

Annual Report: Emergency Department Care Coordination (EDCC) Program

Year 2 (November 1, 2017-October 31, 2018)

Virginia Department of Health
November 1, 2018



Introduction

The Emergency Department Care Coordination (EDCC) Program is a technology solution to connect all hospital emergency departments (EDs) in the Commonwealth of Virginia. The initiative was originally spearheaded by the Virginia Department of Health (VDH) and the Department of Medical Assistance Services (DMAS). The initiative was officially established as the EDCC Program in legislation passed during the 2017 Virginia General Assembly.

VDH and DMAS worked with the Virginia General Assembly to obtain general funds and Health Information Technology for Economic and Clinical Health (HITECH) Act matching funds. Combined, these funding streams allowed for a total budget of \$3.9 million in fiscal year 2018. VDH has leveraged this funding to contract ConnectVirginia Health Information Exchange (CVHIE), to create, operate, maintain, and administer the EDCC Program. The EDCC Program is leveraging CVHIE's existing legal and trust framework as the basis for governing the sharing of protected health information (PHI) in support of the EDCC Program.

After a Request for Proposals (RFP), CVHIE selected Collective Medical (CM) to provide the statewide technology solution to stand up this program. The CM PreManage platform is a real-time, multi-stakeholder platform for identifying future-state patient risk, engaging the appropriate stakeholders who are best positioned to intervene and mitigate that risk, as well as enabling caregivers to collaborate and execute on a patient-specific shared plan of care. The platform supports multiple applications including PreManage ED (EDie) and PreManage. EDie is an ED-based collaborative care management tool that reduces the avoidable risks of complex, high-cost, and high-needs patients who may frequent multiple points of care—including medically unnecessary ED admissions—in addition to those whose needs remain unmet by any single provider. PreManage connects health plans, other payers, and non-hospital downstream providers*. PreManage is a shared platform for care coordination information and provides real-time visibility into the comings and goings of patients. PreManage identifies patients in real time who are most at risk of a future-state avoidable encounter, notifies the appropriate provider(s) to engage with that patient, and finally provides a communication vehicle through which multiple stakeholders (including ED providers and others) can collaborate around a common plan of care.

Project Status

The budget language in support of the legislation requires EDCC Program updates:

- As of June 30, 2018, or Phase 1, all hospitals operating EDs[†] in the Commonwealth and all Medicaid managed care organizations (MCOs) must participate in the EDCC Program. This requirement has been met, as all EDs and Medicaid MCOs in the Commonwealth have signed the

* This includes: case managers, nursing homes, Community Service Boards (CSBs), private behavioral health providers, Federally Qualified Health Centers (FQHCs), specialty care, and other healthcare providers who will have the ability to use the technology solution to receive alerts and contribute to patients' care guidelines.

[†] 100 percent of EDs operating in the Commonwealth are participating in the EDCC Program, which represents 129 EDs (1). While not required to participate, there are 22 hospital campuses without EDs (e.g. long term, rehabilitation, children's, psych) and 10 state psychiatric hospital campuses that are not yet connected. Therefore, 80.12 percent of total Virginia hospitals are participating (129/161) (2).

- (1) Please note the EDCC Program is ED-centric. The 129 facilities are Emergency Departments, either hospital EDs or freestanding EDs. To provide clarity, 129 represents the number of ED campuses, which are licensed to hospital campuses.
- (2) There are eighty-three (83) hospital campuses licensed in Virginia with EDs, out of a total of 113 hospitals licensed in Virginia (83/113).

CVHIE Exchange Trust Agreement (ETA), are receiving real-time patient health information, and have the ability to communicate and collaborate within their workflow.

