



KHIE Ambassador Network Kickoff

Last Updated 4.10.2024

The purpose of the Ambassador Network is to connect KHIE with selected end-users who will advocate and champion the use of the ePartnerViewer within their respective healthcare organizations.

WHAT IS AN AMBASSADOR NETWORK?



The **Ambassador Network** is a series of **6 webinars** that educates you on the ePartnerViewer and establishes a **two-way communication channel** between your healthcare organization and the KHIE team.

OBJECTIVES FOR AMBASSADORS



- ✓ **Learn** about the ePartnerViewer and how it integrates with your organization.
- ✓ **Be Ambassadors** by supporting ePartnerViewer adoption at your organization.
- ✓ **Execute** assigned Ambassador Network activities (e.g., collecting informal feedback, sending materials, etc.).

DESIRED OUTCOME



Improve awareness and adoption of the ePartnerViewer at your healthcare organization.

Develop a reliable communication channel to facilitate the flow of information, increase message consistency, and enhance engagement.

Foster a Community of Ambassadors across the Commonwealth that KHIE can engage for insight, ideas, and feedback.

Each role within the Ambassador Network plays an integral part in creating successful experiences and meaningful outcomes.

ROLE DESCRIPTION

Ambassador Team

The Ambassador Team is composed of KHIE Outreach Leadership. These individuals are the **regular points of contact for Ambassadors and drive the network's communications and activities.**

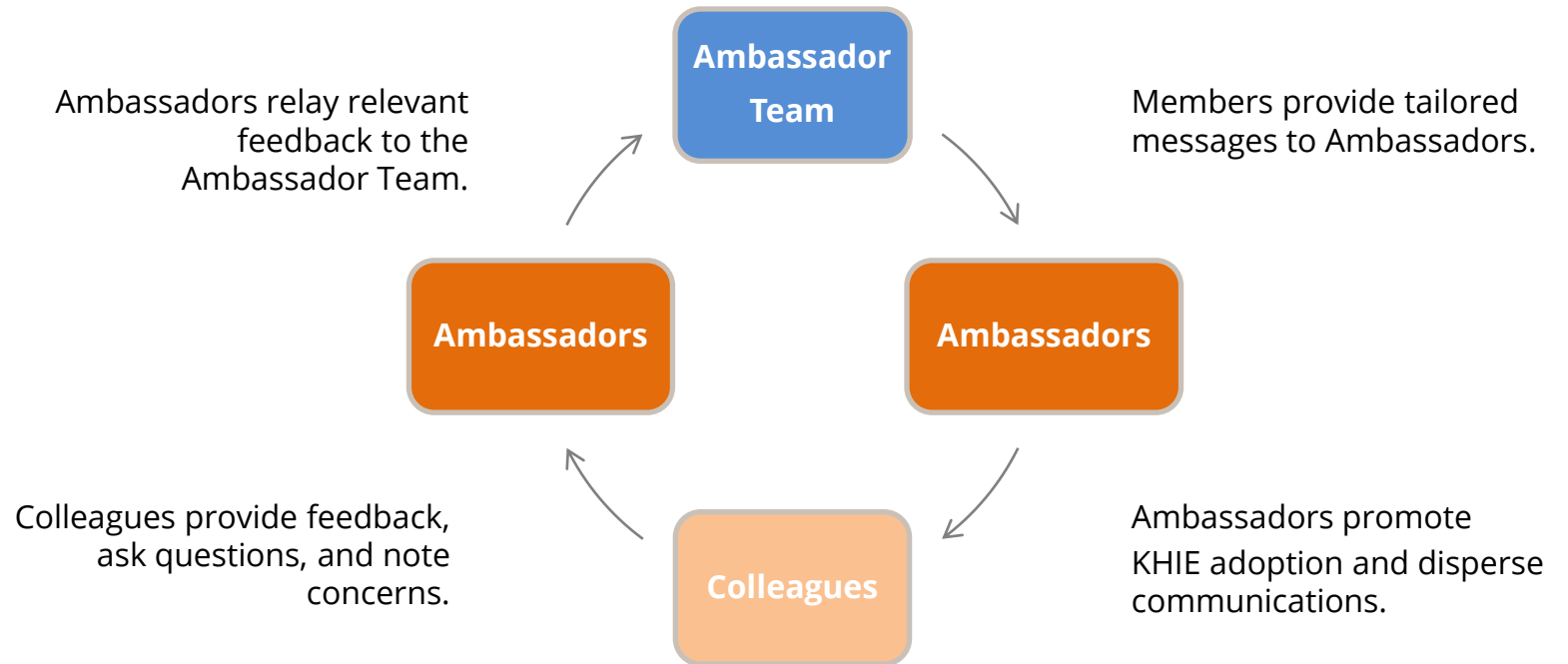
Ambassadors:

