

HealthChoice Illinois ADT

PointClickCare Care Collaboration Network for:

**Federally Qualified Health Centers
Community Mental Health Centers
Behavioral Health Clinics
Substance Use, Prevention and Recovery
(SUPR) Providers**



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Healthcare and Family Services



Agenda

- Introductions
 - Dana Wilson, HFS, Division of Medical Programs, Program & Policy Coordination, Federal Health Information Planning
 - Nancy Sehy, BSN, RN, CHPCA, Clinical Solutions Lead, PointClickCare
- HealthChoice Illinois ADT Program Overview
- PointClickCare Network Capabilities & Features and Functionality
 - Mental Health/Behavioral Health
 - All Other FQHC Clinics
- Q & A



HealthChoice Illinois ADT Program Overview



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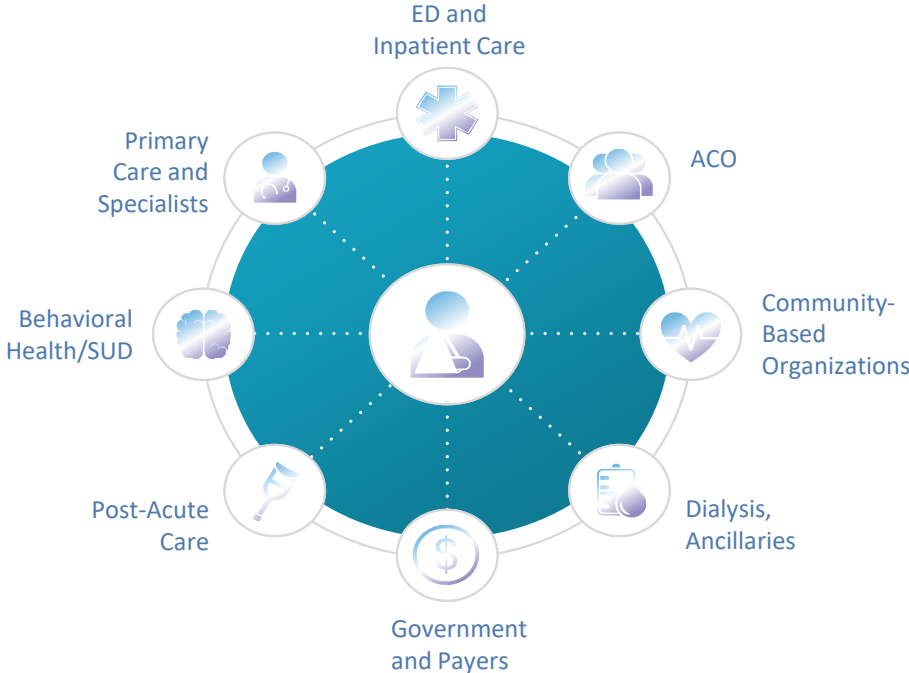


HFS HealthChoice Illinois ADT Program Goals

- **Improve Care Coordination**
 - Provide real-time ADT alerts for immediate action events
 - Reduce hospital readmissions
 - Support Managed Care Organizations (MCOs) operations and care coordination
 - Enhance provider-to-provider communication using HL7 data
- **Utilize Reporting and Data Analysis**
 - Analyze equity and address disparities in healthcare
 - Analyze social determinants of health (SDoH)
 - Improve claims reporting and identify system inefficiencies
 - Combine HL7 data with existing claims data for insights
- **Enhance Data Quality**
 - Follow HL7 and USCDI standards for data exchange
 - Establish state agency HL7 standards for consistency and improved exchange
 - Achieve a data quality verification rate of 90% or above
- **Support Interoperability Legislation**
 - Support CMS Conditions of Participation requirements
 - Assist agencies and providers in meeting federal interoperability requirements
 - Collaborate with other state agencies to meet public health legislation requirements

Connected Facilities

HealthChoice Illinois ADT Portal PointClickCare



925 Medicaid Facilities Transmitting Data

Type	Sending Live Data
Hospitals	194
ICFDD (Intermediate Care Facility/Developmental Disabilities)	12
SLF (Supportive Living Facilities)	90
SMHRF (Specialized Mental Health Rehabilitation Facilities)	18
SNF (Nursing Facilities)	611

Numbers as of June 28, 2022

75 Medicaid Ambulatory & Community Providers

Ambulatory Type	Patient Rosters	Patient Population
Clinics	53	568,650
Home Health	22	27,946

