HIT and HIE at the
Visiting Nurse Service of New York

Discussion with
CHCANYS Region II Conference

Thomas Check, CIO at VNSNY

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Visiting Nurse Service of New York

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Largest not-for-profit homecare provider in the United States:

- Founded in 1893 by Lillian Wald, the first public health nurse
- Services throughout New York City, Nassau and Westchester Counties
- Daily census: over 30,000 homecare patients and 600 hospice patients
- 2,456,000 home visits per year
- Nurses; Physical, Occupational and Speech Therapists; Social Workers; Nutritionists; Home Health Aides; other disciplines

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VNSNY Overview: Scope of Services

Acute Care
Skilled Nursing
Physical, Occupational and Speech Therapy
Social Work
Home Health Aide Services

Long Term Care
Long Term Home Health Care Program
HIV/ AIDS Long Term Home Health Care Program
Congregate Care (Geriatric:Adult Home Care)
Family Care Services
Meals on Wheels
Nutrition Services

End of Life
Hospice Care
Palliative Care
Bereavement Services

Community Outreach
Community Connections TimeBank

Private Care
Skilled Nursing Care
Home Health Aide Services
Geriatric Case Management

Community Mental Health Services
FRIEND's Clinic (Article 31) - Bronx

Centers of Excellence Programs
Advanced Illness Management
COPD Care
Diabetes Care
Heart Failure Care
Stroke Care
Telehealth   *
Wound, Ostomy and Continence Care

Children and Family Services
Bronx Fatherhood Program
Maternity, Newborn and Pediatrics
Community Care for Children
Early Intervention Program
Early Health Start Program
Early Steps Family Center
Father's First Initiative
Nurse-Family Partnership

Medicaid and Medicare Health Plans
VNS CHOICE Managed Long Term Care
VNS CHOICE MLTC Plus
VNS CHOICE Medicare

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The Patient Care Record System (PCRS):

- Internally-developed system for patient care
  - First implemented 10 years ago; updated 2 or 3 times per year
- 2,800 clinicians use it in the field on their tablet computers
  - Uses Microsoft .net architecture and web browser
- Clinicians and support staff use it in the regional offices
  - Uses CICS and web browser
- The same patient database is accessed and updated by both tablet and desktop users
- The tablet based software includes guidelines for patient care and documentation. Includes integrated modules for:
  - Plan of Care
  - Assessment
  - Visit Documentation
- Web browser applications include patient schedule, lab results, telehealth results
- Database is mined to determine most effective clinical practices

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HIE at VNSNY

Targets data exchange with other providers across the continuum

- Physician Web Portal
- RHIO's
- Direct Exchange with Physician EHR's
- Patient and Caregiver Access to Data

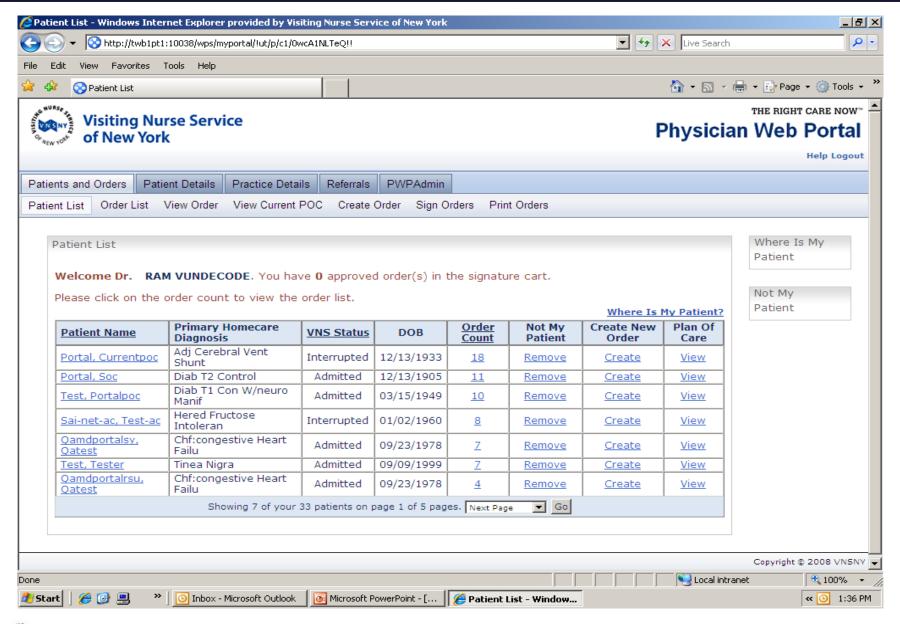Visiting Nurse Service
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Physician Web Portal

