

# Salon II (4:30 – 5:15 pm)

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## Direct Messaging:

A tool for secure electronic exchange  
of health information

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HIE Project Management, RIQI





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# Direct Messaging

A tool for secure electronic exchange of health information

Presented by The Rhode Island Quality Institute

*RIQI Health IT Expo*  
*09 December 2011*



# Welcome and Introduction

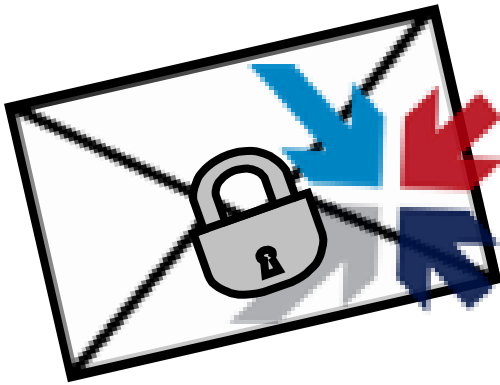
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## *Direct Messaging....*

Encourages efficient exchange of information

Improves coordination of patient care

Reduces redundancy



## *The result?*

Better overall quality of care for patients





# Agenda

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- Welcome and Introduction
- RI REC Direct Adoption Program
- Getting Started on [www.docEHRtalk.org](http://www.docEHRtalk.org)
- Questions and Comments

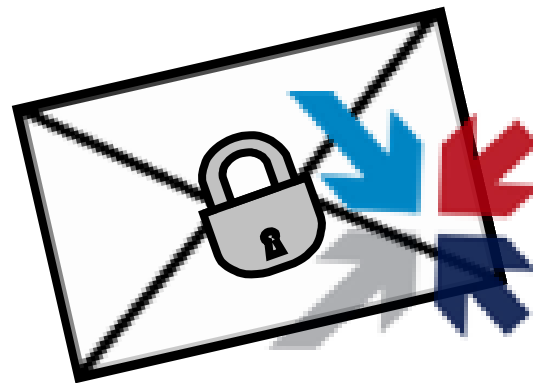




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# The Direct Adoption Program

**Direct Messaging is the future  
of healthcare information technology and  
communication**





# Here is what you will learn...

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- What is the national Direct Project and who is involved?
- What is RI REC's Direct Program and Direct Messaging?
- Why should you implement Direct Messaging now?
- What's the next step to start using Direct Messaging?





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## **What is the national Direct Project and who is involved?**



# What is the Direct Project?

- The Direct Project is a nationally sponsored project launched in March 2010
- *Direct Messaging* is simple in concept, yet has many benefits — it is secure e-mail for sending patient health information (PHI) directly to known, trusted recipients over the Internet
- If you are comfortable using regular email, then you will be comfortable using *Direct Messaging*

## Cranston doctor becomes medical records pioneer

12:25 PM EST on Friday, February 4, 2011

By Felice J. Freyer

Journal Medical Writer



Dr. Albert J. Puerini Jr., shown in his Cranston office, heads a group of 160 primary-care doctors who formed a company to develop an electronic medical-record system that would meet their needs.

The Providence Journal / Bob Breidenbach



# Who is involved in the Direct Project?



The Direct Project was developed for a wide spectrum of users:

- Primary care providers
- Specialists
- Members of the care team
- Healthcare Organizations

and incorporated into the following:

- EHRs
- PHRs
- HIEs



# Who is involved in the Direct Project?

100+ organizations—including Health IT product vendors, HIEs, state plans, and clinical groups are actively supporting and incorporating the Direct Project in their products and strategies:

## EHRs

- 4Medica
- Apixio
- Aprima Medical Software, Inc.
- Athena Health
- Allscripts
- Care360
- Cerner Corporation
- CPSI
- eClinicalWorks
- e-MDs
- Epic
- GE Healthcare
- Greenway
- Healthcare Management Systems, Inc.
- HealthyCircles
- ICANotes, LLC
- MD-IT
- Med3000
- MEDgle
- MedSeek
- MedUnity, Inc.
- NextGen
- OpenEMR
- OZ Systems
- Polaris
- RelayHealth
- Sage Healthcare Division
- Siemens
- Sisoft Health Information Systems
- SOAPware
- Sunquest Information Systems, Inc.
- Stratus EMR
- Unival, Inc.
- WorldVistA

