



Data Exchange Framework

Technical Advisory Subcommittee (TASC) Meeting #2A

Tuesday, March 23, 2024

1:30 PM – 3:00 PM PT



Members are strongly encouraged to enable their video to foster increased interaction and discussion.



The Vision for Data Exchange in California

The Data Exchange Framework (DxF) creates new connections and efficiencies between health and social services providers, improving whole-person care.

The DxF is California's first-ever statewide Data Sharing Agreement (DSA) that requires the secure and appropriate exchange of health and human services information to enable providers to work together and improve an individual's health and wellbeing.



Agenda



1:30 PM
Welcome



1:35 PM
Methods and Lessons Learned for
Implementation of ADT Event
Services

Invited presenters will cover:

- Event Notification Services in Massachusetts (presented by Mass General Brigham);
- Patient Centered Data Home (PCDH), an initiative of Civitas Networks for Health members for alerting providers of care events;
- Bamboo Health event notification services;
- An implementation guide for event notifications developed by DirectTrust; and
- Learnings from the ADT notifications use case from the DxF Sandbox.



2:50 PM
Public Comment



2:55 PM
Next Steps and Closing Remarks

Public Comment Opportunities

Public comment will be taken during the meeting at the approximate time listed on the agenda and limited to the total amount of time allocated for public comment.

Members of the public may also use the Zoom's Q&A feature to ask questions or make comments during the meeting, or can email their questions or comments to DxF@chhs.ca.gov.

TASC Members



Members are strongly encouraged to **enable their video** to foster increased interaction and discussion.

Name	Organization
Rim Cothren (Chair)	Center for Data Insights and Innovation
Cindy Bero	Manatt Health Strategies
Hans Buitendijk	Oracle (EHRA)
Cassie-Ann Bush	Adventist Health
Sarah DeSilvey	Gravity Project
Mohit Ghose	Anthem Blue Cross
Prashant Gupta	LabCorp
John Helvey	SacValley Medshare

Name	Organization
Kimberly Krause	Providence Administrative Consulting Services
Michael Marchant	UC Davis
Chris Muir	Office of the National Coordinator for Health IT
Ken Riomales	CalMHSA
Jess Sanford	California Department of Public Health
Hanan Scrapper	People Assisting the Homeless (PATH)
Gregg Smith-McCurdy	Hill Physicians Medical Group
Joe Sullivan	California EMS Authority
Brian Thomas	Alameda County

Methods and Lessons Learned for Implementation of ADT Event Services



Mass General Brigham

Event Notification Overview

Presented to: CalHHS DxF TASC Meeting

April 23, 2024

Introductions

Deborah Adair

Executive Director, Enterprise Health Information Management
Massachusetts Health Information Technology Council, member

Matt Butler

Program Director, Population Health

Daniel Joyce

Manager, Digital/Information Systems



Agenda

1. Introductions/Background
2. Overview of ADT Services / Description of Technical Standards and Methods
3. Compliance with State and Federal Requirements
4. ACO and Roster Management
5. Lessons Learned and Challenges
6. Q&A



Medicaid ACO Event Notification Interface

1. ENS Vendor matches an event at external hospital to a patient on our MGB Medicaid ACO roster
2. ENS Vendor sends a Direct message to MGB using HIE/HISP connection
 - Payload is an HL7v2 ADT message with information about the outside encounter
3. MGB interface engine receives Direct message, uses APIs to construct and send a human-readable notification to Epic Care Team's In Basket
 - Care Team Roles that receive Event: Primary Care Physician, Nursing Staff, Case Managers



CMS CoP Event Notifications at Mass General Brigham

- Mass General Brigham satisfies CMS Conditions of Participation (CoP) requirement by using Epic
 - Direct message sent outbound to external providers using our HIE/HISP connection
 - C-CDA with embedded Text document that contains Event Notification
- Mass General Brigham receives CoPs from variety of ENS vendors and HIEs
 - Format varies (Text, C-CDA, PDF, HL7v2, HTML, RTF); not all formats are compatible with Epic
 - Most documents cannot be identified as ENS-related: missing LOINC identifiers
 - Limited or missing discrete patient demographic information prevents many documents from matching
 - Documents that we can match appear in Epic In Basket in the same folder as other external HIE documents, such as Transition of Care C-CDAs and Referral/Discharge Summaries
 - Providers view internal ENS and ENS from other Epic organizations in a different folder. User experience not streamlined
 - Providers sometimes receive events for patients with whom they do not have a current treatment relationship



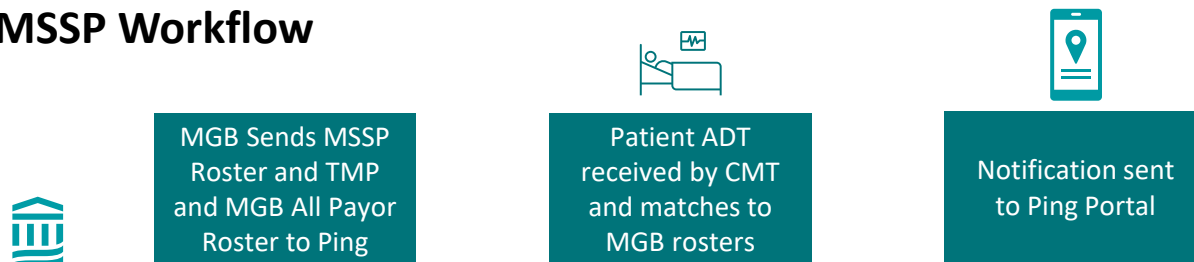
MGB ENS Vendor Digital Workflow

- **CMT** and **Bamboo** are the only complete source for real-time ADT notifications & critical for the following priorities:
 - Readmissions Outreach (MSSP and MassHealth)
 - SNF Utilization Management
 - Quality
- **CMT**: Used by RSOs for MassHealth, and by MGBHP for all LOBs. CMT is integrated to send direct messages to our Epic InBasket for MassHealth patients, but the associated workflows vary greatly across sites and programs.
- **Bamboo**: Used by TCMs, Case Managers, and iCMP for MSSP, requires teams to go to the Bamboo Portal

