SUCCESS STORY

Idaho Health Data Exchange Migrates to New HIE Platform with Help from Iatric Systems Professional Services

OBJECTIVE: Idaho Health Data Exchange (IHDE) needed to select and implement a new HIE platform to replace its legacy HIE software. Migrating from one HIE to another is still a rarity, and IHDE wanted to make a smooth transition to help healthcare providers improve coordination of care and reduce healthcare costs.

SITUATION: A not-for-profit company located in Boise, Idaho, IHDE operates the state exchange connecting health systems, hospitals, providers, labs, and imaging centers in Idaho, Eastern Washington, and Eastern Oregon. After five years with their original HIE platform, it was time to evaluate new HIE solutions on the market. After conducting an initial marketplace review with 22 vendors, IHDE decided to continue with the full RFP process, and realized that they needed outside assistance.

SOLUTION: IHDE engaged Iatric Systems Professional Services to assist with information solutions to evaluate HIE technology and recommend a new platform for their statewide exchange. The Iatric Systems team provided vendor analysis technical services and project management support to deliver a much more dynamic and robust HIE for use by Idaho hospitals, physician practices, and other healthcare professionals. Hospitals and physician practices with electronic medical record (EMR) systems can access and share information, while providers and other organizations without an EMR can sign up for view-only access.

RESULTS: Although the project is still a work in progress, more than 100 Idaho healthcare organizations will be connecting to the new HIE platform, providing physicians and other medical professionals with immediate, secure access to patient health information spanning multiple providers. The comprehensive health record will allow more efficient care by reducing duplicate testing, prescriptions, visits, and services. Additional providers are continuing to sign up, meeting their Meaningful Use requirements while improving the speed, quality, safety, and cost of patient care.

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– Scott Carrell
  Executive Director
  Idaho Health Data Exchange

The Idaho Health Data Exchange (IHDE) is the designated Health Information Exchange (HIE) for the State of Idaho, providing faster, safer, more efficient care for Idaho citizens through secure electronic sharing of medical information. Through IHDE, Idaho is one of the first few states to go live with an HIE in 2008 (even before the Affordable Care Act). Several years later, as the contract with its legacy HIE software vendor drew to a close, it was time to explore the market again.

Comprehensive HIE Expertise
After receiving submissions from 22 HIE vendors of all types and sizes, Scott Carrell, Executive Director, IHDE, realized that they were going to need expert assistance to help evaluate the different offerings. After due diligence, he and his team engaged Iatric Systems to guide them through the HIE selection process. "With technology advances and new product offerings, it was hard to know where to begin," Scott explains. "Rob Inglish and Marc Andiel from Iatric Systems worked very closely with us to sift through the initial cut and select finalists for a request for proposal (RFP). Then they helped us through the entire RFP process, developing a comprehensive RFP with full stakeholder consideration, facilitating vendor / IHDE communication, interviewing vendors, evaluating products, and assisting with the contract."

This initial engagement gave IHDE confidence to ask Iatric Systems to lead the transition to a much more dynamic and robust HIE through technical assistance, data migration from the previous vendor and day-to-day project management. "This is a very complex, heavy lift, and Iatric Systems has been providing tremendous assistance to help us pull it off. Rob also joined us at our monthly board meetings to update our board members and guide us through the decision points," Scott adds.

A Complete View of Patient Care
Doctors, nurses, labs, and other medical professionals now have fast, easy, secure access to patient health information spanning multiple providers. The universal health record is also enabling more efficient coordination of care by reducing duplicate testing, prescriptions, visits, and services. More than 100 Idaho healthcare organizations will be connected via the IHDE, including hospitals and physician practices with electronic medical record (EMR) systems, providers without an EMR that receive view-only access, labs, and payer organizations. Additional providers are continuing to sign up, including hospitals and practices that need to meet Meaningful Use Objectives as well as those that simply appreciate the opportunity to move beyond siloed records to get more of a complete picture of a patient record.

Scott notes that one of the qualities that sets Iatric Systems apart is their level of HIE transition experience. "We were looking for a team that was not only familiar with a variety of HIEs, but that also was familiar with the transition from one HIE vendor to another, which is rare because the industry is relatively new. As we scoured the marketplace one of our key question was: How many HIE vendor transitions have you gone through? Other vendors tiptoed around their answer but Iatric Systems has been through these efforts before. Their experience showed — they even helped guide the HIE vendor through some of the intricacies of Idaho's transition to its 2.0 state.

Idaho's New HIE Comes to Life
IHDE is now recognized throughout Idaho for providing vital patient information that clinicians depend on. "It's exciting to see the state exchange undergo such a transition and receive assistance from HIE experts. It's been challenging, but we're pleased with all we've been able to do," Scott notes. "Iatric Systems is technically adept. They are enabling us to make the transition to a new HIE much faster than if we had tried to do it ourselves — and in a way that's more economical and sustainable."

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