Technical Transition Leads

» Connected to all acute care hospitals and most ambulatory facilities

» Designated public health reporting authority for KY
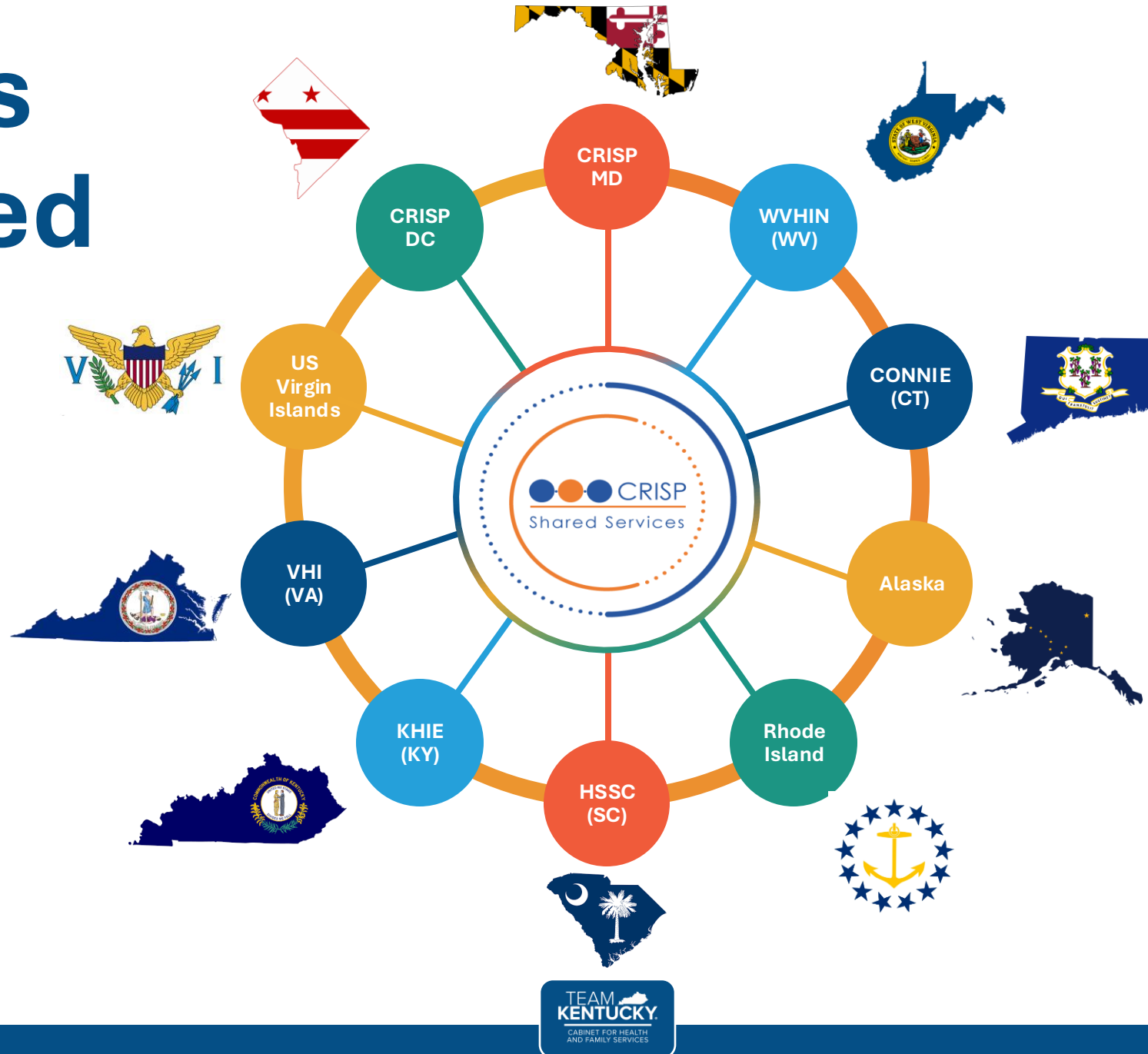
» CSS is the new technology partner for KHIE