Numbers as of June 28, 2023



Benefits of HealthChoice Illinois ADT Program

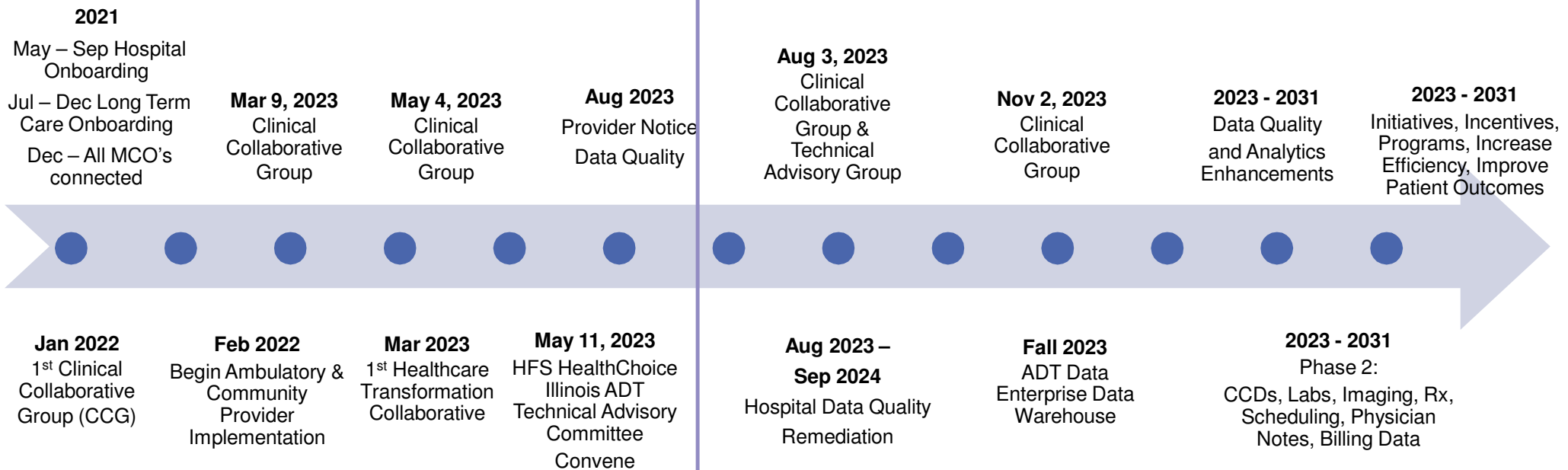
- Seamless communication with hospitals, specialists, and community organizations.
- Enhanced care transitions and reduced gaps in information exchange.
- Efficient sharing of patient data, leading to better decision-making and patient outcomes.
- Receiving real-time notifications of patient activity outside of your EMR/clinic.
- Benefits of Care Insights- ability to surface patient specific need-to-know



