



Long Range Plan – 2013 Update and Implementation Status Report

State Consumer Health Information and Policy Advisory Council

Prepared and Presented by
The Florida Center for Health Information and Policy Analysis,
Office of Data Dissemination

STATUTORY MANDATE

Section 408.05, Florida Statutes, states, in part, that the Agency shall “...develop, in conjunction with the State Comprehensive Health Information System Advisory Council, and implement a long-range plan for making available performance outcome and financial data that will allow consumers to compare health care services. The performance outcome and financial data the agency must make available shall include, but is not limited to, pharmaceuticals, physicians, health care facilities, and health plans and managed care entities.” This document updates the past year’s accomplishments and sets forth new goals for the coming year.

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Executive Summary

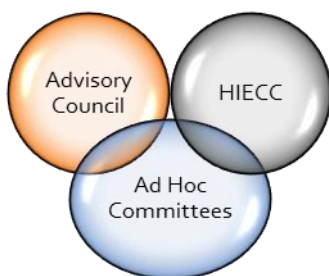
The State Consumer Health Information and Policy Advisory Council

The State Consumer Health Information and Policy Advisory Council was established to make recommendations to the Florida Center and the Agency to accomplish the requirements of §408.05, Florida Statutes. This statute directs the Agency to make available health care quality measures and financial data including (but not limited to) data on pharmaceuticals, physicians, health care facilities, health plans, and managed care entities. This statute also directs the Agency to make available patient safety indicators, inpatient quality indicators, and performance outcome and patient charge data collected from health care facilities and to determine which conditions, procedures, health care quality measures, and patient charge data to disclose with input from the Advisory Council.

The statute sets specific requirements for the publication of infection rates, mortality rates, readmission rates, and complication rates, and further requires that the Agency make available performance measures, benefit design, and premium cost data from health plans licensed pursuant to Chapters 627 and 641, Florida Statutes. The Agency determines which health care quality measures and member and subscriber cost data to disclose with input from the Advisory Council.

The Agency also determines the method and format for public disclosure of data with input from the Advisory Council. The statute specifies that, at a minimum, the data shall be made available on the Agency's website, FloridaHealthFinder.gov, in a manner that provides consumers the opportunity to conduct an interactive search allowing them to view and compare information for specific providers. The website must include such additional information as is determined necessary to ensure the improvement of decision making among consumers and health care purchasers. The website must also include appropriate guidance on how to use the data and an explanation of why the data may vary from provider to provider.

With the assistance of the Advisory Council, the Agency has developed and refined long range goals that address opportunities for expanding available consumer information related to hospitals, other facilities, physicians, and health plans. These goals enhance the Agency's effectiveness in providing transparent health care price and quality information to the general public by providing the clear communication of essential information that consumers need to make choices about their health care. In addition, the Agency establishes long range planning and strategic goals for the promotion of health information technology and health information exchange, such as electronic health records and health information exchange between providers, which is a related responsibility of the Florida Center that supports both transparency and Florida's health care infrastructure.



Mission Statement

The mission of the State Consumer Health Information and Policy Advisory Council (Advisory Council) is to assist the Florida Center in reviewing the comprehensive health information system, including the identification, collection, standardization, sharing, and coordination of health-related data, fraud and abuse data, and professional and facility licensing data among federal, state, local, and private entities.

2012 Goals and Accomplishments

ACCOMPLISHMENTS

1: Improve and Streamline Florida Center Data Collection:

Data Collection goals were on target for the past year, as Staff began developing best practices for data submitters and seeking to increase data integrity, accuracy and quality by helping facilities manage submission staff turnover through greater education. Efforts were begun to create and post on the unit's webpage online videos extracted from webinars (with voice-over provided later) explaining in detail the data submission process. The initial efforts/videos will focus on answering facilities' most frequently asked questions as obtained from the successful Data Working Group teleconferences begun in 2012. Staff also began collaborating with the Florida Hospital Association to develop "in-person" seminars to provide more intensive training. Technical issues have prevented a full roll-out of these initiatives, which are expected to be completed now in 2013.

