Virtual Lifetime Electronic Record (VLER) Health and
Veterans Health Information Exchange (VHIE)

VLER Health Program Update

to the Presidential Commission on Care

Presented by: Elaine Hunolt, on behalf of Dr. Margaret Donahue, Co-Directors,
VHA Office of Interoperability

December 15, 2015

VA HEALTH CARE | Defining EXCELLENCE in the 21st Century

Veterans Health Administration

VHIE Improves ***Veteran Access to Care*** by Improving Heath Information Exchange

3 out of 4 Veterans seek/use Community Care

Veteran Engagement

VHIE enables Veteran Authorization and Veteran-Initiated HIE

Clinical Adoption

VHIE develops Data Content, engages providers, establishes use cases, and incorporates HIE into the clinical workflow

Technology Solutions

Exchange
VA Direct Messaging
VAP
Blue Button
Next Generation HIE

Partners

VHIE builds the secure network and establishes Trust Agreements

Improved Continuity of Care
Reduced duplication of tests/ procedures

Veterans Health Information Exchange Timeline

2004 - 2009

- VLER Presidential Executive Order
- ONC Start
- FHA/CONNECT: Stds Based Exch
- VA, DoD, MedVA, KP launch NwHIN
- eHex Pilot Phase: VA connects to KP, San Diego

2010

- Cross-Agency Consensus on Conceptual Technical Solution
- Paused DIRECT
- eHex Pilot Phase

2011

- eHex Pilot Phase: VA connects to 6 more partners
- Conducts Evaluation of HIE

2012

- "Go/No Go" from JEC
- iEHR/Combined VA Operations/DoD
- VA connects to 1 total eHex partners
- VA eHex: Nationwide rollout to all VAMCs thru VistA Web access

2013

- VA connects to 4 more eHex partners
- Return to VA
- VA Direct Messaging development contract awarded

2014

- VA connects to 14 more eHex partners
- Engineering Evaluation
- First DIRECT Partner

2015

- CCDA, Reengineering Begun
- VA connects to 34 more eHex partners
- X Direct Partners
- 2000th Direct message & DirectTrust accreditation achieved

VHIE Program: 2 Methods for Health Information Exchange

The VHIE Program includes two primary types of health information exchange:

- **VHIE Exchange** – allows VA providers and the non-VA partner providers to query and retrieve Veterans' health information with each other's organizations for treatment
  - Standards based exchange of relevant clinical information
  - 57 non-VA partners in production

- **VHIE Direct Secure Messaging** – allows VA users to send and receive specific information to non-VA partners via secure email-like messaging under a trusted network (point to point)
  - Accessed through enterprise-wide web application
  - No installation or support required by the VA facility
  - 45 non-VA partners in production

Rural Health Community Coordinators

- **The Rural Health Community Coordinator Program**
  - 56 Coordinators (RHCC) onsite at VA Medical Center (VAMCs) across the US deemed rural by the Office of Rural Health.
  - provides on-site training for Veterans and VAMC clinicians on the benefits of using VHIE Exchange, Direct Secure Messaging, and Blue Button Download.

- **Primary responsibilities**
  - Educate Veterans
  - Educate VA facility staff
  - Obtain signed authorizations and support the processing

VHIE Exchange

2 Ways to View Non-VA Partner Data

VistAWeb

VistAWeb: Patient Record - Windows Internet Explorer

https://vistaweb2.med.va.gov/AppFrameset.htm

File Edit View Favorites Tools Help

VistAWeb: Patient Record

vistaWEB

Logoff

- VTA
- Sites
- Care Team
- Allergies*‡
- Appointments
- Patient Information
- Visits/Admissions
- Dietetics
- Consults and Procedures
- Consults (DoD Remote Data Only)
- Discharge Summaries
- Laboratory
- Anatomic Path Reports
- Medicine
- Orders
- Outpatient Encounters/GAF
- Pharmacy *‡
- Problem List‡
- Progress Notes
- NHIN Documents‡
- Other Notes
- Radiology
- Surgery Reports
- Vital Signs*
- Health Summaries (SDC)
- Health Summaries (ELP)

Refresh Patient Data

* - Pages with HDR data
‡ - Pages with NHIN data

Warning! Avoid using "Back" button

Allergies CHDRZZZTESTPATIENT,CHDRTHREE (666-00-0003) medical record

Patient Selection

This page uses pop-up windows. Click here for help on enabling pop-ups.