MassHealth Workflow

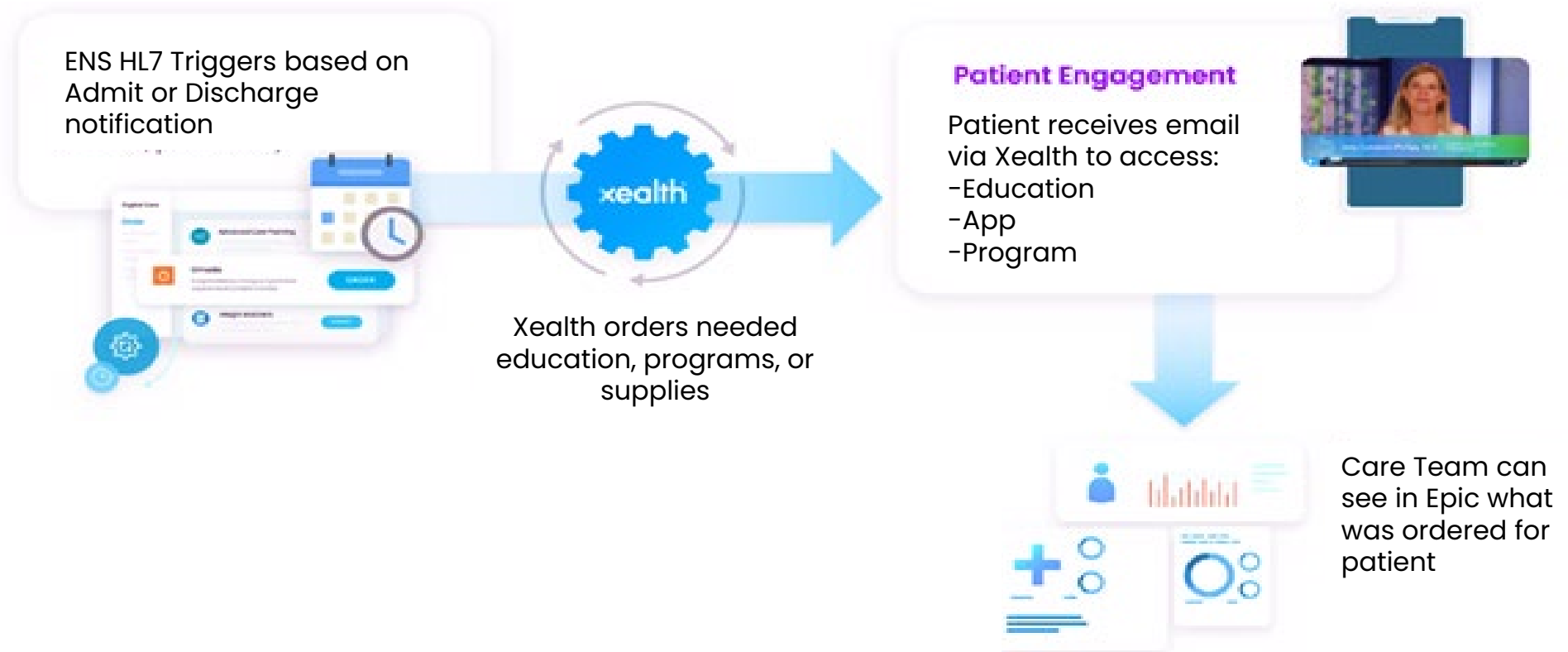


MSSP Workflow



What's Next with MGB's ENS Strategy

- **We are exploring new ways to integrate data into workflows** to support real-time monitoring, analytics, alignment w/ HP:
 - Separate HL7 feeds to different endpoints to enable clinical and contractual rule driven workflows
 - Data ingestion to a MGB database
 - Will allow us to more easily share with key Data in our Azure Tenant, can connect to **MGB provisioned ChatGPT to triage and automate workflows**





