



Innovation in every moment

Health Information Exchange and Other Cool Things

# Today's Agenda

- ◇ About Rady Children's
- ◇ Health Information Exchange
- ◇ Other Cool Stuff

1954



# 2023

 **44 LOCATIONS**

 **505 TOTAL BEDS<sup>1</sup>**

 **>800 MEDICAL STAFF**

 **>5,400 EMPLOYEES**

 **>280K SPECIALTY PATIENTS SERVED**

 **>460K PRIMARY CARE PATIENTS SERVED**

 **>18K INPATIENT DISCHARGES**

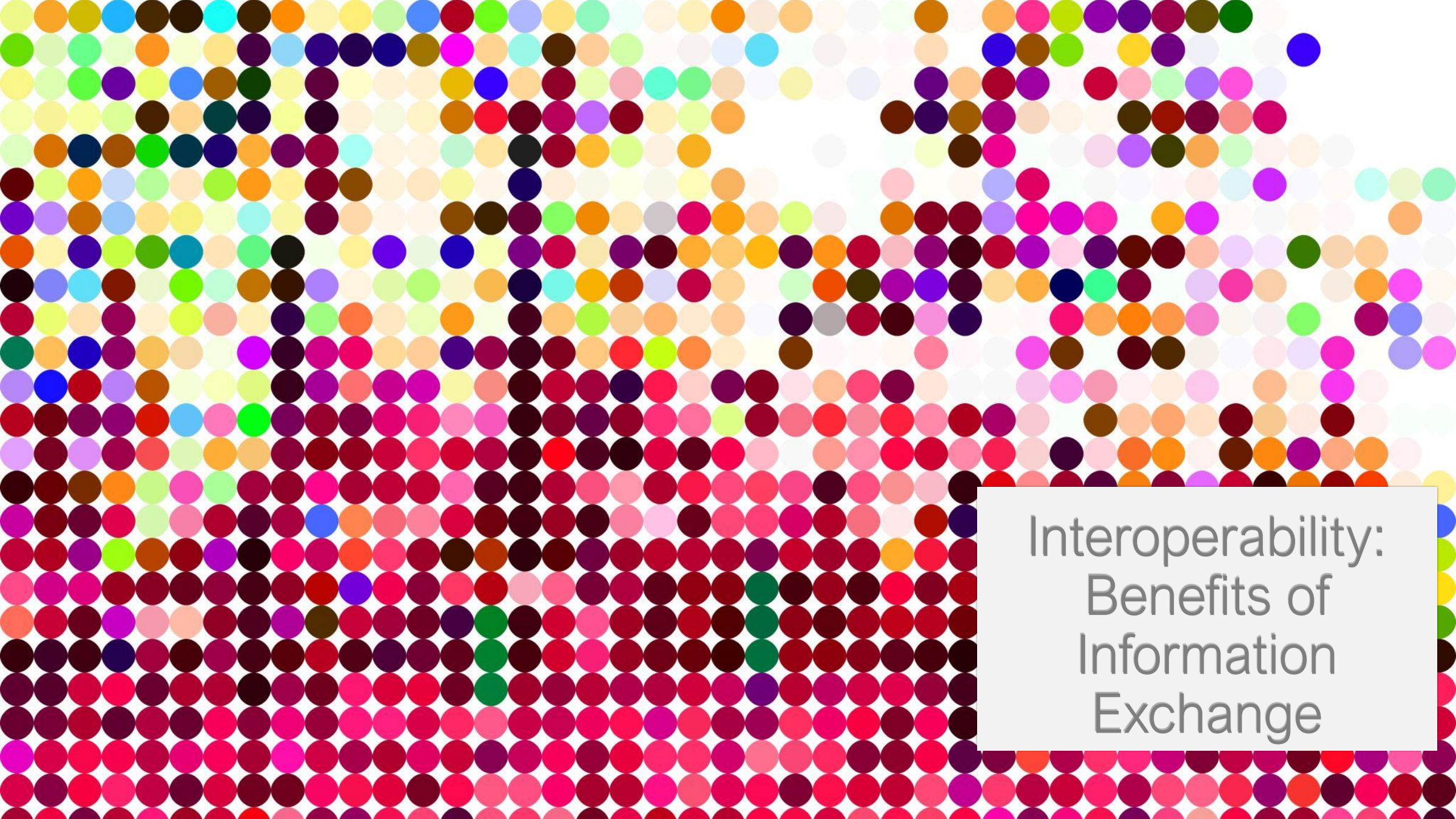
 **>18K TOTAL SURGERIES**

 **>100K EMERGENCY DEPARTMENT VISITS**

 **MARKET PRESENCE: San Diego: 89.5%, S. Riverside: 61.8%; Imperial: 63%**



<sup>1</sup> Office of Statewide Planning and Development Report Annual Reports; refers to 2020 licensed beds | <sup>2</sup> 2020 OSHPD market presence inpatient discharges data for ages 0-17



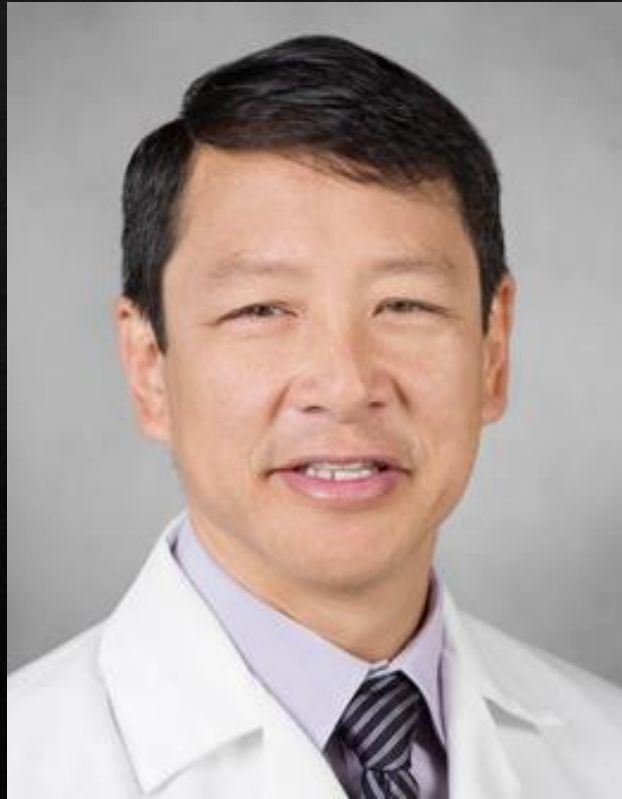
Interoperability:  
Benefits of  
Information  
Exchange