- ▲ DATA SUBMISSION
100% Currency
- ▲ PROMOTE FHF
Expanded Outreach Efforts
- ▲ IMPROVE FHF
Enhanced Quality Comparison Tools
- ▲ PURSUE HIE OPPORTUNITIES
Continued Increase in Participants

2: Promote FloridaHealthFinder.gov:

During 2012, staff continued to provide consumer outreach and education about the FloridaHealthFinder website through the distribution of website pamphlets, bookmarks, and other consumer brochures. Outreach included participation and presentations at health and wellness fairs, employee benefit fairs, and health conferences. Brochures and pamphlets were also distributed by the Agency's Area Medicaid Offices in their outreach activities.

	COMPARE HOSPITALS AND AMBULATORY SURGERY CENTERS	COMPARE HEALTH PLANS	OVERALL SITE VISITS
JAN - DEC 2011	188,250	196,676	1,820,047
JAN - DEC 2012	219,365	165,421	1,980,022
TOTAL INCREASE/DECREASE	16.5%	-15.9%	8.8%

3: Improve FloridaHealthFinder.gov:

Comparison Tools - During 2012 the Compare section of FloridaHealthFinder saw several changes. The reporting of readmission rates; AHRQ mortality, complication/infection and pediatric quality measures; and health plans were streamlined to include stars. Other additions to this area of the website include the addition of the Hospital Consumer Assessment of Healthcare Providers and Systems (HCAHPS patient satisfaction) survey results and two new procedures added for physician volume (Coronary Artery Bypass Graft (CABG) and Angioplasty (PTCA)).

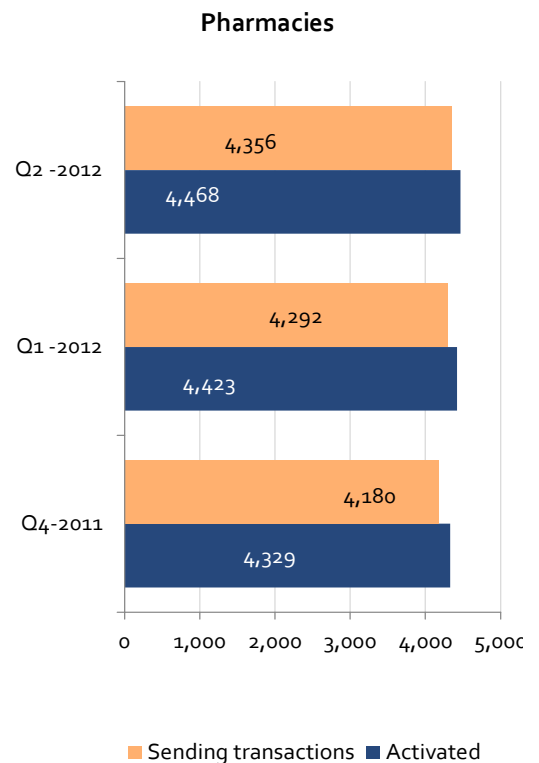
Facility Locator - The Facility/Provider Locator tool has seen many enhancements during 2012. These include more refined search capabilities to obtain more accurate results for a specific facility/provider type. For nursing homes, consumers can now search for those facilities on the Nursing Home Watch List or for those that may be going through a bankruptcy. Consumers can also search for hospitals that have off site emergency departments in their areas. The profile page for those hospitals will provide name and address information for the off-site emergency facility along with driving directions.

The screenshot displays the FloridaHealthFinder.gov website. At the top left is the AHCA logo with the tagline "Better Health Care for All Floridians". To the right is a search bar with a "Go" button. Below the header is a navigation menu with "Home" and "Researchers and Professionals". The main content area features a large banner for the "symptom navigator" tool, which includes an image of a man and the text "Where does it hurt? This interactive tool addresses possible causes of certain symptoms, and how to self treat." To the right of the banner is a "Compare" section with links to "Hospitals / Ambulatory Surgery Centers", "Health Plans", "Physicians", "Nursing Homes", "Prescription Drug Prices", and "Hospice Providers". Below the banner are three columns of content: "Resources" (Medicaid, File a Complaint, Medical Help Resources), "Health Education" (Look up a Condition or Procedure, Symptom Navigator, Wellness Tools), and "Locate" (Doctors and Specialists, Facilities or Providers, Inspection Reports/Final Orders). At the bottom of the page are three orange buttons labeled "Resources", "Health Education", and "Locate".