Mass General Brigham

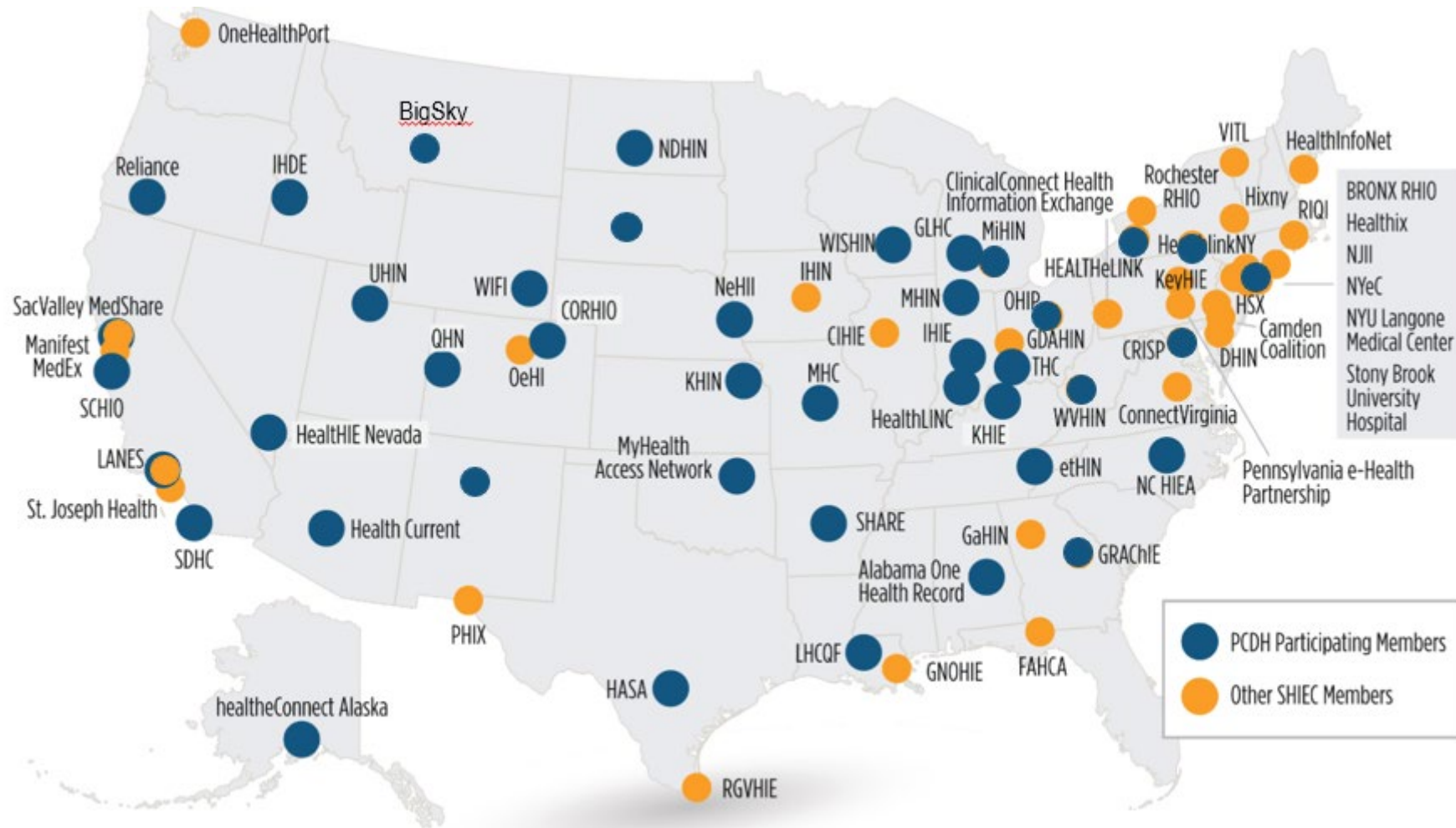
Patient Centered Data Home™

Keith Kelley, MBA

David Kendrick, MD, MPH

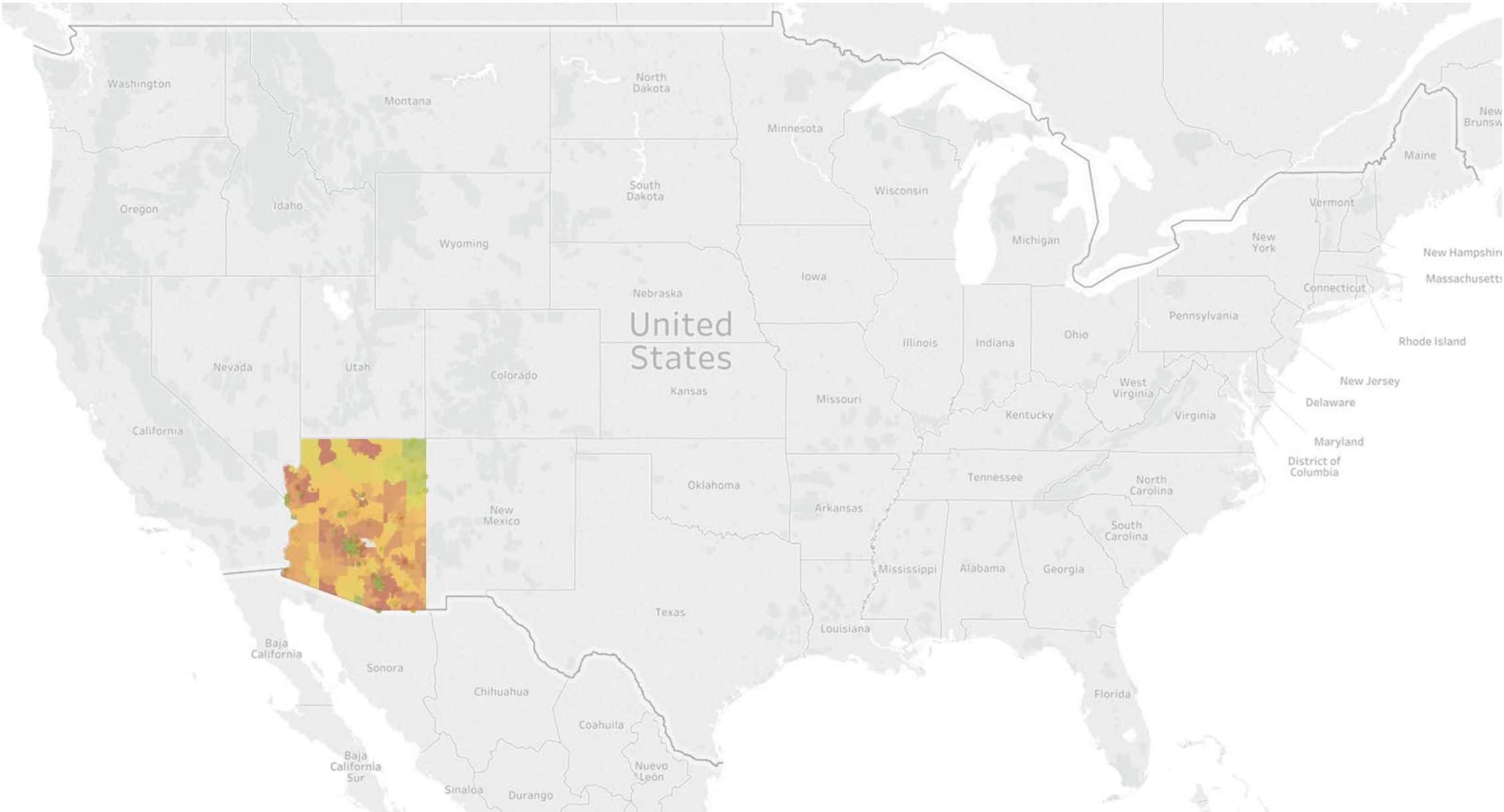
For the PCDH Governance Council



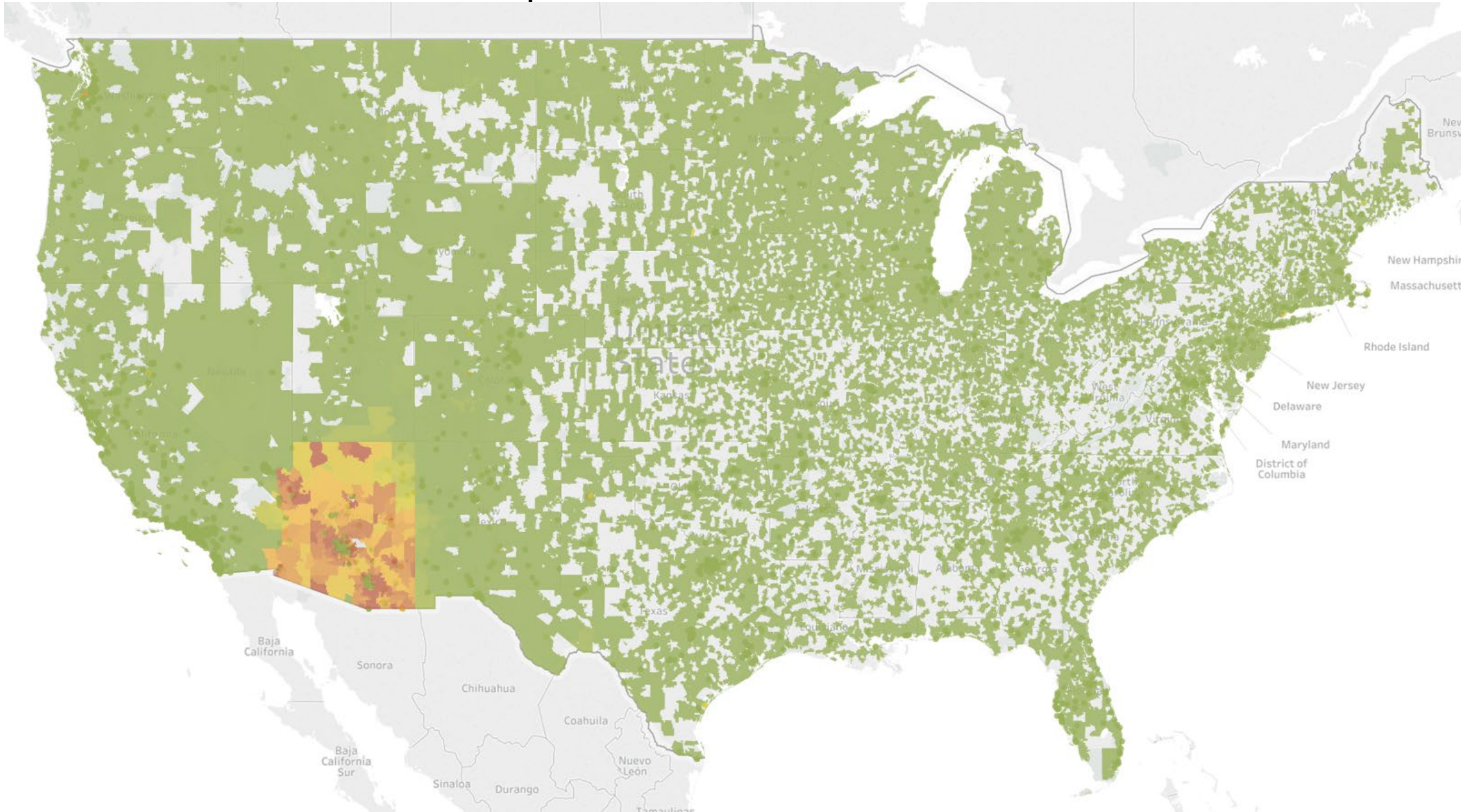


How does this model scale nationwide?

