



NORTH CAROLINA HEALTH INFORMATION EXCHANGE AUTHORITY

Advisory Board Meeting
February 28, 2024



Welcome New Board Members

NCGA House Appointees:



Tanya Thompson, *Representative of a Critical Access Hospital*. Tanya is a CHIME CHCIO professional with over 27 years of health care and technology management experience. She is currently the vice president of IS applications at ECU Health.



Ryan Craig, *Representative of a Health System or Integrated Delivery Network*. Ryan is currently the vice president of analytics at Lumeris, where he focuses on providing value-based care solutions for health systems across the United States. He has over 25 years of experience in information technology, data warehousing, analytics and data management and previously worked for Duke Health System.

Welcome New Board Members

NCGA Senate Appointees:



John Meier MD, MBA, MSQM, CPE, *Representative of Licensed Physicians*. Dr. Meier is a practicing internist and pediatrician at Wake Internal Medicine Consultants, Inc. in Raleigh, NC. He currently serves as the president-elect of the board of directors of the North Carolina Medical Society and is on the board of Carolina Complete Health and Key Physicians and the North Carolina Medical Care Commission.

Ryan Wilkins, *Representative of Behavioral Health Providers*. Ryan Wilkins is the senior database administrator at Crossnore Communities for Children and is a senior consultant for Cansler Collaborative Resources. He has worked with behavioral health agencies for two decades in numerous capacities, ranging from direct care to agency consulting.



Operations Update

Staffing Updates



Sam Thompson, *Executive Director*

Sam Thompson most recently served as the deputy director for program evaluation at NC Medicaid where he oversaw quality measurement, data collection and internal and external program evaluation efforts. He also previously served as a lead evaluator at the N.C. Division of Public Health.

Thompson has worked closely with the NC HIEA for several years and has championed the use of the health information exchange by Medicaid and the health care community. He will assume his new role on Monday, March 4, 2024

Staffing Updates



Michelle Hunt *Assistant Director, Operations*

Michelle Hunt, formerly the data quality lead for the NC HIEA, has been promoted to assistant director, operations, following Michael Crist's retirement on February 1, 2024. Hunt took over this position on February 12.

