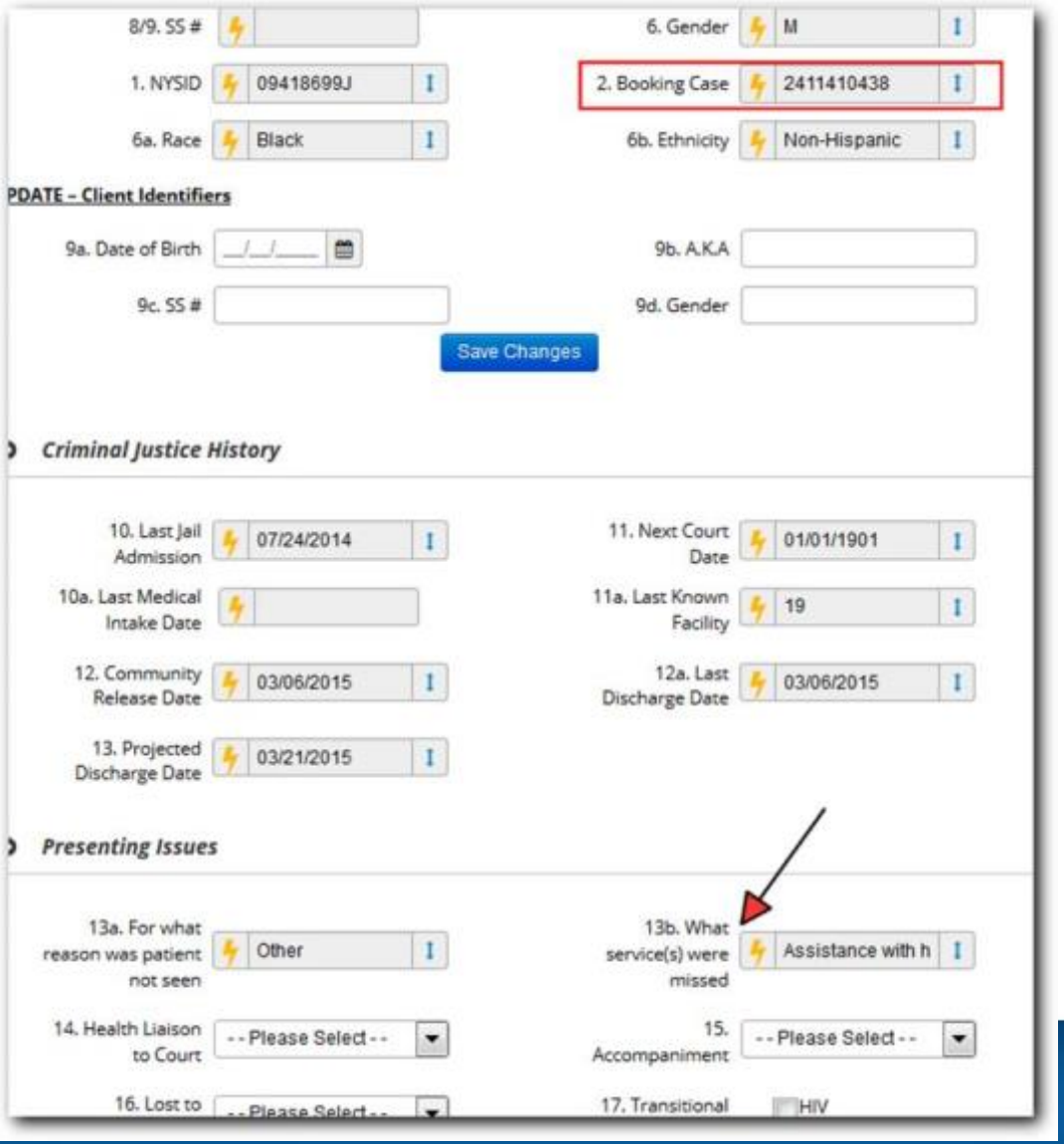
- ✗ Time spent on entering data into multiple excel sheets hence less effective and lower efficiency
- ✗ Time spent on cleaning up errors in multiple excel sheets
- ✗ Double data entry
- ✗ Communication back and forth on data clean up
- ✗ No ability to monitor real time activities

