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HIMSS[®]15

Annual Conference
& Exhibition

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Chicago, IL

Realizing Value. **Transforming Health.**

HIMSS Analytics

Continuity of Care Maturity Model – Going Beyond EMRAM

HIMSS Analytics Booth

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Model supported by...

INTERSYSTEMS[®]

Model Information

<http://himssanalytics.org/CCMM>



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www.himssconference.org

Agenda

- Defining Continuity of Care
- The Industry Challenge...and Our Approach to a Solution
- Acknowledging Multiple Stakeholders
- Introducing the Continuity of Care Maturity Model
 - Stages
 - Breakout by Stakeholder Focus Areas
 - Scalability
- Scoring Example
- Discussion

What is “Continuity of Care”?

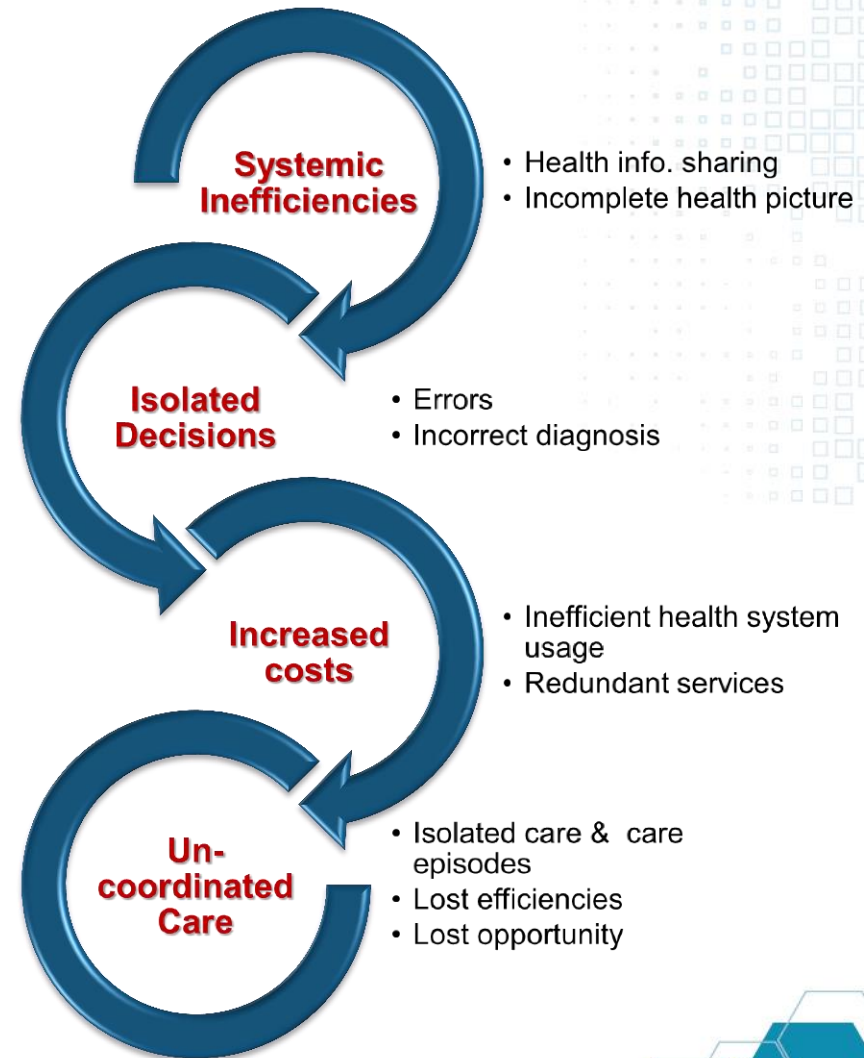
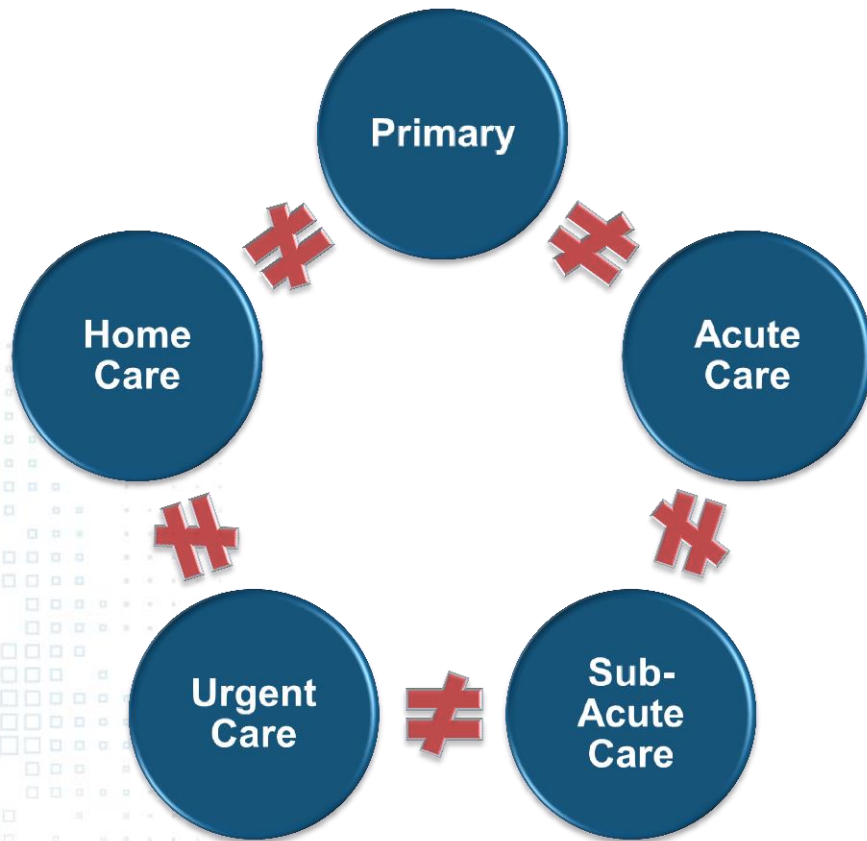
Citizens’ perspective...