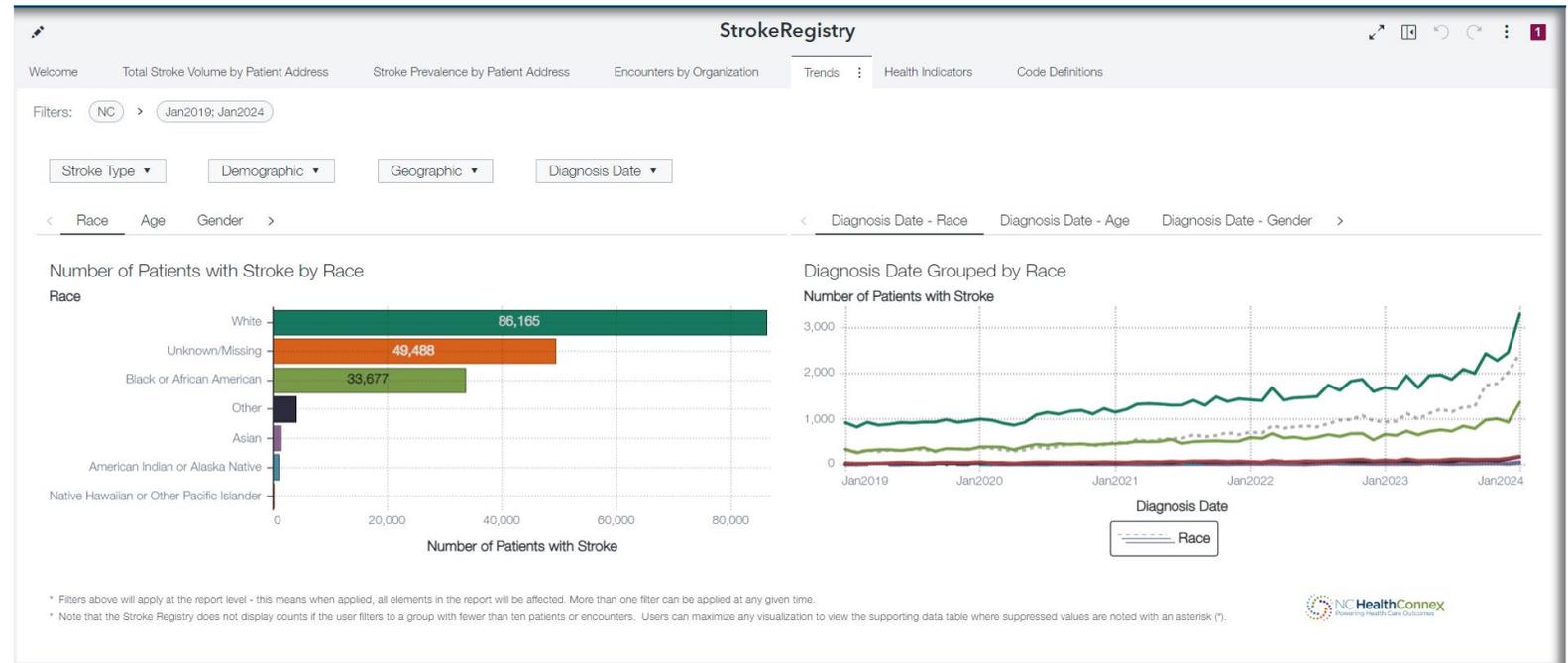
Hunt joined the NC HIEA in 2019 and has worked to improve the quality of the clinical data submitted to NC HealthConnex. She works closely with participants, vendors, state agencies and our technical partner SAS Institute to support data integration, production support and outbound services. As a former clinical laboratory professional with more than ten years of experience in health IT, Michelle is well-suited to undertake this leadership challenge.

2023 Accomplishments

The NC Stroke Registry was launched in February 2023 in partnership with SAS Institute, the Division of Public Health and the N.C. Stroke Advisory Council.

The registry leverages demographic and clinical data on stroke patients from health care facilities connected to NC HealthConnex. This data is used to create a visual dashboard of the prevalence of stroke by county and zip code, track analysis on comorbidities and identify trends based on demographics such as race and age.

The goal of the NC Stroke Registry is to improve the system of care for stroke patients, including stroke prevention and post-stroke care measures.



[Progress in Stroke Prevention and the North Carolina Stroke System of Care \(NC Medical Journal\)](#)

2023 Accomplishments, continued



VALIDATED DATA STREAM

In December 2023, NC HealthConnex earned the Validated Data Stream designation for certain data streams through the [National Committee for Quality Assurance \(NCQA\) Data Aggregator Validation](#) program.

This validation means that NC Medicaid can look to NC HealthConnex as a single, trusted source of data, and health care providers who are participants of the NC HIEA do not have to go through a time-consuming validation process for quality reporting measures every time a payer wants to use their data.

Two health systems, Duke Health and UNC Health, partnered with the NC HIEA to achieve this validation.

[NC HealthConnex Earns Validated Data Stream Designation in NCQA Data Aggregator Validation Program](#)

2023 Accomplishments, continued

The pharmacy pilot program completed in Q4 2023. Licensed pharmacies.

Full participants will now see data from connected pharmacies in the patient summary section of the NC HealthConnex Clinical Portal.

This will help pharmacists see important patient information such as current medications, labs and allergies. Providers can also access dispense data to reduce medication errors and adverse drug events.



<https://hiea.nc.gov/pharmacy-resources>

2023 Participant Survey Results

2023 Participant Survey (Full Participation Agreement)

* 1. What is your role within your organization? 