# Health Information Exchange in San Diego

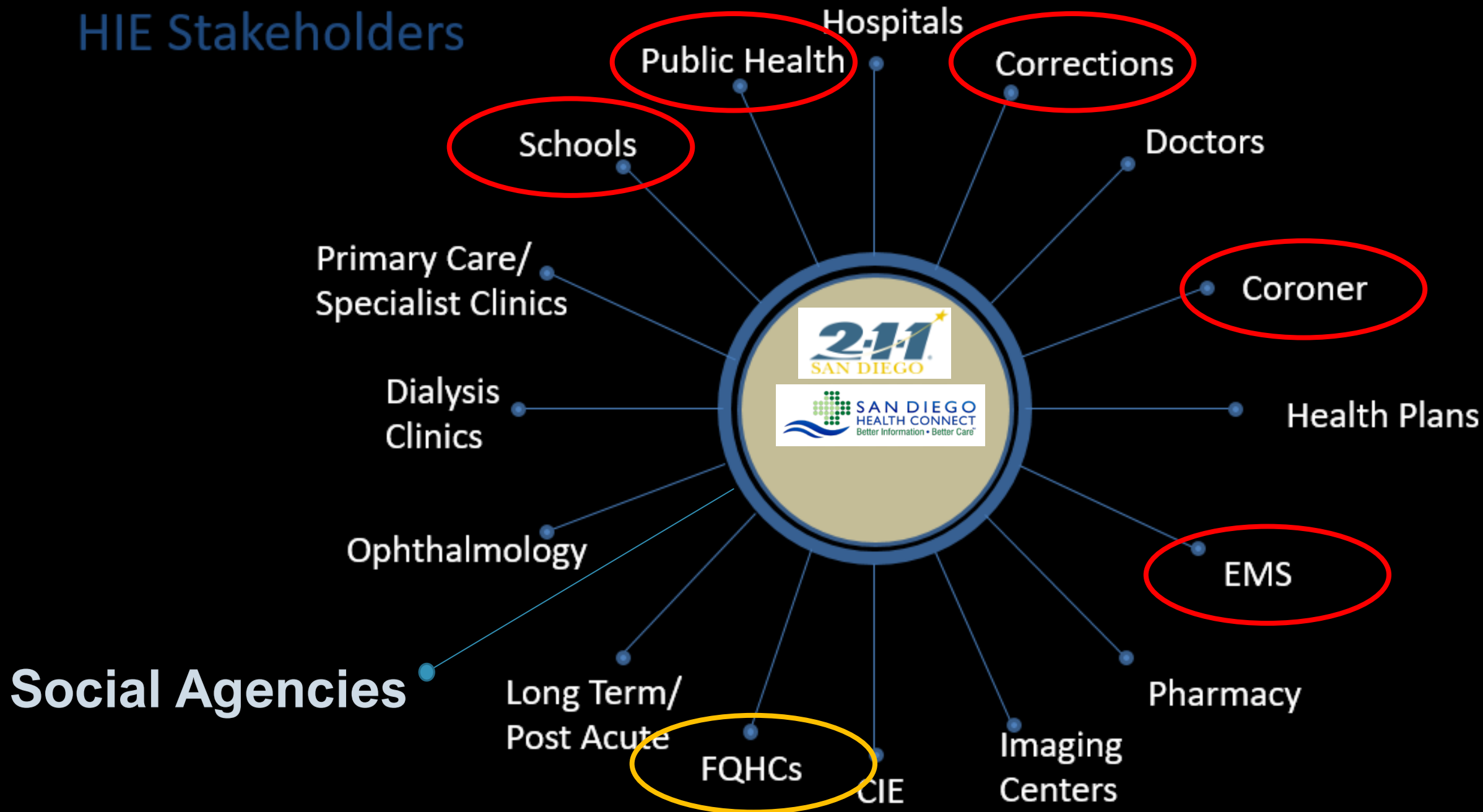
Anupam Goel, M.D.



Ted Chan, M.D.

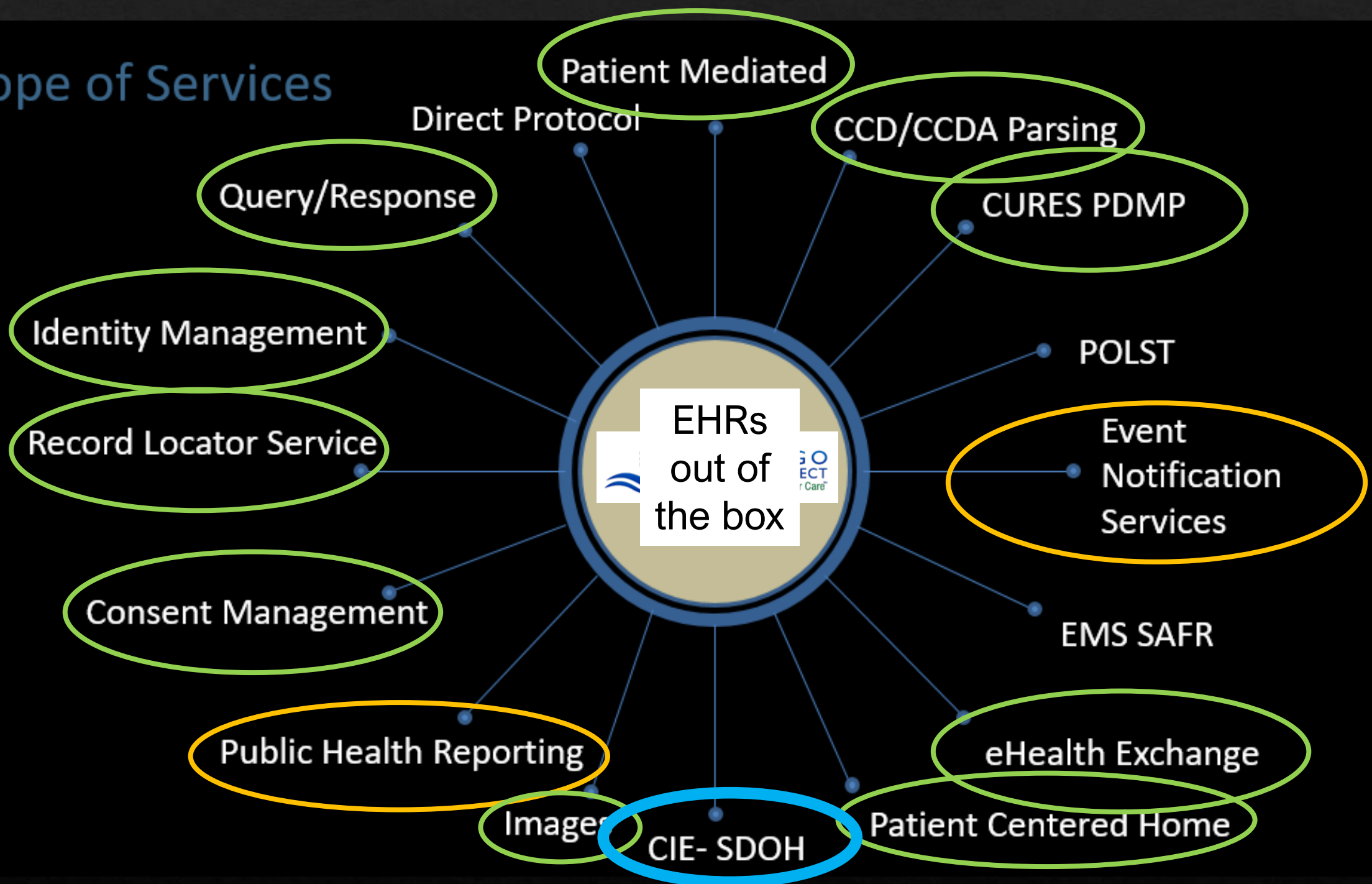


# HIE Stakeholders



# Social Agencies

# Scope of Services





# It's an AND, not an OR... for now...

[Global Edition](#) [Interoperability](#)

## Epic's Care Everywhere interoperability platform shows big jump in data exchange

The electronic health record giant said that health systems had shared more than 221 million patient records in a one-month period this fall.

By [Kat Jercich](#) | December 14, 2020 | 03:50 PM



search...

Better Information • Better Care™

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Now, through HIE technology delivered by San Diego Health Connect, your doctors can securely share health information with other doctors responsible for your care.

*Secure Health Information Exchange.*  
HIE can be a lifesaver.



### Providers & Professionals



Health Systems, Hospitals, & Physicians. Coordinate care. Improve patient outcomes. Reduce costs.

[read more →](#)

### Patient & Families



Secure health information exchange can be a lifesaver for Patients and Families.

[read more →](#)

### Our Solutions



Technology Improving: Medical Records Exchange, Care Transitions, Public Health, & Emergency Care.