Alex Hughes
Implementation Manager, CSS

Keishlyn Calhoun
Technical Project Manager, CSS

Areas Served

CSS Technical Expertise

Implementation

» Successfully implemented and managed _8+ state and territory-wide_ infrastructure deployments

» Currently implementing modernization projects with _14 state and local health departments_ nationwide

» Delivering **11.5M+ clinical event** notifications into workflows per month

Integrations
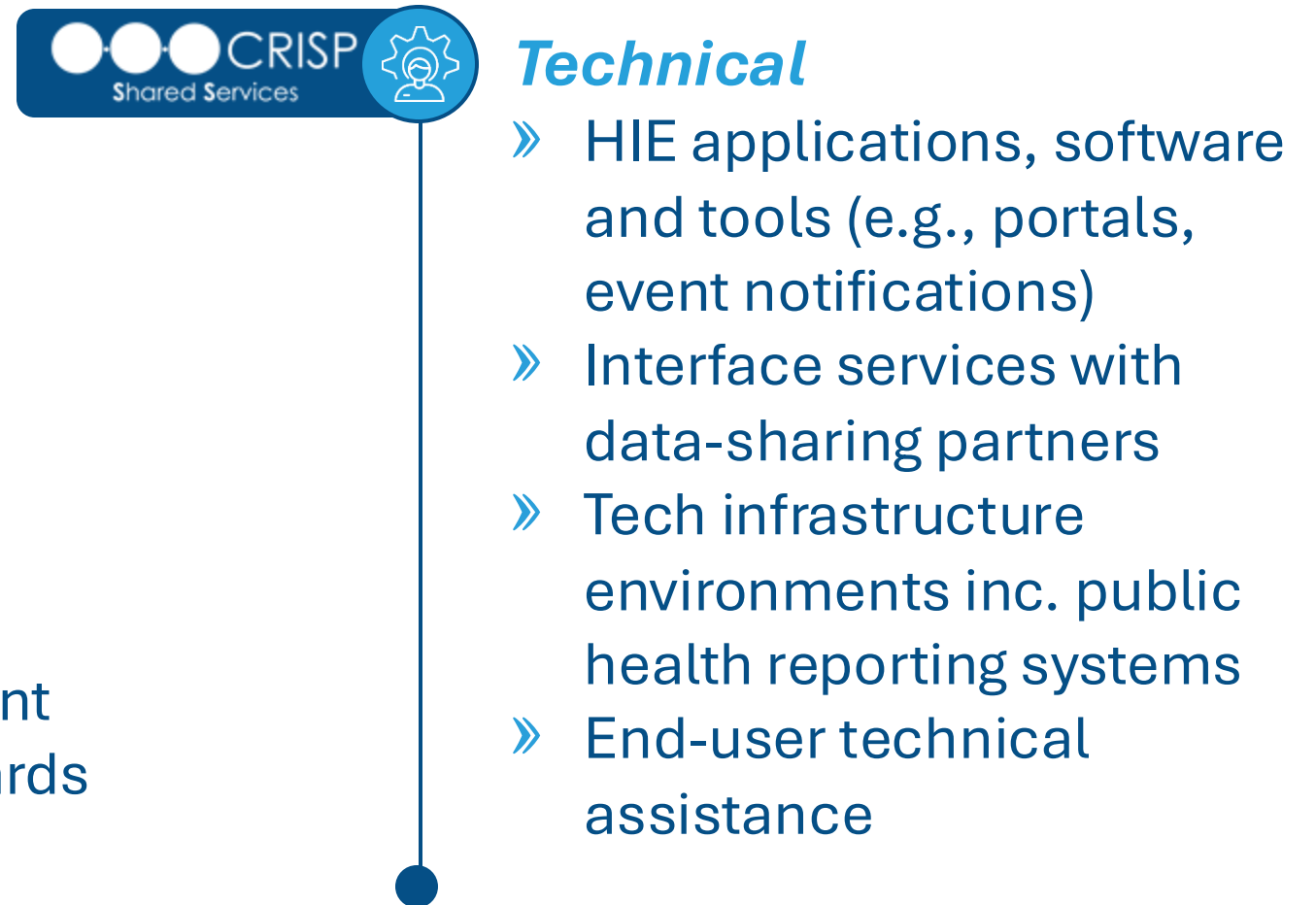
» _4,000+ individual data contributors_ (health systems, ambulatory providers, etc.) across _50+ discrete EMRs_ for an array of data types and use cases

