

CASE STUDY

TRINITY HEALTH



TRINITY HEALTH STREAMLINES THE SECURE, TIMELY TRANSMISSION OF INFORMATION THROUGH MEDICITY HISP

Trinity Health is one of the largest multi-institutional Catholic health care delivery systems in the nation, serving people in 20 states through 86 hospitals and 109 continuing care facilities, home health and hospice programs.

Medicity has worked with Trinity since 2010, providing electronic orders and results delivery, clinical summary exchange, closed loop referrals management capabilities and a Secure Messaging solution (using Direct protocol) to improve the exchange of information during transitions of care and meet Stage 2 Meaningful Use (MU2) requirements.

WHY TRINITY CHOSE THE MEDICITY HISP

As part of Trinity's attestation for MU2, the health system was required to implement a Secure Messaging solution to improve the exchange of information during transitions of care.

The fact that the Medicity HISP is a part of the DirectTrust anchor bundle was an added benefit for Trinity. Through DirectTrust, the Medicity HISP service provides a broad, national network of secure Direct connectivity, allowing providers to send secure emails between the Medicity HISP and other HISPs. The rapidly growing DirectTrust network serves more than 5,000 health care organizations and over 200,000 individual Direct users.

FAST, SUCCESSFUL IMPLEMENTATION

Trinity challenged Medicity to meet an aggressive implementation timeline in order to support an upcoming MU2 attestation. The process began in mid-February 2014, with initial rollout and piloting completed by the end of April – exponentially faster than a typical implementation. The two organizations held daily meetings, which increased to twice a day as rollout approached.

Medicity assisted Trinity in obtaining a digital trust certificate to verify the authenticity of its secure websites and also worked with non-Trinity practices to obtain certification for the Direct protocol. Medicity HISP services include Certificate Management Service, which provides the ability to issue, securely store, publish and revoke certificates

MEASURING SUCCESS

There are now more than 2,500 offices, providers and facilities with Direct e-mail addresses and another 2,000 addresses for the Trinity HISP, owned facilities and other state health information exchanges (HIE). The health system continues to add users to the system and has completed 350 EHR integrations, allowing users to place secure messages within their EHR. The best practices for onboarding have been standardized by Medicity and are now being used with other clients.

The greatest beneficiaries have been the skilled care facilities and home health care organizations, which originally struggled to obtain patient documentation. Before implementation of Medicity's HISP services, the delivery of information was inconsistent and not always timely; information might be sent with the patient, over the phone, faxed or mailed. With Direct messaging, patient information is delivered immediately, improving care transitions.

"By using Medicity HISP, we have been able to improve transitions of care and ensure needed information is delivered quickly, consistently and securely to the care providers who need it."

Pam Piwowar
Enterprise Application Manager,
Trinity Health

GROWTH BY THE NUMBERS

Trinity manages all work related to the building, deploying, training and maintenance of results, referrals, orders and Direct for the organization's numerous hospitals. Today, the team is actively setting up referrals and had a successful second quarter attestation.

FIRST YEAR	SECOND YEAR	THIRD YEAR	FOURTH YEAR
<p>2 FTEs</p> <ul style="list-style-type: none"> • 16 EMR integrations • 636 Inboxes and Dropboxes • 6,000 providers 	<p>4 FTEs</p> <ul style="list-style-type: none"> • 85 EMR integrations • 1,078 Inboxes and Dropboxes • 16,500 providers 	<p>5 FTEs + Manager</p> <ul style="list-style-type: none"> • 5 Orders • 169 EMR integrations • 1,241 Inboxes and Dropboxes • 29,000 providers 	<p>7 FTEs + Manager</p> <ul style="list-style-type: none"> • 14 Orders / Order integrations • 350 EMR integrations • 1,578 Inboxes (converted from Dropbox) • 60,500 providers • HISP and Direct e-mails for 32 hospitals

BY THE NUMBERS

350

EHR SYSTEMS
INTEGRATED

5,000

HEALTH CARE
ORGANIZATIONS

200,000+

INDIVIDUAL DIRECT
USERS CONNECTED

2,500

DIRECT E-MAIL
ADDRESSES

2,000

ADDRESSES FOR THE
TRINITY HISP, OWNED
FACILITIES AND OTHER
STATE HIEs MANAGED

TRINITY'S LESSONS LEARNED

- Daily meetings are an extremely beneficial way to quickly discuss and resolve issues.
- Replacing faxes with secure emails improves security and convenience, while offering traceability.
- It is important to have a good plan while maintaining the ability to make adjustments for unexpected challenges.
- Having good relationships around technology with physician offices and other users helps to facilitate implementation and acceptance.
- It is important to alert your EHR and IT team about new volumes of email; one technology provider thought it was being spammed and temporarily shut down the system.
- The system should be launched well in advance of attestation – having only a few days between going live and starting attestation is risky.
- A robust tracking tool should be used to manage the status of requests.

In summary, with the Medicity HISP, Trinity Health has been able to streamline the secure, timely transmission of information to a wide range of affiliated organizations. Additionally, adoption of the technology supports Meaningful Use Stage 2 attestation for the health systems as well as at private physician offices.