Non-disruption of care provided to a patient throughout his/her care journey, across care settings and care givers

Industry perspective...

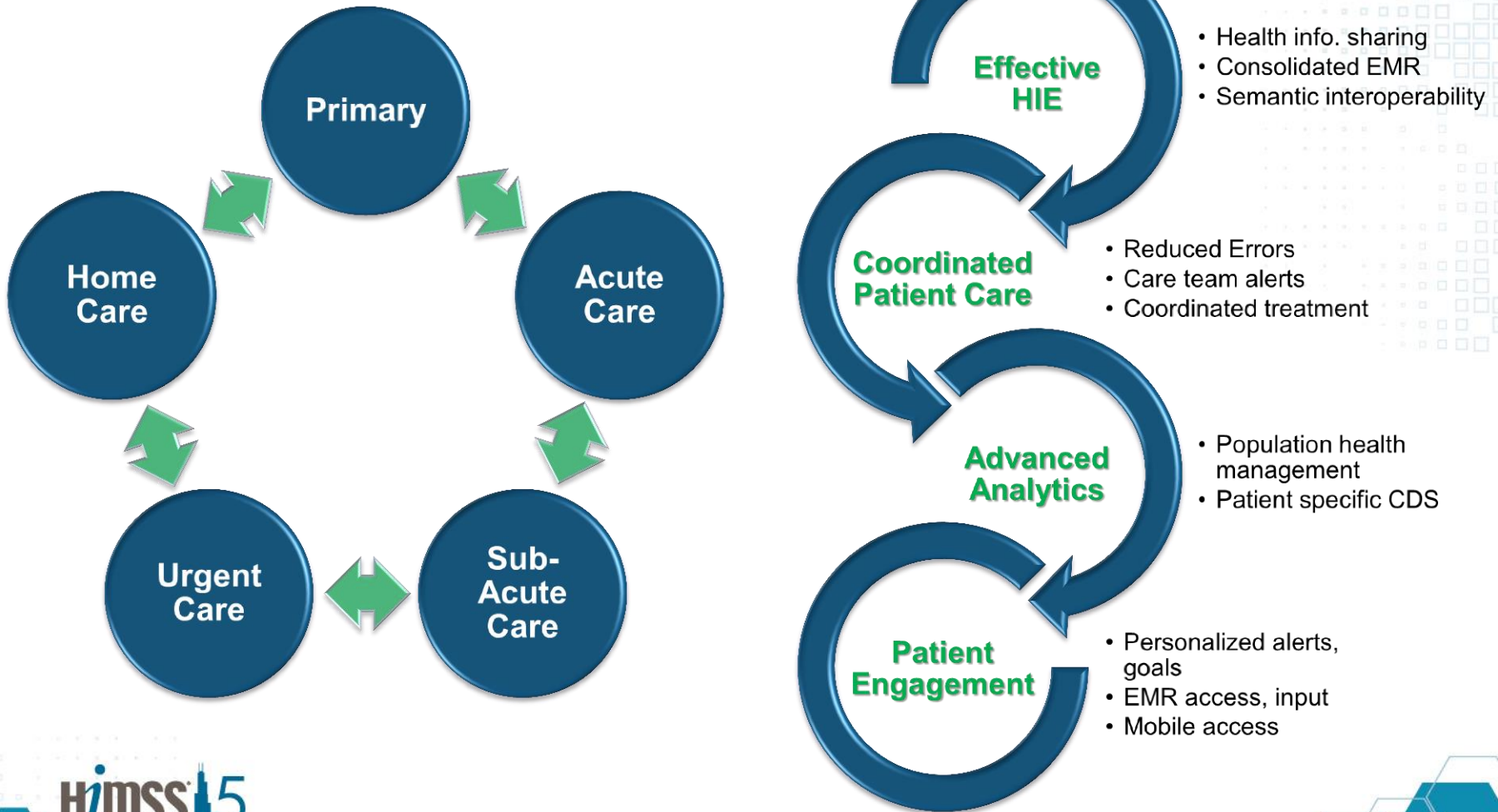
Alignment of healthcare resources across care settings orchestrated in a way that delivers the best healthcare services and value possible for a defined population under your care