Print Report

View Details	Reactant	Allergy Type	Verification Date	Observation/Historical	Site
View Detail	ACETAMINOPHEN-CODEINE		12/16/2009 00:00		Kaiser Permanente‡
View Detail	AIR	DRUG	12/14/2009 12:07	HISTORICAL	SAN DIEGO HCS*
View Detail	ALBUTEROL	Allergy			MADIGAN AMC‡
View Detail	ALBUTEROL	Allergy			WILLIAM BEAUMONT AMC‡
View Detail	Albuterol	DRUG		HISTORICAL	WBAMC El Paso*
View Detail	BANANA		11/14/2009 00:00		Kaiser Permanente‡
View Detail	ERROR	ERROR		ERROR	HDR*
View Detail	ERROR	ERROR		ERROR	HDR*
View Detail	IODINE (INCLUDES RADIOPAQUE AGENTS W/IODINE)	DRUG		HISTORICAL	Madigan AMC-Fort Lewis*
View Detail	IODINE (INCLUDES RADIOPAQUE AGENTS W/IODINE)	Allergy			MADIGAN AMC‡
View Detail	IODINE (INCLUDES RADIOPAQUE AGENTS W/IODINE)	Allergy			WILLIAM BEAUMONT AMC‡
View Detail	LIVER	DRUG,FOOD	12/14/2009 12:08	HISTORICAL	SAN DIEGO HCS*
View Detail	LIVER (DO NOT USE, NOT SCREENED)	Allergy			WILLIAM BEAUMONT AMC‡
View Detail	LIVER (DO NOT USE, NOT SCREENED)	Allergy			MADIGAN AMC‡
View Detail	NKA				EL PASO VA HCS*
View Detail	PERCOGESIC	Allergy			MADIGAN AMC‡
View Detail	PERCOGESIC	Allergy			WILLIAM BEAUMONT AMC‡
View Detail	PHENOLPHTHALEIN/MO (LAX)	Allergy			MADIGAN AMC‡
View Detail	PHENOLPHTHALEIN/MO (LAX)	Allergy			WILLIAM BEAUMONT AMC‡
View Detail	Phenolphthalein/Mineral Oil (Laxative)	DRUG		HISTORICAL	Madigan AMC-Fort Lewis*
View Detail	Phenyltoloxamine Citrate + Acetaminophen, (Percogesic)	DRUG		HISTORICAL	WBAMC El Paso*

[back to top]

Internet 100%

Joint Legacy Viewer (JLV)

JLV powered by Janus

Patient search:

CHDRZZZTESTPATIENT,CHDRTWO | Docs

ANC DOD GLP GRI FNC GRU HAM HON JAC LIT

CHDRZZZTESTPATIENT,CHDRTWO

1234 HOWARD ST
LA JOLLA, CALIFORNIA 92088

Insurance

EDIPI 1463132204
DOB 03 Mar 1961
Race
(h) (000)222-5555
(w)
Gender F

Immunizations (20)

Date	Vaccine Name	Reaction	Site
Sep 17, 2014	INFLUENZA, UNSPECIFIED FORMULATION		NJS
Sep 17, 2014	INFLUENZA, UNSPECIFIED FORMULATION		NCH
Sep 17, 2014	FLU,3 YRS (HISTORICAL)		SPO
Sep 17, 2014	FLU,3 YRS (HISTORICAL)		ANC
Sep 17, 2014	INFLUENZA VIRUS VACCINE, 3YR AND OLDER (HISTORICAL)		SDC
Sep 17, 2014	INFLUENZA, UNSPECIFIED FORMULATION		MIN

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Problem List (17)

ICD9	Onset	Problem Description	Updated	Status	Site
084.1	Unknown	Vivax malaria (SCT 27052006)	Apr 13, 2015	ACTIVE	HON
959.7	Apr 01, 2012	Knee Injury (ICD-9-CM 959.7)	Aug 26, 2013	ACTIVE	RIC
401.9	Oct 11, 2011	Hypertension (ICD-9-CM 401.9)	May 14, 2013	ACTIVE	MIN
346.90	Nov 11, 2011	Migraine, unspecified, without mention of Intractable Migraine without mention o (ICD-9-CM 346.90)	May 14, 2013	ACTIVE	MIN
327.23	May 01, 2012	Obstructive Sleep Apnea (Adult) (Pediatric) (ICD-9-CM 327.23)	May 13, 2013	ACTIVE	STX

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What Information is Exchanged? ADD CCDA