Health Education - The Health Education and symptom navigator tool was enhanced to allow the consumer to obtain more information when searching for a specific symptom by area of the body. Some additional information includes self-care, tests, and surgeries. The A.D.A.M health information now also includes a section with Wellness Tools. Some examples of these tools include a body mass index (BMI) calculator, target heart rate calculator and nutritional needs calculator. Other additions to the Health Education area includes pages specific to the new physician volume procedures (CABG and Angioplasty). These pages provide consumers with additional information specific to these procedures, including health outcomes and education information.

4: Pursue state wide Health Information Exchange (HIE) opportunities consistent with national initiatives and assist the Agency in the implementation of the State Health Information Exchange Cooperative Agreement Program.

- Registered 2,239 health care providers in the Direct Secure Messaging (DSM) Service Participant Directory as of December 31, 2012.
- Achieved 377 active participants who sent a transaction at least one time as of December 2012. This represents an active user rate of 16.8%.
- A Health Internet Service Provider (HISP) to HISP Agreement was executed with Quest labs that allow the Florida HIE DSM service users to be connected with users who subscribe to Quest Care360.
- Executed a HISP to HISP Agreement with the State of Alabama.
- A total of 17 organizations have been selected for onboarding to the Florida HIE patient look up network. A 5th round of applications was received in December and a selection will be finalized in January.
- In Quarter 1 of 2012 there were 11,264,404 e-prescriptions compared to 9,303,918 in Quarter 4 of 2011. This is a 21% increase from Quarter 2 2012 compared to Quarter 4 2011. In Quarter 2 2012 there were 11,587,229 e-prescriptions compared to 9,303,918 in Quarter 4 of 2011. This is a 24.5% increase from Quarter 2 2012 compared to Quarter 4 2011.
- In Quarter 1 2012, there were 22,497 e-prescribing physicians in Florida compared to 21,136 in Quarter 4 2011. This shows a 6.4% increase between Quarter 1 2012 and Quarter 4 2011. In Quarter 2 2012 there were 24,359 e-prescribing physicians in Florida compared to 21,136 in Quarter 4 2011. This shows a 15.3% increase between Quarter 2 2012 and Quarter 4 2011.
- In Quarter 1 2012, 4,423 pharmacies were activated and 4,292 sending transactions compared to 4,329 activated in Quarter 4 2011 and 4,180 actively e-prescribing. In Quarter 2 2012 4,468 pharmacies were activated with 4,356 sending transactions compared to 4,329 activated and 4,180 e-prescribing in Quarter 4 2011.
- Initially estimated 175 hospitals would be eligible for the Medicaid incentive program. Incentive Payments have been made to 156 hospitals or 89%.
- Initially estimated 4641 professionals would be eligible for incentive payments. 3,905 eligible professionals received incentive payments or 84%.



2013 GOALS AND OBJECTIVES

Long Range Planning Process: The Advisory Council met November 29, 2012 to approve the 2012 goals and measurable objectives and provided recommendations for the 2013 Long Range Plan. The Agency reviewed the recommendations and concurred that the following transparency goals be adopted by the Advisory Council for 2013:

Goal 1: Improve and streamline Florida Center data collection.

Goal 2: Promote and improve FloridaHealthFinder.gov.

Goal 3: Pursue statewide Health Information Exchange (HIE) opportunities for the State, consistent with national initiatives funded through the HITECH Act of 2009 through a public-private partnership.



The Council also made the recommendation that the status of implementing these goals and objectives be reported on at the quarterly meetings, and should be modified as needed during the upcoming year.

Goal 1: Improve and streamline Florida Center data collection

1. Work with the Data Working Group to give reporting facilities a venue to share issues with AHCA staff.
2. Continue “new submitter” forum (webinar/conference call/) to manage facility turnover in reporting positions and help new reporters get up to speed as soon as possible.
3. Continue to explore opportunities for linking existing patient data with federal payer and other “all-payer” data.
4. Continue to support efforts to develop national consensus data release standards.

Measurable Objectives for 2013:

- Hold three or more Data Working Group meetings in CY 2013.
- Hold three or more New Submitter Forums in CY 2013.
- Complete an online video guide to data submission to supplement the existing data guide by December 31, 2013.
- Manage rule changes while continuing to process data submissions with little to no decrease in data currency.