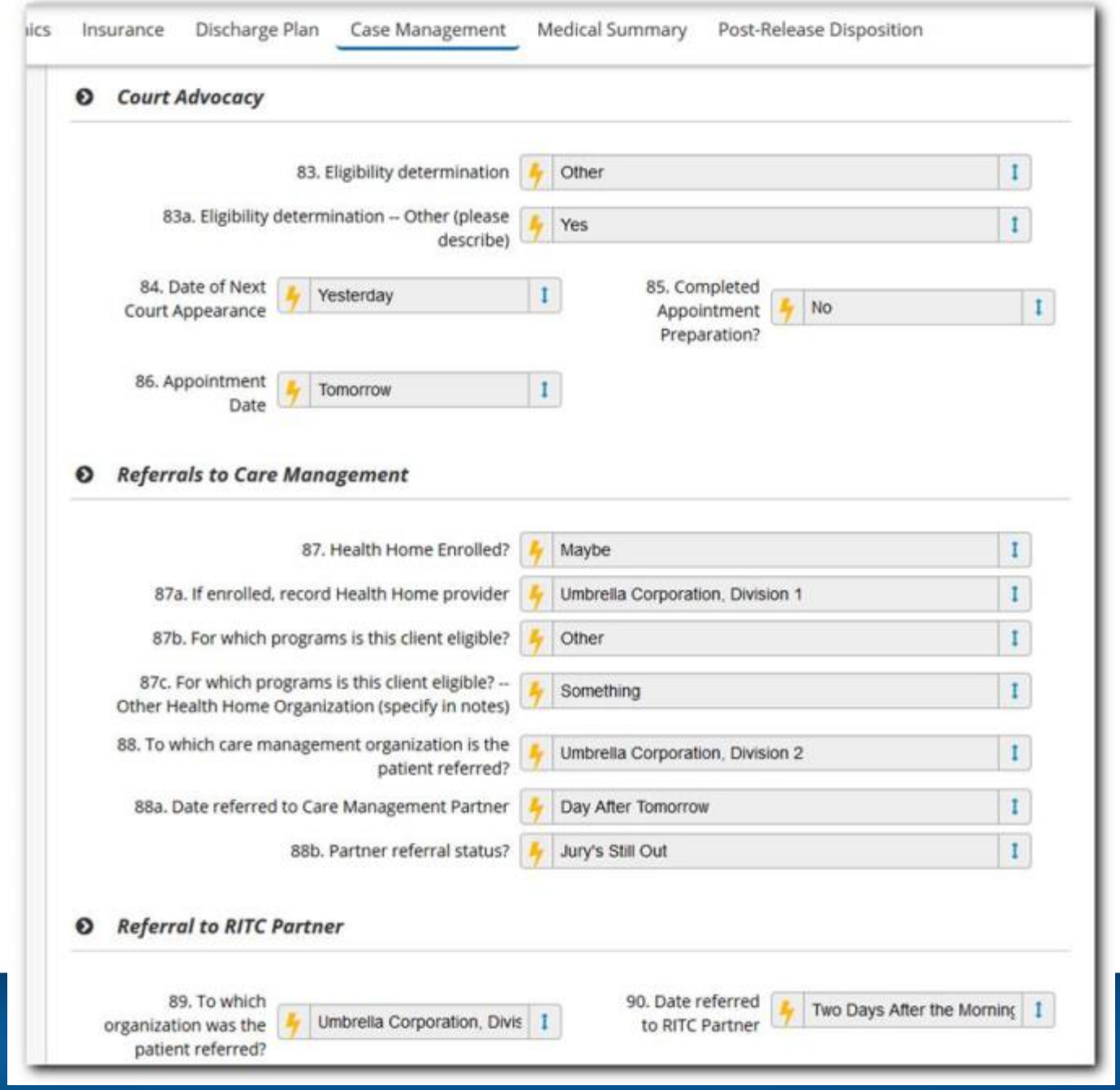
After



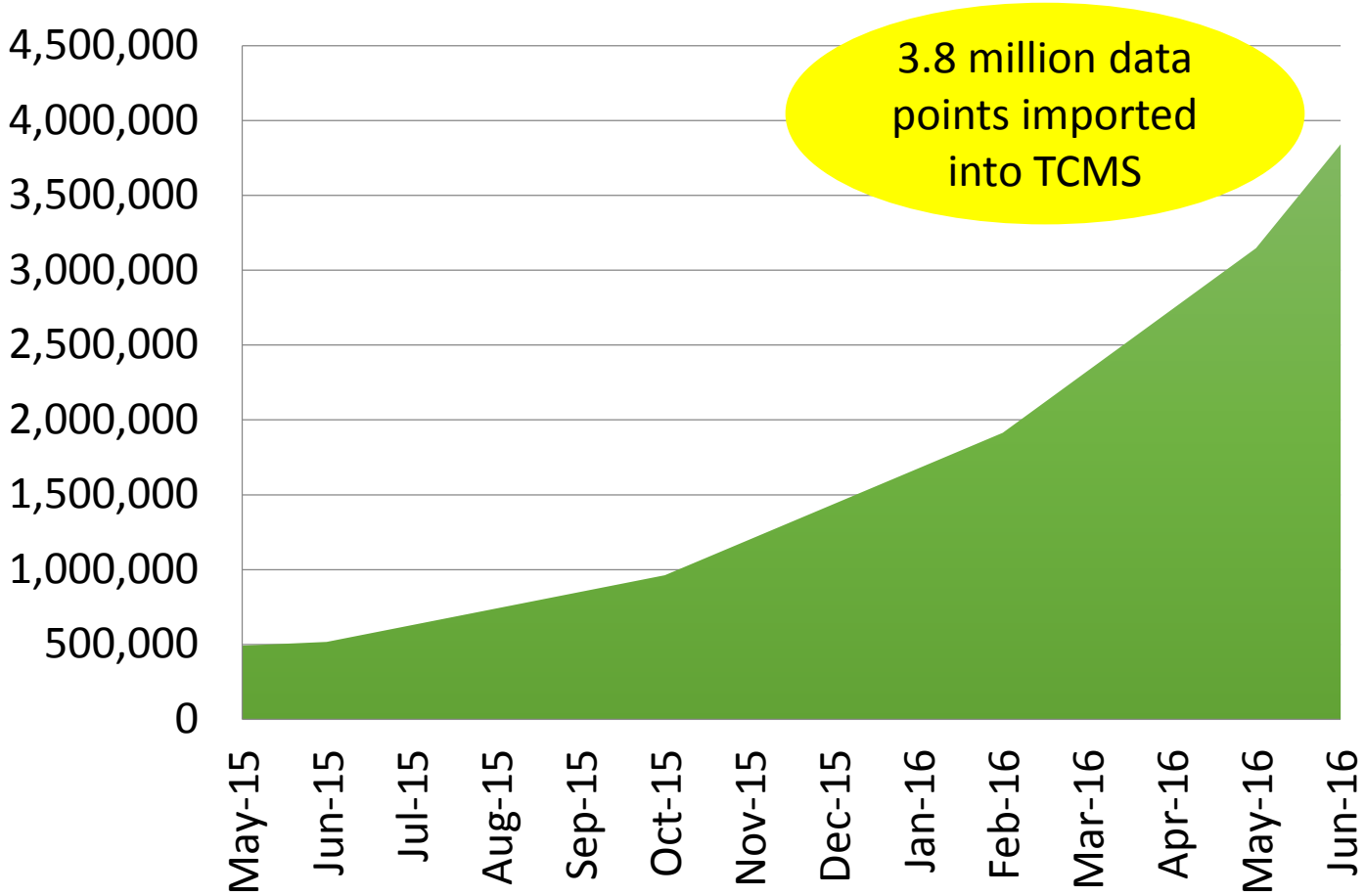
- ✓ No more paper/excel sheets thus improved effectiveness and efficiency
- ✓ Work smarter and not harder
- ✓ Projected to redirect 10-15% from admin to direct service delivery
- ✓ One Stop to access all information
- ✓ No more double data entry, direct data integration from EMR
- ✓ Instant access to management reports
- ✓ Accountability of community partners