- As of June 30, 2019, or Phase 2[‡], the State Employee Health Plan, all Medicare plans operating in the Commonwealth, and all commercial¹ plans operating in the Commonwealth (excluding ERISA plans) must participate in the EDCC Program.[§]
- The formation of the Emergency Department Care Coordination Advisory Council (ED Council) was completed in June 2017. The ED Council is responsible for advising and overseeing the implementation of the EDCC Program and for developing a funding structure to sustain program operations, beginning in fiscal year 2019. As outlined in the Budget Amendment, the ED Council is composed of varied stakeholders and continues to meet regularly. Additionally, a Clinical Consensus Group (CCG) was formed to provide guidance and recommendations to the ED Council. The CCG consists of providers who meet regularly to assess the challenges and results of the use of the EDCC Program^{**}. The CCG identifies opportunities for improvement of the program and the technology solution, establishes community standards for complex patient care management and care planning, and recommends best practices across the community.
- Strategies for sustaining the program and methods to continue to improve care coordination have been developed. The 2017 EDCC Program Sustainability Plan was presented to the Virginia General Assembly and outlined the funding structure to sustain program operations, beginning in fiscal year 2019. The stakeholders decided that participating hospitals and health systems across the Commonwealth will fund 50 percent of the costs of the Program. Health plans operating in the Commonwealth will fund the remaining 50 percent. Health Plans will pay a fee based on monthly membership, and hospitals will pay a fee based on the number of annual ED visits. The ED Council will reevaluate this funding structure after the program has been in place for one-to-three years. CVHIE estimates that the HITECH funding allows the EDCC Program to support program operations for EDs and Medicaid MCOs for the first year. VDH, supported by the ED Council, will research alternate funding, such as requesting additional General Funds and applying federal HITECH Act funds, before the 2021 deadline.
- The EDCC was also charged with evaluating and taking action to impact healthcare utilization and quality goals, such as reducing the frequency of visits by high-volume EDs utilizers and avoiding duplication of prescriptions, imaging, testing or other healthcare services. CM continues to train healthcare providers who can then make plans to address real-time notifications. An EDCC Program success story from Riverside Health System is published in the Virginia Health Information (VHI) 2018 Annual Report².

Legislation Requirements

The 2017 Virginia General Assembly established the EDCC Program in the Virginia Department of Health to provide a single, statewide technology solution that connects all hospital EDs in the Commonwealth. This solution was intended to facilitate real-time communication and collaboration

[‡]Additionally, Phase 2 will expand to include other non-hospital downstream providers.

[§]The nine (9) health plans domiciled in Virginia represented a sum of 1,181,566 commercial covered lives in 2016. Currently, zero percent of these health plans are participating in the EDCC Program. However, these non-ERISA health plans are in the process of onboarding their Medicare and commercial lines of business for Phase 2 of the EDCC Program. These health plans will be participating by June 30, 2019, as well as certain health plans not domiciled in Virginia that are choosing to participate.

^{**}The ED Information Exchange and the EDCC technology solution – Collective Medical’s PreManage ED (EDie) and PreManage.

among physicians, other healthcare providers, and clinical and care management personnel for patients receiving services in hospital EDs, for the purpose of improving the quality of patient care services.

The legislation defines the EDCC Program to have the following capabilities:

