

LOUISIANA HEALTH CARE QUALITY FORUM

POLICY: HIE External Evaluation	EFFECTIVE: 10-01-2011
DEPARTMENT: LHCQF; LaHIE	REVISED:

PURPOSE

LHCQF will evaluate the Health Information Exchange (LaHIE) both internally and externally. These evaluations will provide information on the progress LaHIE is making toward promoting Health Information Exchange, the management of grant funds, the appropriate levels of stakeholder participation, and the overall impact that LaHIE is having on the health of Louisiana’s citizens. The evaluation will also provide information to the federal government about the relative success of different approaches to implementing HIE, and the success of the grant funds in preserving and creating jobs.

PROCESS

1. LHCQF’s Vendor Selection Policy process will be followed in the securing of an external evaluator for the HIE.
2. LHCQF will follow the ONC guidelines for obtaining an external evaluation process and ensure that adequate funds are utilized in accordance with their directive.
3. The HIE External Evaluation will be conducted on at least an annual basis.

State Plan	State HIE Grant		Intended Results		
	Inputs	Activities	Outputs	Outcomes	Impact
Vision Goals Objectives	Grant Funding Personnel Equipment	HIE development activities	Expanded HIE capabilities	Functioning eHealth environment with widespread participation by providers and consumers	Improvements in health care quality and efficiency

Louisiana HIE Evaluation Framework

State Plan	Outcomes—Functioning eHealth environment with widespread participation by providers and consumers	Impacts—Improvements in health care quality and efficiency
Objectives	Outcome measures	Impact measures

The LaHIE evaluation plan will be a two-tier approach with a number of quantitative metrics that can rather easily be obtained and a set of qualitative and quantitative assessments designed to delve deeper into the impact and success of LaHIE and the grant. In general, evaluation efforts should include a focus on:

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- Adoption/utilization
- Effectiveness
- Barriers/vulnerabilities

What does success look like for LaHIE’s efforts?

Outcomes—Functioning eHealth environment with widespread participation by providers and consumers

Impact—Improvements in health care quality and efficiency

Objectives/Strategies	Tier One Outcomes Measures	Tier Two Impact Measures
Support the development and expansion of health information exchanges to improve the quality and efficiency of care.	By the end of 2012, the number of hospitals participating in LaHIE will increase from 4 to 35. Required Measure	
Support the development and expansion of health information exchanges to improve the quality and efficiency of care.	By the end of 2012, the number of unaffiliated physicians using LaHIE will increase from 0 to 25. Required Measure	<p>Provider satisfaction with HIE</p> <ul style="list-style-type: none"> • Are providers satisfied with the ease of use and integration into their work flow? • Do providers feel that they are better able to provide care by having more complete patient information at the point of care?
Support the development and expansion of health information exchanges to improve the quality and efficiency of care.	LaHIE will track participation of long-term care facilities, pharmacists, dentists, home health providers, chiropractors, etc.	<ul style="list-style-type: none"> • Do they have concerns about HIE? • What improvements/enhancements would they like to see? • What are the characteristics of those not participating in HIE? Why did they choose not to participate? What would encourage them to participate?

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<p>Support the development of interconnections among health information exchanges in the state and nationwide.</p>	<p>The development of policies, procedures, and technical infrastructure to exchange data between LaHIE and Beacon.</p>	
<p>Support meaningful use.</p> <p>Support the development of interconnections among health information exchanges in the state and nationwide.</p>	<p>Exchange of patient care summaries</p> <p>Required Area of Focus</p>	
<p>Support meaningful use.</p>	<p>The % of community pharmacists activated for e-prescribing will increase from 83.65% at the close of to 85.65% by the end of 2012</p> <p>Required Measure</p>	<p>E-Prescribing</p> <ul style="list-style-type: none"> • What is the effectiveness or discrepancy rate between what was intended to be prescribed and what was dispensed? • What are the vulnerabilities/causes behind the discrepancy rate? • What efficiencies are gained by e-prescribing? • How often are providers accessing patient medication history? • How is the medication history helping with patient adherence/compliance? • Does having access to formularies and eligibility information increase the usage of generics?
<p>Support meaningful use.</p>	<p>The % of physicians e-prescribing will increase from 32.6% in to 36.1% at the end of 2012.</p> <p>Required Measure</p>	

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<p>Support meaningful use.</p>	<p>The number of labs exchanging electronic results through initial assessment was only 22% of labs submit electronically.</p> <p>Increase the number of providers and hospitals participating in LaHIE and therefore able to access lab results.</p> <p>Required Measure</p> <p>Look at LaHIE activity reports for health system to report on # of lab queries.</p>	<p>Labs</p> <ul style="list-style-type: none"> • Has the rate of redundant diagnostic radiology testing decreased since the implementation of HIE?
<p>Support the development and expansion of health information exchanges to improve the quality and efficiency of care.</p> <p>Support meaningful use.</p>		<p>What is the value of health information exchange in the emergency department?</p>
<p>Support the development and expansion of health information exchanges to improve the quality and efficiency of care.</p> <p>Support meaningful use.</p>		<p>Is there a decrease in re-hospitalization of patients associated with a single episode of care i.e. demonstrating reduction in the 30-day readmission rate?</p>
<p>Support meaningful use.</p> <p>Encourage the electronic exchange of public health data.</p>	<p>The number of providers electronically submitting data to the immunization registry will increase from ____ to ____ in 2012.</p> <p>Required Measure</p>	

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<p>Support meaningful use.</p> <p>Encourage the electronic exchange of public health data.</p>	<p>The number of labs electronically submitting data through LaHIE to DHH will increase from 5 to __ in 2012.</p> <p>Required Measure</p>	
<p>Support meaningful use.</p> <p>Encourage the electronic exchange of public health data.</p>	<p>The number of hospital emergency departments electronically submitting syndromic surveillance data will increase from __ to __ in 2012.</p> <p>Required Measure</p>	
<p>Support the development of a sustainable business model for building and maintaining health information exchange in Louisiana.</p>	<p>LaHIE will present sustainable business models to ONC.</p>	
<p>Ensure the security of health information exchange.</p>	<p>LaHIE will have 0 reportable data breaches.</p>	
<p>Continue to address health information security and privacy concerns of providers and consumers.</p>		<p>Consumer satisfaction/views</p> <ul style="list-style-type: none"> • What are the characteristics of those opting out? • Why do they choose to opt-out? • What strategies could be used to better inform them? • What do patients think about HIE? • Are they satisfied with their experiences with LaHIE? • What do they see as the benefits of health information exchange? • Are they satisfied with e-prescribing? • Do they use a PHR? Are they interested in using a PHR?
<p>Build awareness and trust of health information technology</p>	<p>The opt-out rate from LaHIE will remain below 3%.</p>	

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		<ul style="list-style-type: none"> • What do they want in a PHR? How do they see health IT helping them to better manage their health and their health care? • Do patients want access to lab results? • Have they directly accessed lab results? • Are they receiving summary information after visits to their physicians? Is this information useful to them? • What concerns to patients have about health information exchange?
<p>Encourage and support health IT in order to achieve meaningful use by providers.</p>	<p>Information as obtained by the LHIT Resource Center (REC):</p> <ul style="list-style-type: none"> • Primary care providers participating • Milestone 2 go live • MU 	

APPROVAL:

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 Louisiana Health Care Quality Forum