- Clinician (RN, CMA, MLT)
- Provider (MD, APN, LCSW)
- Support Staff (Case Manager, Clerical)
- Administration/IT Staff (Leadership/Technology)

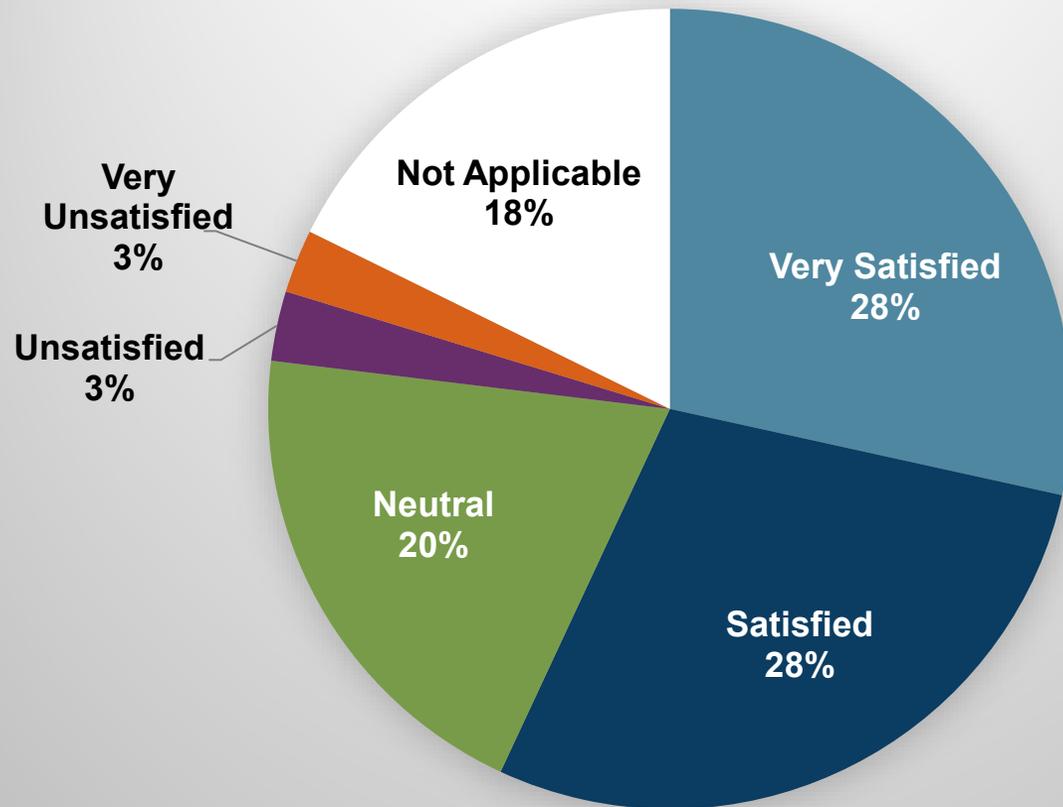
* 2. How satisfied are you with the support staff (NC HIEA Provider Relations/Business Development & Outreach Team) and your customer experience with the NC HIEA? 

- Very satisfied
- Satisfied

- The 2023 Participant Survey was distributed in December 2023.
- 6,933 email invitations to the survey
- 2,753 opened the email
- 390 responded, giving a 14% response rate of those who opened
- Questions dealt with customer satisfaction, use and value of NC HealthConnex, familiarity with the suite of services, and knowledge of TEFCA.