Gives physician secure on-line access to VNSNY data and transactions:

- Review entire patient list, current orders, medical history
- Review medical orders that require physician signature
  - Replaces faxed or mailed Plan of Care, CMS 485/487
  - Physician reviews and approves or changes medical orders on-line
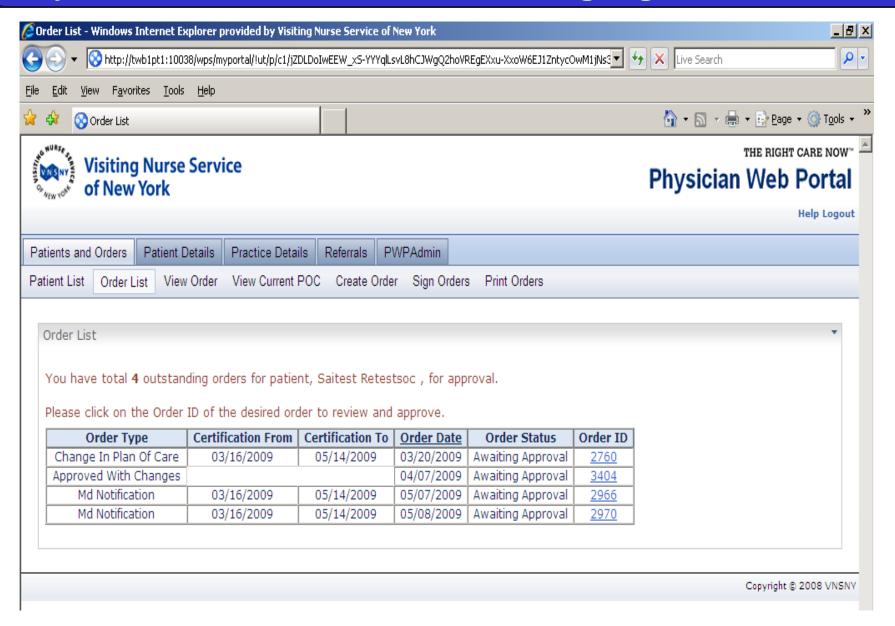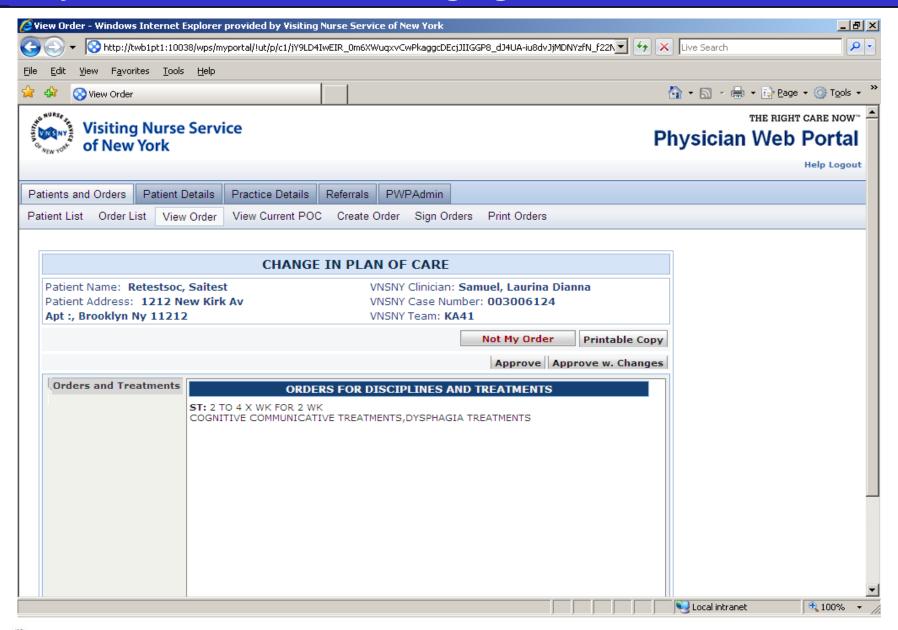 - Email alerts physician when new Plan of Care requires signature

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Physician Web Portal: Patient List

Physician Web Portal: Orders Needing Signature

Order List - Windows Internet Explorer provided by Visiting Nurse Service of New York

http://twb1pt1:10038/wps/myportal/!ut/p/c1/jZDLDoIwEEW_xS-YYYqlLsvL8hCJWgQ2hoVREgEXxu-XxoW6EJ1ZntycOwM1jNs3

File Edit View Favorites Tools Help

Order List

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THE RIGHT CARE NOW™
Physician Web Portal

Help Logout

Patients and Orders | Patient Details | Practice Details | Referrals | PWPAdmin

Patient List | Order List | View Order | View Current POC | Create Order | Sign Orders | Print Orders

Order List

You have total **4** outstanding orders for patient, Saitest Retestsoc , for approval.

