



ONC “Draft Detailed” Use Case Overview: Consultations and Transfers of Care

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Health Mission Area

February 6, 2008

The purpose of this presentation is to orient the Nursing Community to the ONC Use Case Comment Process and specifically the Consultations and Transfers of Care Use Case . . .

- **Use Case Development Process Overview**
- Feedback Received from 2008 Prototypes
- 2008 Draft Detailed Use Cases Overview
 - **Consultations & Transfers of Care**
 - **Remote Monitoring**
 - **Personalized Healthcare**
 - **Patient – Provider Secure Messaging**
 - **Immunizations & Response Management**
 - **Public Health Case Reporting**
- Feedback Process
- 2008 Draft Detailed Feedback Due February 15, 2008
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Use Case Development Process Overview

Classic Care Workgroup Priority Areas
The head chairs to the Classic Care Workgroup focuses on a specific...

Biosurveillance Priority Areas

Consumer Empowerment Priority Areas

Quality Workgroup Priority Areas

At its broadest level, the Quality Workgroup is focused on leveraging the information technology to enable the development of useful quality measurement settings, standardize the data capture and ease the reporting of composite measures, improve clinical performance by improving access to information through clinical decision support, and better align performance measures and limitations of HIT. Although the Workgroup has just begun its work, tremendous opportunities exist to align the development of electronic health information systems to support these quality measurement goals.

The Quality Workgroup has identified key preliminary priority areas that are near term in driving in parallel advances in quality measurement and the interoperable health information technology to support these quality measurement goals. These areas include the following:

- **Automate data capture and reporting to support of a core set of Quality Alliance (HQ) inpatient quality measures** – involves defining documentation, storage and export guidelines for all quality measures and capturing and transmitting the data elements required to determine the denominator of a core set of hospital quality measures.
- **Automate data capture and reporting to support of a core set of ambulatory quality measures** – involves, at a minimum, defining documentation guidelines for electronic health records to capture and transmit the data elements required to determine the numerator and denominator of ambulatory quality measures.
- **Provide feedback to providers in real or near-real time** – involves capturing data that supports the development of the denominator and transmitting those patient identification algorithms into the EHR to help providers know precisely what they need to ensure quality care.

AHIC workgroup priorities and issues

CONSUMER PERSPECTIVE		
Consumer Empowerment	Chronic Care	
Near Term Lab results as needed by patient List of conditions & allergies Health problems Medication allergies Allergies Administrative features • Appointment scheduling • Demographic profile • Editing account profile • Insurance eligibility & claims • Financial reconciliation & management • Privacy & access controls Reminders (examples) • Annual check-ups • Cancer screening—mamograms • Immunizations Mid-Longer Term Online consultation • Structured email Summaries of healthcare encounters • Dates of services • Digital health records • Procedure codes Educational information Evidence based health information	Near Term Secure messaging • Online consultation • Weight • Glucose monitoring Spirometry Mid-Longer Term Interoperability • Vital signs • Blood Pressure • Heart rate and rhythm • Pulse oximetry Fall/medication monitoring Monitoring of medications Other • Vital signs (general) Labs and pharmacy Lesion assessment Remote monitoring for chronic conditions Workgroup Issues • HIT use in specific populations • Limited interoperability	Case • Lab • Clinic • Infect • Head • Bi-dir • Co • Inp • Resp • Ve • Or • Tr • Im • Re • Admit • Dis • No/oo • Me •