The Industry Challenge



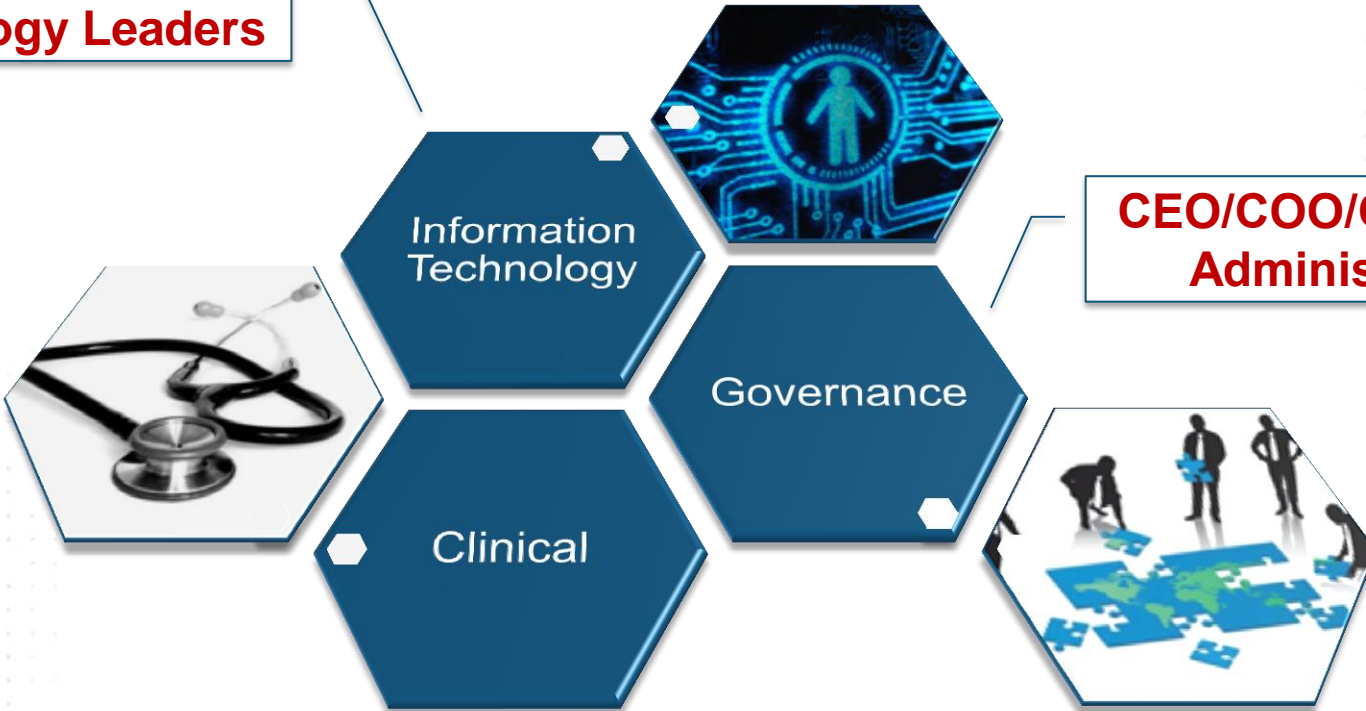
Our Solution

A multidimensional maturity model promoting the key tenants of continuity of care



Multiple Model Stakeholders

**CIO's
Technology Leaders**



**CEO/COO/CFO/CSO's
Administrator's**

**CMIO's
Clinical/Medical Leaders**

Continuity of Care Maturity



HIMSS Analytics Continuity of Care Maturity Model

STAGE 7	Knowledge Driven Engagement for a Dynamic, Multi-vendor, Multi-organizational Interconnected Healthcare Delivery Mode
STAGE 6	Closed Loop Care Coordination Across Care Team Members
STAGE 5	Community Wide Patient Record using Applied Information with Patient Engagement Focus
STAGE 4	Care Coordination based on Actionable Data using a Semantic Interoperable Patient Record
STAGE 3	Normalized Patient Record using Structural Interoperability
STAGE 2	Patient Centered Clinical Data using Basic System-to-System Exchange
STAGE 1	Basic Peer-to-Peer Data Exchange
STAGE 0	Limited to No E-communication

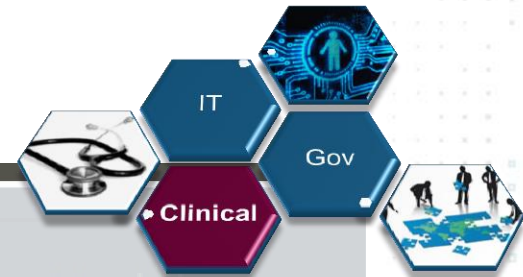
Optimization

Pt engagement

Internal first, then external

Resolve ID issues
HIE focus

Clinical Focus



Analytics CCMM Clinical Focus

STAGE 7	Comprehensive pop-health. Completely coordinated care across all care settings. Integrated personalized medicine
STAGE 6	Dynamic intelligent patient record tracks closed loop care delivery. Multiple care pathways/protocols. Patient compliance tracking
STAGE 5	Community-wide patient record with integrated care plans, bio-surveillance. Patient data entry, personal targets, alerts.
STAGE 4	Shared care plans track, update, task coordination with alerts and reminders. ePrescribing. Pandemic tracking and analytics.
STAGE 3	Multiple entity clinical data integration. Regional/national PACS. Electronic referrals, consent. Telemedicine capable.
STAGE 2	Patient record available to multi-disciplinary internal and tethered care teams. EMR exchange. Immunization and disease registries.
STAGE 1	Limited shared care plans outside the organization. Leverage 3rd party reference resources. Basic alerts.
STAGE 0	Engaged in EMRAM maturation