VA sends and receives a patient health summary document (called a Continuity of Care Document [CCD/CCDA] which includes the following information:

- Information Source
- Demographics/Next of Kin/Insurance Provider
- Allergy/Drug Sensitivity
- Condition/Problem
- Advanced Directive
- Outpatient Encounters
- Immunizations
- Smoking Status
- Radiology Text Reports
- Pathology Text Reports
- Surgical Procedures
- Surgical Pathology
- Medication (prescription and non-prescription)
- Procedure Results
- Vital Signs
- Results (chemistry/hematology)
- Progress Notes
- Discharge Summaries
- History and Physicals
- Consult Notes
- Plan of Care
- Oncology

VA Direct Messaging Web Portal – as Easy as Email

Mailbox Settings Feedback Reports Global Address Book Personal Contacts List

Mailbox Group: Provider Test Group ▾ Logged in as TestVA ProviderTwo | Logout

VA Direct
Simple, Secure Health Messaging

Personal (tprovidertwo)
Provider Test Group
HIMSS Demonstration Group

Version 1.5.2 - Build 3

Search

Get Mail | Archive Message | Move | Assign ▾ | Complete | More ▾

1-3 of 3

Compose

Provider Test Group
- Inbox
- Sent
- Drafts (4)
- Archive

Create Folder

Test Messages

From	Subject	Priority	Date	Size
Provider_Test_Group@test1.direct.va.gov	Consult Summary for T####	!	01:10 PM	18.2 KB
Provider_Test_Group@test1.direct.va.gov	Test		2/26/2015	18.5 KB
VLER_Health_UFT@test1.direct.va.gov	Authorization Form t1234		2/26/2015	53.8 KB

VA Direct Messaging's basic functionality is similar to many webmail portals

Challenge: Collecting Veteran Authorizations

- Before VA shares a Veteran's health information, they must sign an authorization form.
- The Authorizations can be obtained in 1 of 3 ways:
  - My HealtheVet (electronic)
  - eBenefits (electronic)
  - Signed paper form
- VAMC Staff and Community Coordinators continue to support authorization collection
  - Need more authorization collection at the Point of Care
  - Need continued outreach efforts to Veteran community
- Legislative Relief from Authorization Requirement (ongoing)
  - VHA submitted a legislative proposal, VHA-10 (Authority to Release Patient Information), to amend 38 USC 7332 to permit disclosure of 7332-protected information to health care providers for treatment purposes.
  - OMB approved the proposal, and forwarded it to be included in the 2015 legislative package to Congress.

VHIE Exchange **Veterans Impacted -** *Partners*

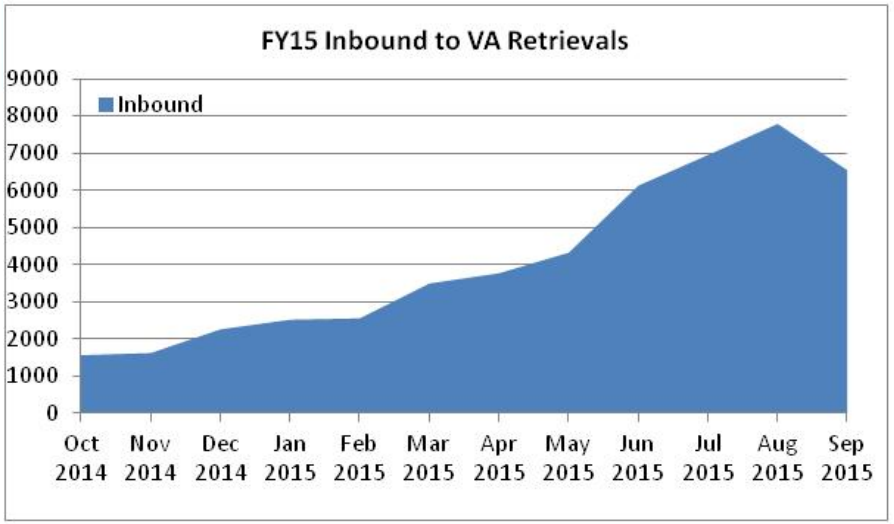
Exchange Value: Over 110,000 Veterans supported by bi-directional health information exchange with 57 Community Health Partners that support the following types of healthcare facilities