Priorities and areas clustered for coordination and synergy

Capability Options	
Remote Monitoring (Providers involved in chronic care management would benefit from automated remote monitoring of patient physiological indicators recorded on home medical devices, which are then transmitted to the patient's electronic health record. Examples of indicators could include weight, blood pressure, heart rate and rhythm, pulse oximetry, other vital signs, as well as other from home medical devices such as glucose readings.) AHIC Priority Areas CC 2.0 Vital Signs CC 2.1 Weight CC 2.2 Blood Pressure CC 2.3 Heart rate and rhythm CC 2.4 Pulse oximetry CC 5.1 Lab/glassess	Workgroup Issues CC x.x Limited Interoperability CC x.x Medical-legal liability risks associated with remote care/State licensure constraints
Remote Consultation (Based on the information provided through remote monitoring and other sources, consumers could consult with their healthcare providers remotely. This could occur through secure email as well as time online consultations. Patients could also benefit from reminders initiated by clinicians that be delivered via email or other means to remind patients of events and activities that are important to maintain their level of health.) AHIC Priority Areas CE 4.1 Structured email CE 1.1 Online consultation AHICCE 2.0 Reminders	Workgroup Issues CC x.x Medical-legal liability risks associated with remote care/State licensure constraints CE x.x PHR not integrated with workflow CE x.x Quality of pre-populated data
Consumer Access to Clinical Information (Consumers will benefit from the ability to access important healthcare data stored within their health record to assist them in making decisions regarding one and healthy lifestyles. Accessible information could include registration information, medications history, lab results, current and health conditions, allergies, summaries of healthcare encounters and diagnoses. Consumers would be able to incorporate this information from their EHRs into Personal Health Records and share the information with designated individuals as needed. The PHR should describe medical terminology terms for the consumer. PHRs should be portable between vendors, so consumers can	

Use case options for AHIC prioritization

Public Feedback

Consumer Empowerment:
Consumer Access to Clinical Information
Prototype Use Case
 March 22nd, 2007

Prototype Use Case

Public Feedback

U.S. Department of Health and Human Services
 Office of the National Coordinator for Health Information Technology

Consumer Empowerment:
Consumer Access to Clinical Information
Detailed Use Case
 July 18th, 2007

Detailed Use Case
 Page 3

AHIC Priorities and Use Cases

- Use cases are descriptions of events that detail what a system (or systems) need to do to achieve a specific mission or stakeholder goals
- Use cases convey how individuals and organizations (actors) interact with the involved systems and strive to provide enough detail and context for follow-up activities to occur
- Usually, the follow-up from a use case is work that leads to the development or implementation of a specific software system