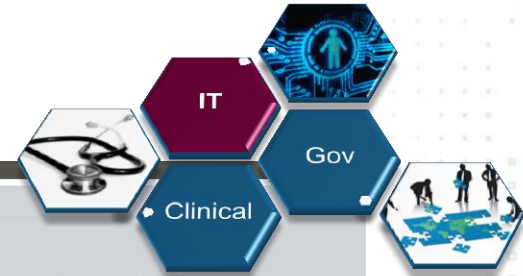
Governance Focus



HIMSS Analytics CCMM Governance Focus

STAGE 7	National and local policies are aligned.
STAGE 6	Policies address non-compliance.
STAGE 5	Best clinical practices are derived from care community healthcare data and operationalized across the community
STAGE 4	Policies in place for collaboration, data security, mobile device use, and interconnectivity between healthcare providers and patients
STAGE 3	Data governance across organizations
STAGE 2	Policies drive clinical coordination, semantic interoperability. Change management is documented and standardized
STAGE 1	Policies for CofC strategy, business continuity, disaster recovery, And security & privacy. Data governance is active
STAGE 0	Governance is informal, inconsistent and undocumented

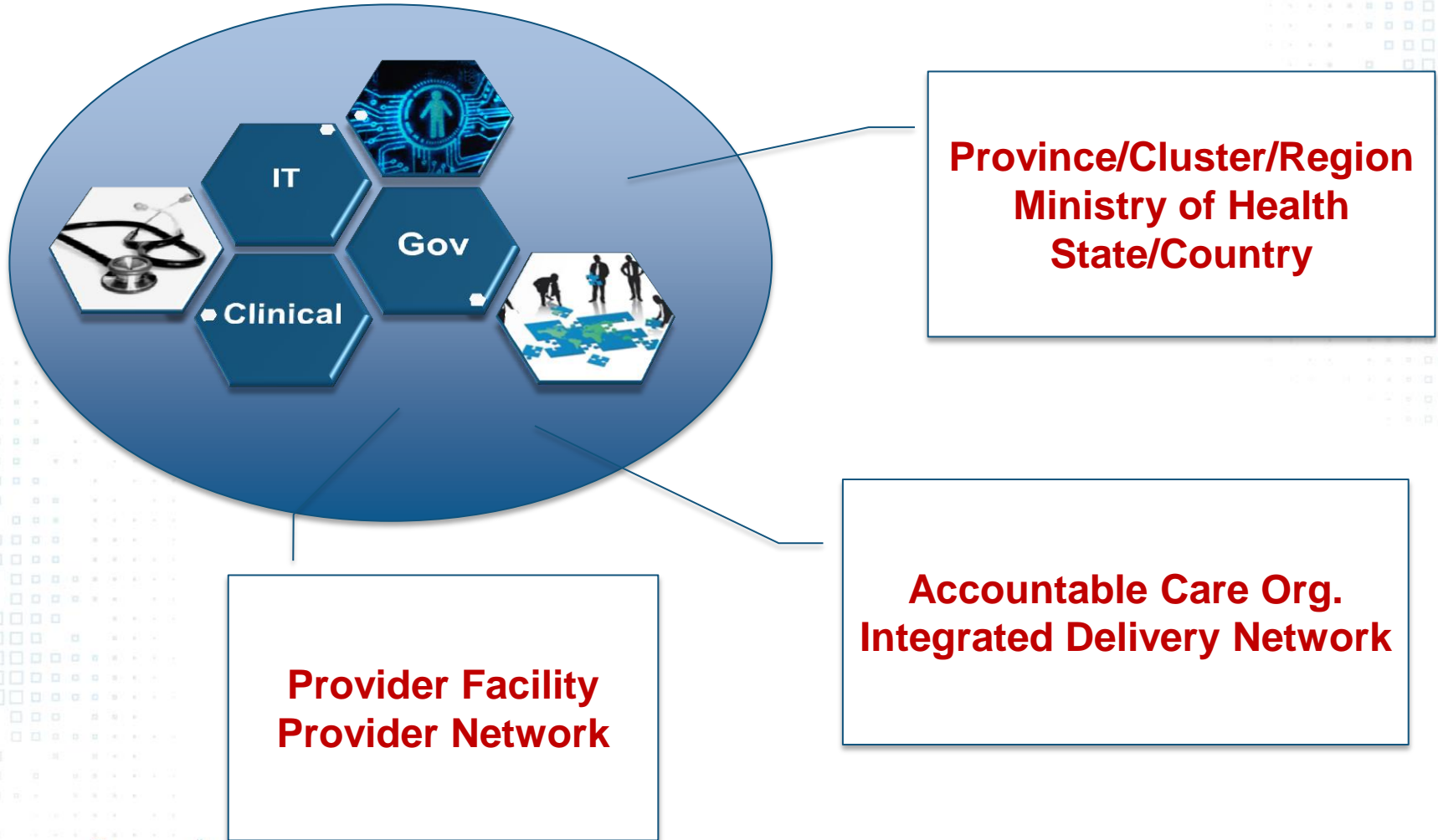
IT Focus



CCMM IT Focus

STAGE 7	Near real-time care community based health record and patient profile
STAGE 6	Organizational, pan-organizational, and community-wide CDS and population health tracking
STAGE 5	Patient data aggregated into a single cohesive record. Mobile tech engages patients. Community wide identity management