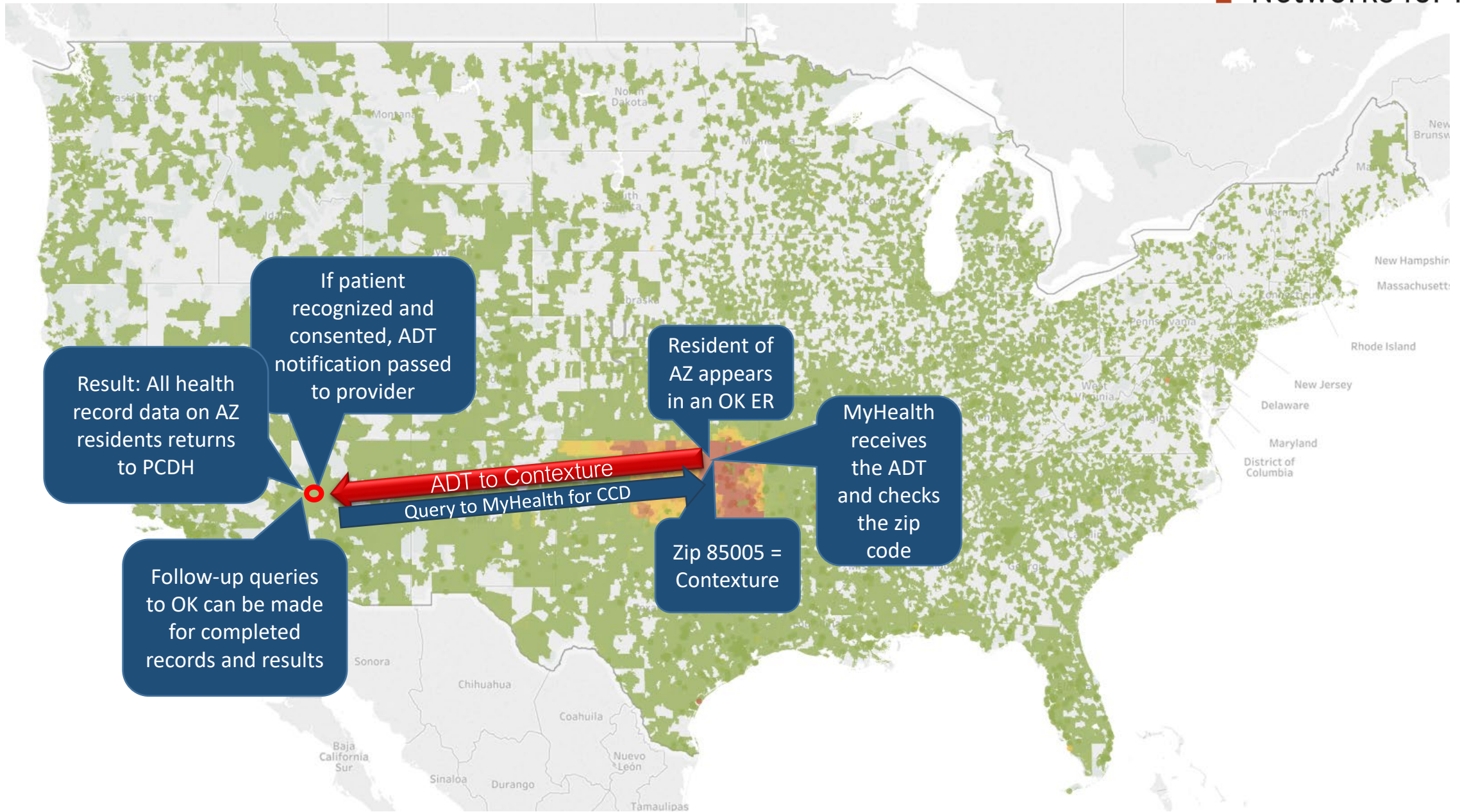
Member Population: Contexture



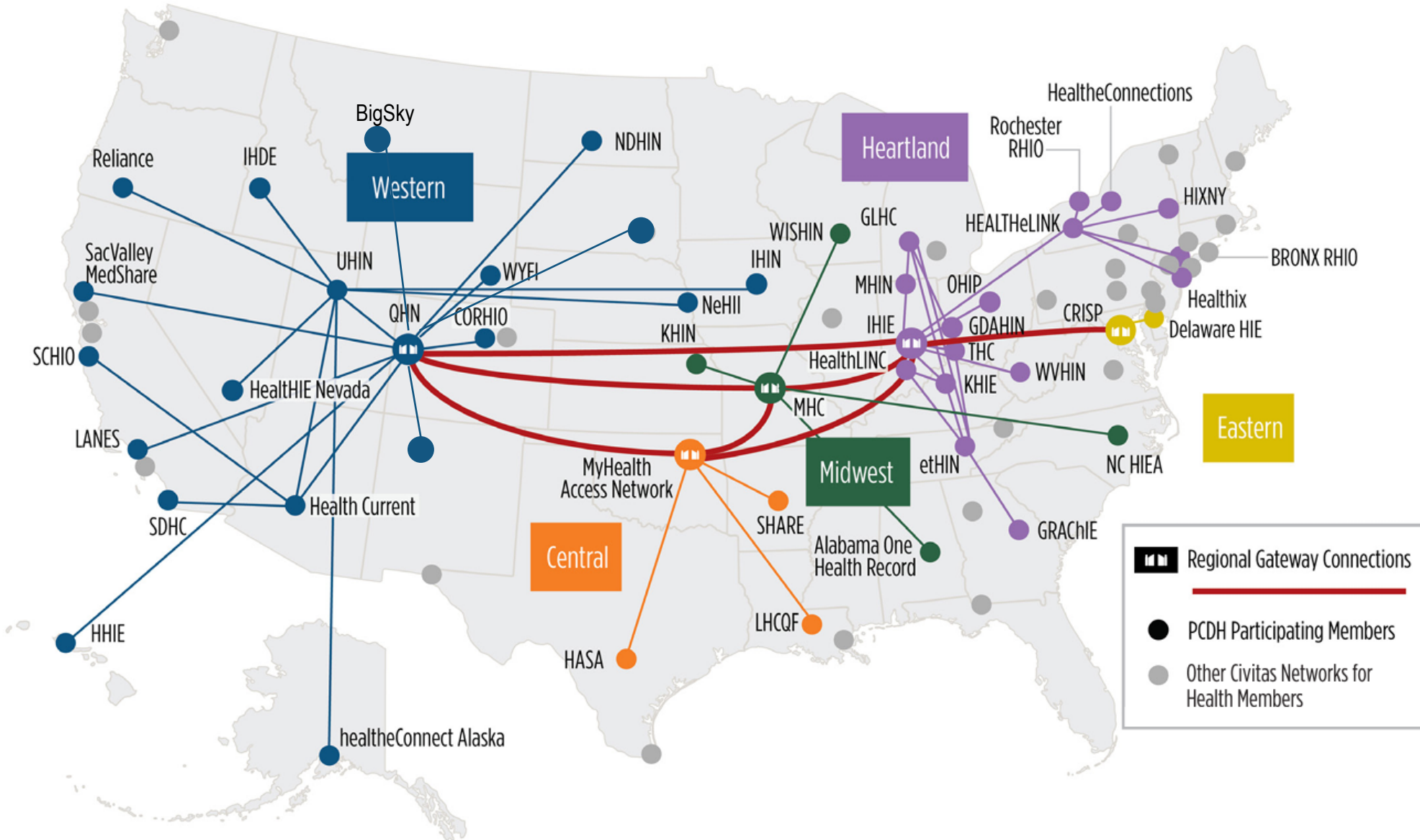
Member Population: Contexture



Patient Centered Data Home™



Patient Centered Data Home™ rapid growth



Unique Benefits of PCDH

- Real time pushed data exchange for no cost
- Built on existing Trust Relationships among HIE/HDU's
 - PCDH Governing Counsel
- Defers to local/state privacy laws and rules
 - Behavioral health data
 - Minors
- Addresses Identity Resolution prospectively
 - Identity resolved initially using robust eMPI
 - Resolved identity exchanged, enabling highest quality match between sender and receiver
 - Supports all future query-based transactions
- Enables most efficient, targeted federated queries by providing identity, location, and timing:
 - Who?
 - Where?
 - When?

Ensures that All Records are re-patriated to the reported patient's home-

"Patient Centered Data Home"



...

Bamboo Health: ENS & Care Collaboration

April 23, 2024

Agenda & Presenters



Today's Agenda

- Introduction to Bamboo Health (fka PatientPing)
- ADT Services & Experience: Building the Network
- Technical Standards & Methods: How Does It Work?
- Lessons Learned
- Q&A



Vatsala Kapur

VP of External Affairs



David Berkowicz

Head of Product R&D

(Co-Founder & CTO, PatientPing)



Cindy Lin

VP of Customer Success

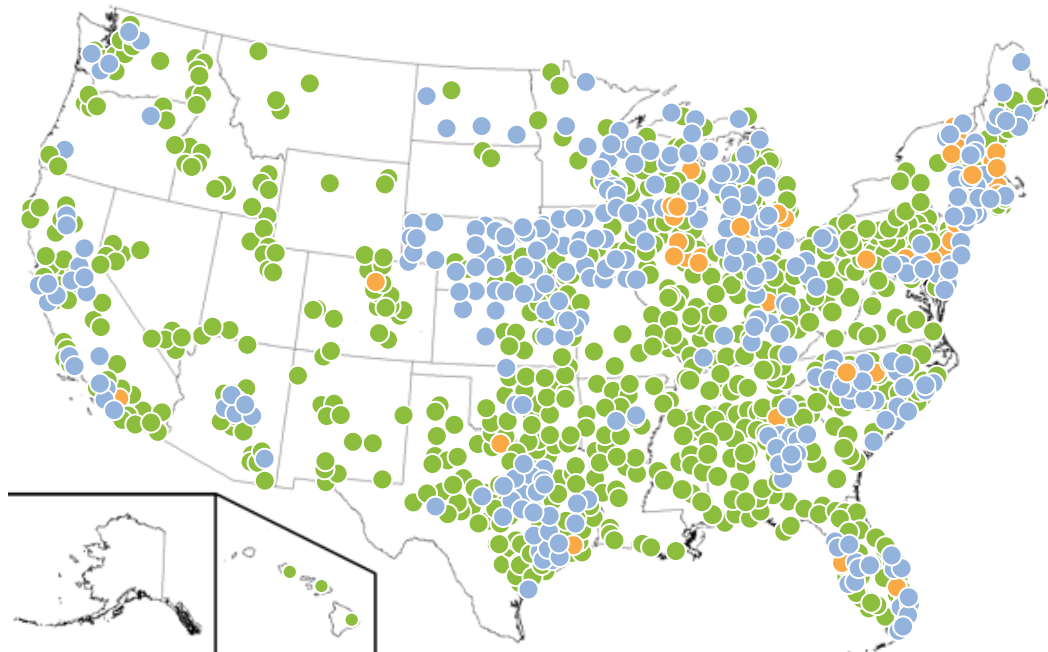


The nation's leading care collaboration platform



Giving healthcare providers the right information – at the moments that matter – to improve outcomes and reduce costs, and with better experiences for patients, providers, and administrators.