Use Case Development Process Overview



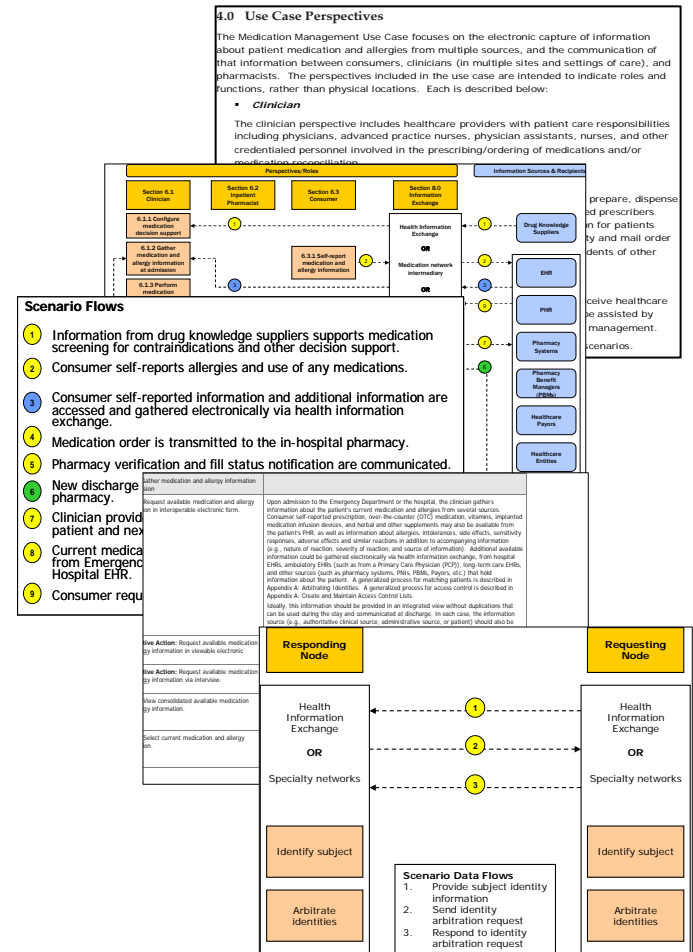
AHIC Priorities and Use Cases

- **ONC has been using high-level use cases that are not about the development of a specific software system, but are about the needs of many systems, stakeholder organizations, and individuals**
- **The use cases are based on the priorities expressed by the American Health Information Community working groups and describe involved stakeholders, information flows, issues, and systems needs that apply to the multiple organizations participating in these areas**
- **The use cases strive to provide enough detail and context for standards harmonization, architecture specification, certification consideration, and detailed policy discussions to advance the national HIT agenda**
- **These high-level use cases focus, to a significant degree, on the exchange of information between organizations and systems rather than the internal activities of a particular organization or system**

Use Case Development Process Overview



- Preface
- Introduction (*Including Scope*)
- Stakeholders
- Issues & Obstacles
- Perspectives
- Scenarios
- Information Exchanges
- Data Set Considerations
- Appendices
 - Glossary
 - Detailed Data Set Considerations



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Feedback Received from 2008 Prototypes



- **Prototype Use Case**
 - High-level overview of use case direction
 - Does not document all events and actions
 - Opportunity for feedback before detailed use case
- **Detailed Use Case**
 - Fully describes events and activities from different perspectives
 - Adds alternative flows of events
 - Based on feedback from prototype use case
 - More detail regarding relevant data sets
 - Includes information flows

Feedback Received from 2008 Prototypes



Embryonic nature of the prototype use case was intended to encourage more formative feedback early in the development process.

- Received Responses from 57 organizations/Individuals
- Consisting of 126 feedback documents
- Containing over 1150 feedback items

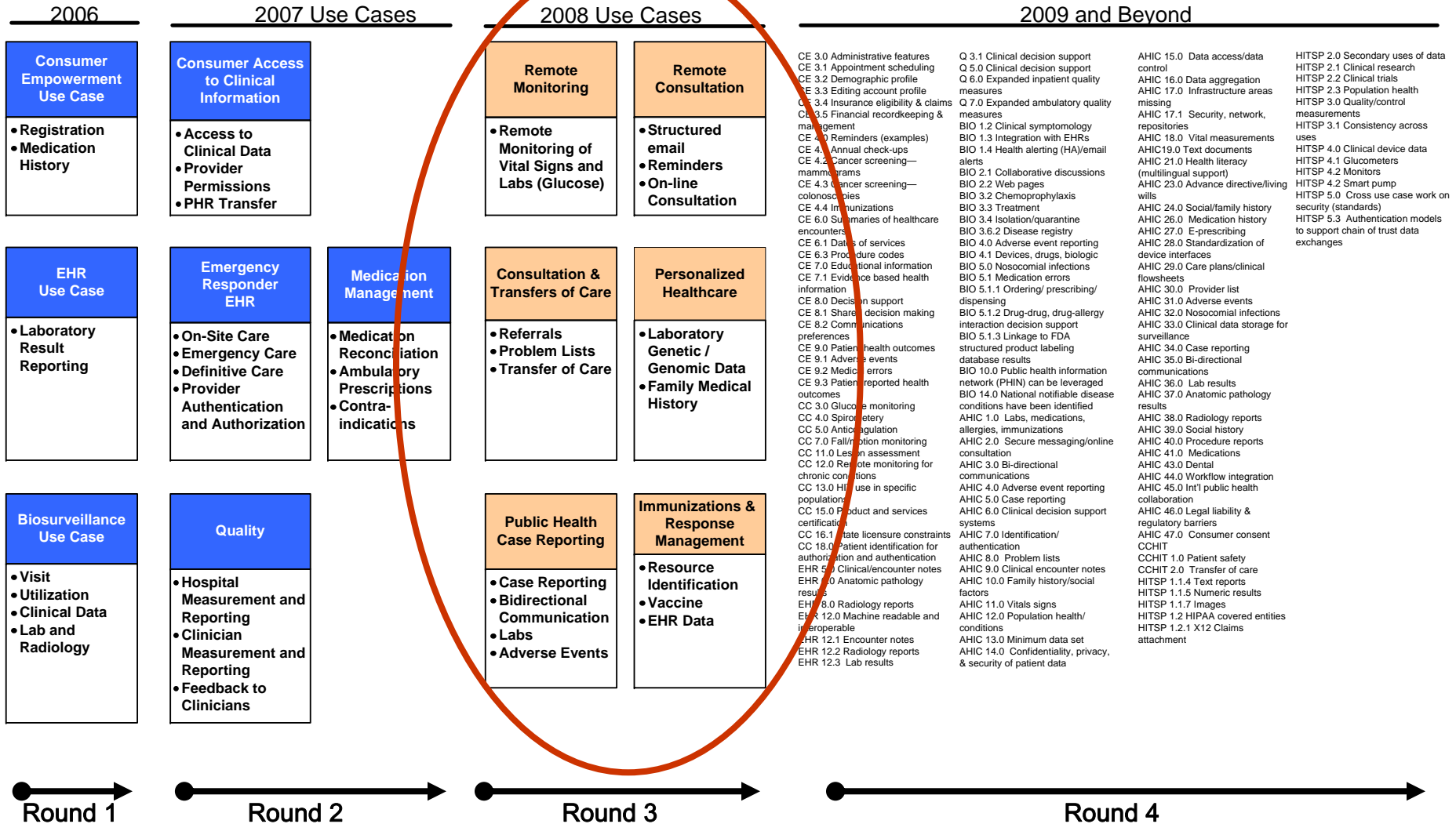
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Use Case Development Process Overview



