NACHC Intergy User Group Meeting

June 30th, 2022

Greenway Health

Intergy NACHC User Group Agenda

Leadership Welcome

21st Century Cures Act High-Level Overview

Permissions and the Portal

Improving Security Posture to Maintain Organizational Excellence

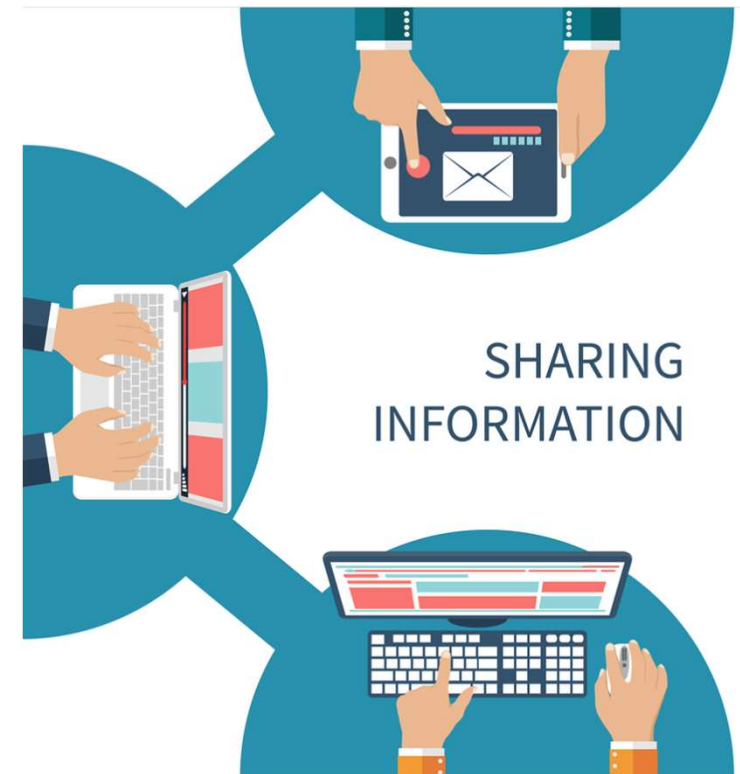Q&A and Closing Remarks

Leadership Welcome

Jenny and Dusty

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21st Century Cures Act High-Level Overview

Jordan

Greenway
Health™

# The 21st Century Cures Act – A 10,000 Foot View

The bipartisan legislation seeks to increase choice and access for patients and providers and to ease regulatory burdens associated with use of electronic health record (EHR) systems and health information technology (IT).
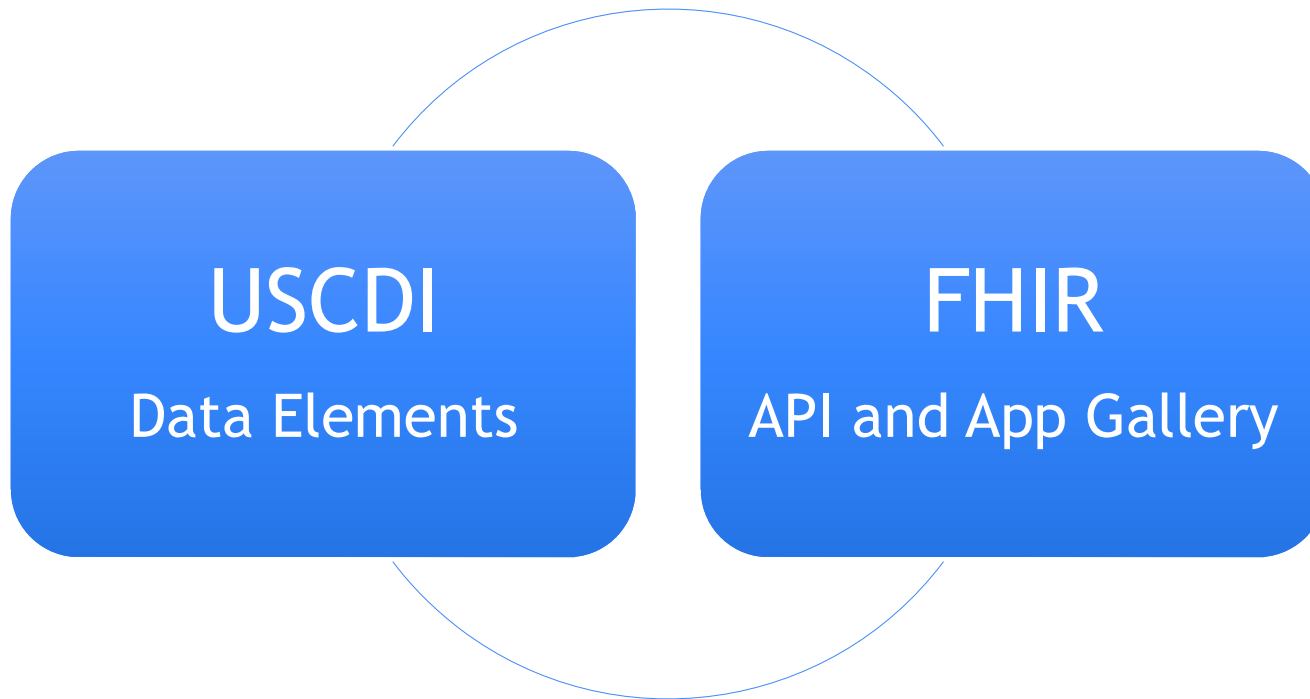
Advance interoperability

Share information with patients

Streamline drug and medical device development and delivery

Accelerate research into serious illnesses

Address the opioid crisis

Improve mental health services

SHARING INFORMATION

Information blocking

Information blocking is a practice that is likely to interfere with, prevent, or materially discourage access, exchange, or use of electronic health information (EHI), except as required by law, or covered by an exception

- "Access" is the ability or means needed to **make EHI available** for exchange or use

- "Exchange" is the ability for EHI to be **transmitted between** and among different technologies, systems, platforms, or networks.