[read more →](#)

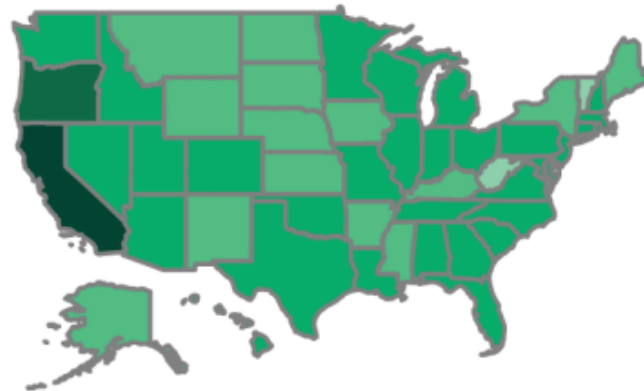
# Our HIE patterns

## Patient Records Exchanged

You've exchanged patient records with organizations spanning

**50 STATES**

*Darker shading indicates higher exchange volume*



**1,879,109**

▶ Patient Record Exchanges in 2023 YTD

**5,425,984**

▶ Patient Record Exchanges in 2022

**21,771,662**

▶ Patient Record Exchanges Since Care Everywhere Go-Live in 2010

## Top Trading Partners

■ Sent ■ Received

Kaiser Permanente Southern California

**1,344,002**

Scripps Health

**1,253,794**

UC Health (San Diego / Irvine / Riverside) and Affiliates

**797,198**

Sharp HealthCare

**310,514**

OCHIN

**251,567**

Pacific Dental Services

**176,388**

Clinics using NextGen

**158,912**

# EHRs talk to one another

The world has changed!!

**Extending Beyond the Care Everywhere Network**

**TEFCA** *Peer Group Adoption*

**FUTURE** Trusted Exchange Framework & Common Agreement  
Expand and simplify interoperability by joining this nationwide framework established by ONC.

**Top Carequality Networks by Exchange Volume** *(Live since: Nov 18, 2016)*

| Network        | Sent  | Received | Total   |
|----------------|-------|----------|---------|
| eClinicalWorks | [Bar] |          | 164,708 |
| NextGen        | [Bar] |          | 158,912 |
| CommonWell     | [Bar] |          | 138,866 |
| athenahealth   | [Bar] |          | 84,881  |
| Kno2           | [Bar] |          | 7,426   |
| Health Gorilla | [Bar] |          | 1,045   |

**Federal Connections** *Peer Group Adoption*

- DoD & VA 14 / 37
- SSA 17 / 37

**Non-Treatment Use Cases** *Peer Group Adoption*

- [Unreadable] 22 / 36
- Payer Platform 4 / 37

**Streamlining Incoming Referrals**

▼ You    ■ Bottom 25%    ■ Middle 50%    ■ Median    ■ Best 25%

**Electronic Referrals Received** **60,831**

Percent of Overall Volume **30.2%** **↑30.2%**

0% 3% 13% 30%

**Referral Sources:**

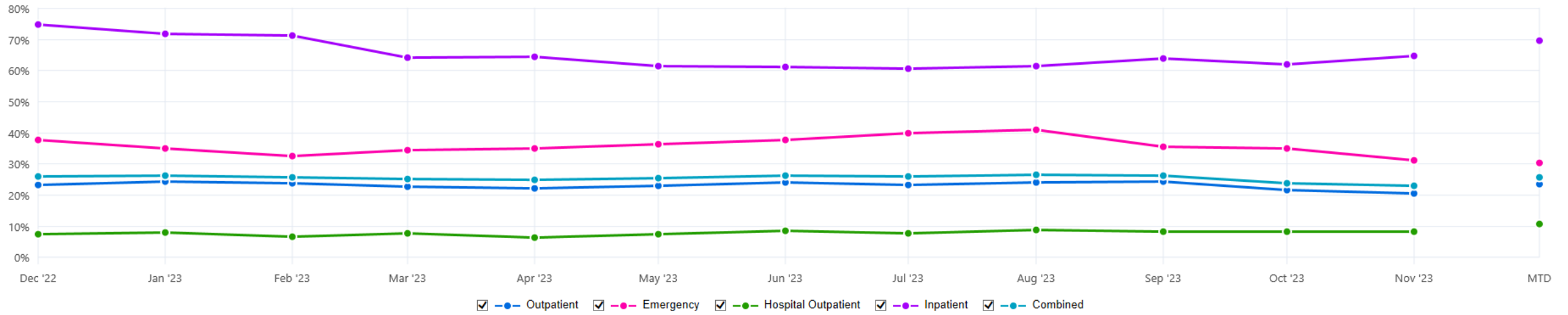
- Received from EpicCare Link: 18%
- Processed Using Care Everywhere Referral Mgmt: 12%
- Processed Manually Using Electronic Messaging: 0%
- Received via Fax or Phone: 70%

**Features Impacting Your Exchange** *Peer Group Adoption*

- Effective Authorization Policy 39 / 41
- Shared Provider Directory 23 / 37
- Automatic Electronic Referral Management 14 / 45

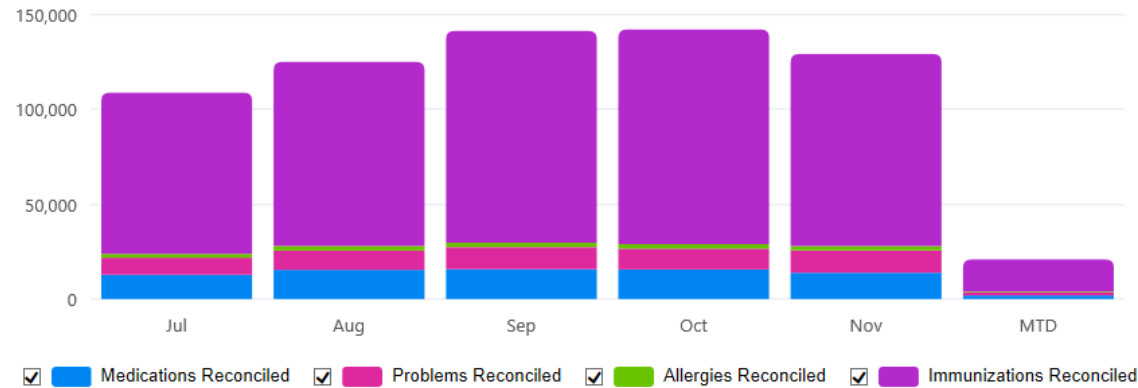
### CE Usage (Document Viewed or Outside Info Reconciled During Encounter)

Percentage of encounters where new/updated Care Everywhere documents were received for a patient and a clinician either viewed Care Everywhere document(s) or reconciled outside discrete data before the encounter ended (past 12 months and month to date).



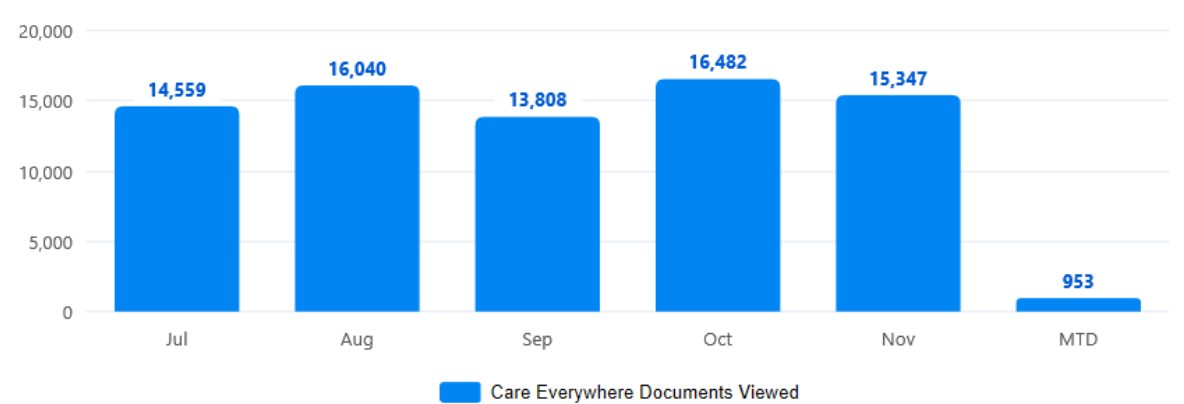
### CE Overall Volume of Outside Info Reconciled

Total volume of outside discrete data items reconciled at organization over the past five months and month to date. Includes allergies, medications, immunizations, and problems.