## ONC- Approved State Plans

- |               |                |
|---------------|----------------|
| Alabama       | New Jersey     |
| California    | North Carolina |
| Florida       | Ohio           |
| Illinois      | Oregon         |
| Iowa          | Rhode Island   |
| Kentucky      | South Carolina |
| Minnesota     | Texas          |
| Missouri      | Vermont        |
| Montana       | West Virginia  |
| New Hampshire | Wisconsin      |

## Personal Health Records

- Dossia
- Microsoft
- NoMoreClipboard.com



# Who is involved in the Direct Project?

## HIEs and HIOs

- AAFP
- Ability
- Akademos Rx
- Akira Technologies
- ApeniMed
- Atlas Development
- Axolotl
- CareEvolution
- CoverMyMeds
- Covisint
- dbMotion
- Garden State Health Systems Inc
- GSI Health
- Harris
- Hazelnut Labs
- Health Information Network of South Texas (HINSTx)
- Ingenix
- Inpriva
- ICA
- IVANs, Inc.
- Kryptiq Corporation
- LANE Telecommunications Limited
- Lifepoint Informatics
- max.md
- MedAllies
- MedCommons
- MEDfx
- Medicity
- MedPlus, A Quest Diagnostics Company
- Mirth
- MobileMD
- National Health Services
- NetDirector
- Orion Health
- ProviderDirect
- RedwoodMedNet
- Secure Exchange Solutions
- Shasta NetWorks
- Surescripts
- Techsant Technologies
- Thomson Reuters
- Verizon
- Wellogic

## Delivery Systems

- Amedisys
- Beth-Israel Deaconess Medical Center
- California Department of Corrections
- CHRISTUS Health
- Department of Veterans Affairs
- Medical Professional Services (MPS), CT
- Mountain-Pacific Quality Health
- New York Health Quality Institute
- PatientFirst





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# **What is the Rhode Island Quality Institute's REC Direct Adoption Program?**





# First in the Nation!

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RI REC is the first of the 62 RECs nationwide to create a Direct Program!

The Direct Program helps RI healthcare providers adopt Direct Messaging.



# Direct Adoption Program Goals



- Increase speed of delivery and improve quality of care coordination
- Increase number of secure health data transactions
- Increase national interconnectivity of health data (health information exchange)