- "Use" is the ability for EHI to be **understood and acted upon**, once it is accessed or exchanged.

"ACTORS"

Healthcare providers

Health IT developers

Health information exchanges

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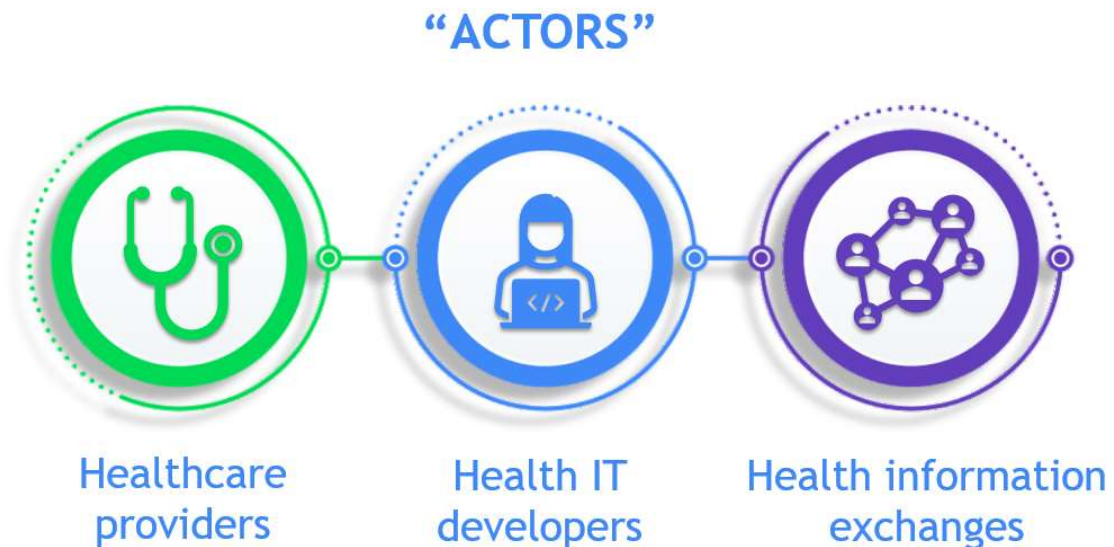
What are the main updates available in the Cures Edition?

USCDI
Data Elements

FHIR
API and App Gallery
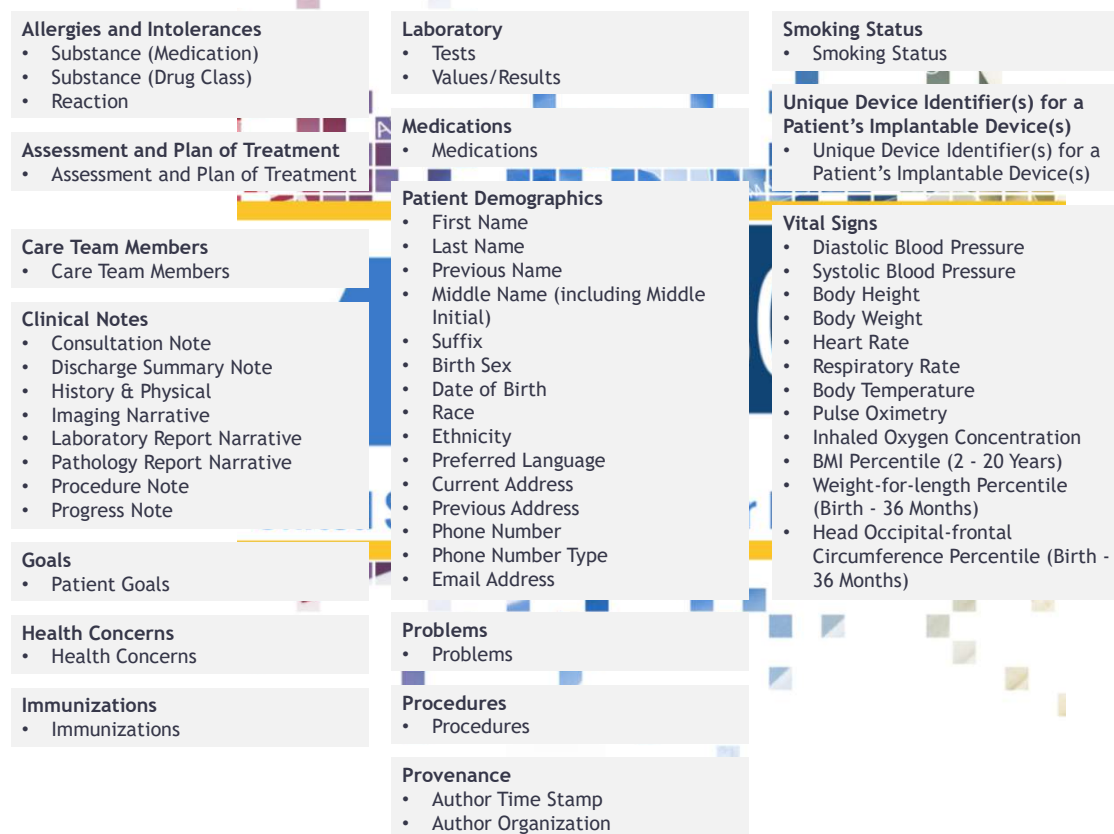
What is Greenway doing for 21st Century Cures?

