2016 Long-Range Plan

Update and Implementation Status Report

Presented by the Agency for Health Care Administration and the State Consumer Health Information and Policy Advisory Council

This report presents an update and status on the implementation of the long-range plan pursuant to section 408.05, Florida Statutes.

The State Consumer Health Information and Policy Advisory Council (Advisory Council) was established to make recommendations to the Florida Center for Health Information and Policy Analysis (Florida Center) to accomplish the requirements of §408.05, Florida Statutes, 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 and to recommend improvements for purposes of public health, policy analysis, and transparency of consumer health care information. This statute directs the Agency to ensure transparency of health care quality measures and financial data including 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, and complication rates.

> Transparency refers to the clear communication of essential information that consumers need to make choices about their health care.

Through its technical workgroup, the Data Standards and Transparency Committee, the Advisory Council has assisted the Agency in the development and refinement of goals that address opportunities for expanding available consumer information related to hospitals, physicians, hospices and health plans. These goals enhance the Agency's effectiveness in providing transparent health care price and quality information to the general public. The Advisory Council also works with the Agency in the development and implementation of a long-range plan for making available health care quality measures and financial data that will allow consumers to compare health care services. The health care quality measures and financial data includes, but is not limited to, pharmaceuticals, physicians, health care facilities, and health plans and managed care entities.

The Agency determines the method and format for public disclosure of data and information 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 that allows them to view and compare the information for specific providers. By law, FloridaHealthFinder must include such additional information as is determined necessary to ensure improvement of decision making among consumers and health care purchasers. FloridaHealthFinder must also include appropriate guidance on how to use the data and an explanation of why the data may vary from provider to provider.

The statute further requires the Agency make available performance measures, benefit design, and premium cost data from health plans licensed pursuant to Chapter 627 or Chapter 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 Council also assists the Agency to produce comparable and uniform health information and statistics for the development of policy recommendations.

In addition, with the assistance of the Health Information Exchange Coordinating Committee (HIECC) and its associated Legal Working Group, the Advisory Council advises the Agency in the development and implementation of strategies for the adoption and use of electronic health records, and the development of an electronic health information network for the sharing of electronic health records among health care facilities, health care providers, and health insurers. Establishing strategic goals for the promotion of health information technology is a responsibility of the Florida Center.

Goal 1 - Objectives
- ✓ Data currency percentages were kept near 100%
- ✓ Complete an online video for XML file correction and common errors
- ✓ Hold at least 3 Data Working Group meetings in CY 2015
- ✓ Establish "Request a Webinar" function on the data collection website for New Contact Orientation.
- ✓ Manage ICD-10 implementation and rule changes.

Goal 2 - Objectives
- ✓ Host 10 webinars on FloridaHealthFinder by December 2015
- ✓ Host 3 webinars for researchers and professionals by December 2015
- ✓ Increase the number visits to 3.6 million visitors by December 2015
- ✓ Complete and post the Medicaid Health Plan Report Card by early 2015

Goal 3 - Objectives
- ✓ Implement 20 Health plan participants in the Event Notification Service (ENS)
- ✓ Maintain ENS hospital system sites
- ✓ Increase the number of organizations data sharing in the Florida HIE Patient Look-up (PLU) network to 20 organizations
- ✓ Increase PLU transactions by 1,000 per month
- ✓ Maintain Direct Messaging for PLU, ENS and hybrid PLU.
- ✓ Increase the number of licensed professionals e-prescribing to 70% from 65% in third quarter 2014
- ✓ Achieve 500 new eligible professionals that are engaged in adopting electronic health records or meaningful use of a certified electronic health record in 2015.

Goal 1 – Improve and Streamline Florida Center Data Collection

Data currency goals for hospital and ambulatory surgical center data collection were kept at 100% for all quarters of 2015, and staff increased data integrity, accuracy and quality by providing facilities with enhanced support and data submission troubleshooting. Data Collection staff also established a "request a webinar" function in January 2015. International Statistical Classification of Diseases and Related Health Problems (ICD-10) rule changes were completed in September 2015; and the development of an online video for Extensible Markup Language (XML) file corrections continues to be in development. The International Classification of Diseases (ICD) is the standard diagnostic tool for epidemiology, health management and clinical purposes.

Goal 2 – Improve and Promote FloridaHealthFinder

FloridaHealthFinder.gov celebrated 10 years as a national leader in consumer healthcare information during 2015, with approximately 3.7 million visits to the website- exceeding 2015 goals by 12.31%. Promotional efforts included 44 webinars for approximately 900 people, including specialized webinars for researchers and professionals. Additional outreach strategies included utilization of the Florida Medicaid Health Alert system to reach Medicaid providers and participation in state employee health care benefits and fairs which were attended by more than 3,400 people.

Two new comparison tools were added to FloridaHealthFinder in 2015. The **Medicaid Consumer Report Card** was added to the Health Plan landing page in February 2015. The Report Card presents a summary of quality, access and timeliness of performance for Florida's Managed Care plans, to help consumers determine relative value of care offered by managed care health plans; and choose the plan that's right for them. The **Assisted Living Facility Comparison Tool** was launched in October 2015 and allows consumers to compare inspection results, facility complaints, nurse availability, imposed fines, and special programs for more than 3,000 assisted living facilities throughout the state.

Goal 3 – Pursue Statewide HIE opportunities consistent with national initiatives and achieve sustainability for the Florida HIE.