The Whoosh! … ecW to eCOMPAS data flow



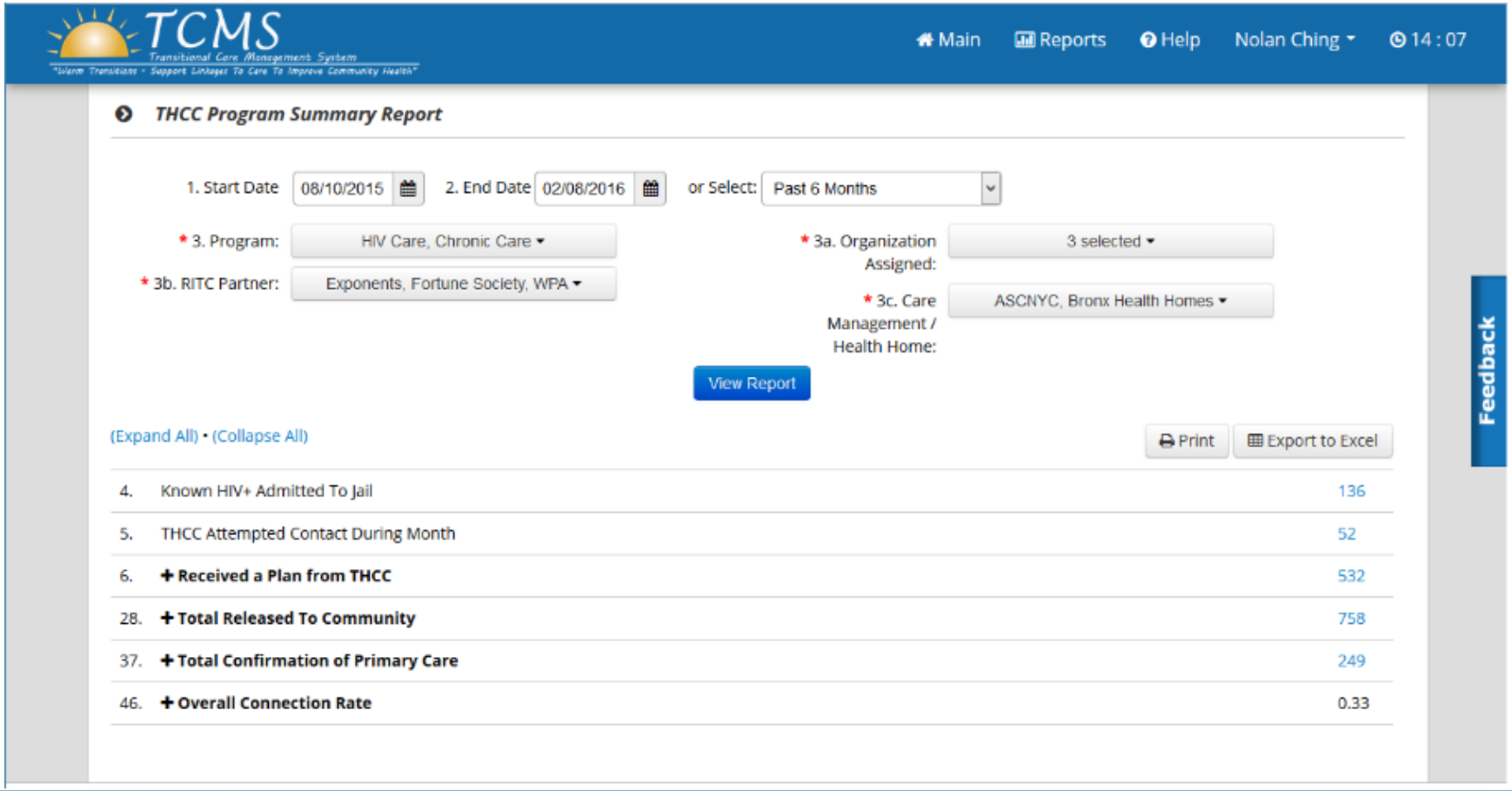

ics
Insurance
Discharge Plan
Case Management
Medical Summary
Post-Release Disposition
Court Advocacy
83. Eligibility determination
Other
83a. Eligibility determination -- Other (please describe)
Yes
84. Date of Next Court Appearance
Yesterday
85. Completed Appointment Preparation?
No
86. Appointment Date
Tomorrow
Referrals to Care Management
87. Health Home Enrolled?
Maybe
87a. If enrolled, record Health Home provider
Umbrella Corporation, Division 1
87b. For which programs is this client eligible?
Other
87c. For which programs is this client eligible? -- Other Health Home Organization (specify in notes)
Something
88. To which care management organization is the patient referred?
Umbrella Corporation, Division 2
88a. Date referred to Care Management Partner
Day After Tomorrow
88b. Partner referral status?
Jury's Still Out
Referral to RITC Partner
89. To which organization was the patient referred?
Umbrella Corporation, Divis
90. Date referred to RITC Partner
Two Days After the Morning

TCMS Data Feeds (the Whoosh!)