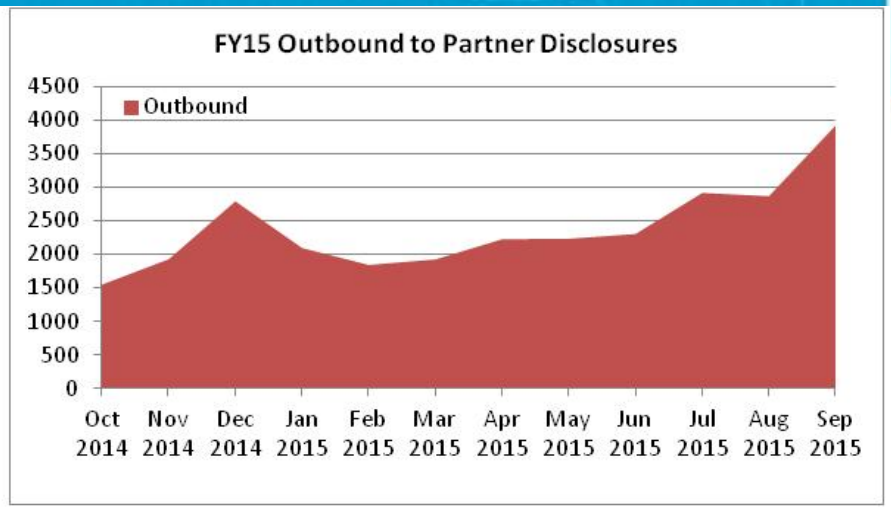
Veterans Impacted	Community Care Providers	Hospitals	Clinics	Hospital Owned Practices	Labs	Pharmacies	Nursing Homes	Other Ancillary Sites
110,512*	57	630	5,988	2,923	239	8,378	147	534

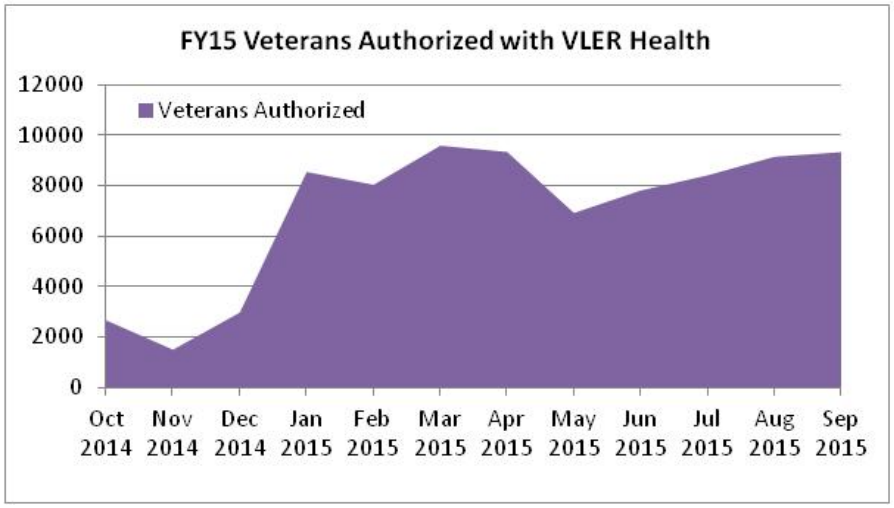
**The Veterans Impacted number is calculated from VHA purchased care data at the time of go-live*

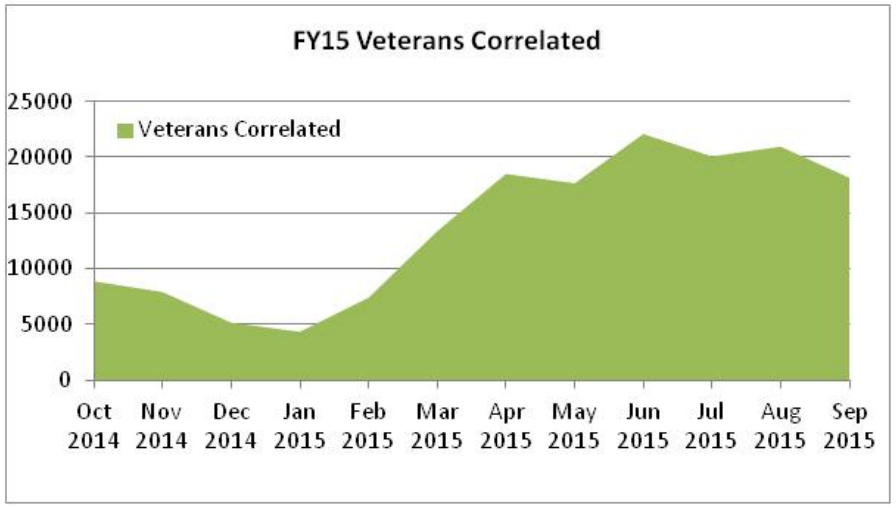
-Data as of 12/11/2015

VHIE Exchange *Utilization*









- Data as of 12/11/2015

Bi-Directional Electronic Process for Care in the Community (VA Provider to Community Care Provider)