» Facilitating public health interoperability in _9 states and territories_, including bi-directional eCR, eLR, SyS, immunizations, and PDMPs

» Lead technical and programmatic integration with _dozens_ of states and government agencies

KHIE vs. CSS: Partner Roles

KHIE

Administrative
» Governance
» Policy
» Communications

Operational
» Outreach
» User training
» Account management
» Public health standards
» Consent processing

CRISP Shared Services

Technical
» HIE applications, software and tools (e.g., portals, event notifications)
» Interface services with data-sharing partners
» Tech infrastructure environments inc. public health reporting systems
» End-user technical assistance

KHIE Contacts: <u>Who</u> to Reach and <u>Why</u>

KHIE <u>Outreach</u> Coordinators:

» Act as KHIE's participant and statewide engagement team

» Focused on:

- Participant and stakeholder engagement
- New participant and program interest and awareness
- Event participation and communications campaigns
- Portal user trainings

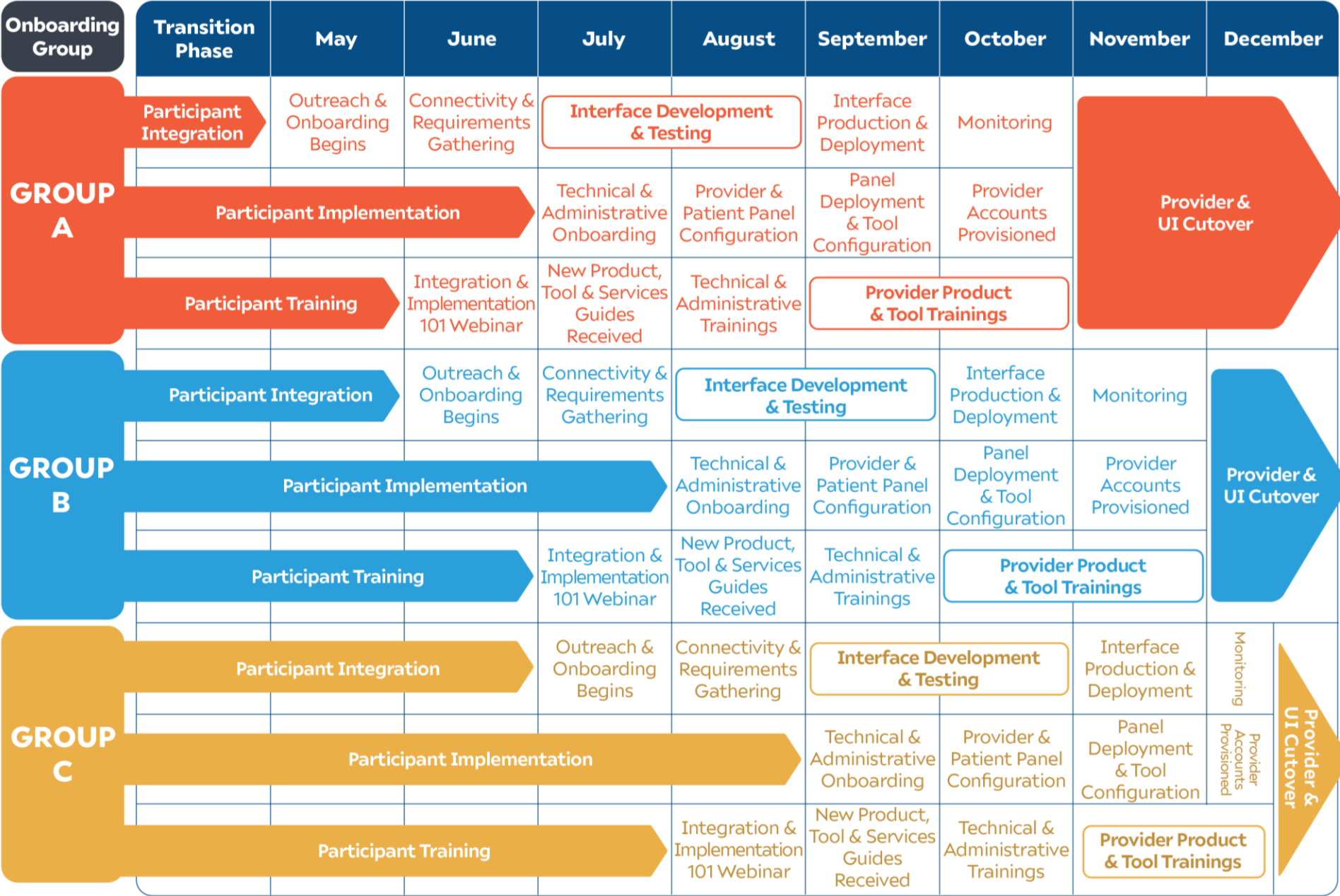## KHIE <u>Account</u> Managers:
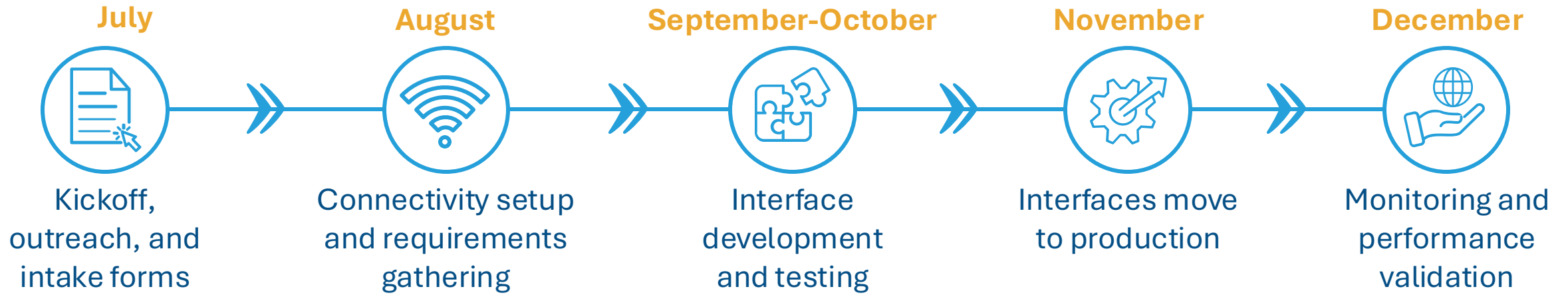
» Serve as dedicated guides through the participant journey

» Focused on:

- Onboarding and integration coordination
- Training and support throughout implementation
- Troubleshooting technical issues
- Liaising with CSS for deep technical support

Transition to CSS: KHIE Participant Onboarding Timeline

Onboarding Group	Transition Phase	May	June	July	August	September	October	November	December