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Project Timeline

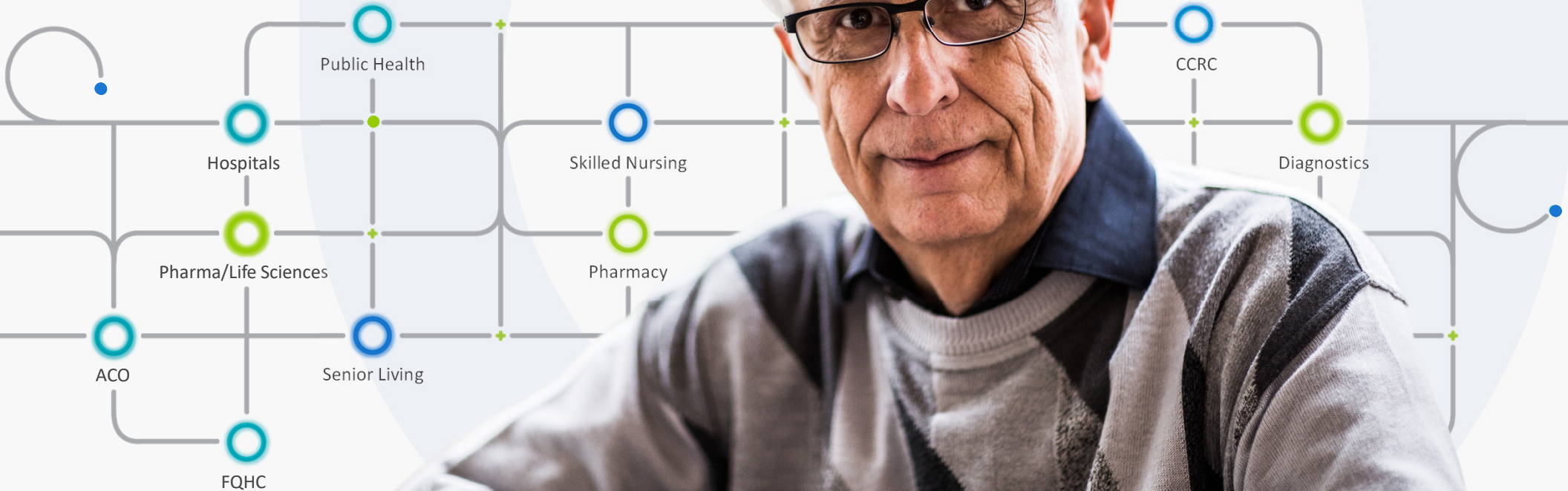


PointClickCare Ambulatory Solution Offering

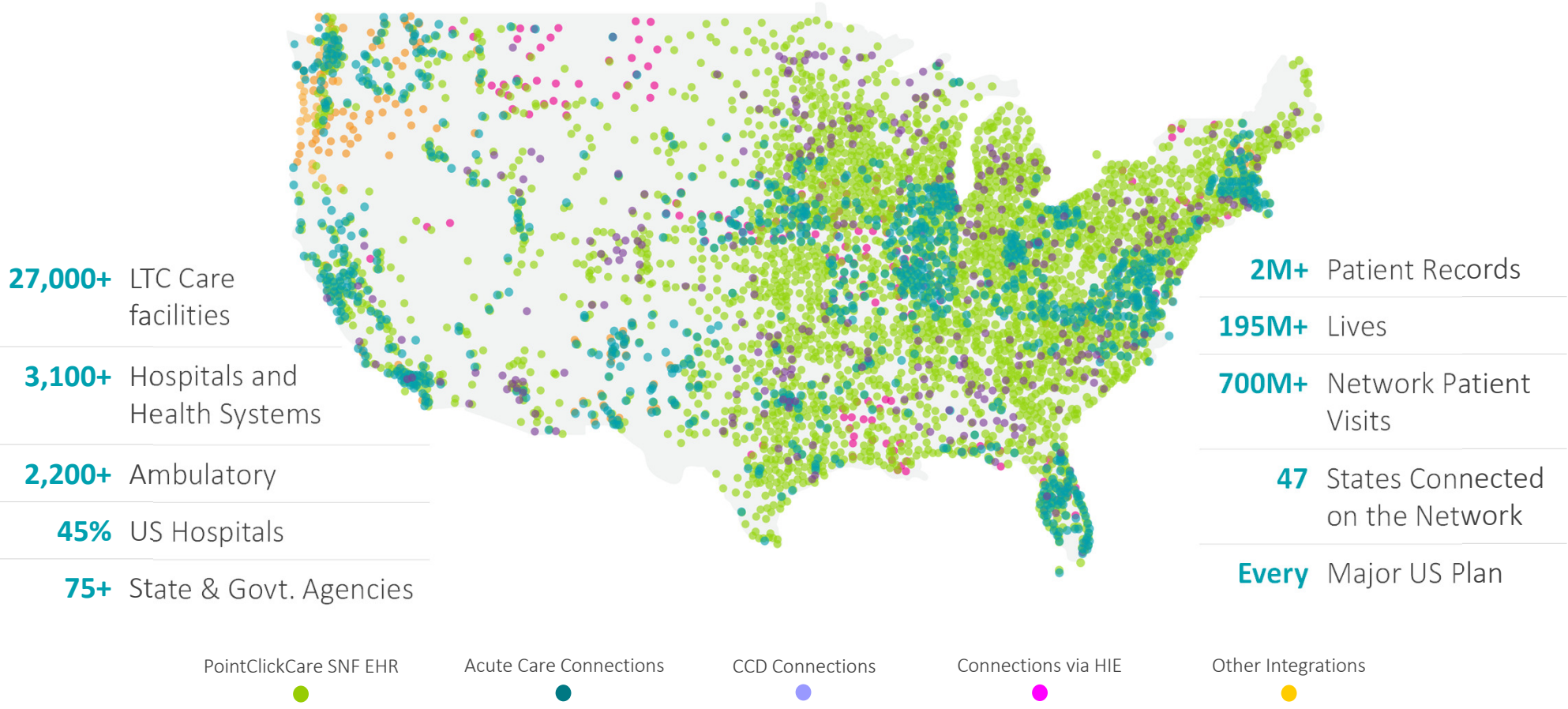


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Eliminating Silos Across Care Settings