2023 Participant Survey Results

Support Staff Customer Satisfaction



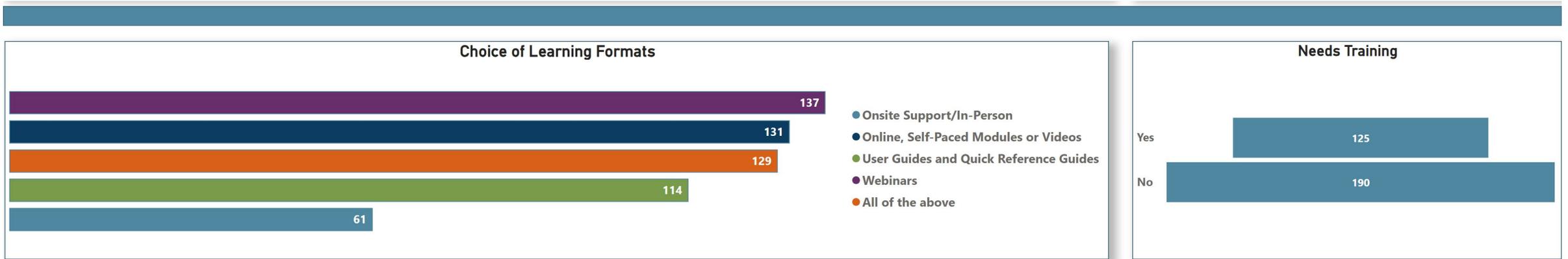
- 56% of the 390 respondents are satisfied to very satisfied. The “Not Applicable” category (18%) indicated that the respondent has not needed or interacted with support staff.
- Only 6% of respondents expressed dissatisfaction.

