

# Seamless Clinical Data Integration

## Key to Efficiently Increasing the Value of Care Delivered



The value of patient care is the single most important factor of success for healthcare organizations transitioning to value-based care. As a leader in standards-based interoperability, Virence Health has demonstrated that seamless clinical data integration among different providers and healthcare organizations can increase that value. In this eBook, you will learn how:

- Care coordination is critical to value-based care because it helps enhance care quality, reduce cost of care, and increase patient satisfaction
- Clinical data integration helps reduce care coordination challenges by increasing the availability of needed patient-specific information in clinical workflows
- Organizations with well-designed workflows that seamlessly integrate clinical data cite improved outcomes
- Strategic choices on your journey to value-based care can set you up for success



**Top Performer**  
*for interoperability  
impact on patient care\**

**Source:** KLAS, Interoperability 2016 From a Clinical View: Frustrating Reality or Hopeful Future 2016, Figure 16, p. 26.

# Clinical data integration is critical for success in value-based care

## Care coordination with clinical data integration can strengthen performance in value-based payment models

The cost of healthcare delivery in the U.S. has been rising at an unsustainable rate. Key stakeholders expect that evaluating and rewarding physicians for the value of care that patients receive within and across healthcare organizations rather than for service volume is the key to moderating and rationalizing healthcare spending. Furthermore, physicians will increasingly be evaluated on the quality of care delivered *as perceived by the patient* – and resulting ratings are being made public. Care coordination across delivery settings achieved through data-based clinical integration is one powerful way for ambulatory practices to transition effectively to value-based care by enhancing care quality, reducing cost of care, and improving patient satisfaction.

### Enhance care quality:

- More complete information can improve clinical decision-making and patient care
- Coordination can enable better performance on priority quality measures
- Easier access to information from across the care continuum can free time for physicians to spend with patients

### Reduce the cost of care to providers, payers, and patients:

- Easier access to information can help eliminate duplicative tests and other unnecessary services
- Streamlined data exchange and reconciliation can reduce staff time to prepare and update patient records
- Integrating clinical data into the workflow helps reduce physician time for chart review

### Increase patient satisfaction:

- Reducing the burden of repeating prior labs, re-entering data, and acquiring records can help physicians increase performance in patient surveys
- Care coordination can contribute to patients' satisfaction with their inpatient and outpatient providers



Enhance  
Care Quality



Reduce the  
Cost of Care



Increase  
Patient Satisfaction

# Care coordination can be challenging

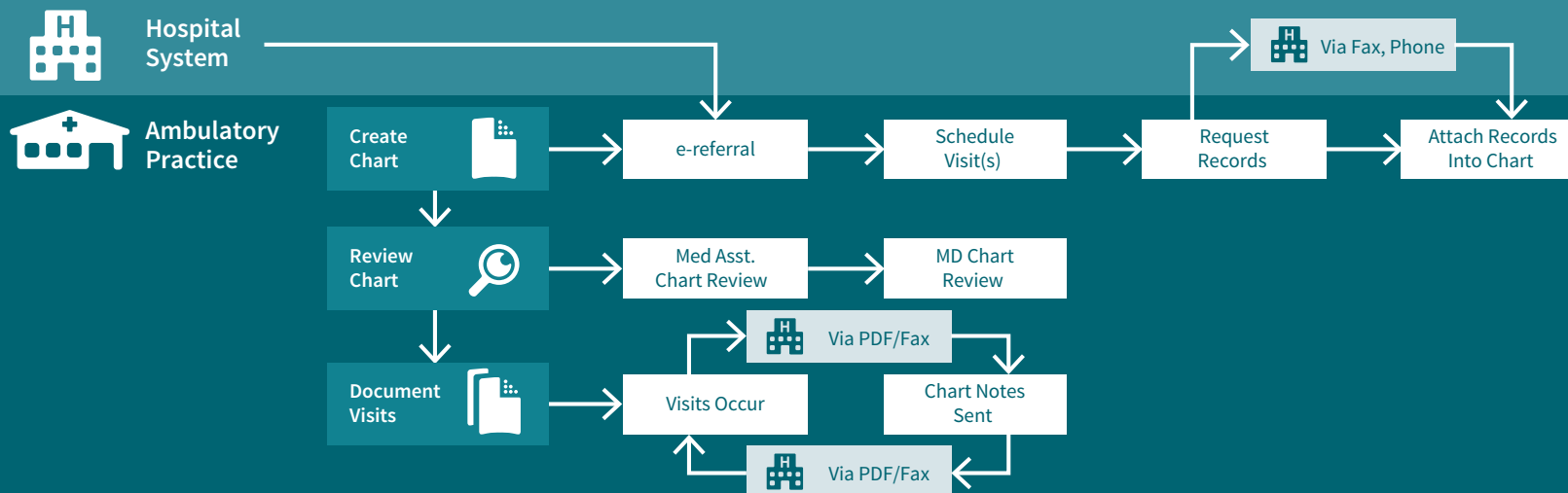
Although care coordination is important to success in value-based care, it has been challenging for the healthcare system.