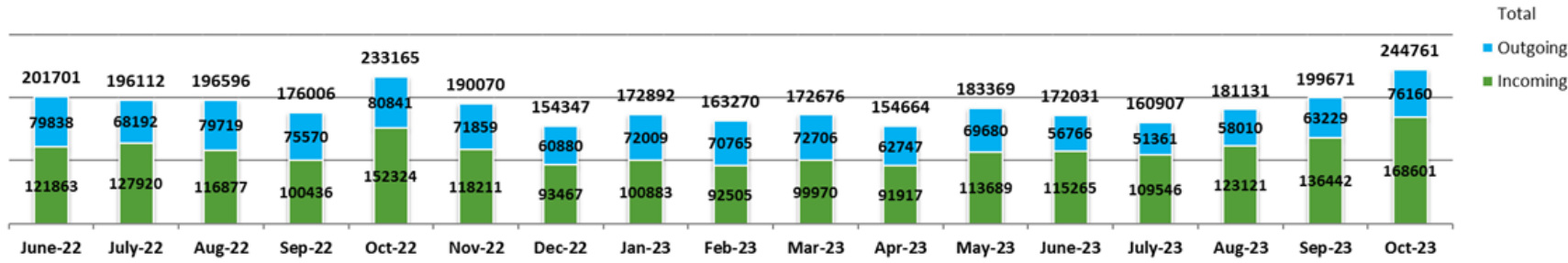


### CE Overall Volume of Documents Viewed

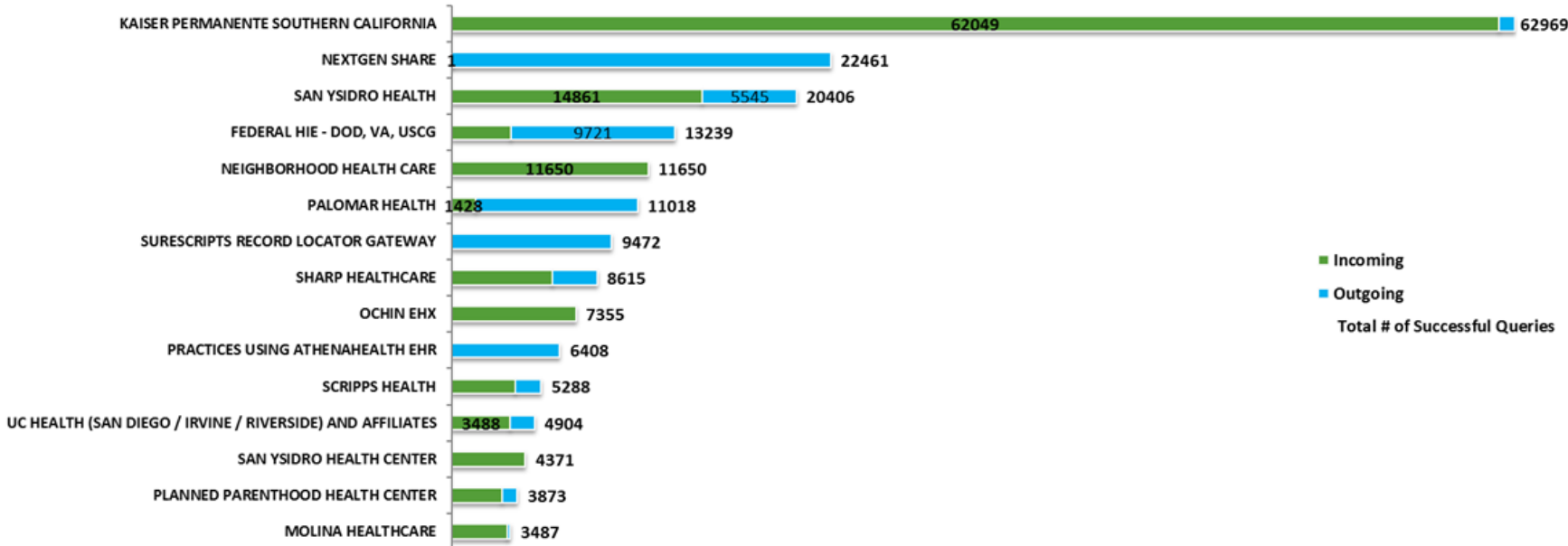
Total volume of Care Everywhere documents viewed at organization over the past five months and month to date.



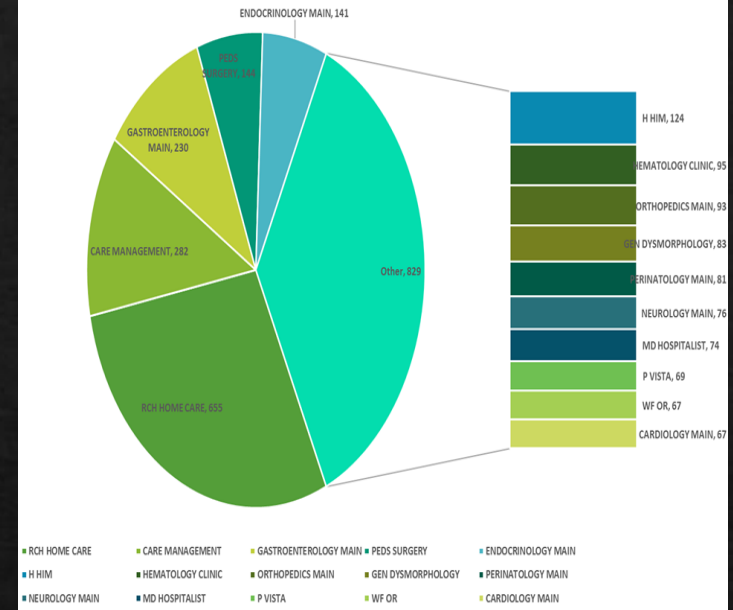
## Care Everywhere Successful Queries



## # of Successful Queries by Outside Organization Total Incoming and Outgoing Top 15, Oct 2023



## # of Outgoing Successful Queries by Login Department Top 15 Oct 2023



## Patient Records by Trading Partner - Sent vs Received

Time Interval:  Week Ending:  Number of Trading Partners:

Minimum Records Exchanged:

Viewing results from 11/29/2023 - 12/5/2023

| Trading Partner                       | Sent   | Received | Ratio |
|---------------------------------------|--------|----------|-------|
| OCHIN eHx                             | 1,321  | 0        | 1,321 |
| San Diego Health Connect HIE          | 356    | 0        | 356   |
| CVS Health Specialty Pharmacy         | 176    | 0        | 176   |
| CVS Accordant                         | 159    | 0        | 159   |
| Surescripts Record Locator Gateway    | 4,304  | 290      | 14.8  |
| Kaiser Permanente Southern California | 26,299 | 2,687    | 9.8   |
| Kaiser Permanente Northern California | 738    | 100      | 7.4   |
| CHOC Children's                       | 160    | 40       | 4     |
| OCHIN                                 | 4,594  | 1,219    | 3.8   |
| Practices using athenahealth EHR      | 1,151  | 319      | 3.6   |

## Patient Records by Trading Partner - Received vs Sent

Time Interval:  Week Ending:  Number of Trading Partners:

Minimum Records Exchanged:

Viewing results from 11/29/2023 - 12/5/2023

| Trading Partner                                       | Received | Sent  | Ratio |
|---|----------|-------|-------|
| Southwest Healthcare Systems                          | 195      | 24    | 8.1   |
| CVS Health & MinuteClinic                             | 2,071    | 597   | 3.5   |
| NextGen Share   | 614      | 377   | 1.6   |
| Prime Healthcare                                      | 223      | 146   | 1.5   |
| Loma Linda University Health and CareConnect Partners | 1,950    | 1,472 | 1.3   |
| Eisenhower Health                                     | 91       | 71    | 1.3   |
| Hawaii Pacific Health                                 | 151      | 124   | 1.2   |
| Federal HIE - DoD, VA, USCG                           | 1,155    | 1,134 | 1     |
| Providence Health and Services Oregon and California  | 461      | 534   | 0.9   |
| Pacific Dental Services                               | 1,806    | 2,100 | 0.9   |

## What can you do with MyChart?



### Communicate with your doctor

Get answers to your medical questions from the comfort of your own home



### Access your test results

No more waiting for a phone call or letter – view your results and your doctor's comments within days



### Request prescription refills

Send a refill request for any of your refillable medications



### Manage your appointments

Schedule your next appointment, or view details of your past and upcoming appointments

## Resources

### Hospital & Specialty Pay

For Rady Children's Hospital and Rady Children's Specialists.