2023 Participant Survey Results

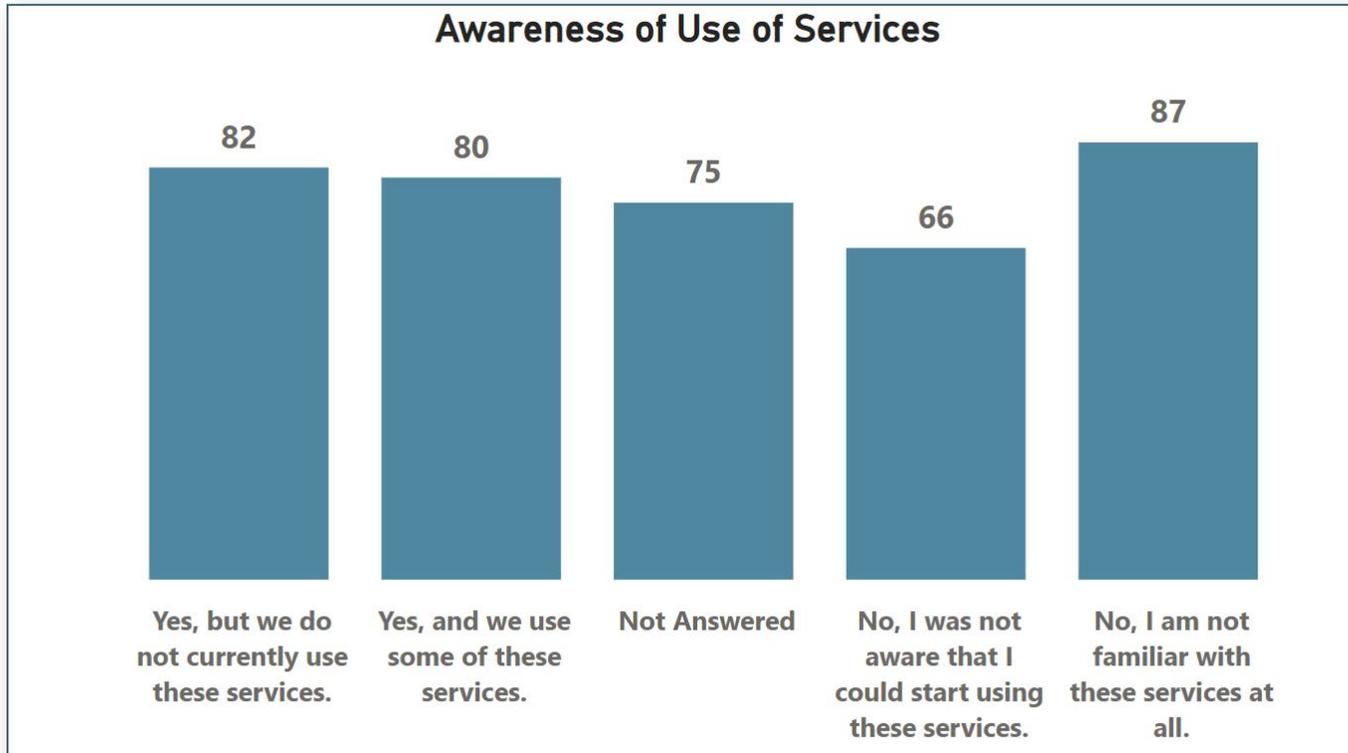


Frequent reasons for dissatisfaction include:

- Small practice – administrative or financial burden of having an EHR.
- Needing more training.
 - Respondents were given an option to leave an email address if they wanted additional training.



2023 Participant Survey Results



- Some respondents cited concerns or dissatisfaction due to not yet being connected in both the 2022 and 2023 surveys.
- This response has led to more outreach to explain the availability of services/training and access to data prior to being connected.

2023 Participant Survey Results

Shout Outs from Our Participants:

“Very valuable service for our work with an ACO.”

“...in the establishment of how to prep for the state to connect (we are ‘in the queue’) everyone was very responsive and as helpful as possible.”

“Our biggest benefit is to be able to access x-ray reports.”

“NC HIE team is all very professional and a pleasure to work with.”

“Thank you for taking the time to understand our needs and concerns. Shout out to Kim who went above and beyond to help assist us in understanding some printing concerns and arranged meetings for us to discuss our concerns and needs within the portal to move towards feature enhancements to make it easier. You guys are always helpful and understanding of our concerns.”

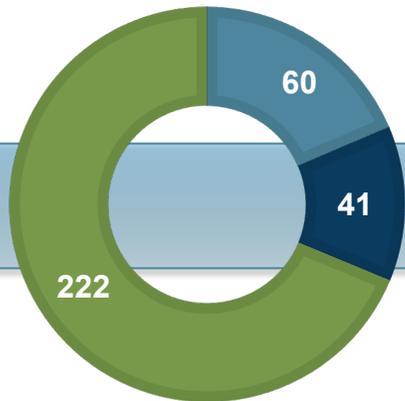


Metrics Update

Service Enrollment

As of January 31, 2024

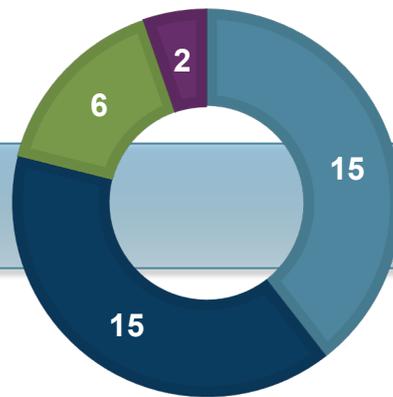
NC*NOTIFY



- 60 Integrations Enrolled
- 41 Integrations in Development
- 222 Integrations Live