Market-Leading Long Term Care EHR + the Most Expansive Care Collaboration Network



Our Approach vs. the Standard Approach

Standard Approach

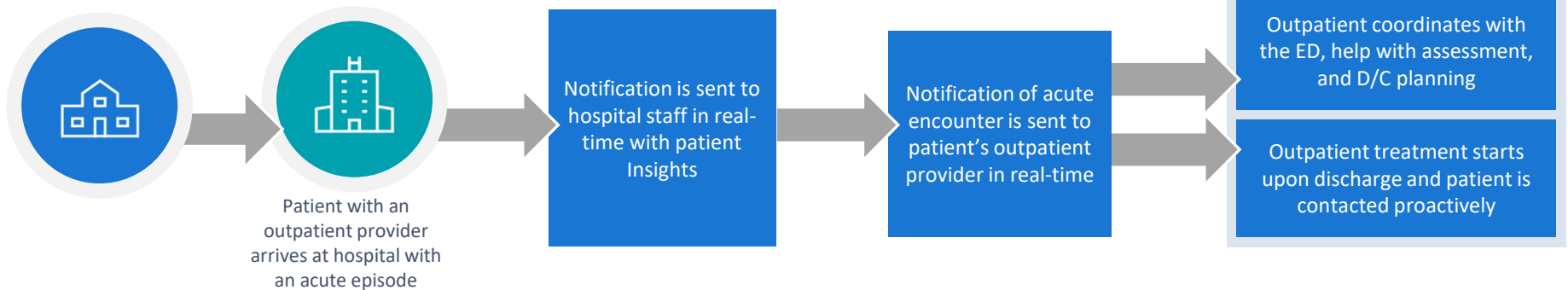


Patient with an outpatient provider arrives at hospital during an acute episode

Hospital staff stabilizes symptoms and patient is discharged home

Patient is expected to contact ambulatory facility on his or her own...
...more likely, patient returns to the ED the next time they have an acute episode

Our Approach



Patient with an outpatient provider arrives at hospital with an acute episode

Notification is sent to hospital staff in real-time with patient Insights

Notification of acute encounter is sent to patient's outpatient provider in real-time

Outpatient coordinates with the ED, help with assessment, and D/C planning
Outpatient treatment starts upon discharge and patient is contacted proactively



Care Coordination Remains a Challenge in Behavioral Health Settings



Need for efficiency: Limited time & resources



Difficult to know all providers caring for a client



Lack of visibility into real-time client encounters across the care continuum



No way to share care plans with providers outside your organization



Challenges of managing consent, information sharing regulations, and sensitive behavioral health information



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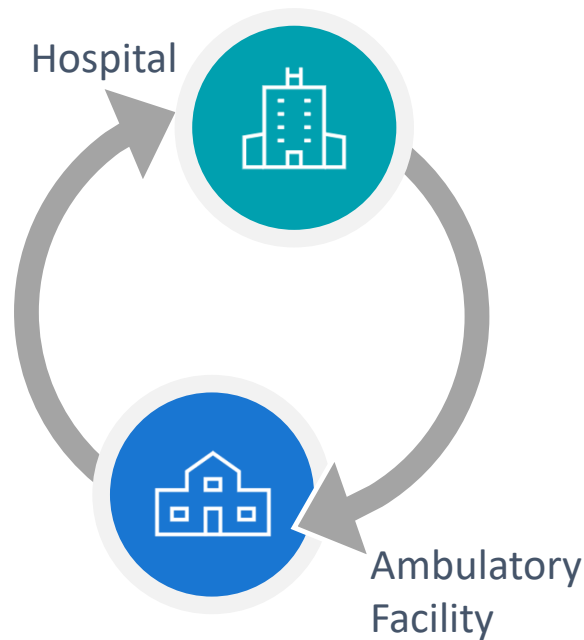
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Better Coordination Through Real-Time Network Collaboration

The PointClickCare platform works in real-time, which means whether your patients are receiving care in a hospital ED, clinic, or other healthcare facility, you can receive up-to-date Insights into the status of your patients.