GROUP A	Participant Integration	Outreach & Onboarding Begins	Connectivity & Requirements Gathering	Interface Development & Testing		Interface Production & Deployment	Monitoring		
	Participant Implementation			Technical & Administrative Onboarding	Provider & Patient Panel Configuration	Panel Deployment & Tool Configuration	Provider Accounts Provisioned	Provider & UI Cutover	
	Participant Training		Integration & Implementation 101 Webinar	New Product, Tool & Services Guides Received	Technical & Administrative Trainings	Provider Product & Tool Trainings			
GROUP B	Participant Integration		Outreach & Onboarding Begins	Connectivity & Requirements Gathering	Interface Development & Testing		Interface Production & Deployment	Monitoring	
	Participant Implementation				Technical & Administrative Onboarding	Provider & Patient Panel Configuration	Panel Deployment & Tool Configuration	Provider Accounts Provisioned	Provider & UI Cutover
	Participant Training			Integration & Implementation 101 Webinar	New Product, Tool & Services Guides Received	Technical & Administrative Trainings	Provider Product & Tool Trainings		
GROUP C	Participant Integration			Outreach & Onboarding Begins	Connectivity & Requirements Gathering	Interface Development & Testing		Interface Production & Deployment	Monitoring
	Participant Implementation					Technical & Administrative Onboarding	Provider & Patient Panel Configuration	Panel Deployment & Tool Configuration	Provider Accounts Provisioned / Provider & UI Cutover
	Participant Training				Integration & Implementation 101 Webinar	New Product, Tool & Services Guides Received	Technical & Administrative Trainings	Provider Product & Tool Trainings	