- Updated Prime Suite and Intergy EHRs
- Updated Greenway Patient Portal
- Updated Greenway Insights
- New Enterprise Data Hub
- New Change Data Capture service
- New Identity Services
- New FHIR API
- New SMART-on-FHIR Developer Platform
- New SMART-on-FHIR Application Gallery
- New SmartHub
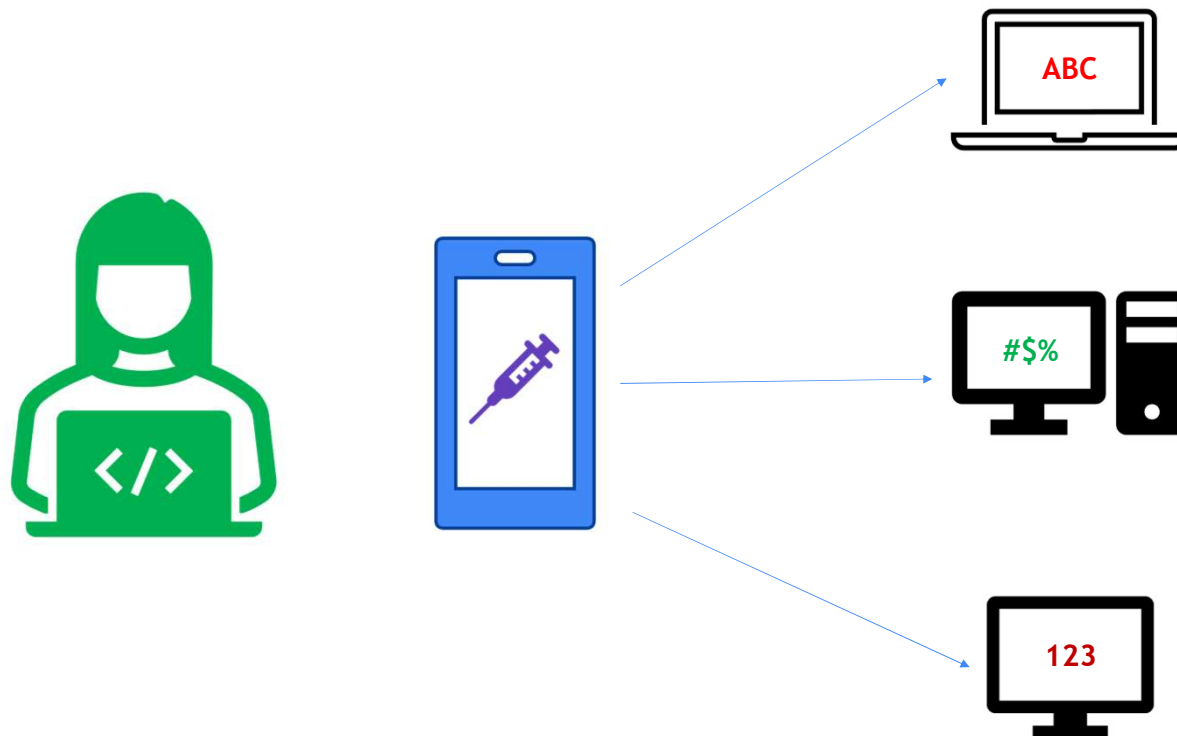- New Operations Console (Enhanced Greenway Support Tool)
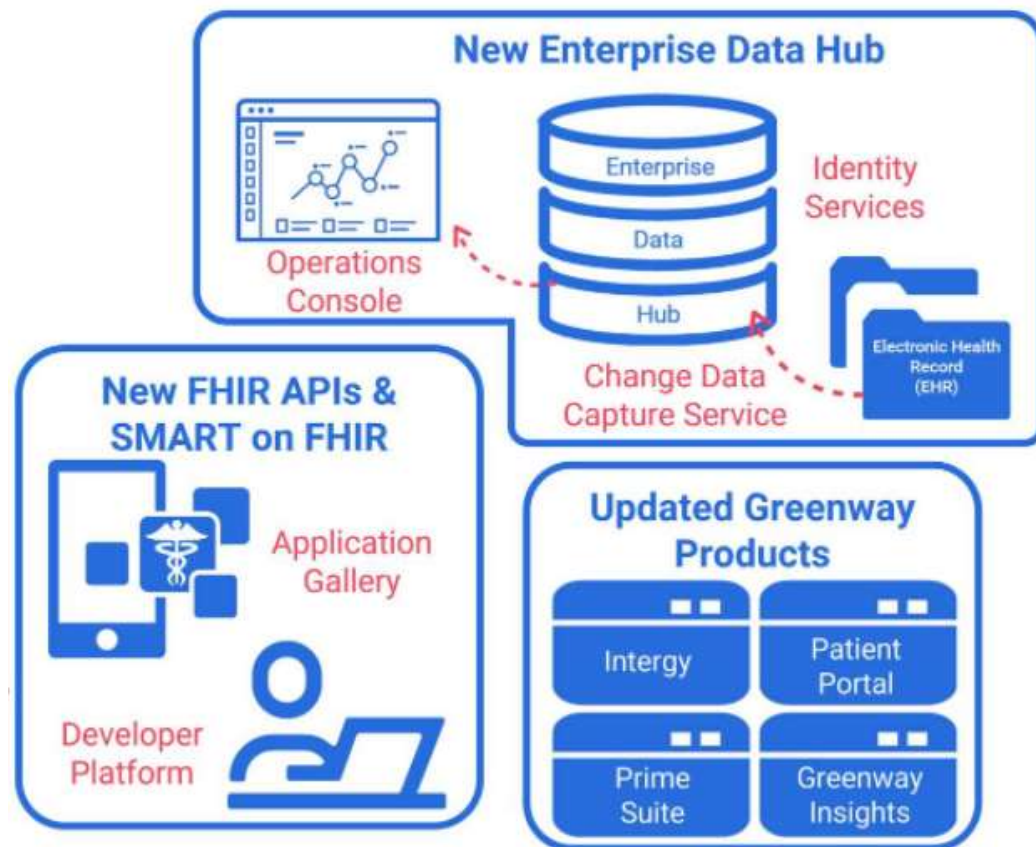
USCDI Updates to the EHRs and CCDAs

- **What:** Prime Suite and Intergy, as well as CCDA documents created by the EHRs, will be updated to include the discrete data elements found in the United States Core Data for Interoperability, Version 1 (USCDI v1).