- **Ambulatory practices** – Current referral and information flow processes can waste provider and staff time and lack flexibility
  - Staff invests significant time retrieving and attaching data to the medical record
  - Physicians lose time reviewing attached data that are not integrated into their workflow
  - Providers risk overlooking important data as they review clinical data summaries that are overloaded with irrelevant information
  - Needed data are not easy to identify or obtain in a timely fashion
  - Clinicians find it difficult to make effective care decisions without the full context of the patient situation
- **Hospitals** face the same challenges and also endure limited or no access to ambulatory practice records or detailed care plans, especially after-hours

Coordination can be Challenging

## Care coordination with traditional data exchange is time-consuming

Typical traditional specialty practice referral process



# Clinical data integration across care settings can increase efficiency

Manual care coordination requires effort: phone calls, faxes, scanning and indexing of documents. In contrast, a well-designed interface that seamlessly integrates your ambulatory practice with the hospital information system and with other ambulatory practices greatly helps increase clinical efficiency. Integrating relevant clinical data from other care settings into the workflow also increases the likelihood that the data will be identified and used.

- Physicians spend less time searching for data
- Administrative staff spends less time preparing charts
- Needed clinical data are easy to obtain in real-time before patient leaves

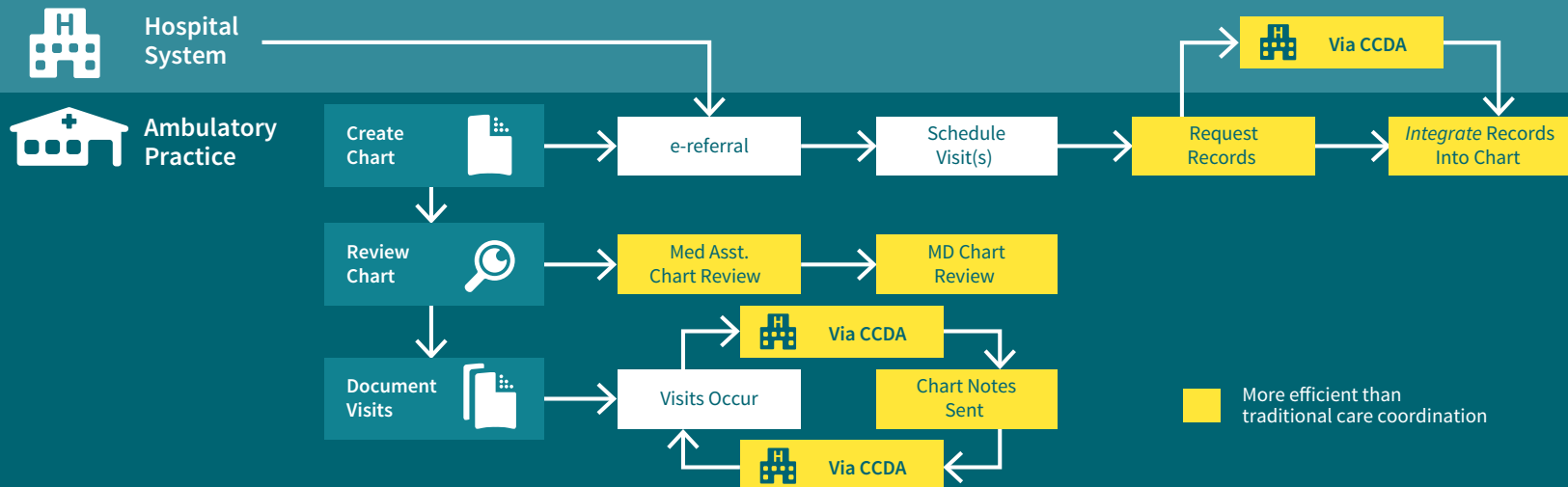
*“The ability to share data is why we like [the] Centricity Practice Solution EMR [module] and why we have had a lot of success. When we work with all of our other products, we find it is easiest to get data in and out of this EMR. This is because we know it, but it is also built well to support data sharing... We haven’t run into any situations where we haven’t been able to integrate the EMR with other systems, either on the clinical or the business side.”*