STAGE 4	All care team members have access to all data. Semantic data drives actionable CDS and analytics. Comprehensive audit trail
STAGE 3	Aggregated clinical and financial data. Medical classification and vocabulary tools are pervasive. Mobile tech supports point of care
STAGE 2	Patient-centered clinical data presentation. Pervasive electronic automated ID management for patients, providers, and facilities
STAGE 1	Some external data incorporated into patient record.
STAGE 0	Data is isolated

Scalable from Facilities to Countries



Scoring

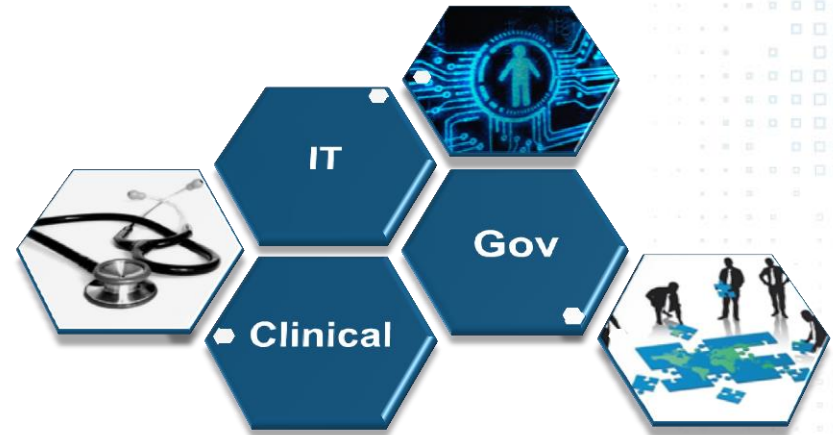


HIMSS Analytics Continuity of Care Maturity Model

STAGE 7	Knowledge driven engagement for a dynamic, multi-vendor, Multi-organization interconnected healthcare delivery model	21%
STAGE 6	Closed loop care coordination across care team members	42%
STAGE 5	Community wide patient record using applied information With patient engagement focus	57%
STAGE 4	Care coordination based on actionable data using A semantic interoperable patient record	76%
STAGE 3	Normalized patient record using structural interoperability	66%
STAGE 2	Patient centered clinical data using basic System-to-system exchange	84%
STAGE 1	Basic Peer-to-peer data exchange	84%
STAGE 0	Limited to no e-communication	100 %