- **Why:** Enables providers and patients to export, import, view, download, and transmit electronic health information in a standardized format that includes new USCDI data elements.
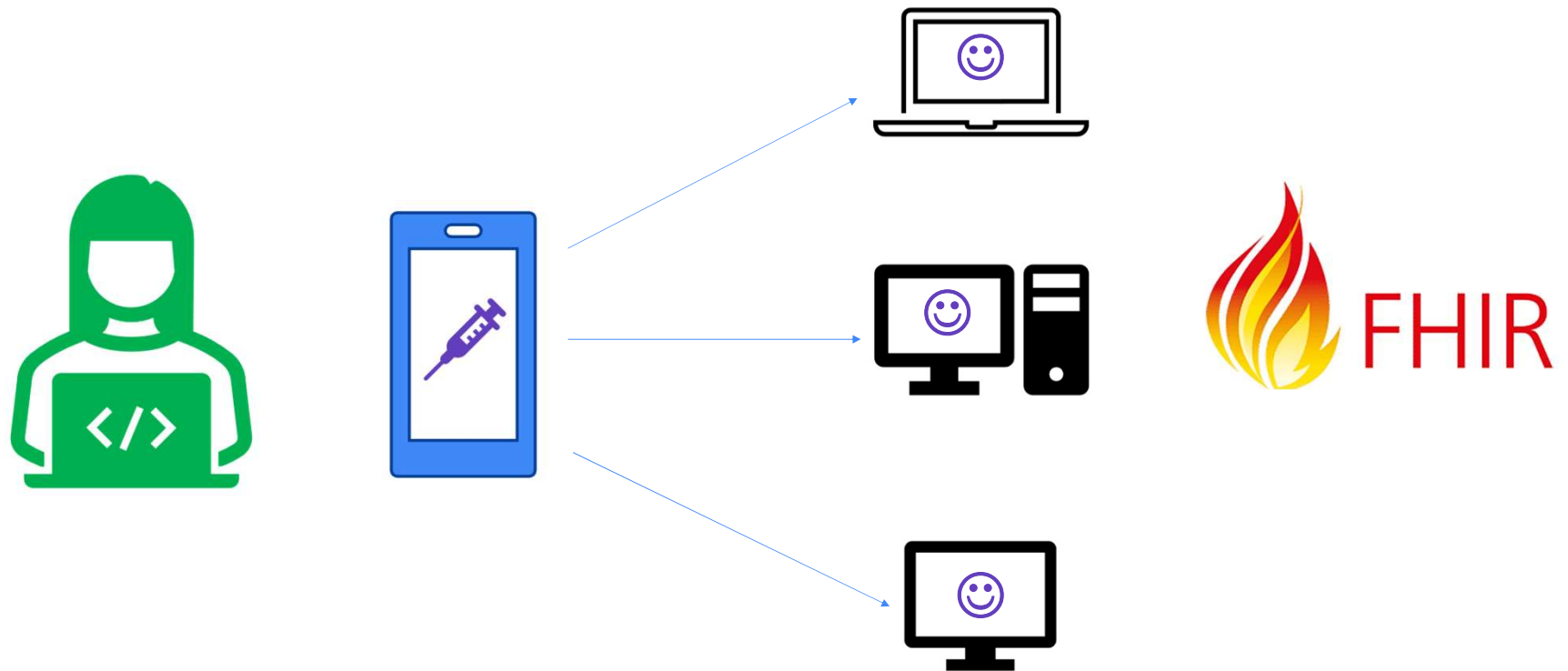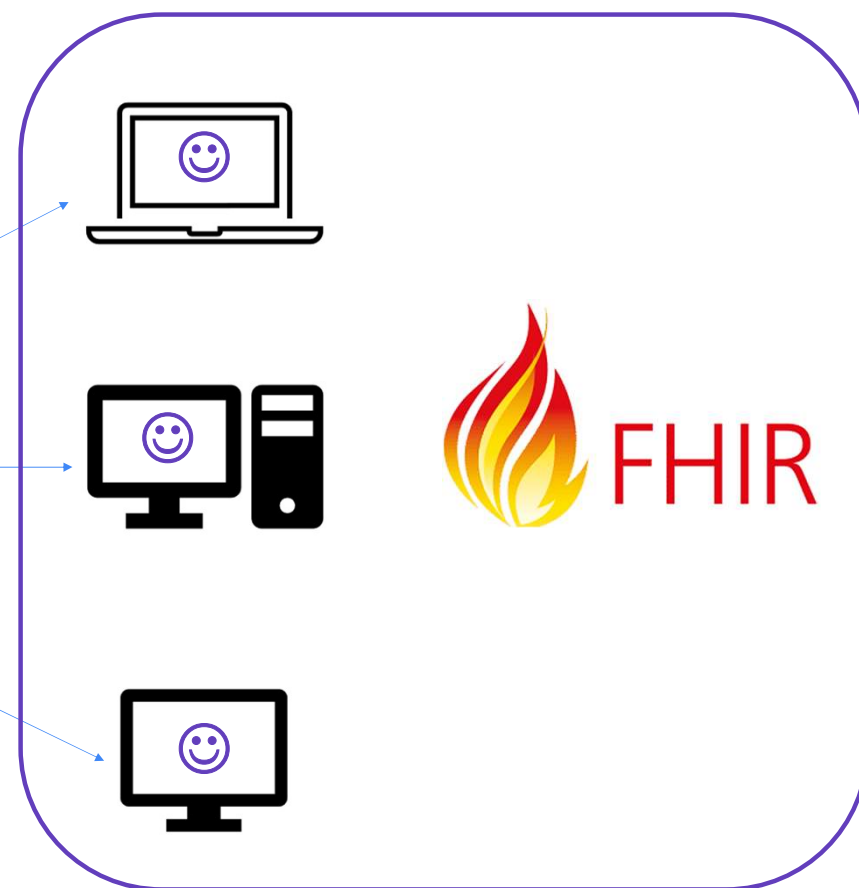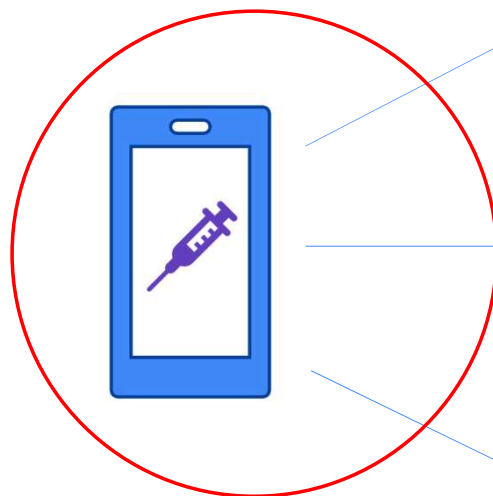
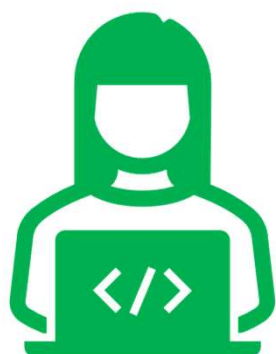## USCDI v1 summary of data classes and data elements