CIO, April 10, 2017, KLAS Commentary

Data Integration  
Increases Efficiency

## Care coordination with clinical data integration is more efficient

Improved specialty practice referral process



# Seamless clinical data integration delivers improved outcomes

The results speak for themselves. Let's examine how a well-designed workflow with seamless integration of clinical data from a local hospital is helping The Oregon Clinic, an ambulatory practice with 150 providers in 30 specialties, increase the value of care delivered while enhancing practice and hospital efficiency.

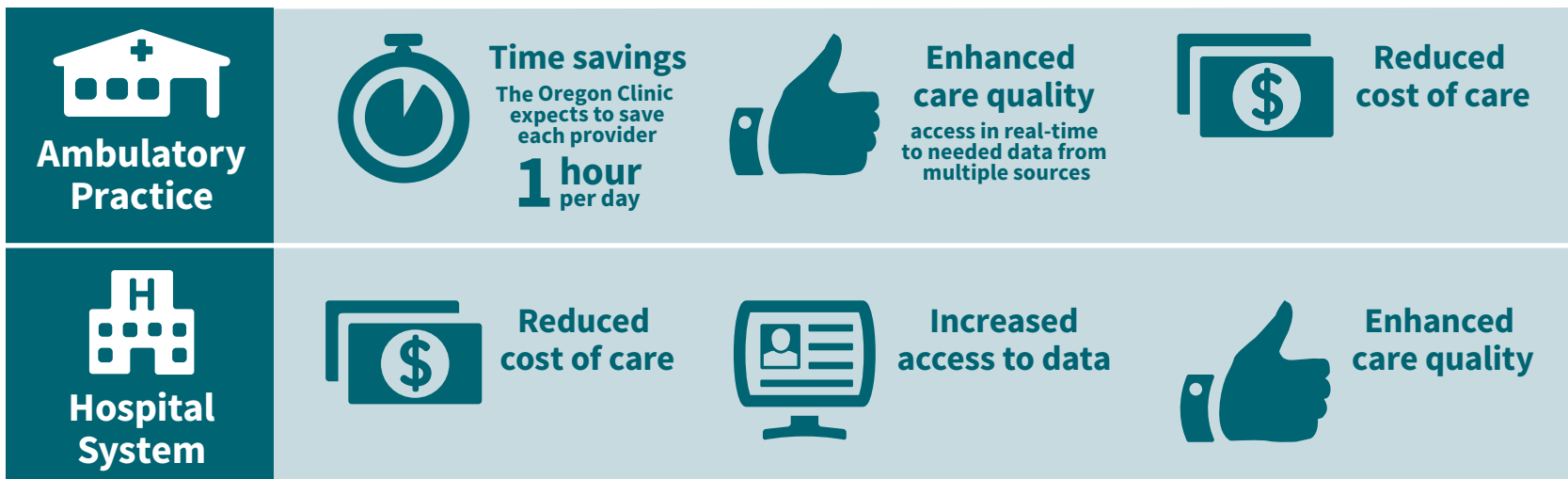
*"Normally changing healthcare is hard, but in this case, we think it will be really easy."*