VA FACILITY

1. VA Provider places consult
2. VA staff enters a non-VA care (NVC) authorization and schedules the Veteran for Care in the Community. NVC authorization sent via Direct Messaging

VA FACILITY

7. Non-VA Medical Care Coordination (NVCC) staff receives medical documentation report and uploads to Veteran's Electronic Medical Record
8. VA Provider receives view alert that medical documentation report has been uploaded for their review

VA's Health Information Service Provider (HISP)

DIRECT MESSAGING OVER THE INTERNET

Community Care Provider's HISP

COMMUNITY CARE PROVIDER

3. Community Provider receives NVC authorization
4. Services provided to Veteran per NVC authorization
5. Community Provider creates medical documentation report
6. Community Provider sends medical documentation report to VA via Direct Messaging

How VA is Using Direct Messaging

Potential uses include:

- Securely sharing Veterans' health data including
  - Home health providers
  - Long Term Care (LTC) facilities
  - State Veterans Homes
- Admission, Discharge, and Transfer (ADT) notifications
- Coordination of Care with Indian Health Service (IHS)
- Non-VA Medical Care Coordination (NVCC) (not currently used with Patient Centered Community Care [PC3])
- And many others…..

Connecting with our Non-VA Partners

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HealthITSecurity › HIE Security

VA, IHS Accredited for Secure Health Information Exchange

By Sara Heath on October 16, 2015

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As the goal of secure health information exchange (HIE) and interoperability continues to be pushed nationwide, it is important that security standards be put in place to ensure that patient information not be breached.

Two such organizations that provide those kinds of standards are the Electronic Healthcare Network Accreditation Commission (EHNAC) and DirectTrust. On October 15, the Department of Veterans Affairs (VA) and Indian Health Services (IHS) **announced** their accreditations from both organizations.

This is just another step toward nationwide, secure interoperability, said an official from the Office of the National Coordinator for Health IT (ONC).

VA Direct Messaging ***Clinical Adoption-*** VAMC Use

VAMCs	Introductory Meeting	Vendor Connected	HISP Connected	Non-VA Clinical Partner Connected	VAMC Users Set Up	In Production/ Actively Sharing Messages
Salt Lake City, UT	✓	✓	✓	✓	✓	✓
Anchorage, AK	✓	✓	✓	✓	✓	✓
Providence, RI	✓	✓	✓	✓	✓	✓
New Orleans, LA	✓	✓	✓	✓	✓	✓
VISN 4/ Butler PA	✓	N/A	N/A	N/A	✓	✓
Wichita, KS	✓	✓	✓	✓	✓	
Columbia, MO	✓	✓	✓	✓	✓	
San Diego, CA	✓	✓	✓	✓	✓	
Asheville, NC	✓	✓	✓	✓	✓	
Kalispell, MT (CBOC)	✓	✓	✓	✓		
Iron Mountain, MI	✓	✓	✓		✓	
El Paso, TX	✓	✓	✓		✓	
Palo Alto, CA	✓		✓	✓		
Indianapolis, IN	✓	✓	✓			
Lexington, KY	✓	✓	✓			
St. Cloud, MN	✓	✓				
Black Hills, SD	✓	✓			✓	

Additional VAMC users (but not an active pilot site include Philadelphia (PA), Charleston (SC), Eastern KS (KS), Cheyenne (WY), Portland (OR), Detroit (MI), VISN 21 Office, VISN 3 Office

*As of 11/11/15

Indian Health Service (IHS) Direct Partnership

- VA/IHS are connected and are working to begin using Direct

- **Planned Uses with IHS:**
  - Transitions of Care (TOC) – Send/Receive Health Summary Documents
  - Referral Management – IHS is not part of the PC3 or Choice programs (which use a web portal for document sharing instead of Direct)
  - Other communication

- **Potential communities for initial pilots:**
  - North Carolina (Asheville VAMC and Cherokee Indian Hospital)
  - Navajo Reservation (Northern Arizona HCS and Kayenta Health Center)
  - South Dakota
  - Others?

Questions