Please click on the Order ID of the desired order to review and approve.

Order Type	Certification From	Certification To	Order Date	Order Status	Order ID
Change In Plan Of Care	03/16/2009	05/14/2009	03/20/2009	Awaiting Approval	2760
Approved With Changes			04/07/2009	Awaiting Approval	3404
Md Notification	03/16/2009	05/14/2009	05/07/2009	Awaiting Approval	2966
Md Notification	03/16/2009	05/14/2009	05/08/2009	Awaiting Approval	2970

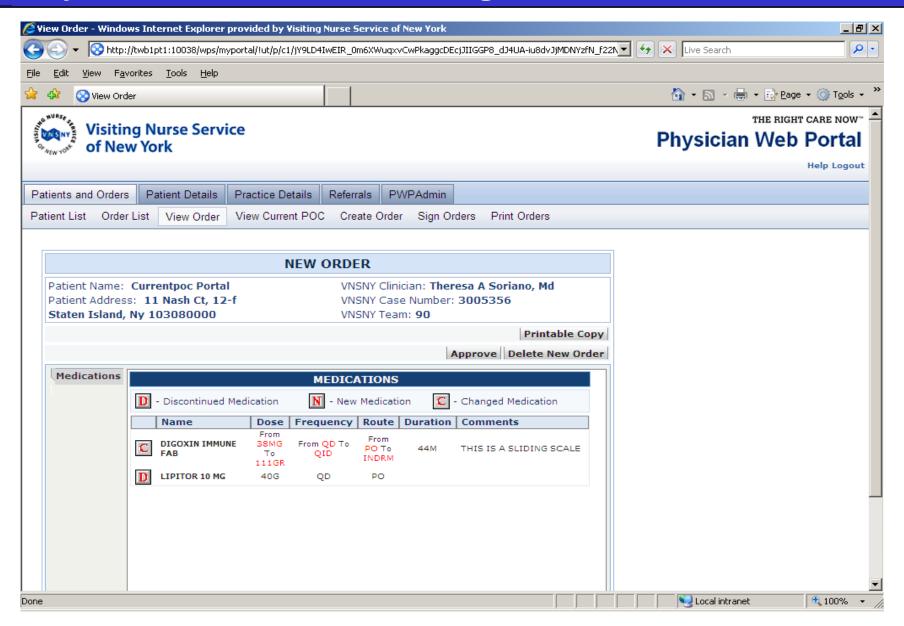Copyright © 2008 VNSNY

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Physician Web Portal: Changing the Plan of Care

Physician Web Portal: Creating a New Order

Regional Health Information Organizations

RHIO's enable exchange of data among the patient's providers

- With patient consent

VNSNY contributes data to NYCLIX and BHIX

- Serving hospitals, CHC's, Nursing Homes and Homecare in Manhattan, Brooklyn, Staten Island

VNSNY can access data from NYCLIX, BHIX and the Bronx RHIO

VNSNY is also a member of the Interboro RHIO

- Being implemented in Queens and Brooklyn

Ninety percent of VNSNY have given written consent for RHIO's

- Over 70,000 consents since February 2008

Current data types: demographics, labs, meds, allergies, procedures, test results (text), discharge summaries

State standards will enable exchange of data among RHIO's

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Direct Exchange with Physician EHR's

Testing direct exchange of data with GE Centricity EMR

- Pilot with live use to begin in September 2009
- Physician performs all functions while working in the EHR
    - eReferral – draws directly from physician's EHR
    - Plan of Care – review, approve, change electronically
    - Clinical Messaging – to/from physician and VNSNY clinician
- Direct communication link between VNSNY and each practice

HEAL 10 application: communicate through RHIO

- Above functions plus wound images and wound consults
- Permits standard communication through RHIO with less overhead

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Patient and Caregiver Access to Data

Goal is to engage patients and family caregivers in the patient's health by:

- Providing access to patient's current clinical data
- Providing links to medical guidelines
- Enabling patient to enter own treatment goals and measure progress

Survey found patients very interested in accessing their data via the Internet

Few patients participated in pilot in October 2008

Exploring whether patients and caregivers will prefer commercial PHR's that provide access to:

- Data entered and maintained by the patient and/or caregiver
- Data transmitted electronically by VNSNY
- Data from the patient's other healthcare providers
- Medical guidelines

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