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

SINI 2016 Informatics at the Crossroads of Care Coordination
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Objectives:

It's more than technology!

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
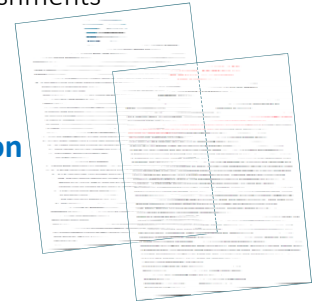

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Asthma Action Plan (AAP) Task Force (2007)

Asthma Action Plans (AAPs) to schools

➢Reduce healthcare utilization
➢Improve school attendance
➢Reduce parents' time away from work

AAP Task Force Accomplishments

Consent
Resources
Management Education

Beacon Grant (2010 - 2014)
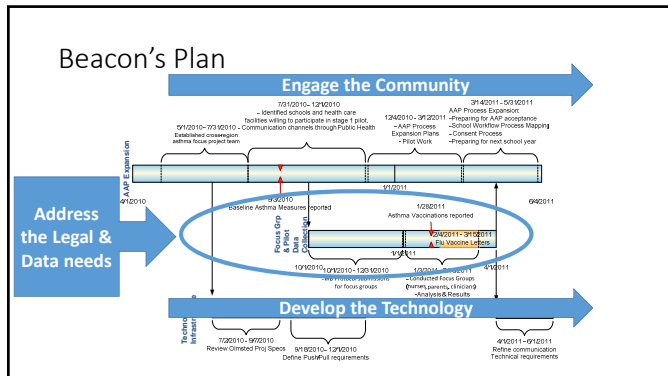
Communication, Coordination & Community

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

BEACON

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

Address the Legal & Data needs

Develop the Technology

(timeline diagram with dates and milestones)

Asthma Focus Project Team

Direction & Oversight

➢Clinicians, Researchers, Informatacists, Project Managers, IT engineers, School Nurses, Public Health informatics & School Nurse managers

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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
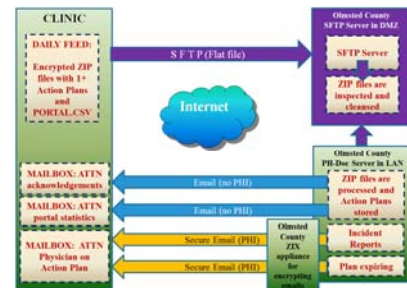**37% had Albuterol** but NO AAP at school

Develop the Technology

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

Kids eHealth

How it Works

Web Portal View

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"

Involve & Increase Means

"Get Health Ready!" Campaign
➢Parental & Community Awareness

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

Get Health Ready!™

Helping kids be ready to learn and succeed in school

Inform & Inquire

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

Slide 1

Inform, Inquire & Invite

Kids e Health
POWERED BY PHDOC PUBLIC HEALTH DOCUMENTATION SYSTEM

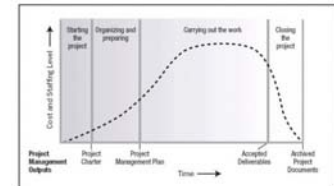**Portal Communication**

➢Welcome!
➢Feedback Survey
➢"Contact Us"

Slide 2
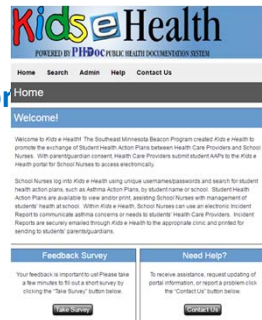
Investigate, Inquire & Incorporate

Mid-Life Cycle

➢Address on-going issues
➢Survey
➢Focus Group

Slide 3

Understand the Lessons Learned

D'OH!

Slide 4

Carry on as a Team

It takes work to **maintain partners' commitment and involvement** after the grant is over.
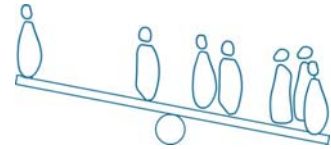
Don't Forget the Users

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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