The Bamboo Health Network Today



1,800+
HOSPITALS

8,000+
POST-
ACUTE
FACILITIES

300+
PROVIDER
ORGS &
PAYERS

Bamboo Health's Pings Product Suite



Pings

Real-time notifications when patients receive care, smart flags and longitudinal care history



Rising Risk

Proactively identify your rising risk cohort & streamline follow-ups



Discharge Summaries

Access patient's discharge summary from hospital & post-acute events in Pings workflow



Stories

Patient clinical context delivered to the point of care



Spotlights

Performance-based analytics to drive meaningful improvements in care coordination



Building the Network



Multiple Models to Support Multiple Use Cases

ADT Connections



Direct Connections

Bamboo integrates directly with acute and post-acute EHRs to receive full unfiltered ADT feeds.



HIE Partnerships & Other Convenors

Bamboo receives ADT feeds from an HIE or conenor. HIE or conenor is responsible for building and maintaining direct connections with participating facilities.

Roster Management



Static Roster

Bamboo receives roster (attribution) files from customers on a specified cadence. Roster files contain all patients that customers plan to manage within the Pings platform, e.g., ACO patients



Smart Roster

Bamboo dynamically attributes customers' patients to a roster based on defined patient or event criteria available within the ADT feed, e.g., BPCI-A



How Does It Work?



Platform Powered By HL7 ADT Data & Member Rosters



Real-time HL7 ADT Data
(Acute & PAC EHR Integration)

Patient Rosters
(Patient & Provider Attribution via
Attribution List or PAC EHR
integration)



Bamboo Health Processing Engine:

- Validation
- Mapping
- Standardization
- Matching (people/patients)
- Encounter management



Pings
(Real-time Notifications)



Stories
(Patient context at the POC)



Rising Risk
(Identification & Workflow solution)



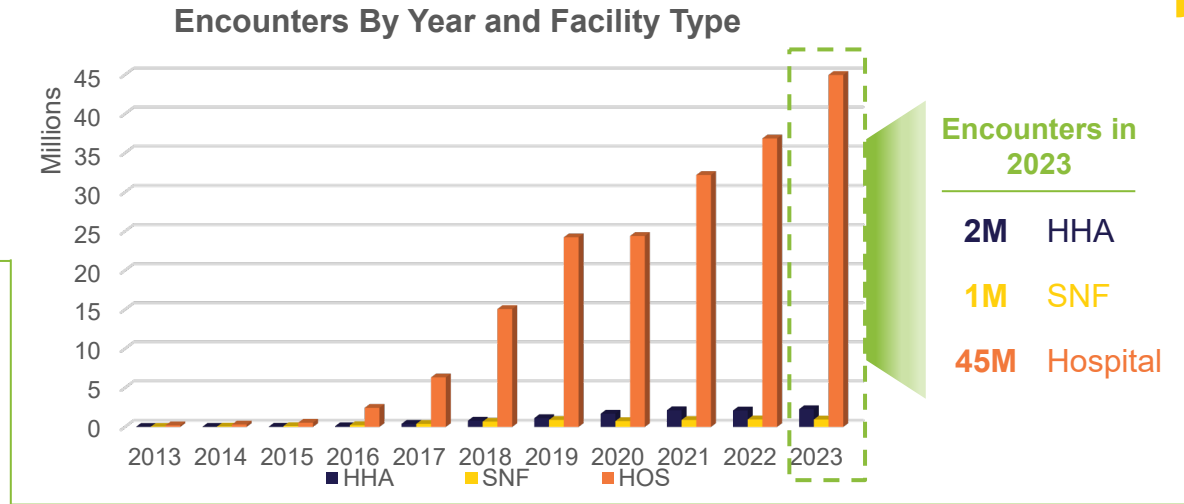
Spotlights
(Reporting & Actionable Insights)

*Patient Matching Algorithm Challenge, Office of the National Coordinator for Health Information Technology, November 2017

Numbers & Processes

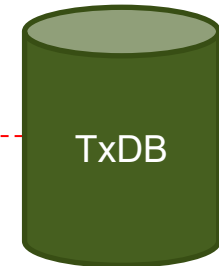
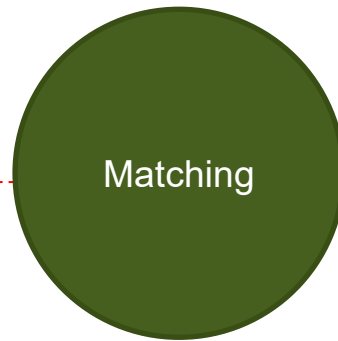


Total Messages/day	Total Patients	Total People
13 M	113 M	76 M



A. Roster ingestion:

- Periodic at customer determined frequency
- Standard format across all providers
- Must contain customer specific identifiers



B. ADT ingestion:

- Real-time
- HL7 v2.xx
- Enough information to ensure accurate match

Match Notes:

1. Independent processes (A/B)
2. Quality of match depends on data quality from both sides
3. Accuracy proportional to number of demographic values
4. Match reassessed every message

● ● ● Lessons Learned



Align on the “Why”

- Have a clear focus & purpose. Bamboo Health identified, validated, and then committing to solve one specific problem (PAC visibility) for providers. This level of focus allowed us to grow our network quickly because providers understood the real-world use case and therefore the need to share their data.
- Our data use agreements and data sharing requirements evolved as our customer and product use cases grew. Our first “Ping” included very limited data elements. We expanded what we included based on feedback from our customers, e.g., adding diagnosis data to support condition-specific workflows like diabetes care management.

Technical & Operational

- Understand the constraints organizations are working under, resources might be scarce.
- Adhere to well established standards, the latest greatest might not be widespread.
- Establish a consistent onboarding schedule and stick to it, saying what you do and doing what you say builds confidence.

Data Sharing

- While there is a strong policy framework that supports interoperability at the state and federal level, healthcare organizations tend to be reticent to share their data. Financial incentives tend to drive behavior more than mandates.
- Data quality remains a significant barrier to data sharing. The data must be usable.
- Bamboo's growth has been enabled by the reality that ADT data on its own is necessary but not sufficient. Organizations want actionable data.
- There are ongoing privacy concerns among some providers but can be allayed through adherence to HIPAA and strong security infrastructure.



Bamboo Health

Thank You



Notifications via the Direct Standard®

April 2024



DirectTrust's Four Focus Areas

At DirectTrust, we're a non-profit, vender-neutral community dedicated to **establishing trust in a connected world** through four focus areas.



Membership

Gathering health and cybersecurity constituents in community to develop policy and best practices, share knowledge, and advance industry efforts



Standards

Developing conformity practices for disparate organizations to trust, communicate, and exchange with each other



Accreditation

Verifying and certifying conformance with established policies and criteria governed by EHNAC (Electronic Healthcare Network Accreditation Commission)



Trust Services

Supporting industry through HITRUST assessment, trust frameworks, promoting identity proofing/credentials, network facilitation, Directory services, certificate issuance

Stakeholder-Driven Efforts

EHR Roundtable Participation

A COLLABORATIVE OF THE TOP EHR VENDORS IN THE MARKET

Coming together with the **goals** to ensure that Direct technology is not only **widely deployed**, but also **implemented to its full capacity** to **optimize utilization** in order to **facilitate the best possible patient care**



Outcomes

ADT NOTIFICATIONS VIA DIRECT

Vendors were asked if they were currently sending notifications via Direct and what the strengths, challenges, and opportunities are to use Direct to both meet the Conditions of Participation (CoPs) and improve care coordination



FORMATION OF THE DIRECTTRUST NOTIFICATIONS CONSENSUS BODY

Deemed urgent by the vendors due to the timeline to meet the CoPs, a DirectTrust Standards Consensus Body was formed to **create an Implementation Guide for Notifications via Direct Secure Messaging**, with specific attention to **payload and context**