222 Integrations Live represents
661 Practices

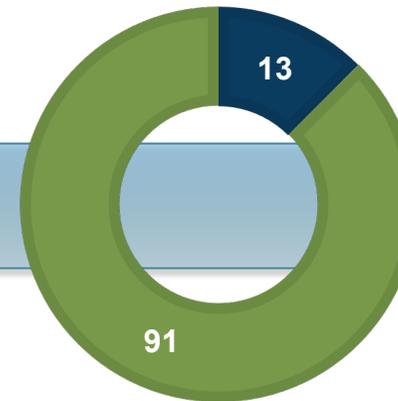
NCIR



- 15 EHRs Enrolled
- 15 EHRs in Development
- 6 EHRs Live
- 2 CVMS to NCIR

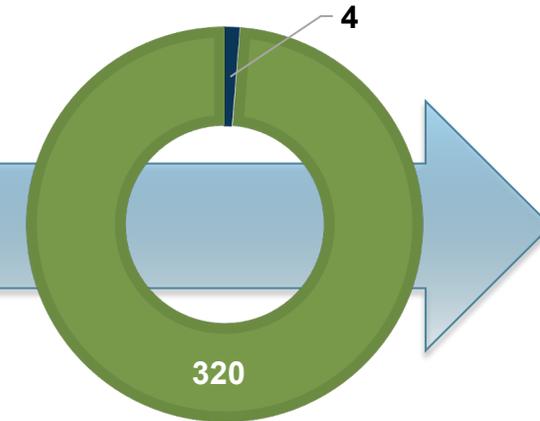
6 EHRs Live represents
1,054 Practices
15 EHRs in Development represents
107 Facilities

ELR



- No Enrollments
- 13 Feeds in Development
- 91 Feeds Live

DSM



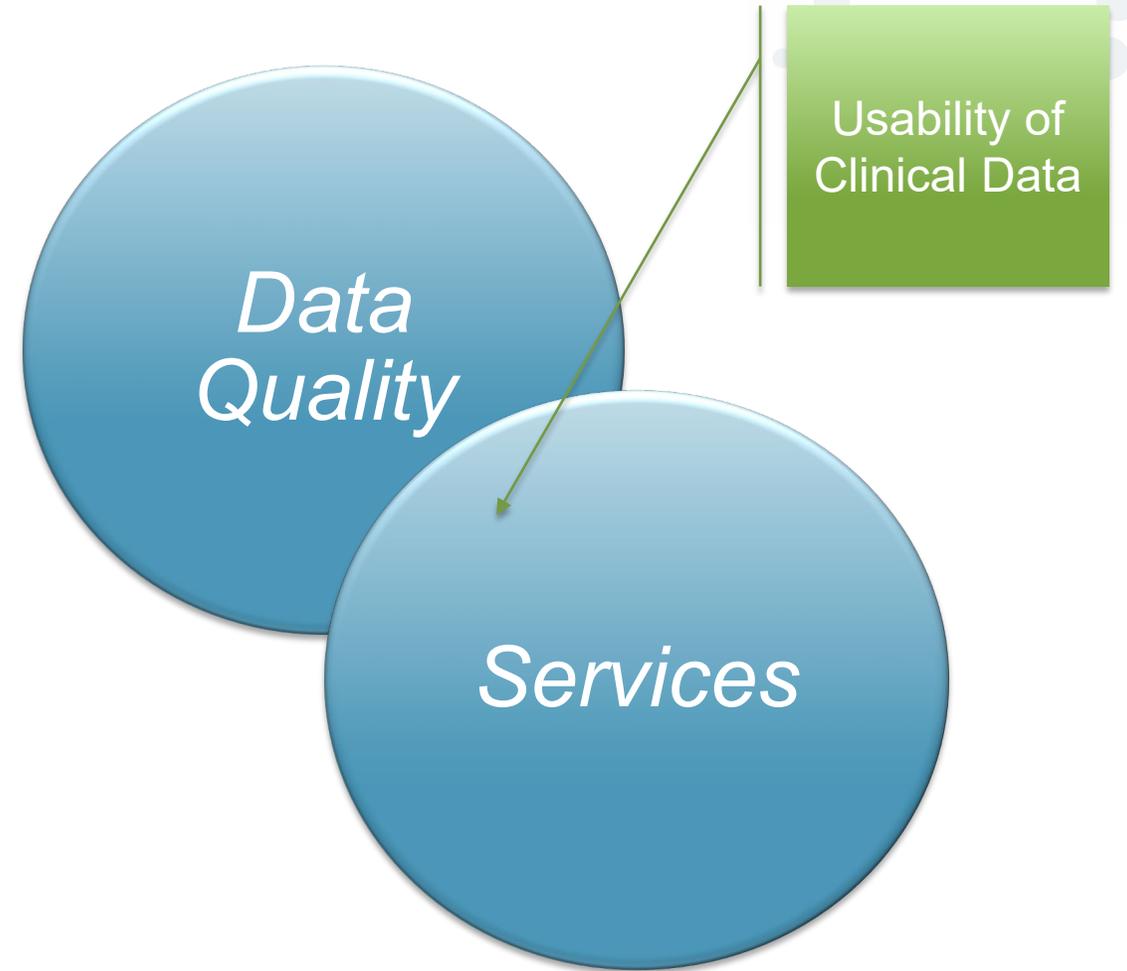
- No Enrollments
- 4 Participants in Development
- 320 Domains Live