Integration Phase Timeline

July → **August** → **September-October** → **November** → **December**

Kickoff, outreach, and intake forms → Connectivity setup and requirements gathering → Interface development and testing → Interfaces move to production → Monitoring and performance validation
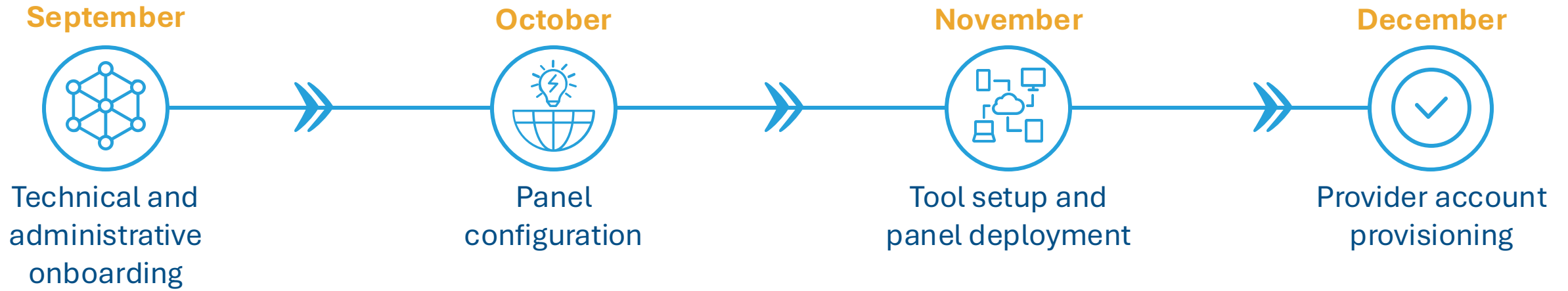
Integration Phase Steps

» Completing connectivity intake forms (data types such as ADT, ORU, CCDA)
» Developing and testing interfaces with CSS
» Transitioning any Platinum/XDS or repository-based connections, if applicable
» Setting up new secure connections (e.g., VPN, HTTPS, SFTP)

Implementation Phase Timeline

September
October
November
December

Technical and administrative onboarding

Panel configuration

Tool setup and panel deployment

Provider account provisioning

Implementation Phase Steps

» Providing any necessary administrative and technical information
» Verifying patient and provider panel configurations
» Participating in readiness assessments and pre-cutover validation

Training Phase Timeline

August 13th

Kickoff Webinar – Integration & Implementation 101

September

Product, tool, and service guides shared

October-November

Administrative and technical training for KHIE staff

December

Provider/end-user training
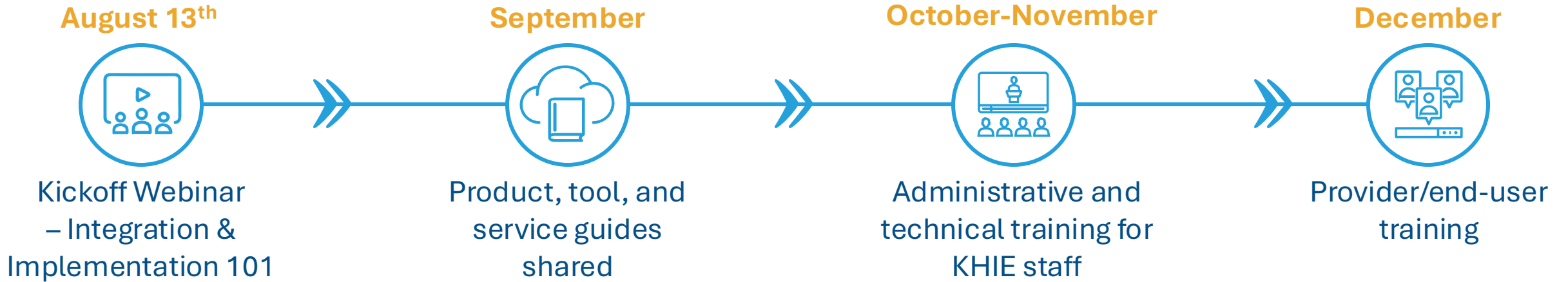
Training Phase Steps

