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## Setting Expectations

- The goals for today's Ambassador Network session:
  - Discuss feedback received from colleagues
  - Provide overview of the Event Notification feature
  - Demo Event Notifications
  - Preview Next Steps

# Ambassador Open Mic



Share Some Feedback

# Open Mic Discussion



Which departments and/or staff members in your healthcare organization would benefit from receiving Labs and Encounters?

Are there barriers preventing you from using this feature in the ePartnerViewer?

Do you have recommendations for improving this feature?

# Event Notifications Overview



## Overview

Partnering with KHIE to receive medical event notifications about a patient's specific medical encounter can keep providers 'in the know' as their patients transition from various healthcare settings back to the practice. The use of Event Notifications supports care coordination activities across disparate providers to inform healthcare providers when a patient is admitted to or discharged from an Emergency Department, for example.

**Bulk upload** allows authorized users to submit a patient panel for a large volume of patients through a single excel sheet. This feature allows easier monitoring of patients with the same notification needs, such as diabetes patients.

~11.1M+

Event Notifications  
Generated In 2023

## Solution

KHIE supports multiple channels to send Event Notifications to Participants. Supported channels include **Direct Secure Emails, API FHIR, and the ePartnerViewer**. These methods provide interoperable means of engaging and utilizing critical health care information at the point of care.

KHIE currently supports the following 13 event notifications:

- **Emergency Admission**
- **Emergency Discharge**
- **Hospital Admission**
- **Hospital Discharge**
- **Readmission**
- **Specialty Visit**
- **Results Ready for Review**
- **Behavioral Health Admission**
- **Behavioral Health Discharge**
- **Toxicology Screen**
- **Emergency Visit Overutilization**
- **Possible Positive for COVID-19**
- **A1c**

## Projected Impact

Access to Event Notifications helps drive reductions in healthcare costs, as it encourages providers to leverage the information available in the Health Information Exchange.

**Access to Event Notifications may contribute to...**

**52%** FEWER REDUNDANT LAB TEST<sup>1</sup>

**36%** FEWER RADIOLOGY EXAMS<sup>1</sup>

**13%** FEWER OVERALL PATIENT CHARGES<sup>2</sup>

**3%** REDUCTION IN READMISSIONS<sup>3</sup>

1. <https://academic.oup.com/jamia/article/22/6/1169/2357674?login=true>

2. <https://www.sciencedirect.com/science/article/abs/pii/S138650561500101X>

3. <https://www.ncbi.nlm.nih.gov/pmc/articles/PMC7651949/>

Ephraim McDowell Regional Medical Center leveraged the Kentucky Health Information Exchange (KHIE) to enhance patient outcomes and improve resource management. KHIE facilitated effective patient monitoring and transfer management, ensuring continuity of care and optimizing resource utilization amidst rapid patient turnover.

## Objectives

Ephraim McDowell Regional Medical Center implemented a program to monitor all bariatric patients for a 2-year period, post- procedure.

### Challenges:

- 1 Some patients develop complications (e.g., fail to absorb nutrients), requiring readmission for IV support.
- 2 The continuum of care is impacted for patients who are transferred because of severe illness.

## Solutions

KHIE's ePartnerViewer and Event Notifications Service emerged as valuable tools for the hospital.



The **ePartnerViewer** offered hospital clinicians an efficient way to gather information related to their bariatric patients from one source to inform post-procedure progress as well as recent health status.



The **Event Notifications** were set up to provide real-time updates (1) when a bariatric patient was admitted to another healthcare organization or (2) when a patient was treated for any complications related to the bariatric procedure.

## Benefits



### Improved Patient Care

KHIE Event Notifications improved patient care and care coordination by providing an efficient way of informing clinicians of specific events occurring with their bariatric patients, post-procedure.



### Enhanced Interoperability

KHIE's ePartnerViewer and Event Notifications provide specific details about events occurring at other healthcare organizations; this information can be quickly shared with relevant providers.



### Increased Efficiency and Resource Utilization

Access to clinical data in the ePartnerViewer and the delivery of Event Notifications considerably reduced the time and staff needed to monitor bariatric patients.

Many youth in foster care have complex traumatic histories, leading to more intensive physical and behavioral health care and psychosocial service needs than other youth receiving Medicaid services. Traditionally, health-related data is not easily nor seamlessly shared between or accessed by providers or service workers.

## Overview

KHIE collaborated with TWIST, a program within Kentucky's Department for Medicaid Services. TWIST, the child welfare information system, is managed by Medicaid's Department for Community Based Services (DCBS). The alliance provided DCBS case managers the functionality to receive event notifications for their foster care caseloads. With these notifications, the case workers know when foster children on their caseload are moving within the various healthcare settings.

## Impact

**39,354** Event Notifications were sent to TWIST through the KHIDS integration in 2023:

- **37** Abnormal A1c
- **7904** Emergency Department Admission
- **5189** Emergency Department Discharge
- **970** Hospital Admission
- **899** Hospital Discharge
- **28** Hospital Readmission (Other Facility) within 30 days
- **4463** Overutilization
- **169** Possible Positive COVID-19 Test
- **18782** Results Ready to Review
- **913** Specialty Visit



# Event Notification Demo



## Demo Overview

1. Managing Event Notifications.
2. Setting up Event Notifications:
  - Manual entry
  - Bulk upload (Patient Panels)
3. Filtering and downloading previous panels

# Ambassador Next Steps



## Ambassador's Next Steps

- Next Ambassador Network Session: **Tuesday, 6/03.**
- Review and manage your Event Notifications in the ePartnerViewer.
- Talk with colleagues who would benefit from using the Event Notification feature. Share their feedback:
  - How can Event Notifications fit your existing workflows? What are some examples where Event Notifications can track your patients through the care continuum?
  - Are there any barriers preventing you from using Event Notifications?
  - Do you have any recommendations on improving Event Notifications?