Event Notifications via Direct Consensus Body Members

40+ organizations and individuals contributed

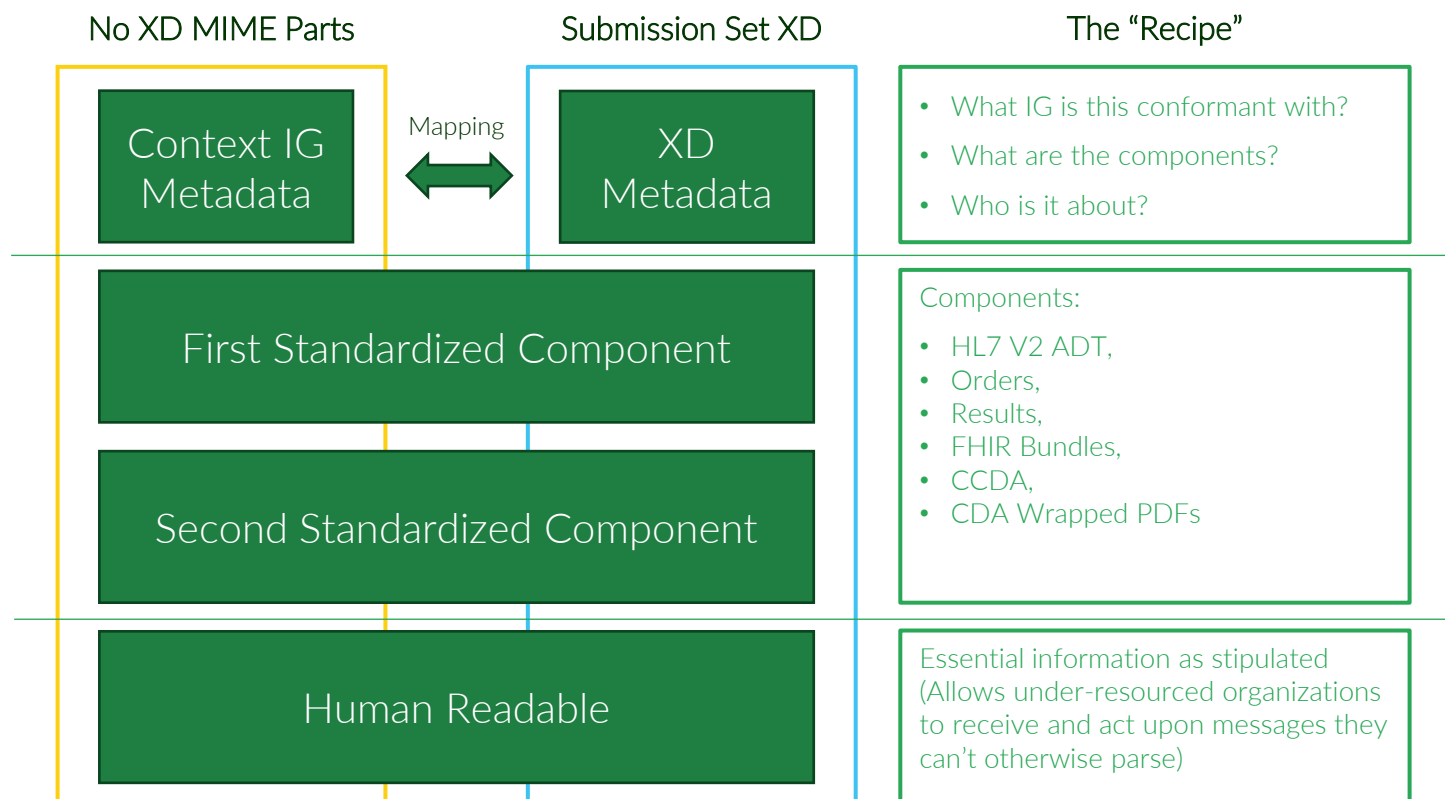


Development Timeline



The “Recipe”

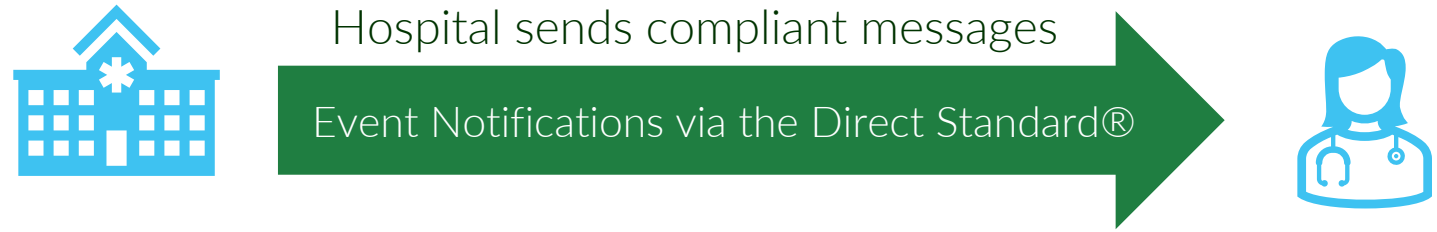
Inspired by the Event Notifications work, a template for any new use case or payload which contains explicit specification of the following components



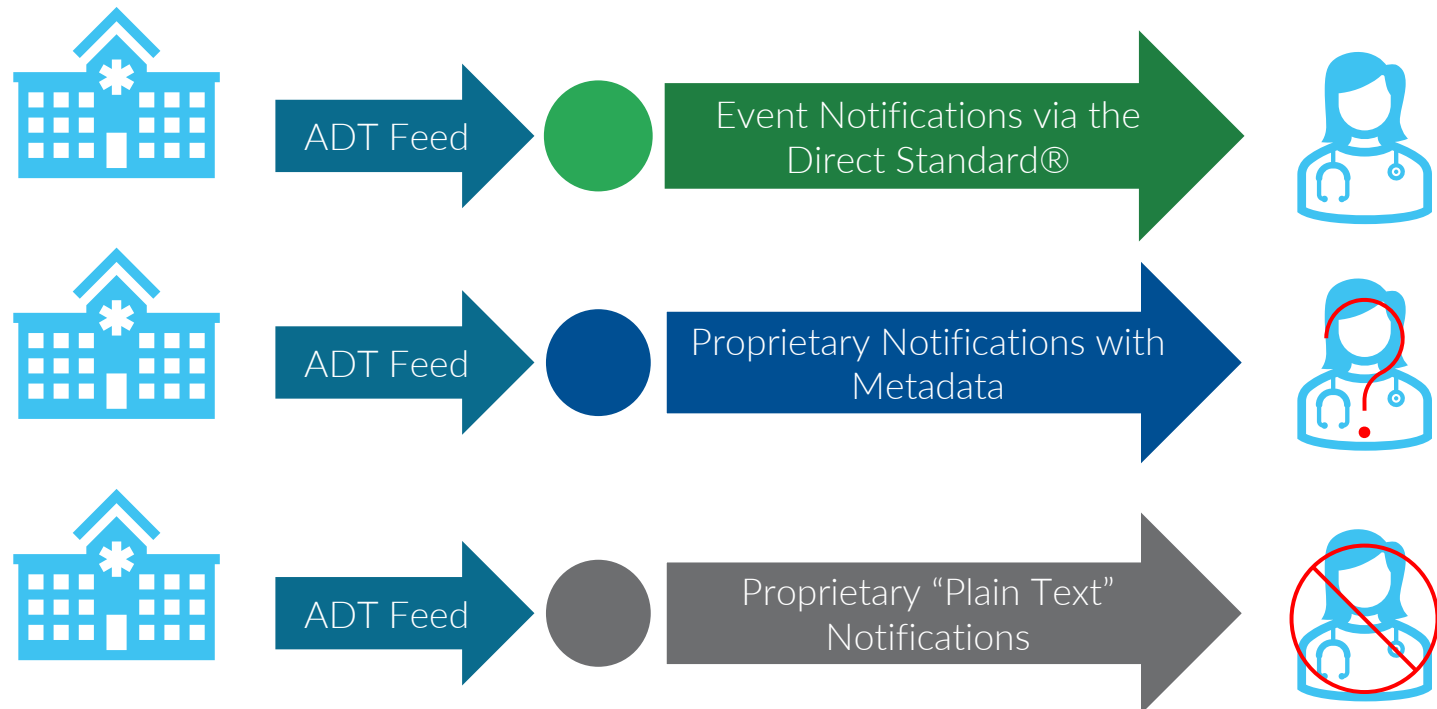
Notifications – Great, Good, Bad and Ugly

Hospitals have the obligation to send notifications

- **Great:** Compliant messages sent by the hospital
- **Good:** Intermediary formats compliant messages
- **Bad:** messages make it through, but no ability to route
- **Ugly:** Most messages don't reach their destination



Hospital sends to an intermediary,
Receivers can route to appropriate individual and workflow



Texas Health Services Authority

Ensuring Success Requires Perseverance!