Allergies and Intolerances
- Substance (Medication)
- Substance (Drug Class)
- Reaction

Assessment and Plan of Treatment
- Assessment and Plan of Treatment

Care Team Members
- Care Team Members

Clinical Notes
- Consultation Note
- Discharge Summary Note
- History & Physical
- Imaging Narrative
- Laboratory Report Narrative
- Pathology Report Narrative
- Procedure Note
- Progress Note

Goals
- Patient Goals

Health Concerns
- Health Concerns

Immunizations
- Immunizations

Laboratory
- Tests
- Values/Results

Medications
- Medications

Patient Demographics
- First Name
- Last Name
- Previous Name
- Middle Name (including Middle Initial)
- Suffix
- Birth Sex
- Date of Birth
- Race
- Ethnicity
- Preferred Language
- Current Address
- Previous Address
- Phone Number
- Phone Number Type
- Email Address

Problems
- Problems

Procedures
- Procedures

Provenance
- Author Time Stamp
- Author Organization

Smoking Status
- Smoking Status

Unique Device Identifier(s) for a Patient's Implantable Device(s)
- Unique Device Identifier(s) for a Patient's Implantable Device(s)

Vital Signs
- Diastolic Blood Pressure
- Systolic Blood Pressure
- Body Height
- Body Weight
- Heart Rate
- Respiratory Rate
- Body Temperature
- 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)