Ambulatory Setting

- Real-time visibility into patient hospital encounters
- Surfaces events of interest
- Patient information and encounters visible to all care team members
- Contribute to shared care plans that are easily accessible



Hospital ED

- Real-time notifications
- Collaborate and share insights with care team members
- Comprehensive patient overview to help make informed decisions
- Surface safety & security risks

Events of Interest

Standard Criteria

Standard Ambulatory Criteria
5+ ED Visits in 12 Months
3+ ED Visits in 3 Months
Inpatient Admissions
Inpatient Discharges
ED/OBS Encounter
ED/OBS Discharge
Behavioral Health Related ED Visits

Enhanced Behavioral Health Criteria

Criteria Name
5+ ED Visits in 12 Months
3+ ED Visits in 3 Months
Inpatient – Admissions and Discharges
ED/OBS – Visits and Discharges
ED Visits – Suicidal Ideation/Attempt or Self-Harm
ED Visits – Opioid Overdose Dx
ED Visits – Mental Health Dx
ED Visits – Substance Use Dx
ED Visits – Opioid Use Disorder Dx
ED Visits – Alcohol Use Disorder Dx

Impacts:

- More informed decisions
- Improve the quality of care for the patient
- Treatment and follow-up care occur through real-time collaboration and communication

Real-Time Notifications

- Available for all clinics and help improve care collaboration.
- Can be sent to users within their existing workflow via email, text, and/or printer/fax.
- Are triggered to be sent to these destinations when a patient meets criteria.
- Organizations can choose which Notifications to receive, and which Users receive them.

ED Visits Events 117 Change ↑73% Activity

ED Discharges Events 67 Change ↑66%

Showing 1-10 entries of 67

ID	Name	Gender	Age	Admit Time	Discharge Time	Location
46336560	Jarvis, John Denzil	MALE	25	Sep 27, 2022 7:59 PM	Sep 27, 2022 9:18 PM	Lourdes Medical Center
13354578	Kantor, Sinai	MALE	20	Sep 27, 2022 7:57 PM	Sep 27, 2022 8:05 PM	John Barker
						John Barker
						Lourdes Medical Center
						Richmond Hospital
						Innova Regional Hospital

NOTIFICATION 1/14/2023 12:53 Walters, Noel MRN: 34340371

Criteria Met

- 5+ ED Visits in 12 Months
- History of Sepsis
- Security and Safety
- Care Guidelines

Security and Safety

Date	Location	Type	Specifics	Security Event
12/29/22 1:51 AM	Memorial Health Ctr	Physical	Patient physically assaulted a care provider, staff or patient	Physical

Care Insights - Usual State of Health
Last Updated: 11/14/2022 6:40 PM Eden Medical Center

- Patient suffered from a CVA in 2020 that left her w
- Pt typically presents with altered mental status if he
- Pt has hx of ESRD and is scheduled for hemodialy
- Dialysis SW is Mary Smith: 555-821-9876

Care Insights - Medical/Surgical History
Last Updated: 9/30/2022 9:47 AM Family Medical Clinic

- Pt has a hx of a-fib and is on anticoagulant therap
- Patient experiences prolonged QT intervals when

Care Insights - Cognitive and Mental Health
Last Updated: 12/3/2022 12:40 PM Pathways Center

- Patient has a history of schizophrenia, and descri
- Has established Psychiatrist - Dr. Michael Jones 5

Care Insights - Social Determinants of Health
Last Updated: 3/20/2022 1:10 PM Eden Health Department Senior Services

PointClickCare
Formerly **collectivemedical**

Wed Jul 26 01:19:00 MDT 2023

Information regarding a patient is available in the portal.

To view the patient's information, please click the link below:

<https://secure.collectivemedical.com/notify/98...>

This message is intended for the use of the individual and any other individuals named herein. If you are no longer an authorized recipient, please contact cmi-support@collectivemedical.com

© 2023 PointClickCare.

7:41

1 (410) 200-505 >

Text Message
Today 6:27 PM

1 of 5
FRM:notify@collectivemedicaltech.com

Web Based Portal

Clicking the hyperlink in a notification will direct the user to the Patient Overview page within the portal.