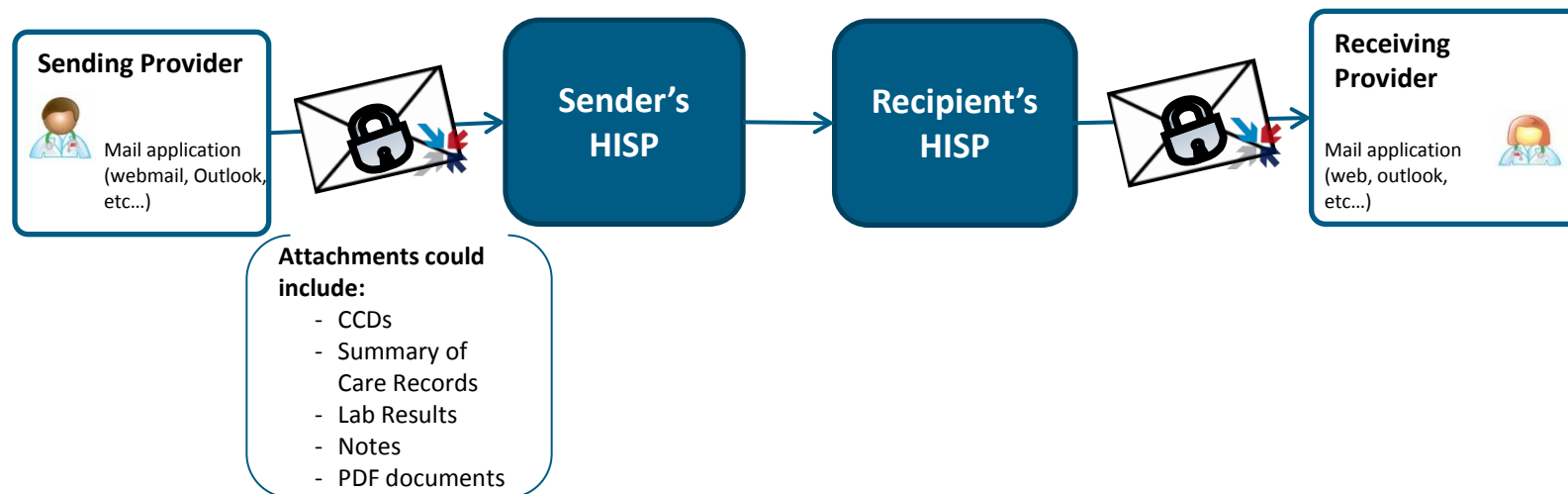


- Decrease dependence on higher-cost, less-secure communication mechanisms, such as faxes and courier mail
- Decrease overall healthcare costs (e.g., fewer duplicate tests and exams) and medical errors (e.g., life-threatening allergic reactions to medications)



# What is Direct Messaging and how does it work?

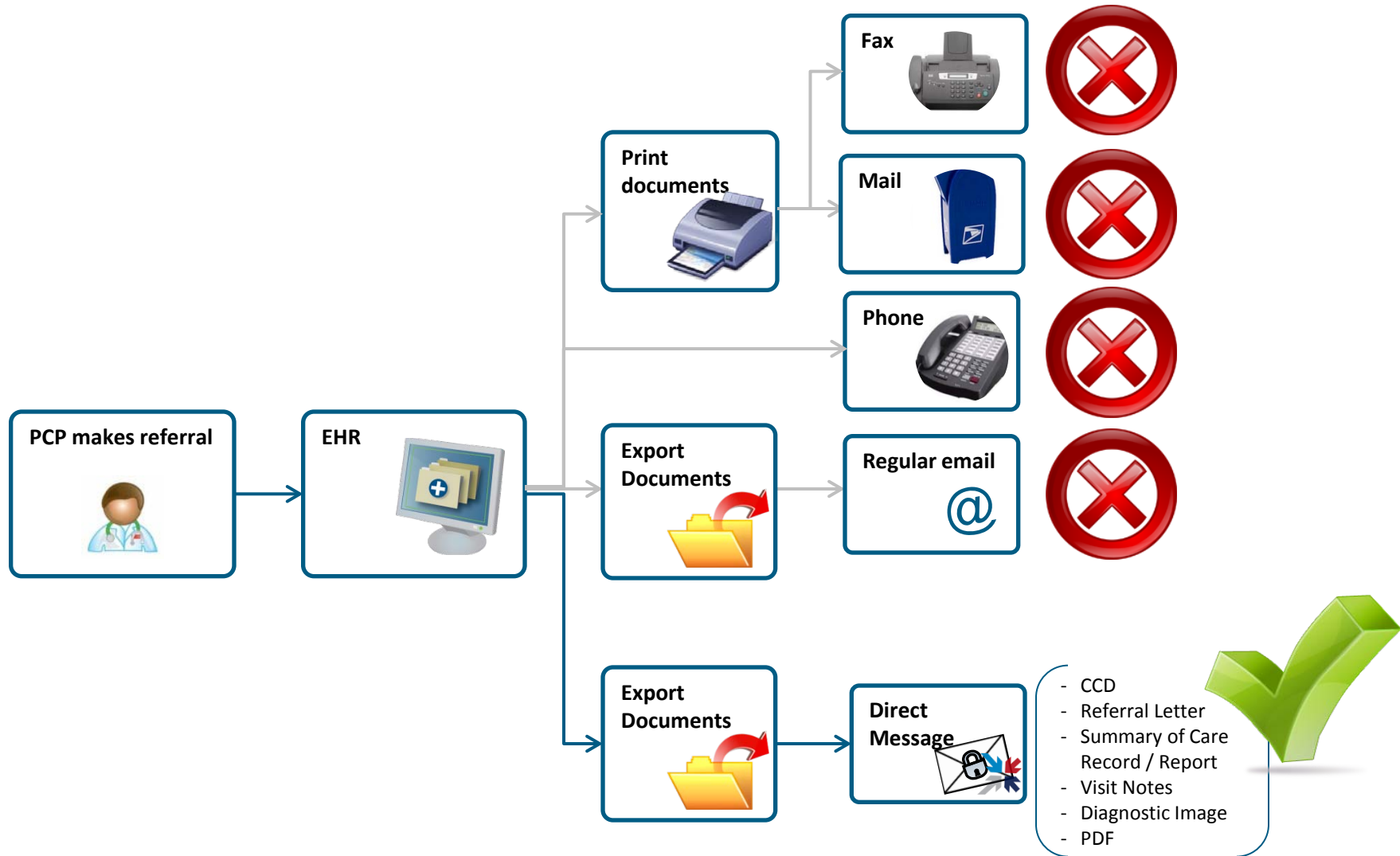
- Direct Messaging is secure email for health information that is as easy to use as regular email. For example, a PCP referring a patient to a specialist simply composes a Direct message, attaches a summary of care record, and clicks “Send.”