Clinicians are burdened receiving messages that should be routed to other team members. Care is delayed from needless hand-offs.

- Validate with the organization that is sending Event Notifications for you that they are following the DirectTrust Standard
- Work with EHR vendor to route incoming messages to appropriate personnel, many EHR vendors are capable of routing incoming messages when they contain Context
- Help your clinicians by adhering to DirectTrust Event Notification standard

Success = 80,000 Notifications a month to 7212 PCPs
And continuous growth over the last 12 months!

THSA's Nine Recommendations for a Better Direct Secure Messaging Experience

01



Include NPI in Directory Entries

Confirm your Health Information Service Provider (HISP) has National Provider IDs (NPIs) for your organization and providers.

02



List Direct Address on Fax Cover Sheet

Update the language on your Fax Cover sheet to indicate you'd prefer communication via Direct and your Direct address(es).

03



Use Message Routing

Avoid unintended consequences by routing the messages to the appropriate team member to manage through workflow Direct addresses, or other use of technology.

04



Encourage Referral Partners to Adopt Direct

Reach out to your common referral partners and encourage them to use Direct Secure Messaging for your communication.

05



Include your Direct Address on All External Communication

Anywhere that you list your office phone or fax number, include your Direct address.

06



Verify NPI Compliance in Your Database

Check if your organization's physician database has a NPI for all Primary Care Providers you refer to for ease of lookup for clinician matching.

07



Use the ONC's Project US@ address format

Ensure addresses are entered in a standardized format by using the Project US@ guidance.

08



Routinely Synchronize your Provider Directory

Develop a schedule for reconciling and updating your organization's Directory.

09



Adopt Policy and be a Good Partner

Establish Policy Guidelines for reviewing and updating your Directory data quality and routinely publish your provider directory; inform EHR/HISP technology partners of any changes.



To learn more, visit DirectTrust.org.

Outcomes and Next Steps

- More information at bit.ly/ENviaDirect

*DirectTrust Annual Conference –
“The Future of Trust in Health”*

Short link:

<http://bit.ly/DirectTrust2024>



St. Louis MO | September 2024



Contact Information

Scott Stuewe

President and CEO

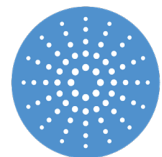
Scott.Stuewe@DirectTrust.org

Phone: 913.222.0630



DxF Sandbox Update

TASC Committee April 23, 2024



Connecting for Better Health

Advancing data sharing to improve the health of all Californians

Agenda

No.	Items	Time
1	Introduction / Background on the DxF Sandbox	1
2	Approach to Notifications	3
3	Technical Standards and methods explored	5
4	Lessons learned and challenges	2
5	Q&A	4

Why Project Sandbox?



Create implementation guidelines for DxF rollout that correspond to high-priority use case



Prove out high priority use cases and show how the DxF accommodates social care integration and whole-person care



Demonstrate how partners and competitors are able to collaborate to keep the person at the center and share only the data needed



Illustrate how DxF meets state's vision for data exchange and allows for new entrants (eg. EMS, justice, and education)

Approach

The approach to preparing and implementing the DxF Sandbox focuses on **rapid cycle implementation of priority use cases associated with data exchange**. This allows for organizations to have access early in 2024 to test their needs and connectivity questions as they meet the DxF requirements and other data sharing efforts. With **comprehensive engagement of organizations that oversee data sharing related initiatives**, we will **incorporate real world needs and requirements to aid implementers in taking their learnings** from the Sandbox environment and quickly **address them in their production environments**.

Co-Design Team

(see next slide for full list)



Facilitate **weekly technical requirements gathering sessions** with early adopters and other identified stakeholders to:

Identify priority use case and went live with Minimum Viable Product (MVP) in February, 2024

Co-design person story, personas, and use case(s) to support testing of priority data exchange use cases among early adopters

Identify and align on business, functional, and technical requirements for sandbox environment.

Stand-Up Community Design Studio

Ongoing human-centered design-thinking initiative to bring in CBOs and other providers to develop shared use cases

Approach to notifications

Use Case Story:

Estella lives alone and calls her neighbor when she falls and can't get up. Her neighbor takes her to the Emergency Department where she is admitted and receives appropriate assessments/ screening in the hospital (i.e., cognitive/functional status, social risk). The hospital discharges her home the same day and sends a referral to a home health agency (HHA) for home rehabilitation services.

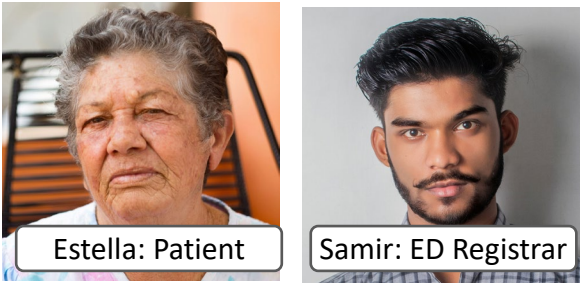
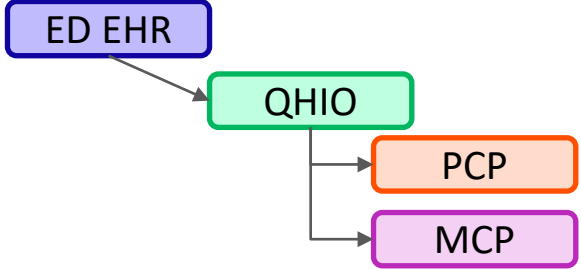
Scenes:

1. Emergency Department Notification sent to PCP and MCP via QHIO. ED Physician and ED Discharge Planner query QHIO for Estella's clinical documents
2. ED Discharge Planner refers Estella for Home Health and when Home Health completes their assessment, the information is returned to the ED EHR.
3. Primary Care Provider and Managed Care Provider receive notification of Estella's visit to the ED and query the QHIO for information about that visit.

Pre-Conditions / Assumptions:

- ED, QHIO, PCP, and MCP have agreement on what data elements to include in ADT notifications.
- ED has rosters or has CoP solution that defines which of Estella's providers should receive a notification.
- Communication Requesters can access and integrate patient data received from other systems.
- Order/Referral Placer system automatically assigns a unique ID to the service request.
- Order/Referral Filler can receive and process the order/request from the Order Placer.
- Information Recipients can process and use aggregated encounter data.
- Data Aggregator can receive and process patient data and share aggregated data with other systems

Scene 1A: ED Event Notification

Personas	 <p>Estella: Patient Samir: ED Registrar</p>
Key Steps	<ol style="list-style-type: none"> 1. ED sends event notification to QHIO 2. QHIO ingests ADT 3. QHIO notifies PCP 4. QHIO notifies MCP Administrator
Systems	 <pre> graph TD A[ED EHR] --> B[QHIO] B --> C[PCP] B --> D[MCP] </pre>