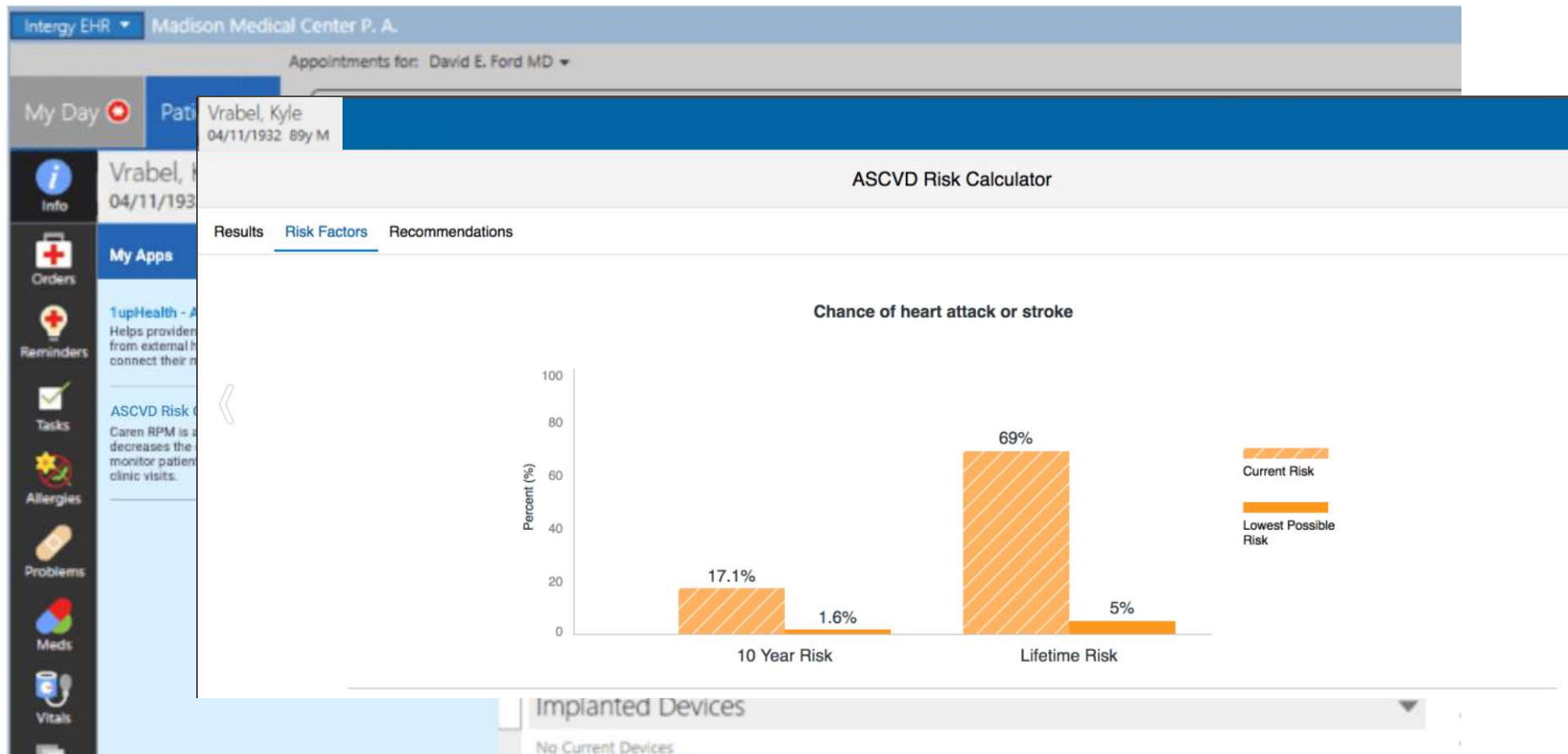# Using FHIR in Real-Life – *Application Access*
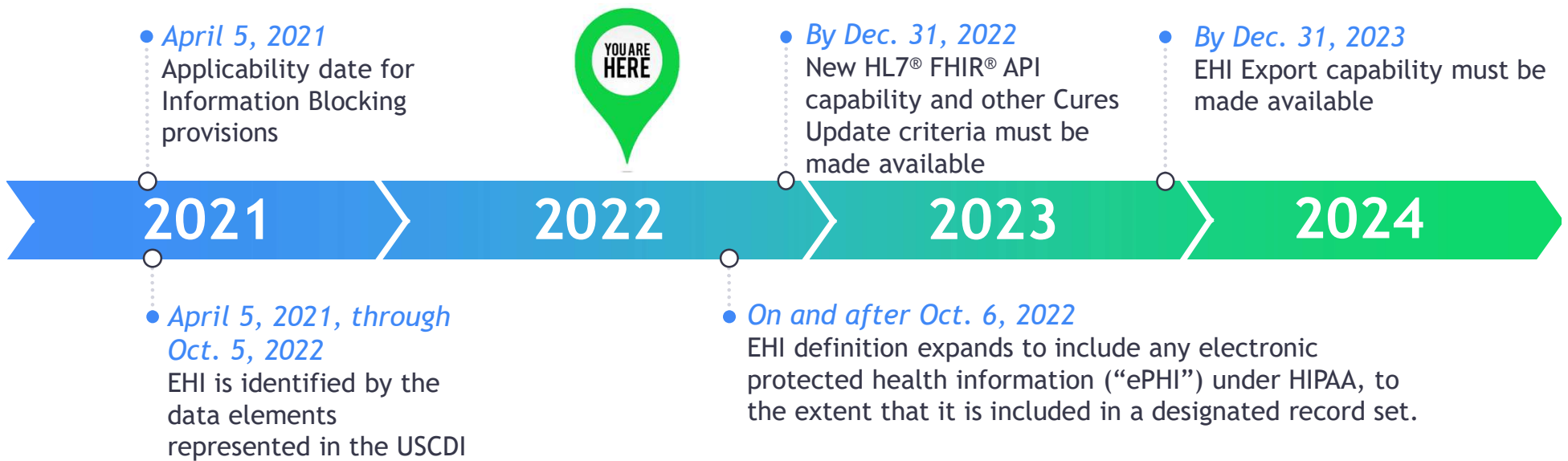
Using FHIR in Real-Life – *FHIR!*

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Using FHIR in Real-Life – *SMART-on-FHIR*

Intergy EHR-Launched App Gallery

21st Century Cures Act timeline summary

2021 | **2022** | **2023** | **2024**

April 5, 2021
Applicability date for Information Blocking provisions

YOU ARE HERE

By Dec. 31, 2022
New HL7® FHIR® API capability and other Cures Update criteria must be made available

By Dec. 31, 2023
EHI Export capability must be made available

April 5, 2021, through Oct. 5, 2022
EHI is identified by the data elements represented in the USCDI

On and after Oct. 6, 2022
EHI definition expands to include any electronic protected health information ("ePHI") under HIPAA, to the extent that it is included in a designated record set.

Acronym Legend
USCDI = United States Core Data for Interoperability
EHI = Electronic Health Information
FHIR = Fast Healthcare Interoperability Resources

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What specifically do I need to do?

Share EHI

Upgrade to 21.00

Permissions and the Portal

Jason

Portal Confidentiality Changes

12.55
- Clinical Notes are not displayed in Portal
- Problems, Labs, and Medications always display in Portal
  - There is no ability to respect Confidential items in Portal

21.00*
- 21st Century Certified version
- Preference is provided determining date all Clinical Notes are sent to portal
  - Defaults to prevent all clinical Notes prior to the upgrade date to 21.00
    - This is an all or nothing preference
  - In cases of potential patient harm, sites can change date to withhold all Clinical Notes
    - Would use *Technical Infeasibility* exception to avoid Information Blocking

21.22.04*
- Can respect Restricted and Very Restricted flags on Portal for Problems, Labs, and Medications
  - Restricted is protected from agents: parents, spouses, etc...
  - Very Restricted is protected from patient
- Clinical Notes updated to Restricted and Very Restricted, respected on Portal
  - Would remove *Technical Infeasibility* exception, and would be considered Information Blocking, if all Notes are withheld