[Pay Bills](#)

### Pediatric Pay

For Children's Primary Care Medical Group.

[Pay Bills](#)

## Patients Seen 3+ Times with a MyChart Account (Past 12 months)

87.2%

↑0.7%

75%



41%

66%

76%

81%

87%

MyChart Username

Password

[Sign in](#)

[Forgot username?](#)

[Forgot password?](#)

[New User?](#)

[Sign up now](#)

[Pay Online?](#)

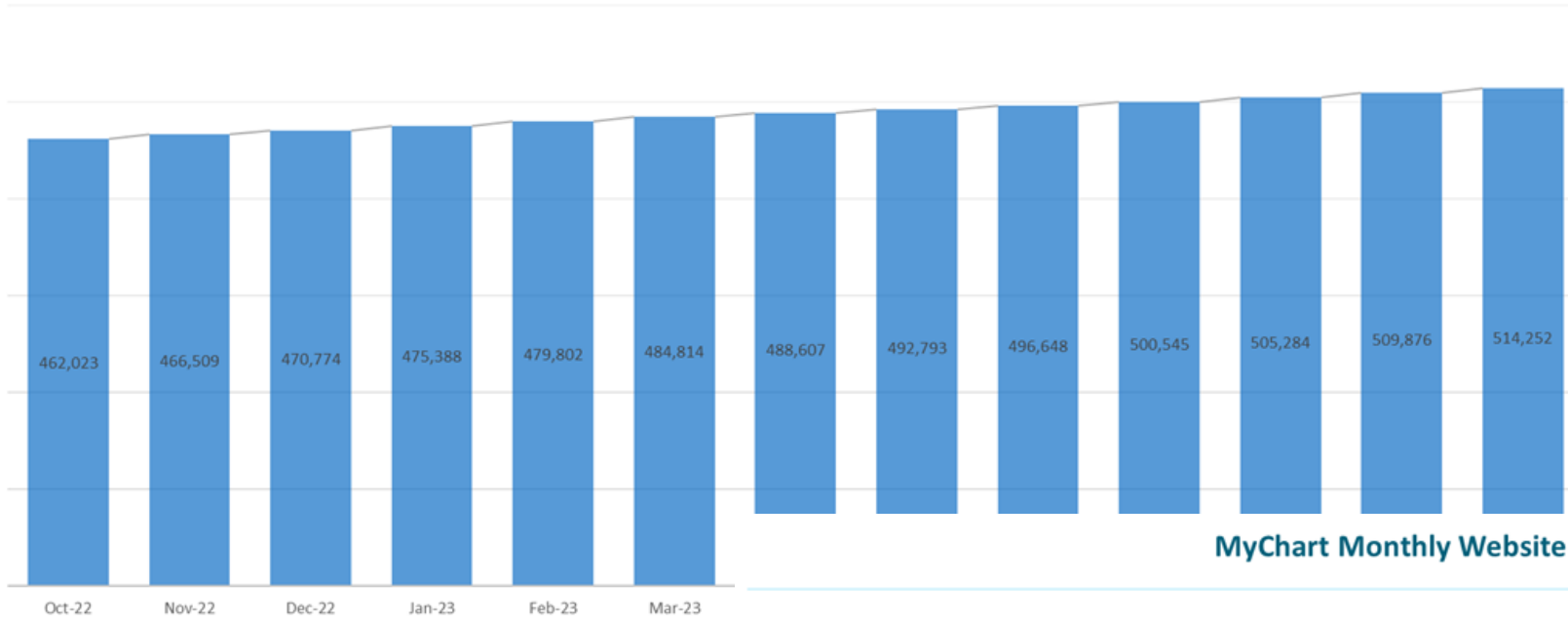
[Pay As Guest](#)

[Price Estimator Tool](#)

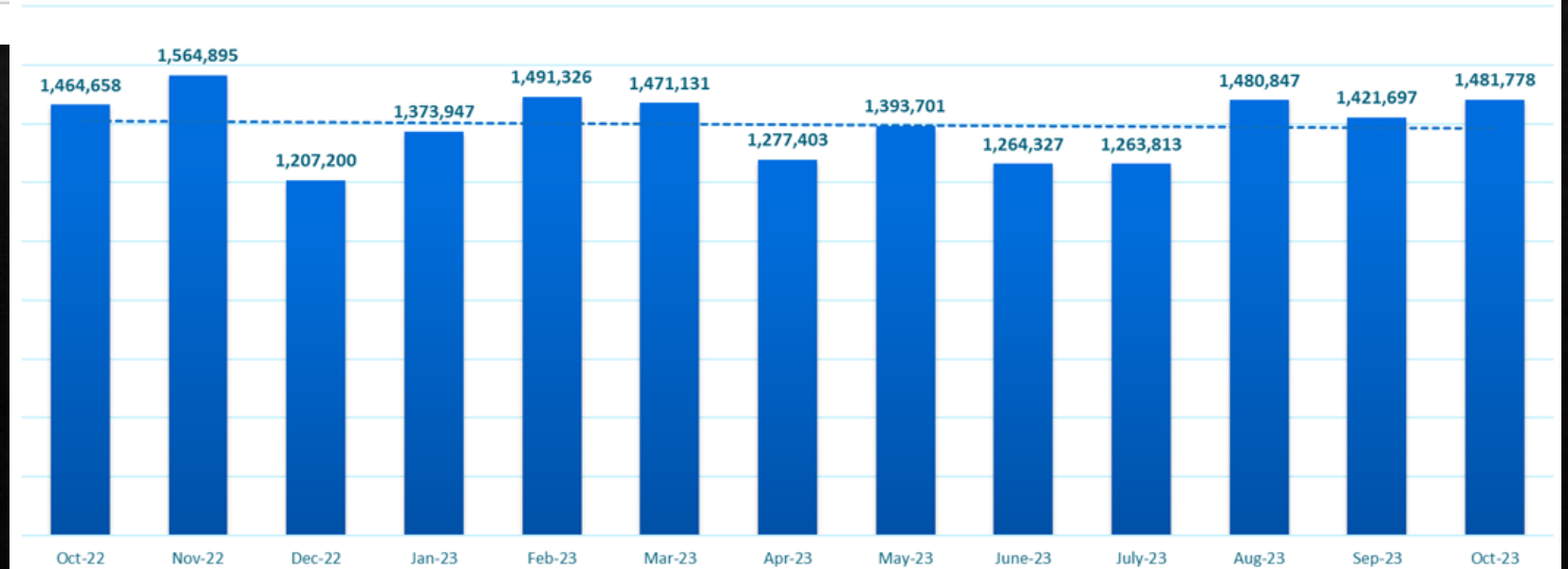
[Estimate price](#)

Want to know how much you may pay for a service before speaking to someone? Please use our **estimates tool** to determine a potential range of prices you may be charged for a specific service. If there are advanced questions or you would like to speak to someone, Please call **858-576-1700** and ask for the [Patient Financial Services](#) department to the agent.