» Initial integrations and implementation training begins
» Role-based training modules for admins, technical staff, and end users
» On-demand documentation and demos

EMR HUB Connections

- A HUB connection is when an EMR or health system manages several facilities' connection to CSS
  - They use the same end point/channel to send data to CSS
- Once pilot site is onboarded to an EMR HUB, remaining participants experience streamlined integration
  - This reduces the transition burden for participants

- If submitting through an EMR HUB, no action required from you at this time
- Your EMR HUB will manage the transition process including, connectivity and intake forms
- KHIE and CSS will work closely with your HUB organization throughout the onboarding process

Immunizations Only – VXU and QBP

Group C – Immunization Only Participants

- No intake forms required
- Brief survey to be completed
  - See onboarding packet
- Establish new connectivity with CSS
- If submitting through a EMR HUB connection – no action required

Key EMR HUBs

Allscripts/Veradigm	Athena
STC/Surescripts	Ironbridge
CERNER	SMP/Outcomes
Office Practicum/Connexin	eClinicalWorks (eCW)
Glenwood Systems	Greenway
Patagonia	Vaxcare
exEMRx	

Completing Intake Forms

ADT intake forms are required for data types:

» ADT » SS

ORU intake form is required for:

» LAB » RAD » TRN

CCDA intake is required for ITI-41 Provide and Register Document

» If you're currently a Platinum Service Member sharing CCDAs to KHIE via QnR, you will need to change to an ITI-41 Provide and Register Interface in order to continue sharing with KHIE
» Your ability to query and retrieve CCDAs from KHIE will transition with minimal changes

Questions about intake forms?

» Contact your account manager to register for weekly office hours

Deadline for completed forms and survey to remain on target: 8/22/25

Connectivity Types

VPN Connectivity:

» Depending on the number of data feeds you will be submitting, we will assign specific ports and share them within the VPN form

» You will be required to fill the form with your information and return it to CSS

» CSS will build the VPN tunnel and share the PSK with your technical resource

Webservice Connectivity:

» You will be required to provide CSR to initiate generation of CSS public certificates
  • Note: *If test and prod are on separate servers, a separate CSR is required for each*

» CSS will provide:
  • HTTPs URLs for each data type you will be submitting
  • WSDL and specifications for connection

Connectivity Types

SFTP

» Three options for account types
» You will need to designate a technical resource or point of contact (POC) for SFTP setup
» KHIE will provide log-in credentials to SFTP test and prod folder access

CCDA Provide and Register to KHIE

» You will be required to provide CSR to initiate generation of CSS public certificates
  - Note: *If test and prod are on separate servers, a separate CSR is required for each*
» CSS will provide:
  - A cert for you to add to your trust store
  - Test and production HTTPs URLs for your ITI-41 Interface

CCDA Query and retrieve from KHIE

» If PIX Query is initiating from the same server as your ITI-41, no action is needed
» If PIX Query is initiating from a different server, a CSR and certificate exchange is required
» CSS will provide test and production endpoint HTTPS URLs; these will be different from ITI-41 endpoints

Onboarding Standard Interfaces

Connect to test endpoint

Send test (non-PHI) messages to the endpoint that meets all specifications as indicated in intake forms

» Test messages required for each data type
» For ADTs, provide test messages for each trigger event expected in production