*Tentative Plan

Confidentiality Definitions from HL7

- **Normal**
  - Normal: The "normal" confidentiality code applies the "normative" level of protection to sensitive and non-sensitive information within the context of healthcare delivery in a general policy domain (e.g., HIPAA in US, GDPR in EU).
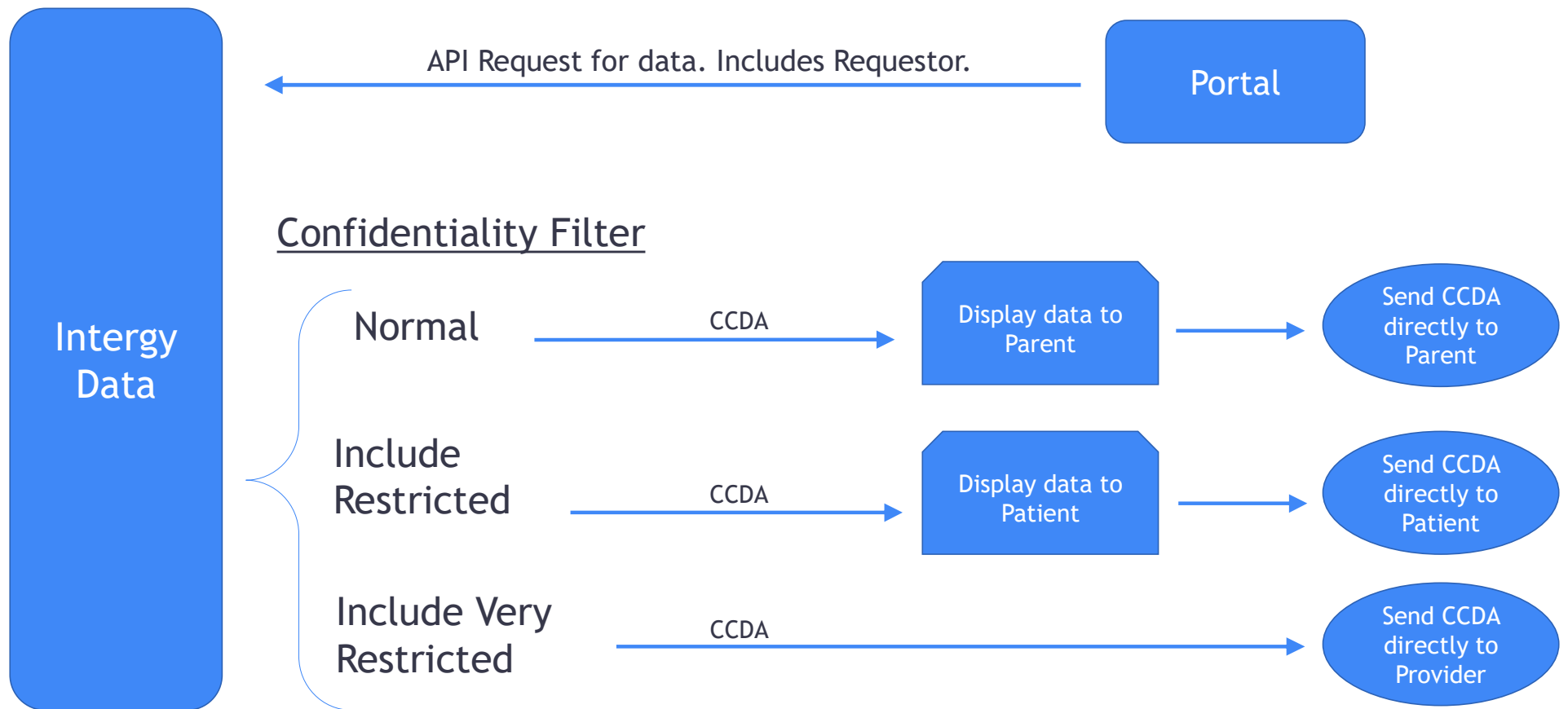 - Ex: Patient is diagnosed with Diabetes

- **Restricted**
  - The "restricted" confidentiality code applies when a narrower policy domain preempts the "normative" level of protection in a wider policy domain (e.g., HIPAA in US, GDPR in EU) of sensitive information within the context of healthcare delivery. Examples include State behavioral health, reproductive health, minors' health, and HIV laws; Medicaid Confidentiality
  - Ex: Pediatric patient receives a reproductive lab result and does not wish to share with parents

- **Very Restricted**
  - The "very restricted" confidentiality code applies to sensitive and non-sensitive information and raises the level of protection beyond "normal" or "restricted" in ad hoc situations such as legal hold or patient safety.
  - Ex: Patient is diagnosed with multiple personality disorder

Portal and Intergy data exchange

Portal

API Request for data. Includes Requestor.

Intergy Data

Confidentiality Filter

Normal — CCDA → Display data to Parent → Send CCDA directly to Parent

Include Restricted — CCDA → Display data to Patient → Send CCDA directly to Patient

Include Very Restricted — CCDA → Send CCDA directly to Provider

Topics

1 ⋯ **Speaker Introduction**
Matthew Adkins - Greenway Health Information Security Manager

2 ⋯ **Threat Landscape**
Challenges Anyone??

3 ⋯ **Greenway Secure Cloud**
Value of Greenway management of assets

4 ⋯ **Tips & Tricks for Improving your Security**
It's all in your hands....