Within the portal, you can:

- View additional patient details
- Document and update Care Insights
- Add a safety & security event
- View your patient census



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Email Address

IL_User@PointClickCare.com



Password

••••••••



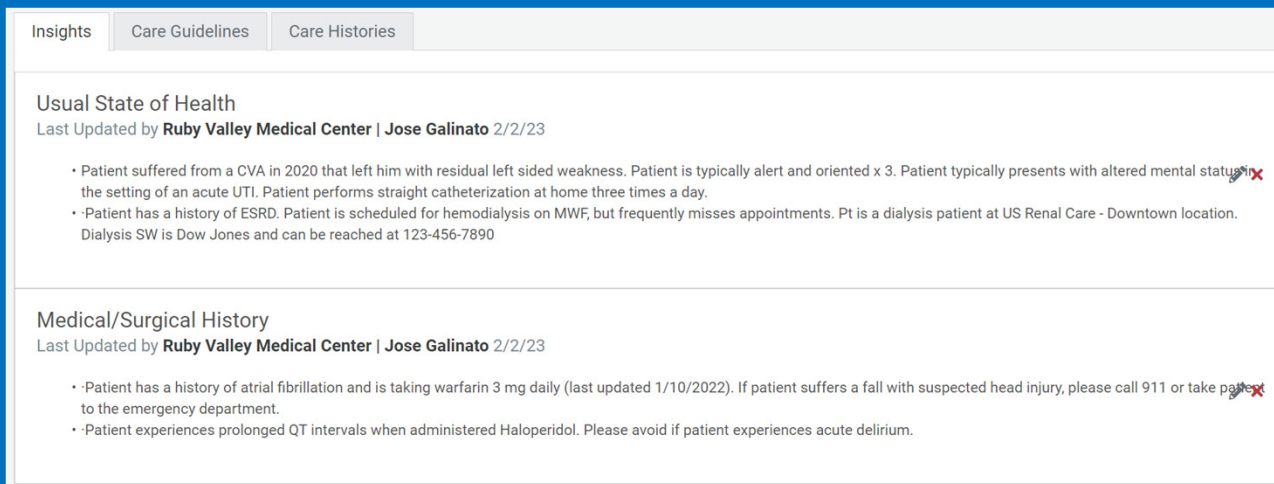
[Forgot password?](#)

Sign In



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Care Insights: Sharing Essential Patient Information



The screenshot displays a web interface with three tabs: 'Insights', 'Care Guidelines', and 'Care Histories'. The 'Insights' tab is active. It contains two main sections:

- Usual State of Health**
Last Updated by **Ruby Valley Medical Center | Jose Galinato** 2/2/23
 - Patient suffered from a CVA in 2020 that left him with residual left sided weakness. Patient is typically alert and oriented x 3. Patient typically presents with altered mental status in the setting of an acute UTI. Patient performs straight catheterization at home three times a day.
 - Patient has a history of ESRD. Patient is scheduled for hemodialysis on MWF, but frequently misses appointments. Pt is a dialysis patient at US Renal Care - Downtown location. Dialysis SW is Dow Jones and can be reached at 123-456-7890
- Medical/Surgical History**
Last Updated by **Ruby Valley Medical Center | Jose Galinato** 2/2/23
 - Patient has a history of atrial fibrillation and is taking warfarin 3 mg daily (last updated 1/10/2022). If patient suffers a fall with suspected head injury, please call 911 or take patient to the emergency department.
 - Patient experiences prolonged QT intervals when administered Haloperidol. Please avoid if patient experiences acute delirium.

Collaborative Insights automatically follow patients wherever they go on the PointClickCare network and are delivered in real-time to the point of care, directly integrated into existing workflows.

Contains curated, easy to consume, actionable information designed to support more informed-decision making, increased efficiency, and better outcomes.



Success Story

Patient A has a history of alcoholism, chronic leg pain, and housing insecurity.

- 116 visits in the past 12 months, encounter trends show on average pt uses ED an average of 16.2 times a month. After a Care Guideline was entered, the patient averaged 1 ED visit a month.



Continuity of Care Documents (CCDs)

The screenshot shows the PointClickCare interface for a patient named Ramesh Patel. The patient's profile includes the following information:

- Readmit Risk:** 0.07 Low
- Address:** 123 Pointclickcare Way, Toronto, Canada
- Phone:** 867-5309
- DOB:** 1/1/2000
- ID:** 123456789
- Gender:** Male
- Tags:** MEDICARE
- Care Team:** Patch Adams (Internal Medicine)

The 'CCD' button is highlighted with a red circle, indicating its location in the top right corner of the patient profile card.

The 'Available CCDs' section displays a search bar and a table of available documents. The table has the following columns: Created, Document Name, Author, Organization, and Contents.

Created	Document Name	Author	Organization	Contents
2023-08-01T15:12:47	Encounter Summary		Ruby Valley Medical	

- Users have access to the 'CCD' button, which allows them to click and see available documents for the patient.
- The latest discharge document for the patient will be at the top of the list.