- To use Direct Messaging, you need a Health Information Service Provider (HISP)—find one in RI REC’s Vendor Marketplace.

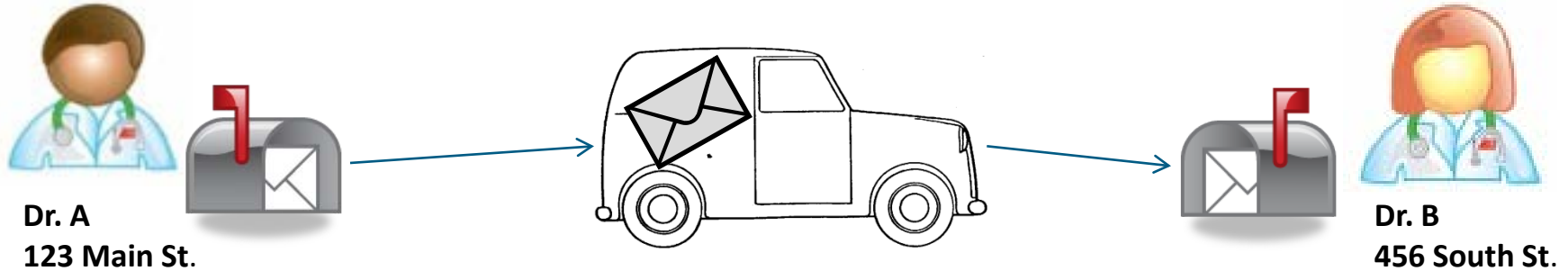


# Direct Messaging: A secure and streamlined workflow

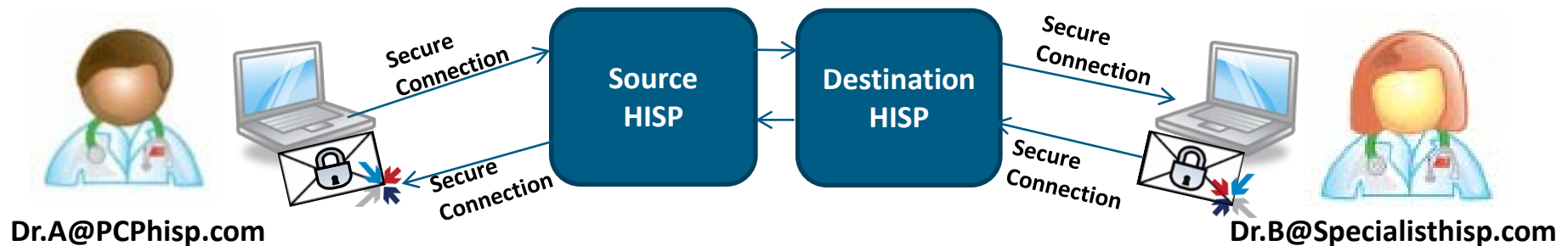


# What makes Direct Messaging secure?

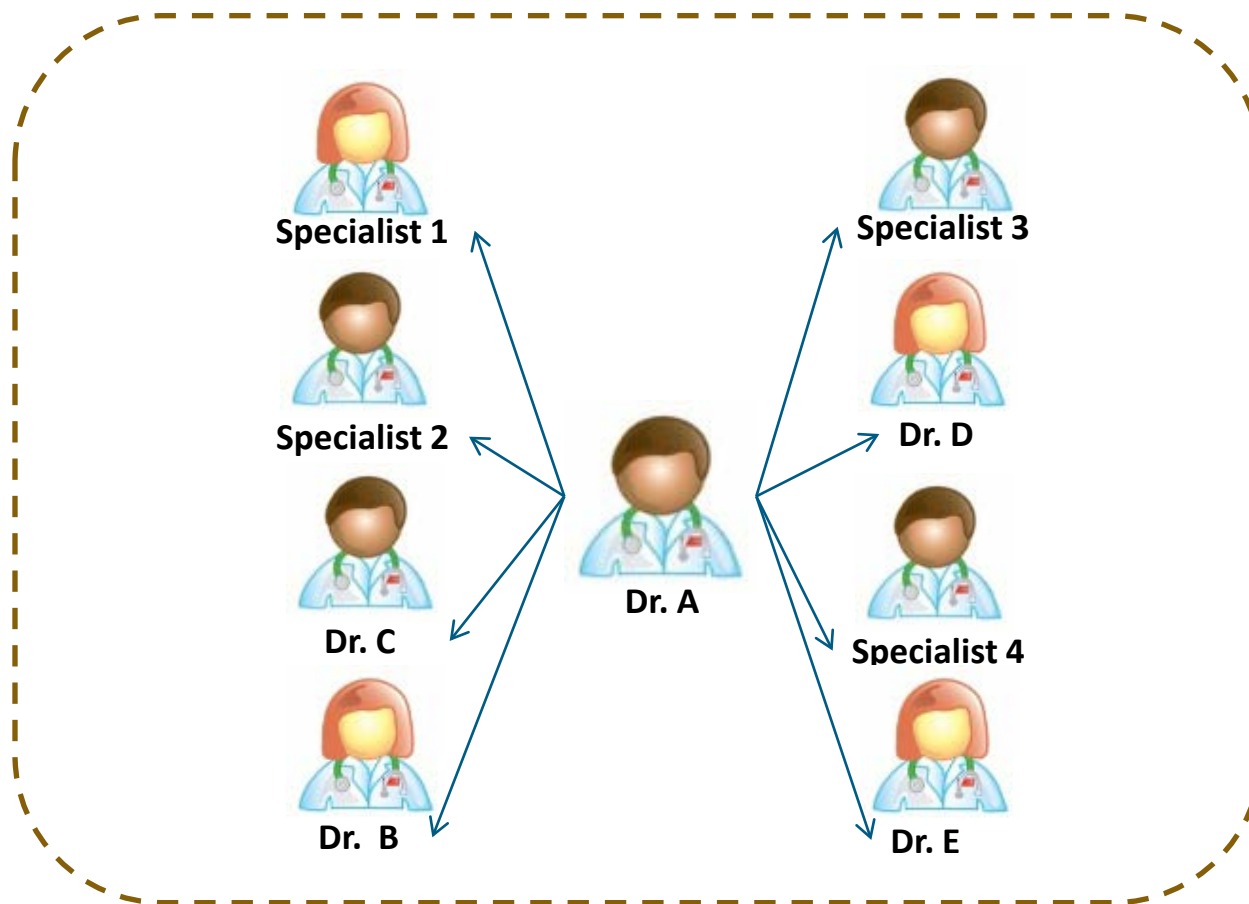
- Direct Messaging is made secure by an industry-standard technical infrastructure and a legal framework



Direct Messages are routed only to intended and trusted recipients  
Direct Messages cannot be compromised during transmission  
Direct Messages can be read only by intended recipients



# Rhode Island Trust Community



Rhode Island Trust Community





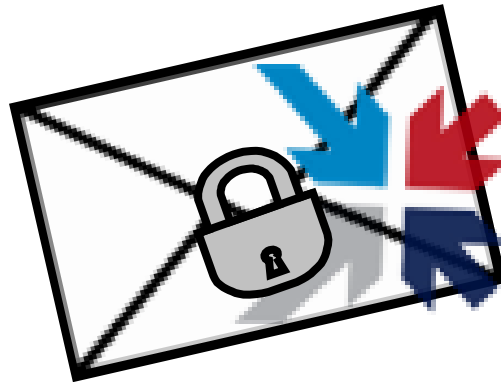
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# Why should I implement Direct Messaging *now*?