- Receives real-time patient visit information from, and shares such information with, every hospital ED in the Commonwealth through integrations that enable receiving information from and delivering information into electronic health records systems utilized by such hospital EDs. This capability was met by 16 out of 21 hospital and health systems in the Commonwealth that integrated the EDCC technology solution into their electronic health records systems (EHRs). The remaining five hospitals and health systems are continuing efforts to integrate the EDCC technology solution into their EHRs. In the meantime, they are successfully transferring information electronically while receiving alerts by means of paper printing or facsimile.
- Requires that all participants in the Program have fully executed healthcare data exchange contracts that ensure that the secure and reliable exchange of patient information fully complies with patient privacy and security requirements of applicable state and federal laws and regulations, including the Health Insurance Portability and Accountability Act (HIPAA). This requirement was addressed by utilizing CVHIE's ETA as the legal framework for the EDCC Program. The CVHIE Management Team collaborated with stakeholders such as hospitals, health systems, health plans and CM to revise the ETA to incorporate EDCC-specific information. As a result, all health systems with emergency departments in the Commonwealth as well as all Medicaid MCOs signed the ETA.
- Allows hospital EDs in the Commonwealth to receive real-time alerts triggered by analytics to identify patient-specific risks, to create and share care coordination plans and other care recommendations, and to access other clinically beneficial information related to patients receiving services in hospital EDs in the Commonwealth. This capability was met by hospitals and health systems providing four-million historical emergency department encounters, which were then loaded into the EDCC technology solution. This data provides the foundation for triggering real-time alerts for the Emergency Department (ED) providers caring for patients in the ED. The EDCC technology solution also provides a means for providers to create and share patient care coordination plans as well as access pertinent health information while a patient is seen in the ED.
- Provides a patient's designated managed care organization (MCO), primary care physician (PCP), and supporting clinical and care management personnel with treatment and care coordination information about a patient receiving services in a hospital ED in the Commonwealth, including care plans and hospital admissions, transfers and discharges. The EDCC Program technology solution provides a means for providers such as MCOs and PCPs through the PreManage platform, which can be accessed via EHR integration efforts or web portal. The six Medicaid MCOs are now receiving information on their members, or covered lives^{††}, such as hospital discharge, treatment and care coordination details. For PCPs and other non-hospital downstream providers, this capability is in progress as this effort will be included in Phase 2 of the EDCC Program beginning July 1, 2018, through June 30, 2019.

^{††} The program launched with 882,528 Medicaid covered lives loaded on the platform. If these participants present at the ED, the Medicaid MCO can opt to receive a real-time update, as well as view historical encounter data. Prior to the EDCC, Medicaid MCOs may not have received this information for up to sixty (60) days. Now, health plans such as Medicaid MCOs can be informed in real-time, right when a patient is admitted in a hospital. This allows for on-site intervention and coordination of care at an interdisciplinary level.

- Integrates with the Prescription Monitoring Program (PMP) and the Virginia Advance Health Care Directive Registry (ADR) to enable automated query and automatic delivery of relevant information from such sources into the existing work flow of healthcare providers in the ED. The EDCC Program is fully integrated with the Virginia Advance Health Care Directives Registry, which allows an ED physician to receive an EDie alerts when a patient has an ADR document on file. The PMP integration effort is currently in progress. Partial integration with the Virginia PMP has been achieved. The EDCC Program management and staff are working closely with the Department of Health Professions (DHP) to complete integration and expand functionality.

Conclusion

The 2017 Virginia General Assembly established the EDCC Program in the Virginia Department of Health to provide a single, statewide technology solution connecting all Virginia EDs in the Commonwealth to facilitate real-time communication and collaboration among physicians, other healthcare providers and clinical and care management personnel for patients receiving services in hospital EDs for the purpose of improving the quality of patient care services.

From November 1, 2017 the program succeeded in Phase 1 requirements by:

- Selecting a vendor for the technology solution to meet the legislative requirements
- Executing ETAs with all health systems to allow for the sharing of pertinent information from ED visits
- Executing ETAs with all Medicaid Managed Care Organizations
- Connecting all 129 Virginia EDs and began exchanging data with all 6 Medicaid MCOs
- As required in the legislation by June 30, 2019 outreach has begun to add members of the State Employee Health Plan, all Medicare plans operating in the Commonwealth and all commercial plans operating in the Commonwealth, excluding ERISA plans.
- A Clinical Consensus Group was established and is meeting monthly to identify opportunities to improve care, reduce high utilizers of EDs and coordinate care between providers across the Commonwealth.
- A sustainability plan for funding by health plans and hospitals was established to provide continued funding after initial federal/state funds are utilized.

The EDCCP represents a successful collaborative effort between the General Assembly, state agencies, health care providers, health insurance plans and non-profit organizations. These efforts, with continued support are realizing the goals of the EDCC Program as outlined in this report.

¹ Buyalos Jr., Edward J. Commonwealth of Virginia State Corporation Commission Bureau of Insurance. 2016. *2016 Supplemental Health Care Market Share Report Sorted by Market Share by Premium.*

² Virginia Health Information 25th Annual Report. pg. 8. http://www.vhi.org/about/annual_report.pdf