AHIC Priorities and Use Case Roadmap



Consultations & Transfers of Care

- Roles and information flows to support consultations
 - Initiate a request for consultation by a provider or patient
 - Communicate relevant clinical findings back to the requestor, patient, and authorized recipients
- Roles and information flows to support transfers of care
 - Exchange of core information needed to accomplish a transition in care between care settings such as emergent, acute, long-term care, homecare between the sending and receiving organizations
 - Exchange of core information for transfer of care between organizations is the focus; information exchange needs for Intra-organizations transfers may be similar and included in the use case
 - Communicate transfer of care information back to the patient and authorized recipients

Remote Monitoring

- Roles and information flows to support communication of data from home monitoring devices to EHRs and PHRs
 - Transmit measurement data to EHRs and PHRs
 - Review of monitoring information by clinicians and care coordinators
 - Communicate monitoring-related information from care coordinators to clinicians (e.g. assessment information, patient coordination details, summary data)

Personalized Healthcare

- Roles and information flows to support Personalized Healthcare
 - Clinician intake of patient's past medical history, current medical status, and family health history
 - Clinician assessment and selection of appropriate genetic/genomic test
 - Exchange between clinicians and medical testing laboratories
 - Integration of personal and family health history and genetic/genomic testing results into electronic health records
 - Reporting to authorized clinicians and consumers

Patient – Provider Secure Messaging

- Roles and information flows to support communications of secure information between patients and their providers
 - Secure structured or unstructured patient messages to providers asking health-related questions or providing health information without requiring both parties to be available at the same time
 - Clinician responses to those communications and the ability to initiate communications as necessary to promote patient health
 - Clinician use of reminders within secure messages to support patient health and wellness

Immunizations & Response Management

- Roles and information flows to support routine and emergency immunization
 - Reporting to immunization registries
 - Exchange between registries
 - Patient status queries of immunization registries
 - Integration of immunization schedules into electronic health records or registries
 - Information awareness for location status of immunization supply
 - Apportionment and distribution

