# 2017 Wisconsin HIE Summit Recap

## *HIE Adoption Vital to Value-Based Care*

On November 9 at the Glacier Canyon Lodge in Wisconsin Dells more than 100 representatives from hospitals, health systems, health IT organizations, payer organizations and others gathered for the second annual Wisconsin HIE Summit to learn about WISHIN's progress over the last year.

According to WISHIN's CEO Joe Kachelski, Wisconsin has long been a "trail-blazing state" when it comes to the adoption of health information technology. The 2017 Summit served as a healthy reminder for all in attendance that health information exchange (HIE) enabled by WISHIN is real, it is happening now and its future in Wisconsin is brighter than ever. "Interoperability is a process, not an event, and the people in this room are writing the Wisconsin HIE story together," Kachelski said.

One of the bright spots in Wisconsin's HIE future is a new use case recently approved by WISHIN's Participant Advisory Board and Board of Directors. Beginning January 18, 2018, health care payers will have access to clinical data in the WISHIN Pulse Community Health Record for claims adjudication, prior authorization, care management and the collection of quality data. "As health care moves to a more value-based model of care the line between payers and providers is blurring," Kachelski said, "there is more shared responsibility for the quality of care and coordination of care being administered to patients. It only makes sense that these organizations have shared access to the same information as well. This new use case is a win/win."

The event's keynote speaker J.D. Kleinke, a medical economist, author and entrepreneur, spoke about HIE in a national context. He stressed how important the alignment between payers and providers is to the overall health of U.S. health care. "It has to happen," said Kleinke, "in the emerging consumer-driven, value-based model of care, adopting HIE is the right thing to do; it exists to make the health care system work better and there are serious financial gains to be made for doing the right thing."

Under the terms of WISHIN's new use case, payer organizations will eventually submit data to the Community Health Record. WISHIN is currently organizing a workgroup comprised of payers and providers to discuss what type(s) of data payers will share and develop policies related to the use case. WISHIN will convene this workgroup after the first of the year.

## *Panel Discussion: Care Coordination Enabled by WISHIN*

The 2017 Summit also featured a discussion by a panel of care-coordination professionals about the value their organizations are realizing through their participation in WISHIN and their use of daily Patient Activity Reports (PARs) available via WISHIN Pulse:

- Dr. Karen Babos, Chief Medical Officer for Molina Health Care of Illinois and Wisconsin, spoke about Molina's ability to achieve real engagement and improved follow-up with patients through its use of PARs, which has led to more successful care coordination and better patient

satisfaction organization-wide. "With enhanced collaboration comes enhanced relationships," said Babos.

- Dr. Seth Foldy, Medical Director for My Choice Family Care, explained that the answer to better care coordination is not more care managers, but rather, "the situational awareness that care managers gain through dialogue with one another—dialogue made possible through access to the clinical insights available in WISHIN Pulse."

- Kris Peterka, Nurse Care Management Supervisor at Independent Care (iCare) Health Plan, echoed Foldy's assessment by saying, "During transitions of care we (care managers) learn to avoid tripping over each other's roles in a patient's life by accessing the 'whole' picture for that individual."

- Liz Claudio, Vice President of Operations for Sixteenth Street Community Health Centers commented on the value equation of HIE. "The bottom line is, WISHIN and PAR saves our organization and patients money . . . by avoiding redundancies in the administration of tests, medications, specialty care, etc.," she said

- Dr. Fred Brodsky, Vice President of Population Health and Clinical Integration at Aurora Health Care, described the, "brokering and cataloguing of community resources and clinical data related to the social determinants of health as the next evolution in care coordination." He also spoke of the importance for organizations to internally expand their base of WISHIN users beyond just care managers and rollout access to social workers and other health care professionals across the continuum of care.

## *Summit Takeaways*

The theme for the 2017 Wisconsin HIE Summit was "illuminating with information" and at the end of the meeting one idea shined brightest—the future of HIE enabled by WISHIN is now. HIE adoption throughout Wisconsin will only increase as more and more health care organizations realize its full value:

- Participation in HIE decreases administrative burdens by automating manual data-acquisition work, improving the quality of care, timeliness, patient safety and outcomes, increasing workflow efficiencies, and reducing duplicative tests and services.

- With more than 5.1 million unique patients in WISHIN's master patient index, there is a good chance that for most patients WISHIN can provide some visibility into their medical history beyond what is available in most individual health care organizations' own records.

- WISHIN can help health care payers and providers use clinical data to better serve their patient populations. "This is about patients, period," Kachelski said, "WISHIN is committed to getting the right information in front of the right people at the right time."

## *2018 Summit Details*

The Wisconsin HIE Summit is an annual event hosted by WISHIN and more information on the 2018 Summit will be forthcoming in future editions of *WISHIN Connections* and on WISHIN's website: www.wishin.org. Slide decks from the 2017 Summit are available to view here.

For questions about WISHIN Pulse or more information on becoming a WISHIN participant please email: wishin@wishin.org.