CCD Contents – USCDI Version 2

Allergies and Intolerances <ul style="list-style-type: none"> Substance (Medication) Substance (Drug Class) Reaction 	Clinical Tests ★ <ul style="list-style-type: none"> Clinical Test ★ Clinical Test Result/Report ★ 	Laboratory <ul style="list-style-type: none"> Test Values/Results 	Problems <ul style="list-style-type: none"> Problems SDOH Problems/Health Concerns ★ Date of Diagnosis ★ Date of Resolution ★ 	Unique Device Identifier(s) for a Patient's Implantable Device(s) <ul style="list-style-type: none"> Unique Device Identifier(s) for a patient's implantable device(s) 	
Assessment and Plan of Treatment <ul style="list-style-type: none"> Assessment and Plan of Treatment SDOH Assessment ★ 	Diagnostic Imaging ★ <ul style="list-style-type: none"> Diagnostic Imaging Test ★ Diagnostic Imaging Report ★ 	Medications <ul style="list-style-type: none"> Medications 	Patient Demographics <ul style="list-style-type: none"> First Name Last Name Middle Name (Including middle initial) Suffix Previous Name Date of Birth Race Ethnicity Sex (Assigned at Birth) Sexual Orientation ★ Gender Identity ★ Preferred Language Current Address Previous Address Phone Number Phone Number Type Email Address 	Procedures <ul style="list-style-type: none"> Procedures SDOH Interventions ★ 	Vital Signs <ul style="list-style-type: none"> Systolic blood pressure Diastolic blood pressure Heart Rate Respiratory rate Body temperature Body height Body weight Pulse oximetry Inhaled oxygen concentration BMI Percentile (2 - 20 years) Weight-for-length Percentile (Birth - 36 Months) Head Occipital-frontal Circumference Percentile (Birth - 36 Months)
Care Team Member(s) <ul style="list-style-type: none"> Care Team Member Name ★ Care Team Member Identifier ★ Care Team Member Role ★ Care Team Member Location ★ Care Team Member Telecom ★ 	Encounter Information ★ <ul style="list-style-type: none"> Encounter Type ★ Encounter Diagnosis ★ Encounter Time ★ Encounter Location ★ Encounter Disposition ★ 	Provenance <ul style="list-style-type: none"> Author Organization Author Time Stamp 	Smoking Status <ul style="list-style-type: none"> Smoking Status 	Unique Device Identifier(s) for a Patient's Implantable Device(s) <ul style="list-style-type: none"> Unique Device Identifier(s) for a patient's implantable device(s) 	
Clinical Notes <ul style="list-style-type: none"> Consultation Note Discharge Summary Note History & Physical Procedure Note Progress Note 	Goals <ul style="list-style-type: none"> Patient Goals SDOH Goals ★ 				
	Health Concerns <ul style="list-style-type: none"> Health Concerns 				
	Immunizations <ul style="list-style-type: none"> Immunizations 				

★ New Data Classes and Elements

Privacy and Consent Functionality



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“What does HIPAA say specifically about Treatment, Payment, Healthcare Operations (TPO), and public health?”

Use and Disclosure for Treatment

“A covered entity may disclose protected health information for treatment activities of a health care provider”

– 45 CFR 164.506(c)(2)

Use and Disclosure for Payment

“...to obtain premiums or to determine or fulfill its responsibility for coverage and provision of benefits”

– 45 CFR 164.501

Use and Disclosure for Health Care Operations

“...population-based activities relating to improving health or reducing health care costs, protocol development, case management and care coordination”

– 45 CFR 164.506(c)(4); 45 CFR 164.501

Use and Disclosure for Public Health

“A covered entity may use or disclose protected health information for the public health activities and purposes in this paragraph [such as collecting or receiving] information for the purpose of preventing or controlling disease, injury or disability...”

– 45 CFR 164.512(b)

Consent | Substance Use Disorder

42 CFR Part 2

42 CFR Part 2 is an added level of privacy for patients receiving care at SUD treatment facilities

Key Points:

- Added restriction to information sharing for SUD tx facilities
- In Addition to HIPAA
- Part 2 applies to a setting, not to content: SUD content coming from an ED does not require consent to be shared; content coming from an SUD treatment facility (a Part 2 covered program) does require consent in order to be shared



HIPAA: Need TPO Relationships

42 CFR Part 2: Need Consent

Consent Process

For a facility that utilizes our consent model, the sensitive information from that facility may be disclosed via the Network only if the facility has sent the client's consent status to PointClickCare.