5 ⋯ **Public Resources**
Great places to get started

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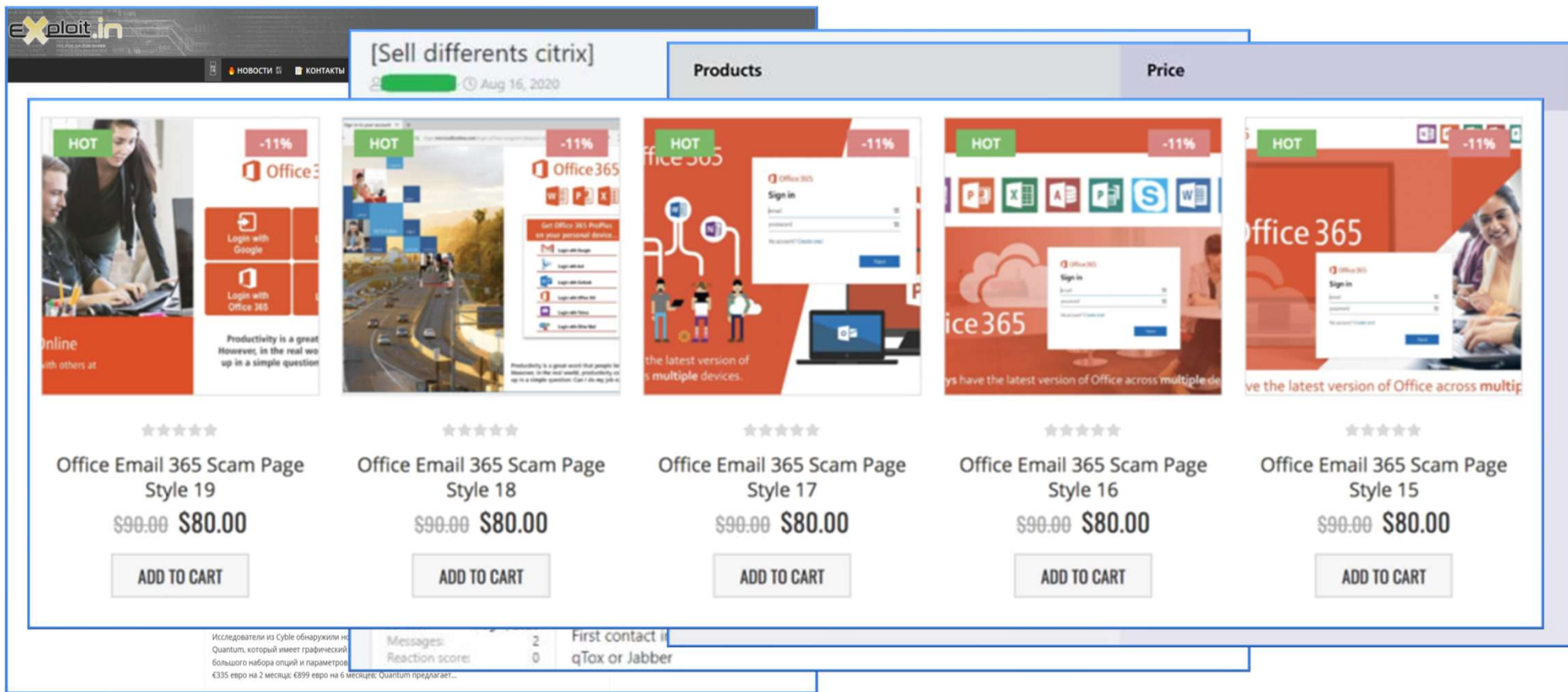# Speaker Introduction

- Matthew Adkins
  - 23-year IT & Security Professional
  - 8-year tenure at Greenway Health
  - Holding certifications from
    - Cisco
    - ISC2
    - CompTIA
    - Microsoft
  - Breaker of things & general "bad guy"

Threat Landscape

- How do adversaries view your assets?

- How do <u>you</u> view your assets?

Their View

Who has more to protect?

In 2021, data breaches in the Healthcare sector cost the organization $9.23 million per incident on average, a $2 million increase from the prior year.

-IBM & Ponemon Institute

Security through Community

- We will only succeed in decreasing the threat posed by digital risks by increasing the general awareness of those participating in the system.

Something in common

Security through Community

- We will only succeed in decreasing the threat posed by digital risks by increasing the general awareness of those participating in the system.

    - It is incumbent on us as administrators and system managers to educate users by drawing parallels to risk behaviors they already understand.
        - Learn a lesson from COVID-19

    - *Don't lick the doorknob!*

    - *Show your up-to-date patch card for admission*

    - *And wash your hands before returning to your browser session*

Greenway Secure Cloud

- We take care of keeping your EMR system healthy.

- A team of professionals are watching over your system 24/7.

- We take the compliance and maintenance burden off you.

- We simplify the disaster recovery planning for you.

- We offer fully bundled pricing to make planning easier for you.

- We take care of technology. *You take care of patients.*

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Who has more to protect?

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Tips & Tricks

- What is your security posture?
  - Is everyone in your organization on the same page?
  - Is everyone in your organization empowered to challenge?

- Meet your users where they are and speak in their vocabulary
  -

- Education is essential
  -

- Don't try and reinvent the human
  -

- Most useful tool for bypassing physical security controls?
  -

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Which is more dangerous?

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Tips & Tricks

- What is your security posture?
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- Meet your users where they are and speak in their vocabulary
  - Automated External Defibrillator = Data Breach Aggregator

- Education is essential
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- Don't try and reinvent the human
  -

- Most useful tool for bypassing physical security controls?
  -

Sometimes you even get help

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Tips & Tricks

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- Education is essential
  - Make sure users and patients understand the value of what is being protected

- Don't try and reinvent the human
  -

- Most useful tool for bypassing physical security controls?
  -

Is the Right Message Landing?

Tips & Tricks

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  - Find simple ways for users to engage in secure behaviors

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HI-VIZ FTW!

Tips & Tricks

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- Most useful tool for bypassing physical security controls?
  - A HI-VIZ vest

Public Resources

- Cyber & Infrastructure Security Agency (CISA)
  - Cybersecurity Awareness Program
  - https://www.cisa.gov/cisa-cybersecurity-awareness-program

- Federal Emergency Management Agency (FEMA)
  - IT Disaster Recovery Plan
  - https://www.ready.gov/it-disaster-recovery-plan

- National Cybersecurity Alliance
  - Individual Cybersecurity Educational Resources
  - https://staysafeonline.org/

Q&A and Closing Remarks

Jenny

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