## MYCHART TOTAL MONTHLY ACTIVE PATIENTS ME OCT -2023



## MyChart Monthly Website Logins ME Oct -2023





## Patient Activation & Engagement



Total Patients with a MyChart Account **510k**

### Features Peer Group Adoption

- Instant Activation (Triggered by staff) 40 / 43  
▶ Patients Activated: **1.9%**
- Instant Activation (Triggered automatically) 20 / 22  
▶ Patients Activated: **0.1%**
- Self-Signup 14 / 19  
▶ Patients Activated: **0.0%**
- Multilingual MyChart 27 / 42



## Self-Scheduling & Appointment Management

### Features Peer Group Adoption

- Scheduling (Direct scheduling) 32 / 43  
▶ Volume: **23,335**
- Scheduling as Guest (Open scheduling) 30 / 43  
▶ Volume: **67**
- Scheduling by Invitation (Ticket scheduling) 30 / 43  
▶ Volume: **903**
- Fast Pass 33 / 43  
▶ Average Days Improvement: **46.5**
- On My Way 16 / 43

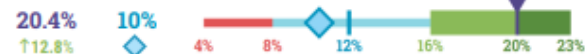
### Patients Seen with a MyChart Account (Past 12 months)



### Patients Seen 3+ Times with a MyChart Account (Past 12 months)



### Inactive Patients Activated Within 7 Days of Encounter



### MyChart Users Who Have Logged In (Past 3 months)

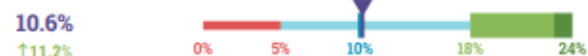


### Appointments Scheduled Online



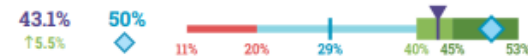
▶ Organizations Meeting This Diamond Threshold: **3**

### Appointments Available to Schedule Online



## Pre-Visit Registration & Arrival

### Patient Self Check-In

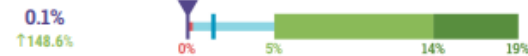


▶ Completed MyChart eCheck-In: **123,323**

▶ Completed Welcome Check-In: **0**

▶ Organizations Meeting This Diamond Threshold: **17**

### Appointments Arrived Without Staff



## Clinical Information

### Notes Shared



### Results Released Within 24 Hours (Inpatient & outpatient)



### Results Not Released Within 31 Days (Inpatient & outpatient)



## Financial Experience

**Patient Payments Collected Online (Past 3 months) \$4.06m**

### Patient Payments Collected Through MyChart & Welcome



### Paperless Statements (% of total statements)



▶ Organizations Meeting This Diamond Threshold: **5**

### eCheck-In Success Rate



### Features Peer Group Adoption

- eCheck-In for All 30 / 44
- Welcome Kiosk Check-In 30 / 43
- ED Self-Registration 3 / 43

### Features Peer Group Adoption

- Preventative Health Reminders 15 / 40
- Medication Refill 32 / 43
- Questionnaires Collected in MyChart 41 / 43  
▶ Volume: **407,413**  
▶ % Patient History Reconciled by Clinician: **9.0%**

### Features Peer Group Adoption

- Bill Pay 35 / 37
- Self-Service Estimates 23 / 39
- Self-Service Guest Estimates 29 / 36
- Paperless Statements 32 / 37
- Payment Plans 30 / 38
- Financial Assistance 23 / 29
- Balance Notifications 20 / 39



# Payer Platform

- N/A Coverage Search
- NO Clinical Data Exchange
- NO Additional Detail Requests
- NO Health Plan Clinical Summary
- NO Prior Authorization
- NO Clinical Analytics Document
- NO ADT Notifications
- NO Care Gaps Exchange
- NO Claims Exchange
- NO Networks & Ratings Exchange
- NO Appointment Notifications

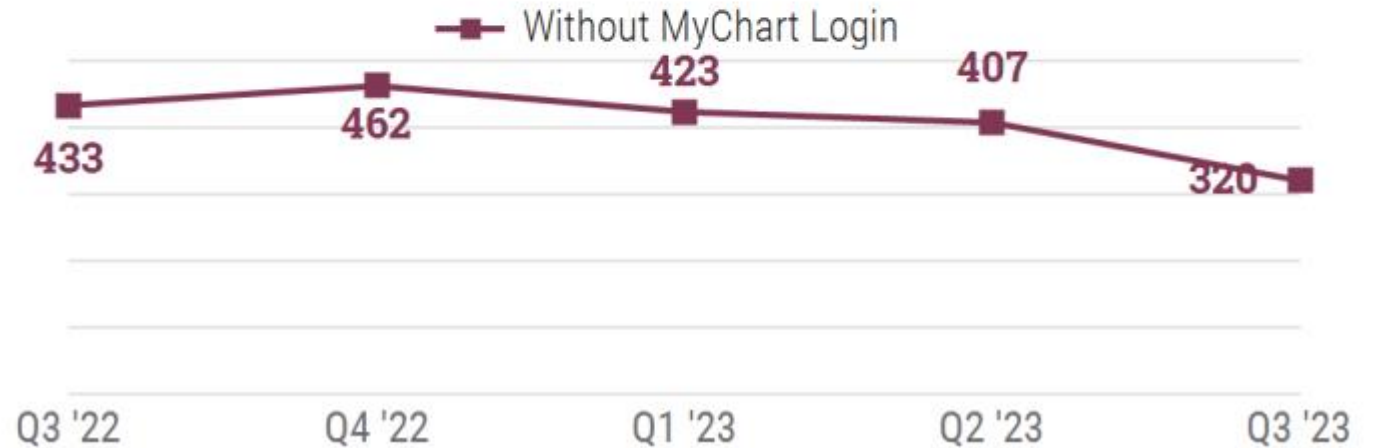
## Transparency for Price Shoppers



[View your organization's MyChart page for self-service estimates.](#)

► Estimate templates enabled for self-service: **415**

Self-Service Estimates Generated (Q3 2023): **320**

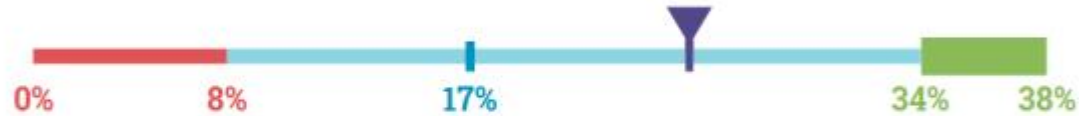


**YES** Self-Service Shopper Estimates Without MyChart Login

## Go Digital-First

### Paperless Statements

24.9%



**\$4.9k**

Potential monthly savings from expanding paperless statement usage (*assumes \$1 per statement*)

**254**

Guarantors who paid online during October 2023 but still received paper statements

YES  NO Paperless Statements by Default

### Balance Notifications

■ MyChart ■ Non-MyChart

# Sent

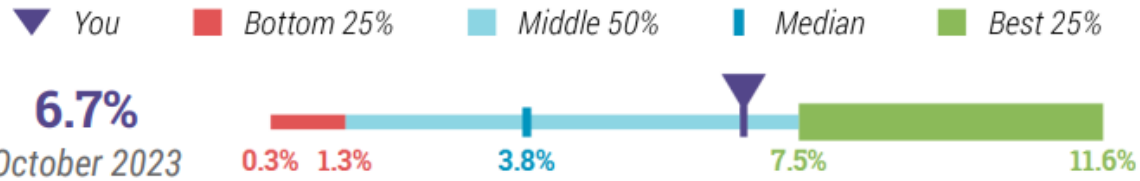
YES  NO New Balance 21% 79% **4.7k**

Only Using Epic-Released Notifications?

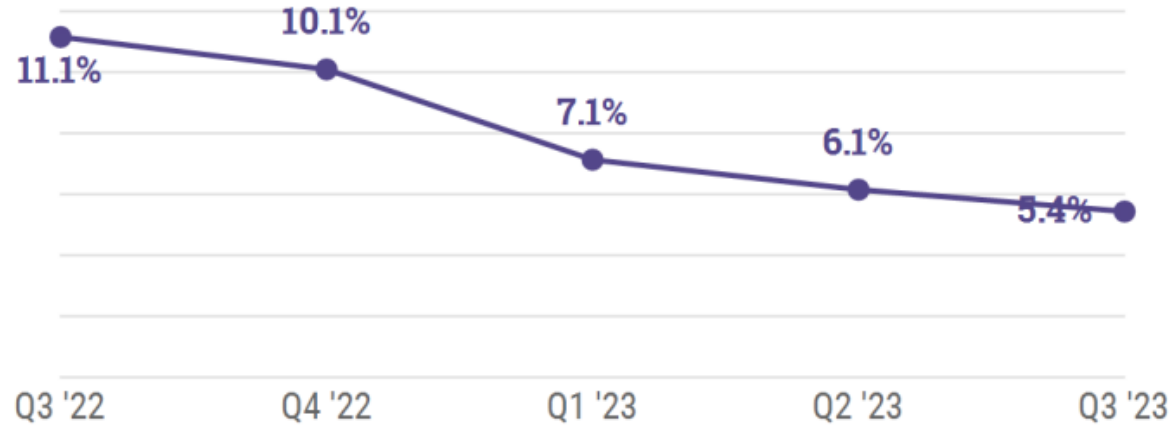
YES  NO On-Demand 55% 45% **113**

Only Using Epic-Released Notifications?