You, the selected KHIE end-users, who **champion KHIE adoption and disperse communication materials** to colleagues and collect their feedback.

Colleagues:

Your peers who **receive KHIE communications** from you and provide direct feedback to you.

AMBASSADOR NETWORK COMMUNICATION PATHWAY



Below are the high-level responsibilities for Ambassadors.



Attend Ambassador Network meetings; identify opportunities for KHIE to host local events (e.g., coffee chats or office hours).



Learn about KHIE's ePartnerViewer and how it can integrate into your workflow; support your peers in using the ePartnerViewer.



Complete pulse surveys (< 5 minutes) to provide feedback.



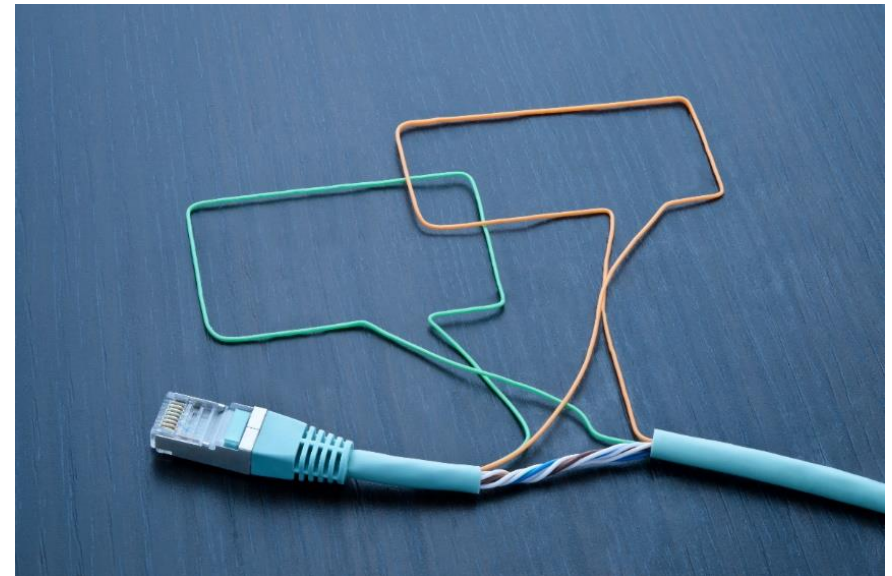
Share key messages and communication materials with your organization.



Stay up to date on communications and understand your distribution channels.



Gather feedback from your peers and share with the KHIE Team.