Work Group Updates

Clinical Data User Group

- Focus on clinical user feedback related to services and data quality
- Launched in early 2023
- Quarterly meeting cadence
- Goal to improve/increase utilization of NC HealthConnex across the care continuum



Clinical Data User Group Updates

- Most recent meeting held on February 5, 2024
- Chaired by Dr. Bill Way and Michelle Hunt
- Reviewed charter and previous meeting minutes from November 6, 2023
- Discussion centered on the following topics:
 - Pharmacy data and printing functionality in the NC HealthConnex provider clinical portal
 - [Health information exchange article](#) (*The Truth About What Health Information Exchanges Can and Cannot Do*; www.medpagetoday.com)
- Future topics:
 - Continue discussion around EHR landscape and interoperability, to include technology challenges and affordability concerns
 - Patient matching presentation
- **Next meeting will be held May 15, 2024**

Use Case Workgroup Update

The Use Case Workgroup (UCW) reviews qualifying applications for new potential projects. Qualifying considerations include payment, treatment, and operations permitted under statute.

UCW is currently extending invitations to additional members

Q1 2024: the HIEA team is working to re-establish workgroup members

Q2 2024: meeting to review charter, application process, proposed research guidelines, and more

Currently no use cases pending review

Use Case Workgroup Update

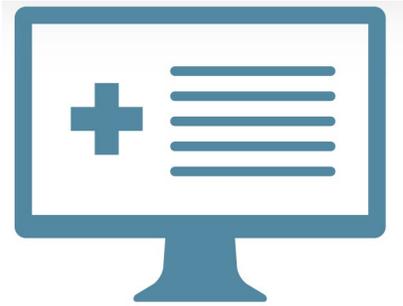
Active approved use cases:

- ACURE4Moms
 - Completed
 - Maternal health alerts in production as of July 2023 through NC*Notify for data ARM practices
 - In Process:
 - requirements gathering for dashboard and required study data for participating practices/patients
 - Continued onboarding to NC*Notify for data Arm practices



(Accountability for Care through Undoing Racism & Equity for Moms)

2024 Planned Activities



FOUNDATION

- HealthShare and Clinical Portal Upgrade
- API Manager / FHIR
- Infrastructure Usage and Cost Reductions

Q1	Q2	Q3	Q4
■	■	■	■
■	■	■	■
■	■	■	■

EXCHANGE

- Department of Adult Corrections (DAC)
- State Lab Electronic Test Orders and Results (ETOR)
- Data Connections
- Connectivity Audit
- Pharmacy Onboarding

■	■	■	■
■	■	■	■
■	■	■	■
■	■	■	■

POPULATION HEALTH

- Stroke Registry - Phase 3
- SDOH Pilot

■	■	■	■
■	■	■	■

CVMS

- NCIR Plan B
- Sunset

■	■	■	■
■	■	■	■

MEDICAID

- APDs
- DAV Remediation and Recertification
- Data Quality Dashboard
- Payer Claims
- Tailored Plans

■	■	■	■
■	■	■	■
■	■	■	■
■	■	■	■

Extras!