Goal 2: Promote and improve FloridaHealthFinder.gov

1. The Data Standards and Transparency Committee will assist the Advisory Council and Agency in expanding the current data and information posted on the website.
2. Engage the Agency's communications office and multimedia office in efforts that will assist the Advisory Council in updating and completing implementation of the communications plan to promote FloridaHealthFinder.gov.
3. Review web utilization reports and surveys to assist in improving and promoting FloridaHealthFinder.

Measurable Objectives for 2013:

- Analyze and report on ways to better utilize the data currently available, specifically the ambulatory surgery data.
Measure – Provide analytic reports to the Advisory Council for discussion and direction.
- Continue to conduct training on FloridaHealthFinder and promote it to other state agencies (i.e. Department of Elder Affairs, Department of Health, Department of Children and Families and Department of Financial Services), along with legislative staff and the media.
Measure – Hold two to three training seminars or webinars by December 2013.
- Increase the number of annual visits to FloridaHealthFinder.gov.
Measure – Reach 2.0 million visits by December 2013.
- Increase the number of annual visits to Compare Hospitals and Ambulatory Surgery Centers by December 2013.
Measure – Achieve a 3% increase in visits by December 2013.
- Increase the number of annual visits to Compare Health Plans by December 2013.
Measure – Achieve a 3% increase in visits by December 2013.
- Develop and conduct webinars for various organizations and consumer groups such as AARP, local health councils, and sister agencies that will focus on the information available on FloridaHealthFinder and discuss why the information is important.

Measure – At a minimum, host 3 webinars or other training sessions by December 2013.

Goal 3: Pursue statewide Health Information Exchange (HIE) opportunities for the State, consistent with national initiatives funded through the HITECH Act of 2009 through a public-private partnership.

1. The Health Information Exchange Coordinating Committee (HIECC) will assist the Agency in the implementation of the State Health Information Exchange Cooperative Agreement Program.
2. The Health Information Exchange Legal Work Group will advise on the implementation of Florida Health Information Exchange participation agreements that are used to describe the rights and responsibilities of participants in the electronic exchange of health information.
3. The HIECC will also participate in the implementation of the State Medicaid Health Information Technology Plan. The plan describes the details of the implementation of the Medicaid Electronic Health Record Incentive Payment Program as well as the future of Medicaid Health Information Technology and how the Medicaid program will operate in conjunction with the larger health system and Statewide HIT efforts.

Measurable Objectives for 2013:

- Increase adoption of Direct Secure Messaging, the implemented secure messaging using national Direct standards including a Participant directory of registered physicians and other participants, to support Florida eligible providers in meeting the requirements for electronic health record meaningful use incentive during 2013.

Measure – Register 3,000 health care providers in the Participant directory by December 2013.

Measure – Achieve 50% active participants who have sent a transaction at least one time in the last month by December 2013.

Measure – Establish three or more SMTP/POP connections with electronic health record vendors by July 1, 2013.

- Identify and engage organizations (e.g. hospital systems, provider networks, RHIOs, county health departments) to participate in the Florida HIE patient look-up network in 2013.

Measure – Ten organizations will be implemented for data sharing by July 1, 2013 and fifteen organizations will be implemented for data sharing by October 2013.

- Increase the volume of electronic prescriptions and the number of electronic prescribing physicians within the state and increase the participation of independent pharmacies in electronic prescribing.

Measure - Increase the electronic prescriptions by 25% and electronic prescribing physicians by 10% within the state from 2012 to 2013 and increase the participation of independent pharmacies in electronic prescribing.

- Achieve increased meaningful use of certified electronic health records among Florida eligible professionals.

Measure - Achieve an increase in eligible professionals that are engaged in meaningful use of a certified electronic health record that exceeds the baseline average for Florida reported by the Centers for Medicare and Medicaid in 2012 by 10% in 2013.

- Conduct an outreach program for the Florida Medicaid Electronic Health Record Incentives Program to eligible professionals and hospitals and make program payments accordingly during 2013.

Measure – Make initial and/or continuing Medicaid Incentive payments to 30% of eligible hospitals in 2013.

Measure – Make initial and/or continuing Medicaid Incentive payments to 30% of estimated eligible professionals in 2013.