Stakeholder Scoring and Directives

HIMSS Analytics CCMM IT Focus	
Stage 4 65%	
Master	Semantic interoperability with other providers
Master	Standards for financial, other data exchange
Advance	Security and privacy standards, activities
Advance	Patient engagement self-care tool integration
Advance	CDS at organization, pan-organization, and community-wide



HIMSS Analytics CCMM Clinical Focus	
Stage 4 59%	
Master	Extending CDS and telemedicine to all settings
Master	Citizen/Pt access, contribution and audit of PHR
Advance	Shared external/internal medical record, care plans
Advance	Closed loop care among entire Pt care team

HIMSS Analytics CCMM Governance Focus	
Stage 3 52%	
Master	Extend security and privacy policies with partners
Advance	Develop and deploy a change management process
Advance	Engaging external partners around care strategy

Governance Advancement Stages 3 & 4

Organizational Activities

1. Review implemented data integration and standardization strategy for any data source
2. Advanced use of telemedicine
3. Demonstrate a data center and IT infrastructure strategy and deployment plans to meet needs of Stages 4 – 7
4. Demonstrate strategy for future semantic interoperability and for operationalizing actionable data
5. Strategy for advanced patient engagement and care collaboration, especially for chronic disease management
6. Strategy to involve community services (social and home care) and patient's family in the care process

HMO/ACO, Regional, National Healthcare Authority facilitated capabilities

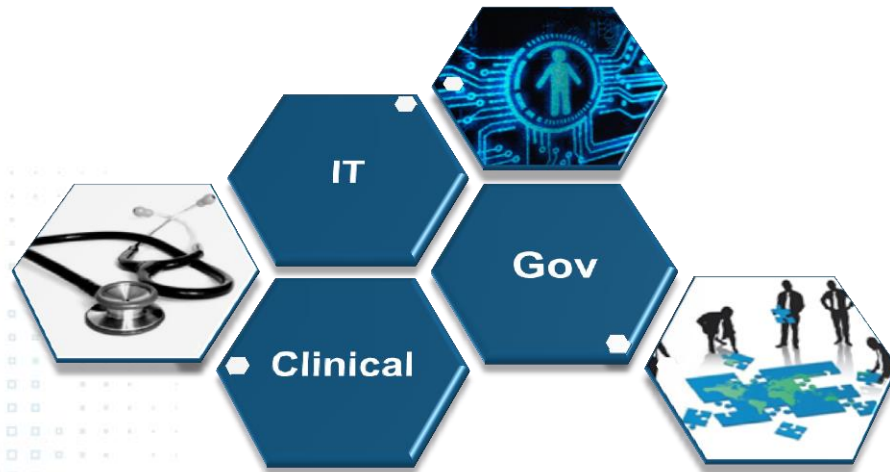
1. Develop community, regional or national electronic Medication Administration Record (eMAR)
2. Use of coordinated telemedicine initiatives for remote consultations, tele-monitoring, home care support, chronic disease patient management
3. Community, regional or national PACS (Imaging) with patient archives
4. ePrescribing system with pharmacopeia and defined CDS interactions

Care Setting Scoring

	Primary	Acute	Sub-Acute	Urgent Retail	Home	Overall
Stage 7	21%	21%	0%	0%	0%	21%
Stage 6	45%	47%	3%	8%	12%	42%
Stage 5	63%	50%	14%	11%	26%	57%
Stage 4	79%	72%	29%	26%	26%	76%
Stage 3	68%	62%	17%	16%	27%	66%
Stage 2	90%	78%	39%	30%	43%	84%
Stage 1	91%	73%	42%	44%	41%	84%



Know. Understand. Prepare. **Change**...with CCMM



HIMSS Analytics Continuity of Care Maturity Model	
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