## Your Overall Online Scheduling Rate



Appointments Scheduled Online (Q3 2023): **28.9k**



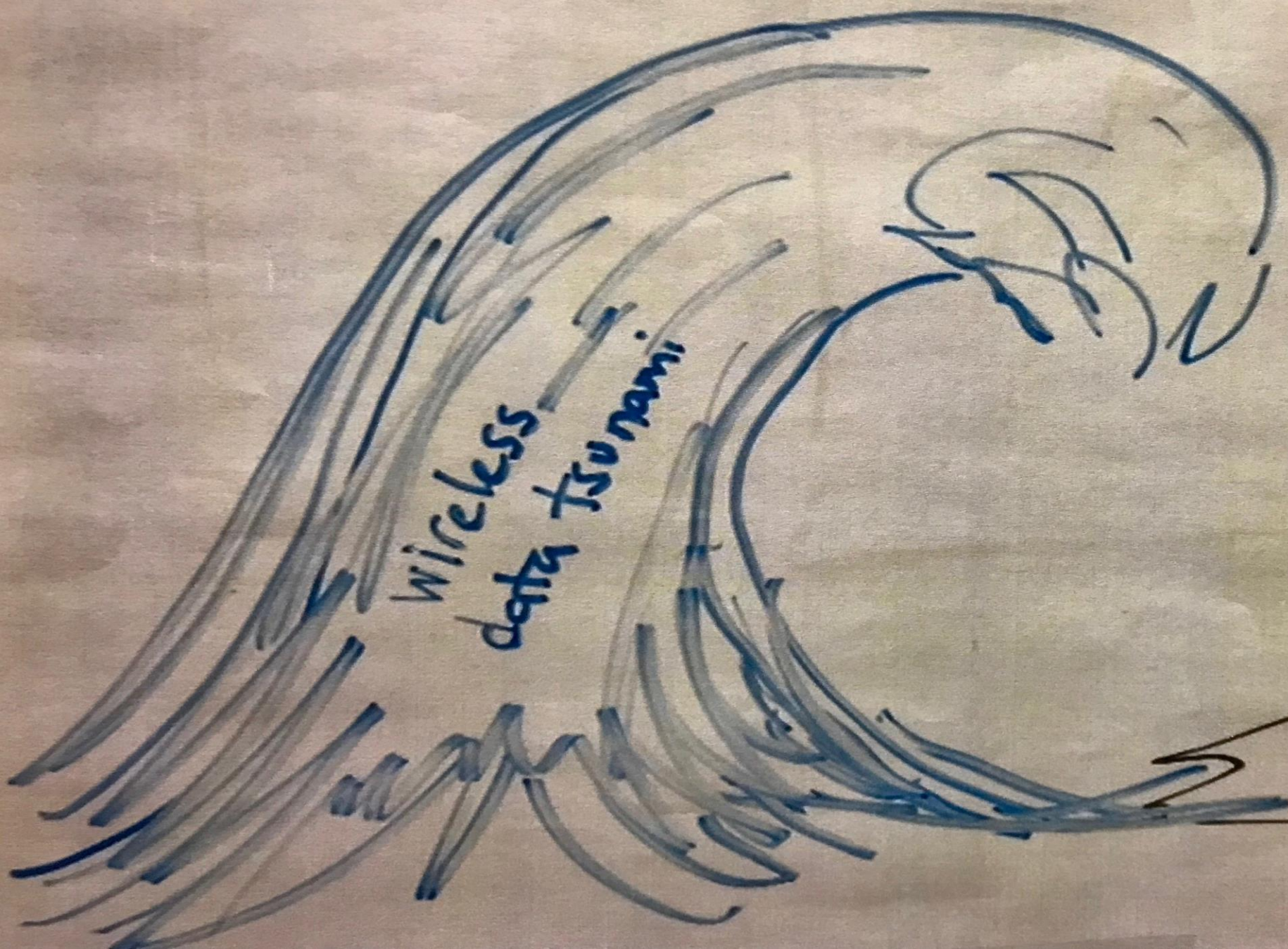
## Your Top Performing Specialties

Your specialties with the highest online scheduling rates during October 2023. Only includes specialties with at least 50 appointments.

| Specialty             | % Sched. Online | # Sched. Online |
|-----------------------|-----------------|-----------------|
| Emergency Medicine    | 100%            | 601             |
| Occupational Medicine | 78%             | 683             |
| Pediatrics            | 11%             | 8.8k            |



What is Next: A  
cool thing or  
two...

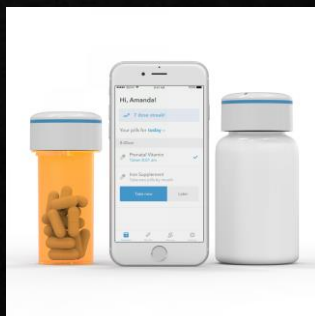
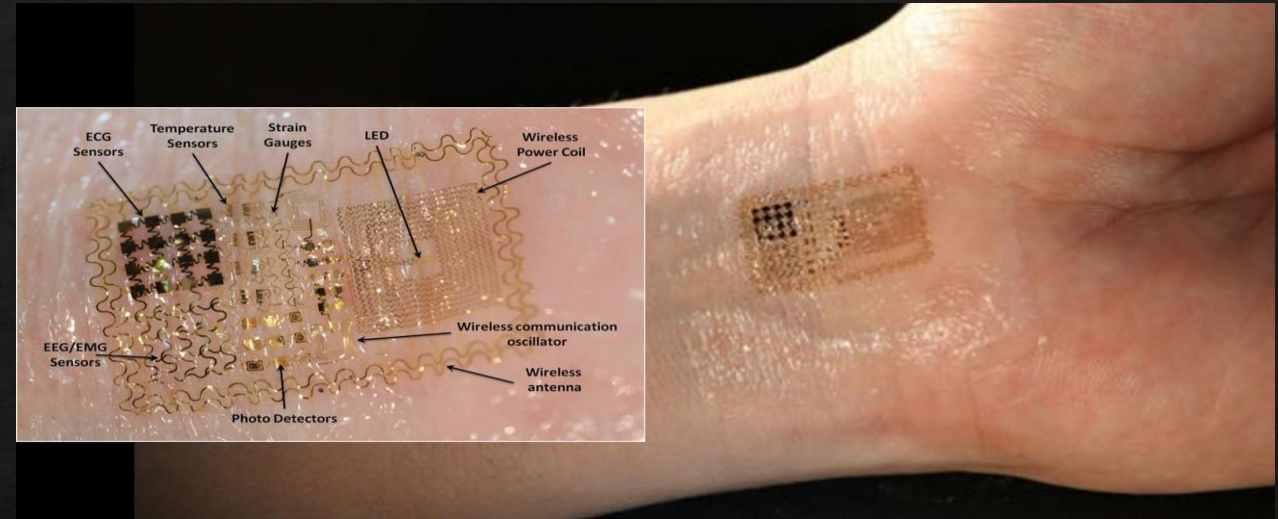