Tim Fitzgerald, Director of IT  
The Oregon Clinic

*"[Virence Health's] ability to interface with other resources, like an HIE, is really good."*

Analyst/Coordinator, February 15, 2017,  
KLAS Commentary

Improves  
Outcomes



# Seamlessness is critical

## Real-time seamless integration

As a leader in standards-based interoperability integrated into clinician workflows, Virence Health has shown that real-time clinical data integration, not just data exchange, is critical for efficient care coordination across settings. Simple exchange of electronic clinical documents without workflow integration, while valuable, is often not much more efficient than faxing. In contrast, the clinical data integration solution from Virence Health, informed by user-centered design, does more than just exchange information with hospitals and other ambulatory practices; it also enables staff to extract clinically-relevant information out of clinical documents<sup>1</sup> and import them into the chart as structured data. **Seamlessly. In real-time.**

As a result, physicians can easily access and review important information within their normal workflow.

**Top Performer**  
*for availability of information  
exchanged with other EMRs<sup>2</sup>*

**Source:** KLAS, Interoperability 2016 From a Clinical View: Frustrating Reality or Hopeful Future 2016, Figure 5, p. 14.

## How it works:

### Hospital Connect, Virence Health's clinical data integration solution

- **Bi-directional interface with Carequality** – Exchange data with any hospital or other ambulatory practice using a network or EMR that enables a connection under the Carequality Interoperability Framework, such as Epic® Care Everywhere.
- **Search capability** – Query the sending EMR for patient records – and filter those findings by document type and timeframe.
- **Selective clinical reconciliation tool** – Leverage visual cues to easily review and evaluate the available information and, with a quick click of a checkbox, integrate selected information that is clinically relevant into the patient's record *in a format that appears native to the receiving system*. Query, reconcile, and integrate data either in advance during chart preparations or on-demand while the patient is being seen.
- **Continuous process improvement** – Access our experts to help you adopt those new workflows, provide efficient end-user education, and accelerate the deployment across multiple locations or practices to allow you to realize the benefits faster.

*“Enabling patients and providers to access health records from the diverse participants in the Carequality ecosystem is a major step forward.”*

Dave Cassel, Vice President  
Carequality

**Seamlessness  
is Critical**

<sup>1</sup> Such as Consolidated Clinical Documentation Architecture (CCDA) documents. <sup>2</sup> Virence Health has the highest percent of practices reporting that clinicians often or nearly always have access to information needed from critical exchange partners using different EMR vendors.

# Virence Health's Hospital Connect facilitates care coordination

Easily reconcile imported problems, medications and allergies against the medical record and seamlessly integrate them into the patient record for efficient physician review

Parse other sections of the CCDAs, such as progress notes and H&P

Extract lab data transmitted within the CCDAs and display the data in a standardized lab report format so physicians can easily absorb the information

Virence Health's leadership in standards-based interoperability is helping ambulatory practices more easily coordinate care. Our clinical data integration solution makes it more efficient for practices to enhance care quality and reduce the cost of care versus traditional care coordination processes.

## Better than faxing:

- **Discrete, structured, searchable data** – Easily search for and access transmitted data for future use and for clinical decision support.
- **Data available in real-time** – Rather than waiting days for received scanned or faxed documents to be indexed, retrieve and integrate data into the record in real time – particularly important for urgent care.
- **Information in reports is easier to absorb** – Help physicians more quickly and easily absorb critical information with data that are formatted more consistently from report to report.

## And even better than simple CCDAs exchange:

- **Data from the right timeframe** – A standardized CCDAs is not very flexible – it often contains more information than a physician needs. This solution allows flexibility to search for clinical documents over needed time frames.
- **Improved compatibility** – Although all ONC-certified EHRs must meet transition of care requirements for CCDAs data exchange, the reality is that there are differences in how various systems generate their standardized CCDAs that can make it difficult for other systems to optimally use the transmitted data. Virence Health's team works to fully understand and resolve these differences.
- **Integrated into the workflow** – Unlike workflows that simply attach a received CCDAs to a patient record, our solution's highly-usable selective reconcile function allows and encourages more data to be fully integrated into the record so physicians can efficiently access the data within their routine workflow.