NCGA Short Session Convenes – April 24, 2024

Federal Activity via **Civitas Networks for Health**

- **SAHMSA** – HHS Office of Civil Rights and the Substance Abuse and Mental Health Services Administration (SAHMSA) released their Final Rule on [Confidentiality of Substance Use Disorder \(SUD\) Patient Records](#) under section 3221 of the CARES Act. Rule goes into effect on April 16, 2024.
- **TEFCA** - Civitas provided comment on the draft Common Agreement 2 for the Trusted Exchange Framework and Common Agreement via Sequoia’s online portal;
- **ONC** - Office of the National Coordinator is in the process of [finalizing a rule](#) that establishes transparency requirements for artificial intelligence and other predictive algorithms used by hospitals and doctors’ offices. Called the *Health Data, Technology, and Interoperability: Certification Program Updates, Algorithm Transparency, and Information Sharing (HTI-1) rule*, it was initially announced December 2023.
 - Initially published in Federal Register January 9. The final rule was delayed because ONC did not allow sufficient time after sending it to Congress before finalizing it. Vendors of certified health IT must now comply by March 11, 2024.



Questions?



NC HIEA Advisory Board Chair/Vice Chair Election

Procedure to Elect a Chairperson: Overview

Step 1: Nomination

Motion to open nominations:

- Made by Executive Director
- Seconded by a board member

Nominations:

- Made by voting members (can nominate self)
- All nominees will have opportunity to speak
- Executive Director will close nominations

Step 2: Election

- Only voting member can vote (one vote each)
- Voting by Voice
 - Attorney will ask each voting member for their vote
 - Attorney will repeat each vote to ensure accuracy
 - Secretary will document each vote
- Vote until a nominee receives majority of votes
- Executive Director will formally declare result

Procedure to Elect a Chairperson: Overview



Voting Members

- **Ryan Craig**, Representative of a Health System
- **Dr. Tammy Kiger**, Representative of Federally Qualified Health Centers
- **Brent Lamm**, Individual with Technical Expertise in Health Information
- **Dr. Jon Meier**, Representative of Licensed Physicians
- **Richard Pro**, Representative of Technical Expertise in Data Analytics
- **Tanya Thompson**, Representative of a Critical Access Hospital
- **Lauren Wiggs**, Patient Representative
- **Ryan Wilkins**, Representative of Behavioral Health Providers

Nominations for Chairperson

Nomination

Motion to open nominations:

- Made by Executive Director
- Seconded by a board member

Nominations:

- Made by voting members (can nominate self)
- All nominees will have opportunity to speak
- Executive Director will close nominations

List of Voting Members

Ryan Craig, Representative of a Health System

Dr. Tammy Kiger, Representative of Federally Qualified Health Centers

Brent Lamm, Individual with Technical Expertise in Health Information

Dr. Jon Meier, Representative of Licensed Physicians

Richard Pro, Representative of Technical Expertise in Data Analytics

Tanya Thompson, Representative of a Critical Access Hospital

Lauren Wiggs, Patient Representative

Ryan Wilkins, Representative of Behavioral Health Providers

Election of Chairperson

Election

- Only voting member can vote (one vote each)
- Voting by Voice
 - Attorney will ask voting members for their vote
 - Attorney will repeat each vote
 - Secretary will document each vote
- Vote until a nominee receives majority of votes
- Executive Director will formally declare result

List of Voting Members

Ryan Craig, Representative of a Health System

Dr. Tammy Kiger, Representative of Federally Qualified Health Centers

Brent Lamm, Individual with Technical Expertise in Health Information

Dr. Jon Meier, Representative of Licensed Physicians

Richard Pro, Representative of Technical Expertise in Data Analytics

Tanya Thompson, Representative of a Critical Access Hospital

Lauren Wiggs, Patient Representative

Ryan Wilkins, Representative of Behavioral Health Providers