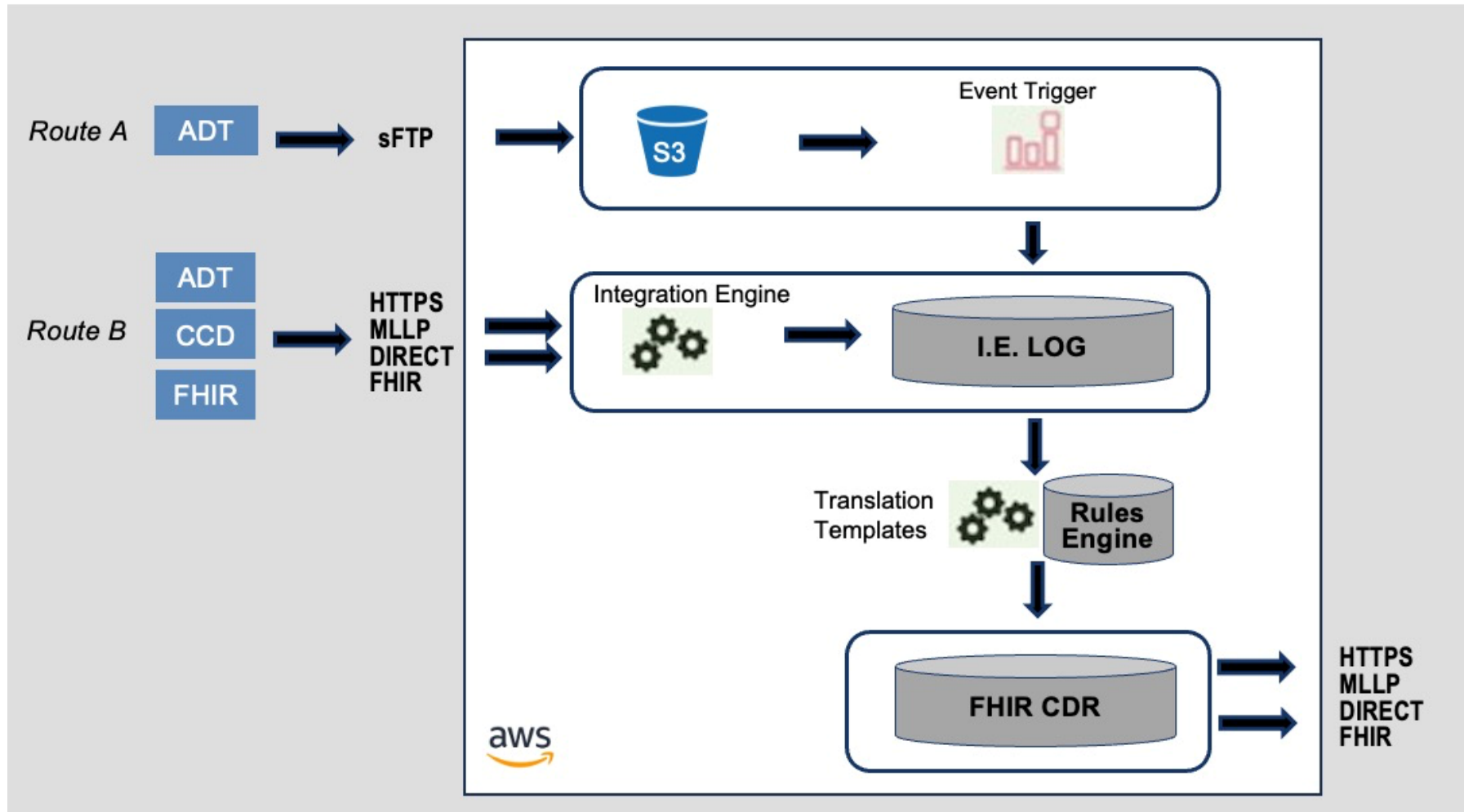
AT A GLANCE: Data Set Considerations

UC #	Transactions	DxF Data Exchange Pattern (OPP-9)	USCDI v2 Data Class (OPP-8)	Content/Structure Standard (OPP-8, OPP-9)	Transport Standard (OPP-8, OPP-9)
1A	Unsolicited Communication (Sent ADT Data)	Notification of ADT Event	<ul style="list-style-type: none"> • Patient Demographics • Care Team Member • Encounter Location 	HL7 Messaging Standard V.2.5.1	HL7 Messaging Standard V.2.5.1
1B	Query for Data	Request for Information	<ul style="list-style-type: none"> • USCDI v2 data classes as selected by Requestor 	IHE XCPD for Person Matching IHE XCA to retrieve HSSI	IHE XCPD for Person Matching IHE XCA to retrieve HSSI
1C	Communication Request	Request for Information: Requesting Participants	<ul style="list-style-type: none"> • USCDI v2 data classes as selected by Requestor 	IHE/XCPD, IHE/XCA	IHE/XCPD, IHE/XCA
1D	Communication Response	Request for Information: Responding Participants	<ul style="list-style-type: none"> • USCDI v2 data classes as selected by Requestor 	IHE/XCPD, IHE/XCA HL7 C-CDA 2.1 IG OR HL7 FHIR US Core IG 4 OR HL7 FHIR Multiple Chronic Conditions eCare Plan	IHE/XCPD, IHE/XCA HL7 C-CDA 2.1 IG OR HL7 FHIR US Core IG 4 OR HL7 FHIR Multiple Chronic Conditions eCare Plan

Not specified in Policy OPP-8 or OPP-9

Working Draft [here](#).

DxF Sandbox: Functional Architecture



ADT HL7-V2 Minimum Data Set (proposed)

The Patient Identification segment is used by all applications as the primary means of communicating patient identification information. This segment contains permanent patient identifying and demographic information that, for the most part, is not likely to change frequently.

The DxF provides three references that can be used to determine which fields within this segment should be included: Technical Requirements P&P (person matching), the Cal HHS Digital identities paper and USCDI. The attempt here is to require sufficient data for person matching and not necessarily to satisfy the full set of the USCDI

Segment	Person Matching per DxF Technical Requirements	CalHHS DxF Strategy for Digital Identities	USCDI Demographics V2	Proposed	Future	Comments:
PID.2 - Patient ID				Y		
PID.5 - Patient Name	Y	Y	Y	Y		
PID.6 - Mother's Maiden Name	Y	Y	Y	Y		
PID.7 - Date/Time of Birth	Y	Y	Y	Y		
PID.8 - Administrative Sex (optional)	Y	Y	Y	Y		
PID.9 - Patient Alias	Y	Y	Y	Y		
PID.10 - Race (optional)			Y		Y	CalAIM use case
PID.11 - Patient Address	Y	Y	Y	Y		
PID.12 - County Code (optional)	Y	Y	Y	Y		
PID.13 - Phone Number - Home	Y	Y	Y	Y		
PID.14 - Phone Number - Business	Y	Y	Y	Y		
PID.16 - Marital Status (optional)					Y	
PID.17 - Religion (optional)					Y	
PID.21 - Mother's Identifier (optional)					Y	
PID.22 - Ethnic Group (optional)			Y		Y	
PID.26 - Citizenship (optional)					Y	CalAIM use case
PID.27 - Veterans Military Status (optional)					Y	
PID.28 - Nationality (optional)					Y	
PID.29 - Patient Death Date and Time (if applicable)						
PID.30 - Patient Death Indicator (if applicable)					Y	
PID.39 - Tribal Citizenship (optional)					Y	
Patient email		Y				
Language			Y			CalAIM use case

As part of the co-design process, participants highlighted the need for additional data elements in V2 messages for various use cases.

Lessons Learned about Notifications

Feedback / Learnings

There is a need to identify a minimum set of ADT message types to exchange and align the segments to be included in DxF exchange.

Patient's primary language and patient's email are not commonly shared in ADT PID but are often required by downstream recipients.

Not all senders / recipients of notifications are able to send/receive HL7 V2 messages.

A DxF participant directory where entities can post patient rosters and endpoints may be useful.

Customization is required to ingest each ADT format.



Adjustments / Actions

Proposed a minimum set of ADT message types and required segments based on DxF. Requested feedback from co-design team to reach a common agreement on this interpretation of DxF requirements.

Crosswalk PID to USCDI v2 requirements and work with participants to identify ADT PID minimum data set.

Sandbox can now handle notifications via sFTP and Direct Secure Email.

This feedback is catalogued and will be explored with CDII and other co-design participants.

- Writing additional scripts in Mirth to transform ADT_A01 into a format that can be ingested in Smile.
- Validating a minimum requirements ADT exchange crosswalk for DxF Sandbox exchange.

Contact Information



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Toria Thompson

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Public Comment

Next Steps and Closing Remarks

Next Steps

Members to:

- Reflect on today's discussion
- Be prepared to discuss an ADT Notification Strategy at the next meeting.

Upcoming Meetings

TASC Meeting Series	Date
Meeting #2B: ADT Notification Strategy Framing the Issues	May 7, 2024, 2:00 PM – 3:00 PM
Meeting #2C: ADT Notification Strategy Developing a Straw Model	May 21, 2024, 2:00 PM – 3:00 PM
Meeting #2D: ADT Notification Strategy Final Recommendation	June 4, 2024, 2:00 PM – 3:00 PM