By January of 2015, 205 hospitals were providing data for the Event Notification Service (ENS), with four health plans and 10 Accountable Care Organizations having subscribed to the service. By October there were over a million subscribed lives, with more than 51,000 alerts being delivered monthly. At the end of 2015, ten organizations have gone into production with data available for sharing with other participants. PLU transactions are tracked although the metrics vary significantly due to new participant testing during implementation and/or participant workflow changes. The goals for e-prescribing have been achieved. There were 867 new eligible professionals participating in the Medicaid Electronic Health Record Incentive Program.

The transparency goals and measureable objectives listed below were recommended by the Advisory Council on December 18, 2015, and have been approved by the Agency for adoption into the 2016 Long-Range Plan.

Goal 1: Improve and streamline Florida Center data collection

1. Explore opportunities for the Advisory Council to support data collection activities and facility outreach
2. Improve data collection efforts among facilities by assisting in XML formatting
3. Hold Data Working Group meeting to give reporting facilities a venue to share issues with Agency staff
4. Explore opportunities to reduce hospital data submission certification from 5 months to 4 months
5. Utilize the Data Standards and Transparency Committee to review alternatives to the collection of social security numbers

Measurable Objectives:
- Data currency percentages kept near 100%
- Complete an online video for XML file correction and common errors
- Hold at least three Data Working Group meetings in Calendar Year 2016
- Implement a new Auditor system

Goal 2: Improve health care transparency

1. Work with the Advisory Council and the Data Standards and Transparency Committee to enhance and expand health care information made available on FloridaHeathFinder.gov, including but not limited to,
   - hospital utilization and quality measures for hospitals
   - increased pricing transparency
   - quality outcomes for Ambulatory Surgery Centers
2. Continue to review and monitor other state and national websites as well as nationally recognized methodologies regarding public reporting
3. Identify areas of improvement for website ease of navigation and layout

Measurable Objectives
- Pursue opportunities for additional data sources on costs and pricing such as an All Payer Claims Database
- Identify, in conjunction with the Advisory Council, the top 10 quality outcomes for hospitals
- Display quality outcome information for Ambulatory Surgery Centers, when available

Goal 3: Promote FloridaHealthFinder.gov

1. Promote the FloridaHealthFinder.gov website and conduct outreach to consumers groups and other stakeholders
2. Increase the number of annual visits to FloridaHealthFinder.gov

Measurable Objectives:
- Hold at least 35 webinars on FloridaHealthFinder.gov by December 2016
- Increase the number of visits to 4 million visitors by December 2016

FloridaHealthFinder Visits with 2016 Projection*
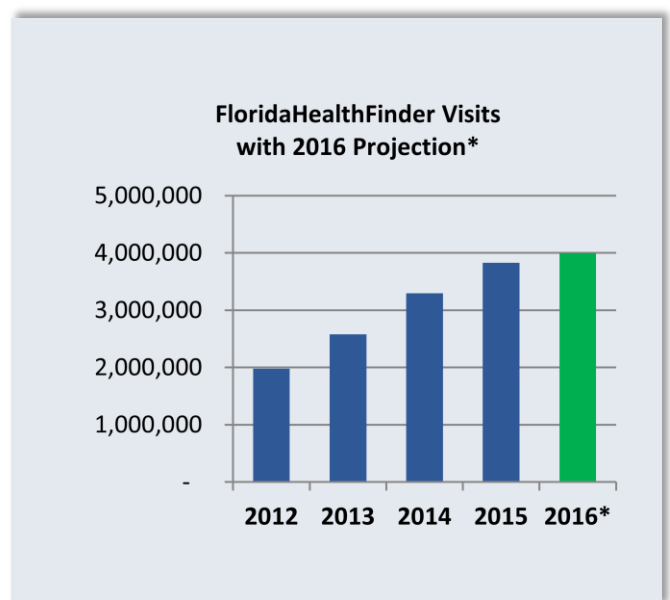
Goal 4: Pursue statewide Health Information Exchange (HIE) opportunities for the State, as well as achieve sustainability for the Florida Health Information Exchange.

1. The HIECC will assist the Agency in the implementation of the statewide HIE with a focus on the sustainability of the Florida HIE

2. The Health Information Exchange Legal Work Group will advise on the implementation of Florida HIE agreements 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 details the implementation of the Medicaid Electronic Health Record Incentive Payment Program as well as the future of Medicaid Health Information Technology. It also outlines how the Medicaid program will operate in conjunction with the larger health system and Statewide Health Information Technology efforts

Measurable Objectives for 2016:

• Implement 20 participants in the Event Notification Service

• Expand the number of organizations data sharing in the Florida HIE PLU network by 10% though adding participants directly or supporting the growth of participating networks. There are currently 426 organizations connected

• Increase the number of licensed professionals e-prescribing from 70% in third quarter of 2015 to 75%

• Achieve 300 new eligible professionals engaged in adopting electronic health records or meaningful use of a certified electronic health record in 2016

• Develop specifications for future procurement of Florida HIE infrastructure services

HIE Services

Patient Look-Up service (PLU) enables the search and retrieval of patient health information made available by participating health care organizations and data sources. Providers, with patient permission, search for records using patient demographic information.

Access to outside providers may be offered by organizations participating in the PLU. These services enable providers with patient consent to access PLU. This is an option for health care providers not currently sharing data in a health information exchange connected to the Florida HIE.

Direct Messaging is a service that encrypts electronic messages and allows for secure transmission of emails including attachments. The service enables providers to "push" clinical documents and patient information to other providers and health plans. Users can send messages to other users connected through a national trust bundle of accredited service providers.

Event Notification Service (ENS) provides notification of hospital discharge or emergency department visits to health plans enrolled in the service. Hospitals provide a data feed which is matched to the health plan member list. The notification is provided to the health plan using Direct Messaging or other secure transmission. The health plan agrees to notify the member's primary care provider.