# Benefits of adopting Direct Messaging

- **Replaces less secure** communication methods
- Enables demonstrations of **Stage 1 Meaningful Use** for electronic exchange of clinical information
- Represents a **national standard** for information exchange that is being widely **adopted nationwide**
- Provides a foundation for more **advanced functionalities**



# Future of Direct Messaging

- Integrating your EHR with RI's HIE, currentcare
- Receiving notification of your patients' hospitalizations through currentcare
- Exchanging patient information with hospital Emergency Departments
- Integrating Direct into your EHR



# Integrating your EHR with RI's HIE, currentcare

- Direct is the transport mechanism being used to automatically transmit clinical information for consented patients from a practice's EHR to currentcare.
- The first pilot practice – Cumberland Primary Care – went live in August 2011, sending data to currentcare from its instance of Epichart.



The physician completes an encounter...



...and updates the EHR.

The EHR generates a CCD...



...and attaches it to a Direct message.

The Direct message is sent to current care...



...where the updated information is added to a consented patient's longitudinal record.



# Provider Notification

*PCPs are notified about patient hospitalizations through currentcare*

- Hospitals currently transmitting ADT (Admit Discharge Transfer) information into currentcare:
  - Kent Hospital
  - Women & Infants
  - South County Hospital
  - Other Hospitals will be adopting Direct soon!
- currentcare adds the ADT information to the consented patient's record and sends a Direct Message to the patient's PCP with clinical information about the hospitalization

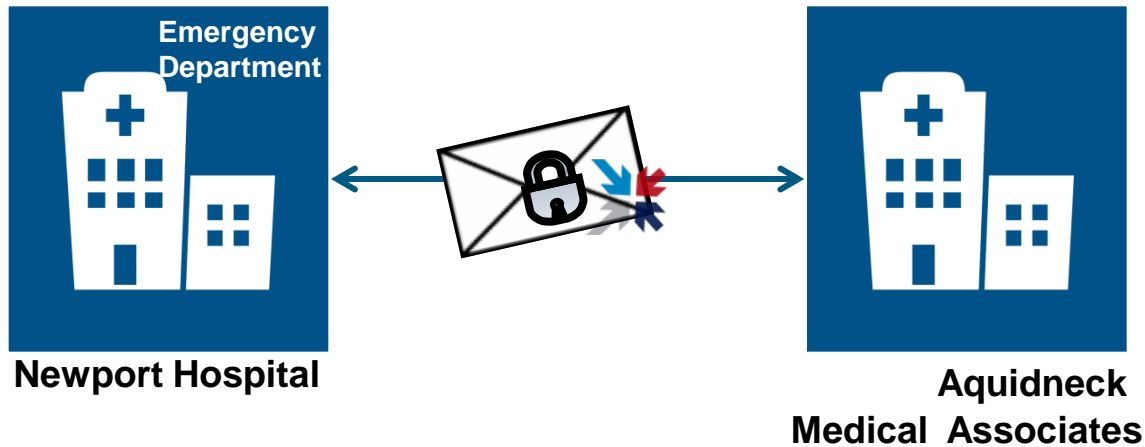


***Better Continuity of  
Care for Patients***



# Electronically Exchanging Patient Information

- Exchange of patient information with hospital EDs



- Integration of Direct into EHRs

Because of the wide acceptance of Direct as the standard for transmitting PHI, EHR vendors are beginning to integrate Direct-based functionality into their products





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**What's the next step  
to start using Direct Messaging?**



# It's simple to get started with Direct; here's how!



Download the Direct Messaging Setup Checklist that takes you through the process of adopting Direct Messaging



Visit RI REC's Vendor Marketplace at [www.DocEHRtalk.org](http://www.DocEHRtalk.org) to read about Health Information Service Providers (HISPs)



Select your HISP and establish your Direct accounts.



Encourage the providers in your network to adopt Direct Messaging.





# A final note...

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Thank you to all of our community partners for your help in transforming the quality of healthcare in Rhode Island.

A special thank you to the following for their assistance in bringing Direct Messaging to Rhode Island:

- Aquidneck Medical Associates
- Arcadia Solutions
- Cumberland Primary Care
- Family Health and Sports Medicine
- Inpriva
- InterSystems
- Lifespan
- Newport Hospital
- Polaris Medical Management





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# Questions and Comments?





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**Thank you!**

**For more information, please contact us at**

**[DirectProgram@riqi.org](mailto:DirectProgram@riqi.org) or**

**888-858-4815**

**Or visit us on the web at [www.DocEHRTalk.org](http://www.DocEHRTalk.org)**