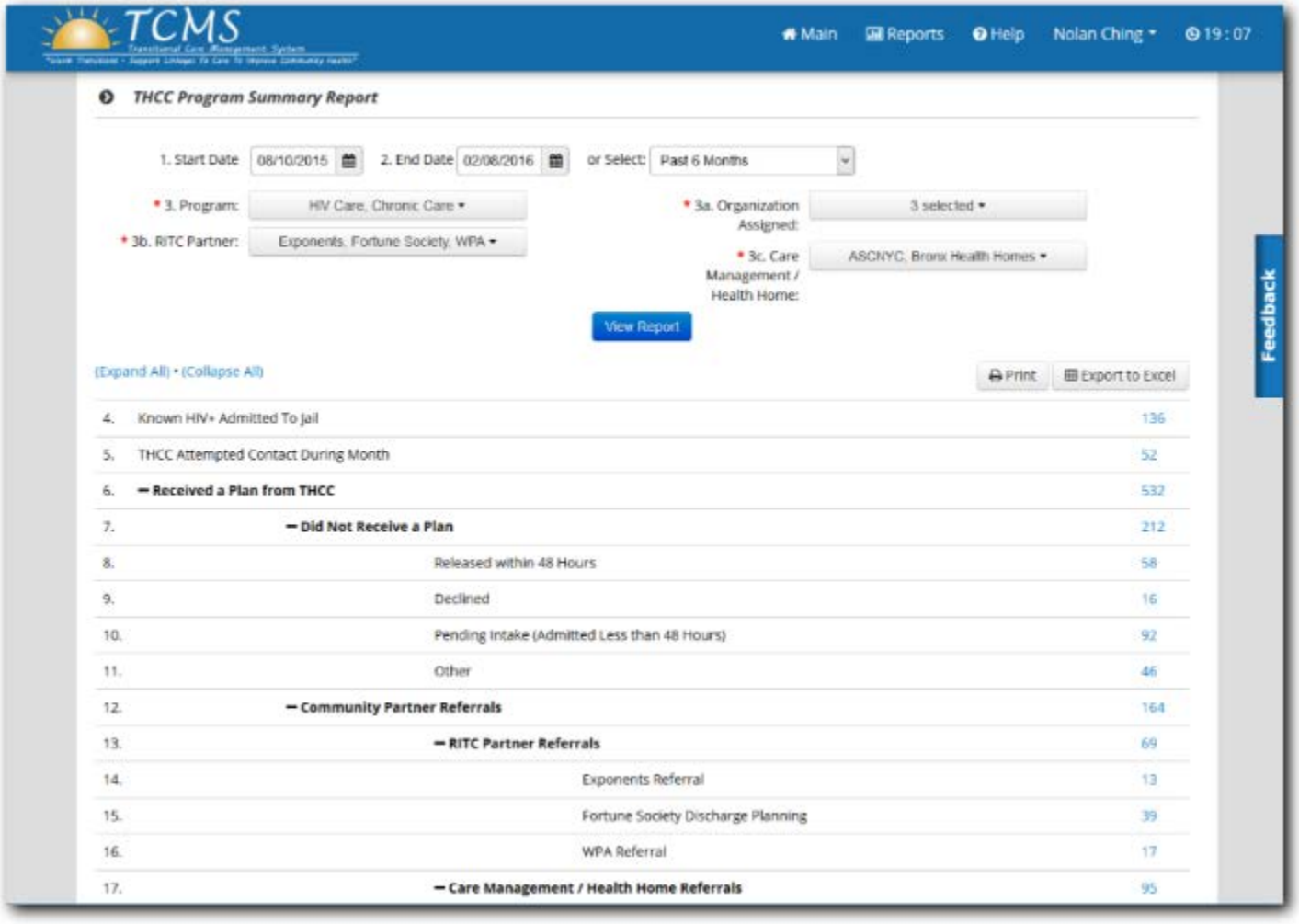


10-15% savings in admin costs

TCMS Program Summary Report



Collapse-expand feature



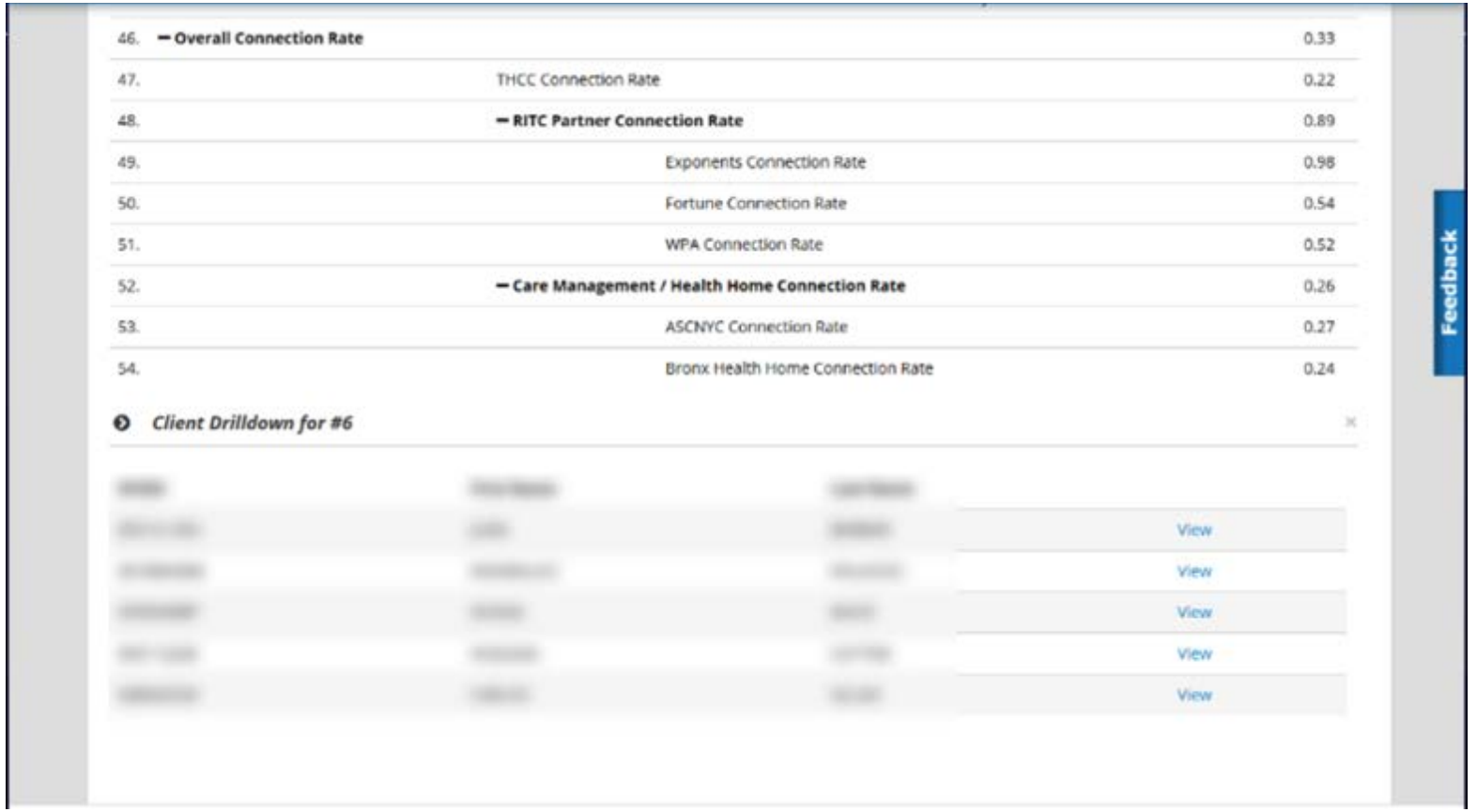
17.		**– Care Management / Health Home Referrals**	95
18.		ASCNYC Referral	24
19.		Bronx Health Home Referral	71
20.	**– Community Partner Enrolled**		156
21.		**– RITC Partner Enrolled**	60
22.		Exponents Enrolled	34
23.		Fortune Society Discharge Planning Enrolled	22
24.		WPA Enrolled	4
25.		**– Care Management / Health Home Enrolled**	96
26.		ASCNYC Enrolled	49
27.		Bronx Health Home Enrolled	47
28.	**– Total Released To Community**		758
29.		THCC Released To Community	250
30.		**– RITC Partner Released To Community**	183
31.		Exponents Released	25
32.		Fortune Released	92
33.		WPA Released	66
34.		**– Care Management / Health Home Released to Community**	323
35.		ASCNYC Released	147
36.		Bronx Health Home Released	176
37.	**– Total Confirmation of Primary Care**		249
38.		THCC Confirmation of Primary Care	54