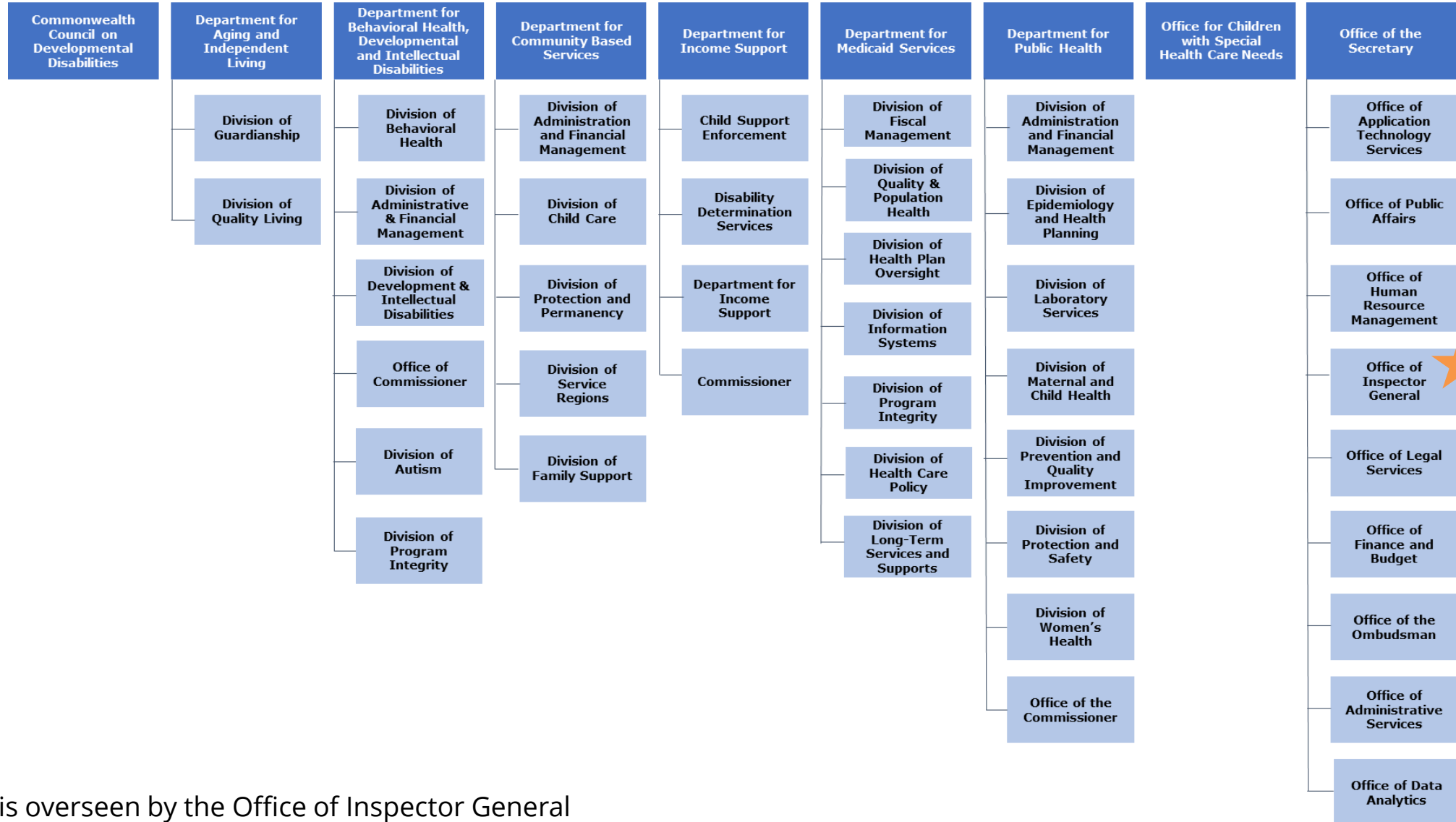
Series of **six (6) mini-webinars** that focus on the ePartnerViewer functionalities. These sessions actively engage Ambassadors and provide knowledge that can be used by and discussed with their peers.