Wireless  
data tsunami



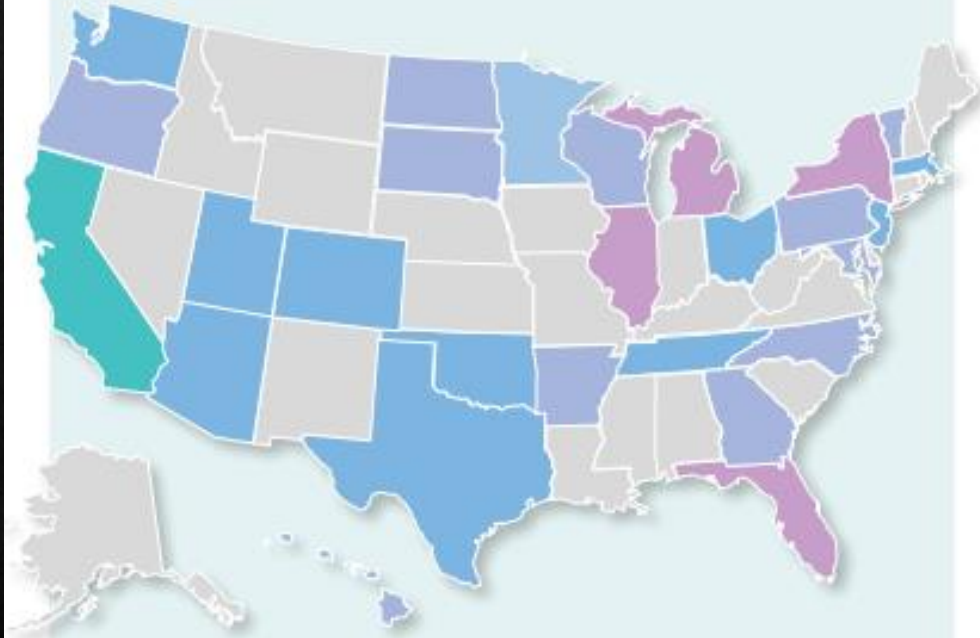
# In the Future... Integration of IoMT

- Falls and loss of consciousness
- Weight monitoring
- Heart rate and electrophysiology (ECG)
- Glucose monitoring
- Home air quality
- Oxygen saturation monitoring
- Asthma rescue/maintenance inhaler use
- Medication adherence
- Physical activity tracking

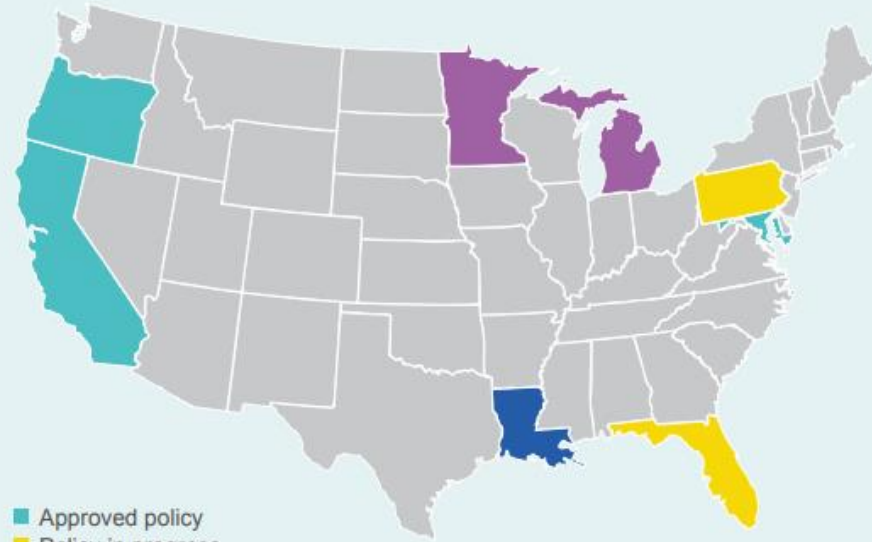




**RCIGM Partner Network**  
**83 Partner Hospitals in 27 US states**  
**and 2 other countries.**



**Advancing Coverage and Reimbursement**



- Approved policy
- Policy in progress
- Private and public plan requirement
- Separate payment by Medicaid

**CA:** July 2021, Governor signed AB133; Medicaid rWGS policy includes patients ≤ 1 year of age in ICU (effective January 1, 2022); increased rate to MCOs.

**LA:** Medicaid rWGS policy effective August 1, 2022 and all-plan rWGS coverage effective January 1, 2023; includes patients ≤ 1 year of age in ICU or pediatric care unit.

**MD:** Medicaid rWGS policy effective January 1, 2022; includes patients ≤ 1 year of age admitted to or recently discharged from NICU.

**MI:** Medicaid rWGS policy effective September 1, 2022; includes patients ≤ 1 year of age in ICU.

**MN:** Medicaid rWGS policy effective April 1, 2022; includes pediatric population in ICU.

**OR:** Medicaid rWGS policy effective January 1, 2022; includes patients ≤ 1 year of age in ICU.

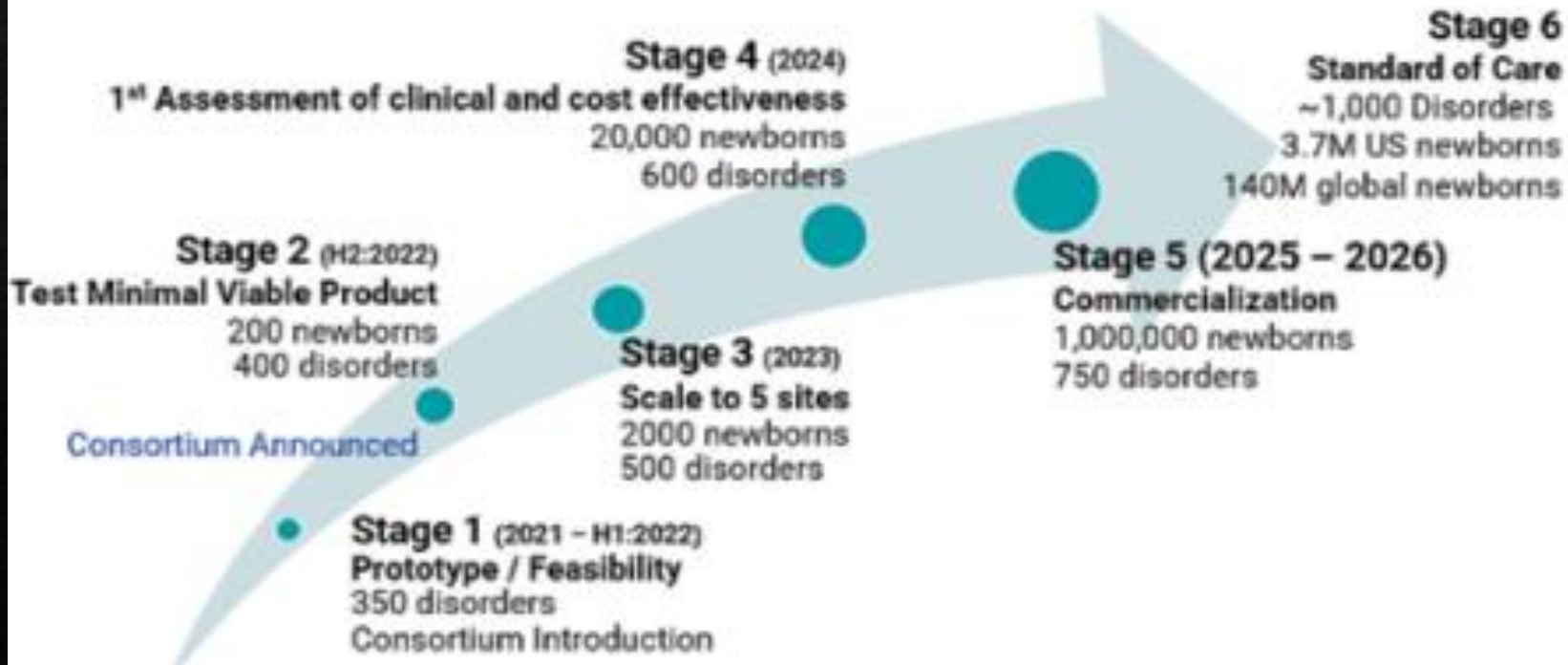




# Begin NGS

NEWBORN GENOMIC SEQUENCING  
**to end the diagnostic odyssey**

## Newborn Screening by Genome Sequencing FY22



**4,000+**  
WGS to date

*ultra-rapid* Whole Genome Sequencing





# Rady Childrens Hospital



Albert Oriol

CIO

Rady Children's Hospital San Diego

@RadyCIO

**Vielen  
Dank!**

**THANK YOU!**

Innovation in every moment