NO CONSENT

DEFAULT SETTING FOR CONSENT ENABLED PORTAL

All sensitive information from a facility using consent model is housed within a separate consent-enabled portal, making the facility's relationship to the client invisible by default to the rest of the Network.



CONSENT

The facility's relationship to the client, their encounter history at the facility, and any other content generated by this facility on the Platform are shared via the Network to the patient's other treating providers.

Consented Facility

Consent Given

Tyler, Bill [View More](#)

Address
1559 Broad Horse Common
Claquato, VA 98710
[View More](#)

Phone
(075) 555-8657
[View More](#)

Tags **+** ED Behavioral Health Visits Group **✕** Has G

Consent Given 4/19/2019 ✕

Full Care Documentation

Any of the following types of sensitive information or records which are available in the provider's electronic record (e.g., clinical notes, discharge summaries, care plans, lab results, medications, etc.) to my Care Team for purposes of providing me Treatment, including:

- Substance use (alcohol or drug) diagnosis and treatment information and any information related to my treatment at, or any records from, any substance use disorder program (including medications, treatment plans, clinical assessments or tests, symptoms, diagnoses, progress notes)
- HIV/AIDS or sexually transmitted disease (STD) diagnosis or treatment information and records
- Mental, behavioral health and developmental disability diagnosis and treatment information and records, whether on an inpatient or outpatient, or voluntary or involuntary basis
- Adult day program service information

Close **Revoke Consent**

Viewing Facility

Do Not Re-Disclose 42 CFR Part 2 or state confidentiality law prohibits unauthorized disclosure of these records.

Tyler, Bill [View More](#)

Address
1559 Broad Horse Common
Claquato, VA 98710
[View More](#)

Phone
(075) 555-8657
[View More](#)

Do Not Re-Disclose ✕

42 CFR Part 2 or state confidentiality law prohibits unauthorized disclosure of these records. This information has been disclosed to you from records whose confidentiality is or may be protected by state law. State law prohibits you from making any further disclosure of it without the specific written authorization of the person to whom it pertains, or as otherwise permitted by state law.

Close

Phone

DOB

ID

Ambulatory Solution Features/Functionality

	Standard Ambulatory Program	
Census	Acute encounters and post-acute encounters	
Cohorts	ED Encounters ED Discharges Inpatient Admissions Inpatient Discharges 3+ ED visits in 3 Months 3+ ED visits in 12 months BH ED Encounters	<u>Enhanced Additional Criteria for BH Providers:</u> ED Visits – Suicidal Ideation/Attempt or Self-Harm ED Visits – Opioid Overdose Dx ED Visits – Mental Health Dx ED Visits – Substance Use Dx ED Visits – Opioid Use Disorder Dx ED Visits – Alcohol Use Disorder Dx
Notifications	Optional, and can be applied to any cohort above. Standard types: secure email, printer, fax, text (SMS)	
Scheduled Reports	Patient census: Daily (prior day), Weekly (prior 7 days), or monthly (previous month). Acute encounters only.	
Tags	Clinics with multiple locations can provide a 'Location ID' on the patient roster, which will reflect on the Patient Overview page. Clients can manually add tags in the portal.	
Flags	Users can view Flags created by other organizations on the Patient Overview Page.	
Consent	Included for BH providers	
Patient Overview/Care Team/Care Insights	Included	
User Accounts	2-5 initial accounts created for key staff with super user training provided. Super user will create and manage additional accounts. SSO available.	

Q & A



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Next Steps



- 1.** Ambulatory provider customers begin the subscription process by completing a brief HFS survey to receive an HFS onboarding packet

<https://www.surveymonkey.com/r/8T87FTX>

- 2.** Complete HFS onboarding packet and return to HFS.

HFS.HealthChoiceIllinoisADT@Illinois.gov



Resources

State HFS

Website: [HealthChoice Illinois ADT](#)

HFS Program Email: HFS.HealthChoiceIllinoisADT@Illinois.gov

ListServ: [Click to Subscribe](#)

Choose HealthChoice Illinois ADT

An email will be sent where additional verification must be confirmed.

PointClickCare

Have questions about the platform or want to see more?

Click [here](#) to schedule a call to discuss your needs!

Clinical Collaboration Group

Occurs quarterly for all Illinois users of the PointClickCare Network

- Clinical users collaborate across healthcare nodes to improve patient care.
- Success stories and use case ideas are shared, as well as initiatives, measures, and platform feature updates



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