Integration  
Facilitates Care  
Coordination

# Carequality connects multiple networks for broader reach

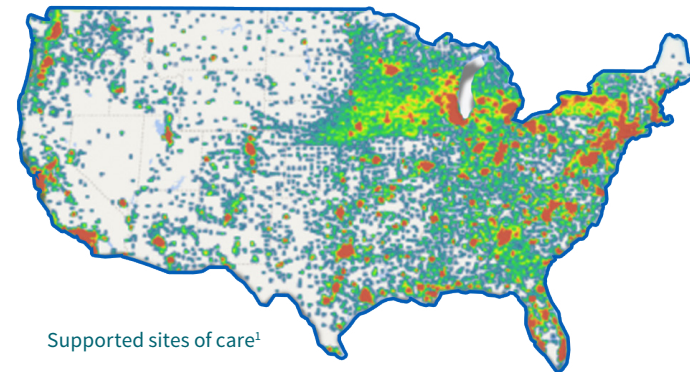


Carequality is a collaboration across the healthcare community that has created a standardized, national-level Interoperability Framework to link multiple data sharing networks, providing a practical approach to unlocking previously unseen levels of connectivity. As of May 2017, more than 260,000 physicians across more than 23,000 clinics and 850 hospitals are enabled to share health data via the framework. The comprehensive Carequality Interoperability Framework consists of multiple elements, including legal terms, policy requirements, technical specifications, and governance processes, which operationalize data sharing under the previously approved Principles of Trust.

As a Carequality Implementer, Virence Health will maintain a single connection point that can be queried by other health systems participating in the Carequality Interoperability Framework, providing a streamlined implementation process and access to patient records for our customers.

**More details can be found here:**

<http://sequoiaproject.org/carequality/what-we-do/>



Supported sites of care<sup>1</sup>

## The Carequality Interoperability Framework provides...



### Common rules of the road

In order for the varied participants to trust each other with health information, everyone needs to have a legal obligation to abide by the same rules.



### Well-defined technical specs

Shared rules are not enough; clear standards must be laid out in an implementation guide that all implementers can follow.



### A participant directory

To connect using the common standards, systems must know the addresses and roles of each participant.

Carequality  
Extends Reach

<sup>1</sup> Sites of care supported by current Carequality Implementers, once they achieve full rollout.



# Your choices matter

Value-based payment and care delivery is the new reality, and the health IT company that you entrust with your digital future is important. Virence Health is developing innovative software and services to help guide our customers through the transition to value-based care. Centricity™ Practice Solution, our integrated EMR and practice management system, with its ability to seamlessly connect your practice to other organizations in your community, forms a solid foundation for this transition.

**Centricity Practice Solution is a customizable, interoperable, and progressive system that helps ambulatory practices**



**Increase  
Clinical Efficiency**



**Enhance  
Care Quality**



**Strengthen Financial  
Performance**

Virence Health is committed to your success as you navigate through a fast-changing environment with new payment models, increased focus on patient engagement, and systematic pressure to drive productivity.

Virence Health stands ready to assist you as your trusted advisor in value-based care. Virence Health has been actively engaged with value-based care initiatives – both federal government laws, regulations, and incentive programs and programs offered by private payers – to understand, adapt, and enable providers to succeed in these new payment models while ensuring that patient care and daily practice management activities remain smooth and efficient.

## Experience great service and support

**Centricity Practice Solution offers a number of advantages:**

- Over 30 years of successful EMR implementations
- Data migration services to upgrade from your current system
- Scalability for practices large and small
- An ecosystem of customers spanning 50 specialties across the U.S.
- Customizable training solution – on-site, off-site, and computer-based training options
- 24/7 U.S.-based support available for critical and high-priority issues
- Microsoft Gold Certified and 2015 Partner of the Year



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**Your Choices  
Matter**