Public Health Case Reporting

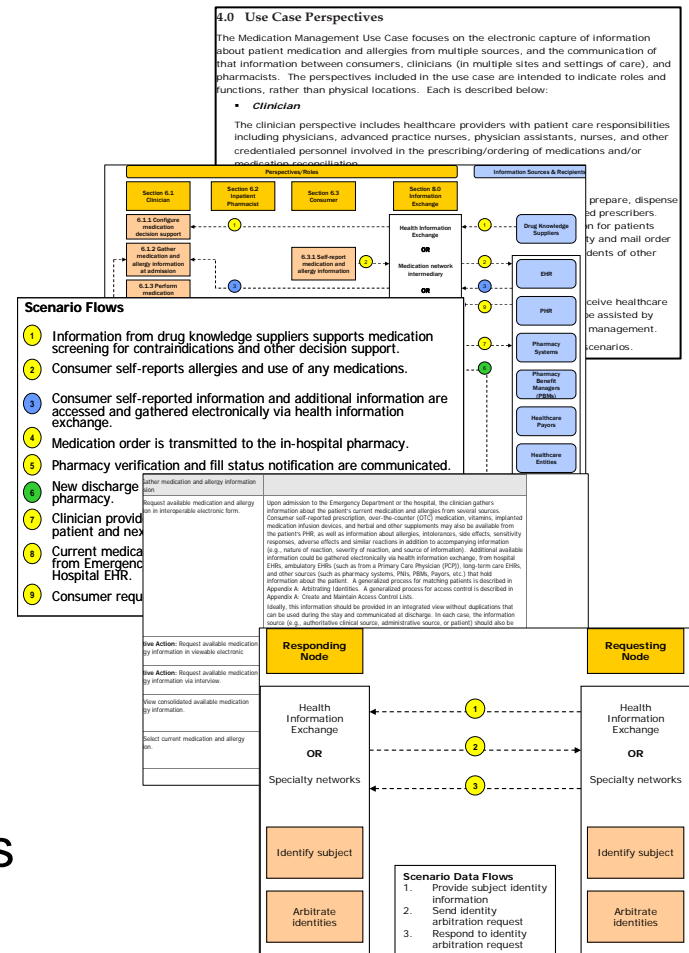
Roles and information flows to support public health reporting, investigation, and information sharing

- Incorporating pre-determined criteria into EHRs and LISs
- Electronic reporting of notifiable conditions/diseases, public health cases, and adverse events
- Exchange of information between clinicians and public health including feedback on submitted reports, focused population health information, or general population health information.

Consultations and Transfers of Care Use Case Review



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- Introduction (*Including Scope*)
- Stakeholders
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Feedback Process

Two ways to Comment:

1. ONC Feedback Address – or -
2. TIGER Comment Form

Located on: TIGER Interop. & Standards WIKI
at: <http://tigerstandards.pbwiki.com/>

Send to: twisdom@himss.org by noon on Feb 14th

If using ONC Feedback Address, please send your feedback no later than close of business, Friday, February 15th, 2008.

Provide Comment today through TIGER



Health Information Technology



- HIT Home
- American Health Information Community
- AHIC Workgroups
- Office of the National Coordinator (ONC)
- Health IT Certification
- Data & Technical Standards
- Nationwide Health Information Network
- Use Cases
- Privacy & Security
- Initiatives
- Contracts
- News Room

AHIC Use Cases

E-mail me when this page is updated

Now Available for Public Feedback

Draft Detailed Use Cases:

- [Remote Monitoring](#)
- [Patient - Provider Secure Messaging](#) (formerly Remote Consultation)
- [Personalized Healthcare](#)
- [Consultation and Transfers of Care](#)
- [Public Health Case Reporting](#)
- [Immunizations & Response Management](#)

2007 Use Cases

- [Emergency Responder — Electronic Health Record \(PDF\)](#) (377KB)
- [Consumer Empowerment: Consumer Access to Clinical Information](#)
- [Medication Management](#)
- [Quality](#)

AHIC Transition

LMI-Brookings Team to lead AHIC 2.0

Secretary Leavitt announces cooperative agreement awardee at January 22nd meeting of the AHIC.