CSS will review and validate the test messages for content and format compliance

Onboarding Standard Interfaces
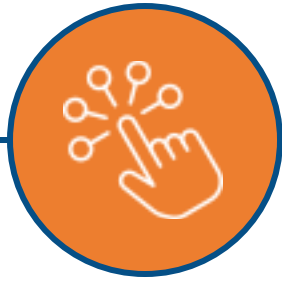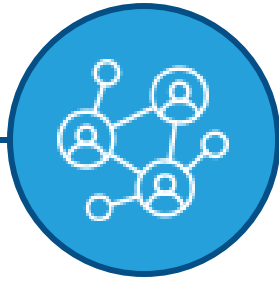
CSS will assign to an engineer who will do interface development

CSS will perform internal QA and Code review

CSS will coordinate go-live with participant with temporary dual production feeds to KHIE's legacy vendor and CSS.

Onboarding Standard Interfaces

Participant to begin sending data in production

» CSS to provide production monitoring for up to a week

CSS to transition interface to production maintenance with Interface Support

» For any production issues after monitoring period, contact:

interfacesupport@crisphealth.org

Temporary Dual Production Feeds

Dual Production Feeds:

- Post-interface onboarding, participants **temporarily maintain dual production** feeds to legacy vendor and CSS
- Participants disable interfaces to KHIE's legacy vendor during planned provider & UI cutover
  - **For Group C, planned for December**
- KHIE participants automatically planned for dual prod feeds during onboarding

Benefits:

- Minimizes service downtime and incomplete data
- Hydrates the new KHIE Portal with more historic and actionable data for providers
- Enables enhanced interface production monitoring with failsafe mechanisms
- Allows for more robust provider/user training prior to provider & UI cutover from legacy vendor

If you have concerns about dual prod feeds, contact your KHIE Account Manager who will discuss other options with you

Onboarding Public Health Interfaces

Send a test (non-PHI) message to the endpoint that meets all specifications as indicated by Kentucky Department of Health (KDPH)
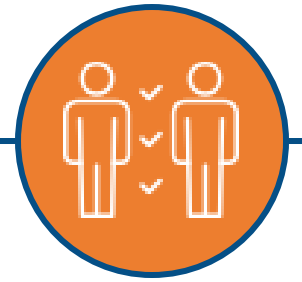
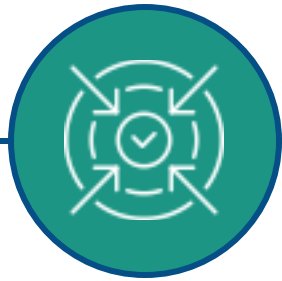**CSS will review test messages and confirm successful processing**
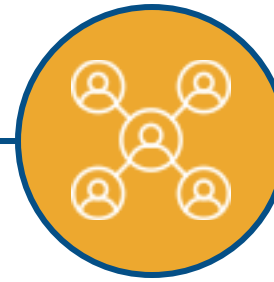
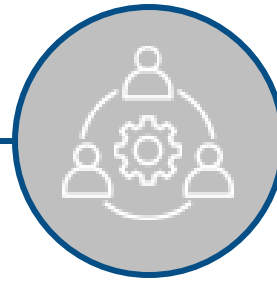**Participant to begin sending production data to CSS's production endpoint for content validation**

KHIE/CSS to perform initial content validation

» Test messages required for each data type
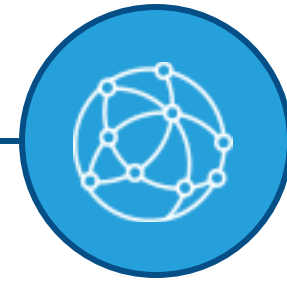
Onboarding Public Health Interfaces

KDPH to complete content validation

CSS to coordinate with KDPH on sending production data to KDPH production environment for go live and production validation and monitoring

*This is where participant will cutover production feed from Deloitte to CSS

CSS to transition interface to production maintenance with Interface Support

» For any production issues after monitoring period, contact:

interfacesupport@crisphealth.org

Questions?

Visit our website: www.khie.ky.gov

Email us: khie@ky.gov

For any production issues after monitoring period, contact: interfacesupport@crisphealth.org