Health Information Exchange Shaped by Community Needs: A School Health example

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Objectives:

Understand the process a community went through to develop an electronic means of health information exchange (HIE) between clinics and schools to support student health.

Understand the vital role school nurses played in developing the HIE tool, determining what was exchanged and with whom.

Understand the lessons learned implementing and maintaining HIE between clinics and schools.

Understand the Process

Setting

An upper Midwest urban/rural region of health care providers and school nurses interested in improving the coordination asthma care of for children.

**Asthma Action Plans (AAPs) to schools**

- Reduce healthcare utilization
- Improve school attendance
- Reduce parents’ time away from work

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AAP Task Force Accomplishments

**Consent**
**Resources**
**Management Education**

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Beacon Grant (2010 - 2014)

**Communication, Coordination & Community**

- Best practice to improve health and health care delivery
- Build and Strengthen Health IT infrastructure
- Improved Health, Care and Costs

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Beacon took on the AAP Task Force Mission

**Connect** with the AAP Task Force.
**Learn from & Leverage** their work.
**Expand** their model to the entire 11 county region.
**Enhance** sharing of AAPs with standards-based HIE
Beacon’s Plan

Engage the Community

Develop the Technology

Address the Legal & Data needs

Asthma Focus Project Team

Direction & Oversight

- Clinicians, Researchers, Informatists, Project Managers, IT engineers, School Nurses, Public Health informatics & School Nurse managers

Community Input: Focus Groups

Insight

- Healthcare Professionals, Parents & School Staff

Focus Group Feedback

AAPs are Important

Communication Matters

Policies & Protocol are Crucial
School Engagement

Newsletters
Asthma Resources
Call for Pilot Volunteers

Baseline School Asthma Measures

Preliminary
- Of the students identified with asthma:
  - 63% had an AAP AND Albuterol at school
  - 37% had Albuterol but NO AAP at school

Develop the Technology

Exciting!
- HIE Solution to get AAPs to Schools
- Secure web-based portal

How it Works
Legal Considerations

**Business Associate Agreements**
**Privacy Compliance:** HIPAA, MHRA, FERPA

**Consent & Authorization Compliance:** Consent to Share Asthma Action Plan and Information about My Child’s Asthma, Authorization for Sharing Health Information - Anaphylaxis

**School Portal Non-Disclosure Agreement**

**Portal Use**

Public School Districts & Private *Schools*

School *Nurses*

Students

Health Systems and clinic sites

*Asthma & Anaphylaxis* action plans

**Understand the Vital Role School Nurses Played**
Engage & Connect with School Nurses

**Investigate**, probe for the issues
**Inform**, share the aim
**Increase means**, offer additional resources
**Invite participation**, ask to take part
**Involve**, incorporate ideas into solution development
**Inquire**, ask-listen-respond-ask again

Investigate

**School Nurse Focus Groups**
- What were the issues?
- School Nurses eager for their voices to be heard.

Investigate, Inform, Invite & Inquire

**Regional School Nurse Meetings**
- Attended meetings
- Presented, asked, listened, invited

Increase Means

**Asthma Care Coordination Support**
- Clinics initiated consent to share with schools
- Asthma Focus Project Team jumpstarted dissemination of AAPs
Inform

E-Newsletter
- Local School Health information
- CEU opportunities

Invite & Involve

Pilot Schools
- Provided School Asthma Assessment data
- Showed reality of school nurse office
- Participated in development of portal
- Previewed portal Wireframe
- Beta tested portal
- Mentored others at "Go – Live"

Inform & Inquire

On Site Trainings & Presentations
- Pilot Schools Beta
- New enrollees after "Go – Live"
- Ongoing
- Back to school updates

Involve & Increase Means

“Get Health Ready!” Campaign
- Parental & Community Awareness

Asthma Tool Kit
- Consent forms
- Templates
- Posters & reminder cards

Inform & Inquire
Inform, Inquire & Invite
- Portal Communication
  - Welcome!
  - Feedback Survey
  - “Contact Us”

Investigate, Inquire & Incorporate
- Mid-Life Cycle
  - Address on-going issues
  - Survey
  - Focus Group

Understand the Lessons Learned

Carry on as a Team
It takes work to maintain partners’ commitment and involvement after the grant is over.
Don’t Forget the Users

It is essential to **continue listening to and responding to users** even after the project is “finished”.

Continue to Grow & Mature

It’s great to start small, but also critical to hit a **“tipping point” of volume** quickly for the HIE to be useful enough for current users to stay and new users to join.

Level set Outcomes Expectations

It’s not easy to get consistent and comparable **student health outcome measures**.

How does this community’s experience fit in with the nation’s experience?
References


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