	KHIE Overview	The Patient Chart	Labs	Event Notifications	Image Exchange	SDoH
Schedule	April 9 2:00 - 2:45 PM ET	April 23 2:00 - 2:45 PM ET	May 7 2:00 - 2:45 PM ET	May 21 2:00 - 2:45 PM ET	June 4 2:00 - 2:45 PM ET	June 18 2:00 - 2:45 PM ET
Key Information	<ul style="list-style-type: none"> • Overview of the Ambassador Network • KHIE Capabilities • Accessing the ePartnerViewer • High-Level Functionalities 	<ul style="list-style-type: none"> • Recap: Overview Session • Review of the Patient Chart in the ePartnerViewer • The Clinical Documents in the Patient Chart • The KHIE Summary CCD • The Medicaid Claims CCD • The Patient Notes 	<ul style="list-style-type: none"> • Recap: Patient Charts Session • Encounters and Lab Overview • Demo of Laboratory Results • Public Health Reporting Overview • Direct Data Entry (DDE) Overview 	<ul style="list-style-type: none"> • Recap: Encounters and Labs • Event Notifications Overview • Use Case & Benefits of Event Notifications • Demo: How to set up Event Notifications 	<ul style="list-style-type: none"> • Recap Event Notifications • Benefits of Image Exchange • Image Exchange Metrics • How to Onboard 	<ul style="list-style-type: none"> • Recap Image Exchange • SDoH and kynect resources Integration • Benefits of SDoH Integrating with Clinical Data • How to sign up with kynect
Ambassador Next Steps	<ul style="list-style-type: none"> • Validate your KOG account and access the ePartnerViewer 	<ul style="list-style-type: none"> • Review a patient's chart in the ePartnerViewer • Discuss the patient chart with 3-5 colleagues 	<ul style="list-style-type: none"> • Discuss with 3-5 peers how having access to lab results could benefit their organization 	<ul style="list-style-type: none"> • Collect feedback from 3-5 colleagues regarding how Event Notifications can be integrated in their workflow 	<ul style="list-style-type: none"> • Discuss with 3-5 colleagues how the Image Exchange feature benefits your patients and your organization 	<ul style="list-style-type: none"> • Discuss with 3-5 colleagues how SDoH data would be used in their organizations

Introduction to KHIE



The Kentucky Health Information Exchange (KHIE) is in a unique position within state government that allows for collaboration between agencies, thereby, improving data sharing efforts AND patient health outcomes!



KHIE is overseen by the Office of Inspector General

Since being founded in 2010, KHIE has grown to become one of the largest statewide HIEs in the nation and leads the way in innovative services and features!

KENTUCKY HEALTH INFORMATION EXCHANGE

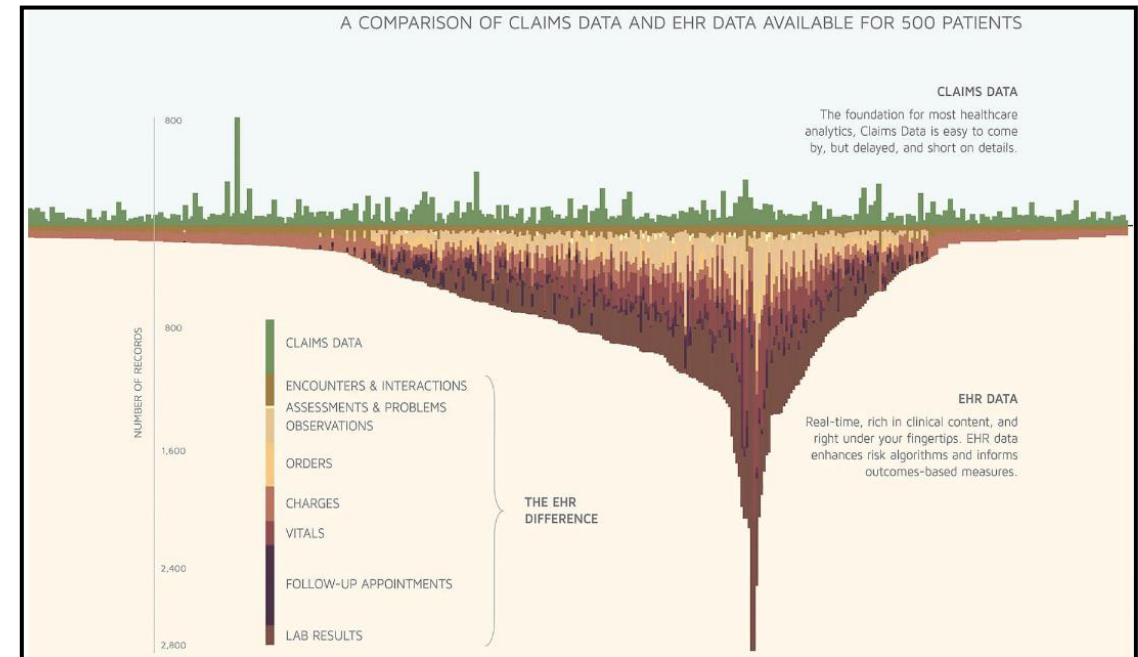
The Kentucky Health Information Exchange (KHIE) facilitates clinical data exchange across the Commonwealth of Kentucky, neighboring states, and connected exchanges.

KHIE is an industry leader as KHIE supports various protocols and standards through the implementation of **enhanced services to empower healthcare providers** to improve the quality, safety, and efficiency of care. KHIE has the ability to **influence the way healthcare is planned, coordinated, and delivered.**

KHIE is a tool that supports clinical care coordination to **improve health outcomes** and **reduce healthcare costs** in Kentucky.

COMPREHENSIVE ANALYTICS

KHIE facilitates the exchange of health data to support improved health outcomes and reduce healthcare costs. KHIE supports the analysis of rich, real-time patient health data right at organizations' fingertips!



KHIE is Connected to 100% of Hospitals in Kentucky!

Year after year, KHIE continues to expand and increase its connectivity to healthcare organizations across the Commonwealth of Kentucky. KHIE facilitates the safe and secure exchange of patient health data across the care continuum.

In 2023 KHIE
Exchanged **391M+**
Messages

ADT	157M+	QBP	61M+
ADTSS	65M+	VXU	4.4M+
Lab	33M+	IHE	5.3M+
Path	19K+	IHE-Other*	59.5M+
Rad	2.3M+	Opioid	385K+
TRN	1.5M+	Imaging	614K+

**IHE-Other includes Patient Discovery, Patient Registration, Query Documents, and Retrieve Documents*

KHIE pioneers new, innovative services that streamline access to patient health data and entry of necessary clinical information, saving your staff time.

EVENT NOTIFICATIONS

Clinical event notifications enable healthcare providers to track health changes for patients in their care. They improve care coordination with the timely flow of information about patients, as they transition from various healthcare settings.

IMAGE EXCHANGE

KHIE enables Participants to view, share, and export diagnostic quality images to their local Picture Archiving and Communication Systems. The Image Exchange has tremendous potential to decrease healthcare cost, improve quality of care, and increase patient satisfaction and safety.

SOCIAL DETERMINANTS OF HEALTH

KHIE standardizes SDoH data and connects Participants to data from 10,000+ providers, payers, and community-based organizations across Kentucky via bi-direction data exchange with kynect resources. SDoH data provides a new dimension of relevant information for healthcare providers to assess when developing care and treatment plans for their patients.

DIRECT DATA ENTRY

Direct Data Entry is the quasi-modernization of the manual entry of lab results for communicable diseases and their associated case reports. Participants can utilize KHIE's online webforms to manually enter lab results and case reports, replacing traditional paper-based methods and minimizing reporting burdens.

ePartnerViewer

The ePartnerViewer is the customizable clinical portal, offering users a view of real-time and historical patient health data from multiple sources, aggregated into one chart.

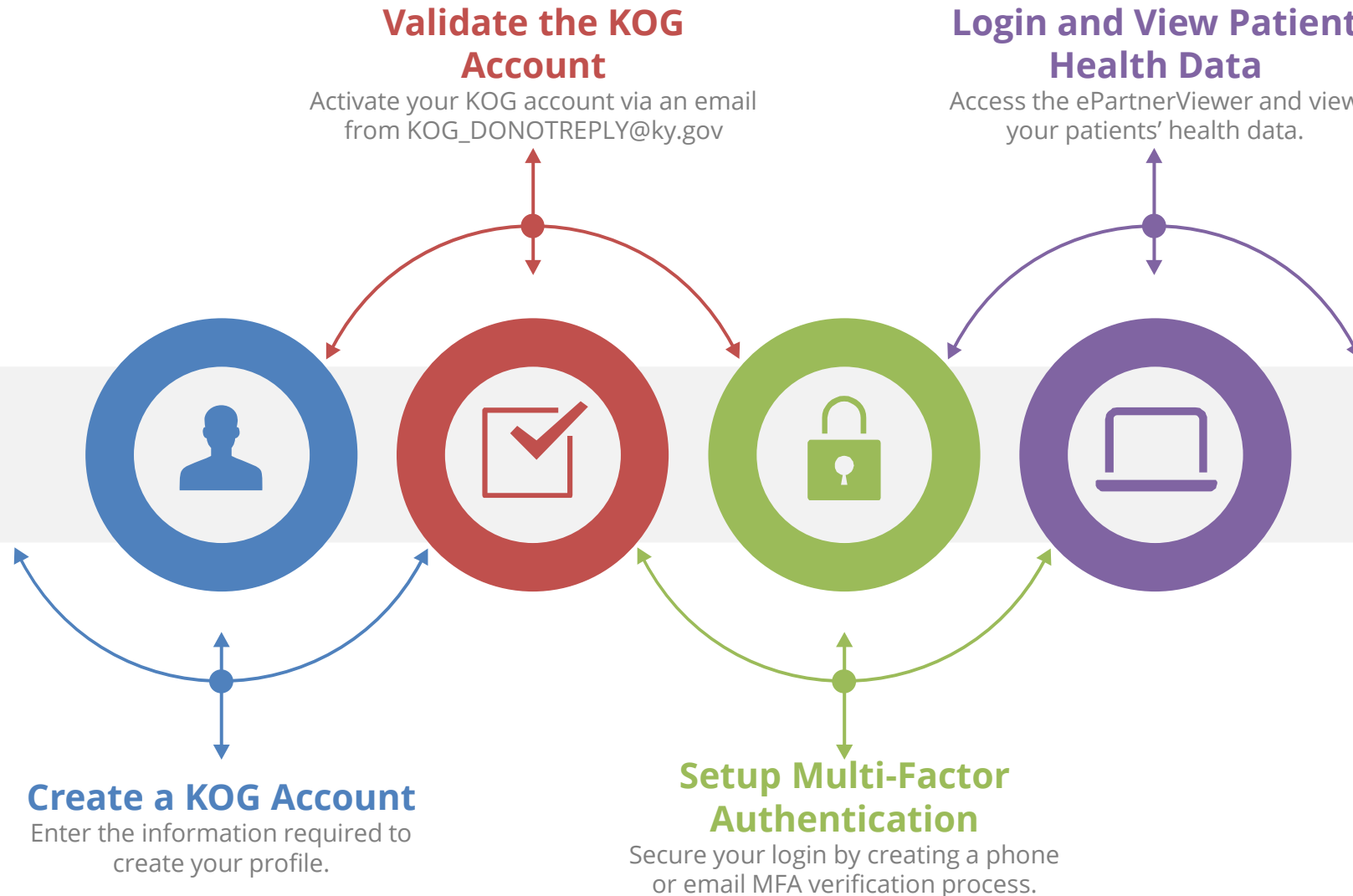


KHIE INNOVATIONS

ELECTRONIC CASE REPORTING

eCR is the secure, automatic creation of case reports from a Participant's EHR/EMR system. The case report is seamlessly transmitted through KHIE via DSM to KDPH. The case report captures rich, clinical data and meets the CDC reporting requirements.

The ePartnerViewer is KHIE's web-based provider portal. To access patient data, users must first create and validate a Kentucky Online Gateway (KOG) account.



Ambassador Next Steps



Ambassador's Next Steps

- If you want access to the ePartnerViewer, contact your Outreach Coordinator!
- Validate your KOG Account and access the ePartnerViewer.
- Review helpful resources on the ePartnerViewer Resources page, on the KHIE website, and materials shared with you.
- The next Ambassador Network meeting is **Tuesday, 4/23 at 2:00 – 2:45 PM EST!**

Want More Information:

Visit the KHIE Website: KHIE.ky.gov
Follow us on Twitter: [@KentuckyHIE](https://twitter.com/KentuckyHIE)