Feedback

35.		ASCNYC Released	147
36.		Bronx Health Home Released	176
37.	**– Total Confirmation of Primary Care**		249
38.	THCC Confirmation of Primary Care		54
39.	**– RITC Partner Confirmation of Primary Care**		110
40.		Exponents Confirmation of Primary Care	26
41.		Fortune Confirmation of Primary Care	50
42.		WPA Confirmation of Primary Care	34
43.	**– Care Management / Health Home Confirmation of Primary Care**		85
44.		ASCNYC Confirmation of Primary Care	42
45.		Bronx Health Home Confirmation of Primary Care	43
46.	**– Overall Connection Rate**		0.33
47.	THCC Connection Rate		0.22
48.	**– RITC Partner Connection Rate**		0.89
49.		Exponents Connection Rate	0.98
50.		Fortune Connection Rate	0.54
51.		WPA Connection Rate	0.52
52.	**– Care Management / Health Home Connection Rate**		0.26
53.		ASCNYC Connection Rate	0.27
54.		Bronx Health Home Connection Rate	0.24

Feedback

Client Drill downs



46.	**– Overall Connection Rate**	0.33
47.	THCC Connection Rate	0.22
48.	**– RITC Partner Connection Rate**	0.89
49.	Exponents Connection Rate	0.98
50.	Fortune Connection Rate	0.54
51.	WPA Connection Rate	0.52
52.	**– Care Management / Health Home Connection Rate**	0.26
53.	ASCNYC Connection Rate	0.27
54.	Bronx Health Home Connection Rate	0.24

Client Drilldown for #6

[redacted] View

[redacted] View

[redacted] View

[redacted] View

[redacted] View

Feedback

TCMS Future vision

- Real time TCMS access to community partners
- Summary reports and ad hoc reports to guide partners for practice transformation
- Client Data Sharing between community partners
- Multi lingual capabilities
- Expanding the whoosh to send data from eCOMPAS to other data systems.

Q & A

Wrap Up

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