

# **HIT and HIE at the Visiting Nurse Service of New York**

**Discussion with  
CHCANYS Region II Conference**

**Thomas Check, CIO at VNSNY**

**July 13, 2009**



**Visiting Nurse Service  
of New York**

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# VNSNY Overview

Largest not-for-profit homecare provider in the United States:

- Founded in 1893 by Lillian Wald, the first public health nurse
- Services throughout New York City, Nassau and Westchester Counties
- