

Holyoke Medical Center Creates an HIE and Shares Patient Data Using Iatric Systems Clinical Document Exchange



OBJECTIVE: Holyoke Medical Center needed to meet Stage 1 Meaningful Use requirements for sharing healthcare information electronically with patients and providers. But the hospital also had a much broader goal: to create its own Health Information Exchange (HIE) that would allow Holyoke Medical Center, area physicians, labs, and other healthcare facilities to electronically share patient information.

SITUATION: Holyoke Medical Center is a full-service hospital in western Massachusetts. Continuity of care is an ongoing challenge for patients, especially for those who receive treatment from a variety of facilities and providers. When a patient came to Holyoke Medical Center, hospital physicians were able to access the patient's record in the hospital's Healthcare Information System (HIS) but not the patient's history with outside caregivers.

SOLUTION: The hospital chose Iatric Systems Clinical Document Exchange to aggregate clinical data from its HIS system. Holyoke can now deliver the CDE document on demand to patients and caregivers in a readable summary format. Holyoke Medical Center is also using Clinical Document Exchange to share patient data with its community HIE, which makes patient information available to participating healthcare providers where and when they need it.

RESULTS: Clinical Document Exchange has supported Holyoke Medical Center's goal of meeting three Meaningful Use Objectives while providing significant patient benefits during transition of care or emergencies. As the hospital continues building out its HIE, Clinical Document Exchange allows caregivers to access a much more complete picture of patient health, leading to more informed treatment decisions and better coordination of care. Currently approximately 60 providers have signed up, and Holyoke Medical Center is working with an additional 25 providers to connect to their HIE.

"Iatric Systems came up with a flexible solution and pricing model that were very attractive for us."

-Carl Cameron,
Director of IS and Biomedical,
Holyoke Medical Center



Like other hospitals, Holyoke Medical Center needed to meet Stage 1 Meaningful Use requirements for sharing healthcare information electronically. The hospital is succeeding, using Iatric Systems Clinical Document Exchange, to generate human readable Continuity of Care Documents (CCDs) on demand. The ONC-ATCB certified tool aggregates clinical data from the hospital's HIS and delivers it to patients or to the eClinicalWorks EHR systems used by community physicians. Holyoke Medical Center can now check off Meaningful Use Core Objectives 11 and 13, as well as Menu Set Objective 7 (Summary Care Record).

Clinical Document Exchange also plays a vital role during transition of care or in emergencies. "One huge problem is when a patients come to the emergency room and can't remember what meds they're on," notes Carl Cameron, Director of IS and Biomedical, Holyoke Medical Center. "The CCD provides that information, as well as a problem list and past treatment by the patient's primary care physician or specialist."

Bringing a Community Health Information Exchange to Life

While Meaningful Use was the initial driver for implementing Clinical Document Exchange, a much more extensive data exchange solution is taking shape. Holyoke Medical Center is building its own Health Information Exchange (HIE) that will allow the hospital, local physicians, labs, and other nearby healthcare facilities to electronically share patient health information. Iatric Systems is handling the implementation, using Clinical Document Exchange to send summary patient information to the HIE in CCD format.

"Clinical Document Exchange has the flexibility that allows our hospital and outside providers to specify what information they want to share with the exchange," Carl says. This health information can include reports about patient illnesses, injuries, allergies, medicines, test results, and other patient information available from a particular provider.

Carl's goal is to provide a locally focused HIE that complements large-scale state and national exchanges that are still largely in development. "We're creating an all-encompassing longitudinal record for access by all the caregivers a patient might come in contact with," Carl explains. "Patients receive care in a variety of places. When they come to the hospital, we only know what we have in our HIS; we don't know their history with outside caregivers. As community providers connect to the exchange, we'll get a much more complete picture of patient care, which should lead to better outcomes at lower cost."

Technical Competence

A very important step in building the Health Information Exchange was for Holyoke Medical Center to chose the right HIE vendor. Holyoke Medical Center selected a product called SpiritEHR from Tiani Spirit, a U.S. company that emerged from the former Tiani Megraph AG in Germany.

SpiritEHR offers Holyoke all-encompassing interoperability with software from many providers of healthcare systems. This guarantees that hospital patient data can be used by other clinics or by practitioners. While Tiani's products have achieved considerable success in Europe, this is one of the first implementations of SpiritEHR in the United States.

"As we roll out our Health Information Exchange, Iatric Systems is a big part of our success, and they're a valuable partner as we move forward."

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The Clinical Document Exchange solution from Iatric Systems creates the connection between Holyoke Medical Center's HIS and the HIE's SpiritEHR system in order to provide a Continuity of Care Document (CCD) to providers. Iatric Systems integration experts put the technical components in place and customized the Clinical Document Exchange solution to match Holyoke's requirements. "Throughout the project, Iatric Systems has been very responsive, knowledgeable, and easy to work with," Carl says. "I'm also very impressed with their fast turnaround, especially for customizing our opt-in, opt-out consent process to work with Tiani."

Currently nearly 60 providers have signed up to connect to the Holyoke Health Information Exchange, and they are working with an additional 25 providers to connect to the HIE. Holyoke is also engaged in discussions with a local health center that uses a different EHR system and wants to connect.

Community Impact

Holyoke's new HIE will provide continuity of care where it is often lacking. "We have the poorest population in Massachusetts, and many of our patients don't have a primary care physician," Carl observes. "After they leave Holyoke Medical Center, they may go to a health center and be assigned a doctor who will have little or no details about treatment the patient received here. With the HIE and the Clinical Document Exchange solution from Iatric Systems, providers will be able to get that information."

He also notes that the HIE is helping build stronger ties between Holyoke Medical Center and community physicians. "With the increase in the number of hospitals in the area, we've seen a disconnect between hospitals and local physician practices. With the HIE we're creating, we are strengthening relationships with physicians and bringing that community connection back to the hospital. That's a really positive development — for local physicians, their patients, as well as our hospital."

Moving Forward with Confidence

"I was a little nervous to start building an HIE because it's new for us," Carl stated. "However, as a long-time customer of Iatric Systems, we had a high level of confidence in using them as a vendor. As we roll out our exchange, Iatric Systems is a big part of our success, and they're a valuable partner as we move forward."

To learn more about **Clinical Document Exchange** please contact us using the information below.