[Click here for more information.](#)

National Health IT Summit: A Washington - Texas Dialogue

April 15 & 16, 2008
Houston, Texas

Register Now:
<http://www.nhit-shis.org/>

Upcoming Events

Summit on Health Care Information Technology
Atlanta, Georgia
January 30-31, 2008
[More >>](#)

CHIME Spring CIO Forum
Location: Orlando, FL



- HIT Home
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- Privacy & Security
- Initiatives
- Contracts
- News Room
- Frequent Questions
- Acronyms

For Consultations and Transfers of Care

In January 2007, the American Health Information Community (AHIC) approved a recommendation to develop a use case that addresses certain aspects of consultation and transfers of care. AHIC is a federally-chartered advisory committee and provides input and recommendations to the Department of Health and Human Services (HHS) on how to make health records digital and interoperable, and assure that the privacy and security of those records are protected, in a smooth, market-led way.

This use case has been developed by the Office of the National Coordinator for Health Information Technology (ONC), with opportunities for review and feedback by interested stakeholders within both the public and private sectors. To facilitate this process, the use case was developed in two stages:

- The **Prototype Use Cases** describe the candidate workflows for the use case at a high level, and facilitate initial discussion with stakeholders; and
- The **Detailed Use Cases** document all of the events and actions within the use case at a detailed level.

ONC distributed a high-level prototype of the use case and requested feedback in August 2007. These activities resulted in approximately 270 feedback items from 24 organizations. Feedback has been incorporated into the applicable sections of the Draft Detailed Use Case.

If you are interested in receiving a summary of the dispositioned Consultations and Transfers of Care feedback, please send an email message to: usecase2@hhs.gov and put "Feedback Disposition Requested" in the title. The disposition summary will include the feedback received from all organizations and individuals. In the circumstance where the submitter was anonymous, the submitter will be identified as "Anonymous" in the disposition summary.

The draft detailed use case and feedback document (with instructions) are also available for download:

- Draft Detailed Use Case - Consultations and Transfers of Care [[PDF - 899KB](#)]
- Draft Detailed Use Case - Consultations and Transfers of Care Feedback Instructions [[DOC - 45KB](#)]

The Public Feedback Period will last 4 weeks. Please send your feedback by e-mail to usecase2@hhs.gov no later than close of business, Friday, February 15th, 2008.

In order to minimize processing time, electronic submission is preferred. Feedback unable to be sent via email may be faxed to the Attention of: Consultations and Transfers of Care Use Case at (202) 205-9467 or mailed to the

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January 30-31, 2008
[More >>](#)

CHIME Spring CIO Forum
Location: Orlando, FL
February 24, 2008
[More >>](#)

[All Upcoming Events items](#)

State Alliance for e-Health Taskforces

For information on each of the 3 taskforces, including recommendations and meeting information, please click [here](#).

Personal Experiences

"Each part of the puzzle is crucial, and it's the one having to remember each

Feedback Process

*Please send your feedback no later than close of business,
Friday, February 15th, 2008.*

- Consultations & Transfers of Care
 - URL = <http://www.hhs.gov/healthit/usecases/reftx.html>
 - Feedback address = usecase2@hhs.gov
- Public Health Case Reporting
 - URL = <http://www.hhs.gov/healthit/usecases/phcr.html>
 - Feedback address = usecase1@hhs.gov
- Personalized Healthcare
 - URL = <http://www.hhs.gov/healthit/usecases/phc.html>
 - Feedback address = usecase3@hhs.gov



Feedback Process

Please send your feedback no later than close of business, Friday, February 15th, 2008.

- Immunizations & Response Management
 - URL = <http://www.hhs.gov/healthit/usecases/respmgmt.html>
 - Feedback address = usecase4@hhs.gov
- Remote Monitoring
 - URL = <http://www.hhs.gov/healthit/usecases/remon.html>
 - Feedback address = usecase5@hhs.gov
- Patient – Provider Secure Messaging
 - URL = <http://www.hhs.gov/healthit/usecases/remcon.html>
 - Feedback address = usecase6@hhs.gov

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TIGER Standards and Interoperability Collaborative Team Communication



- Website www.tigersummit.com/standards
- WIKI <http://tigerstandards.pbwiki.com>
- Email standards@tigersummit.com
- Email facilitators:
 - Joyce@tigersummit.com
 - Beth@tigersummit.com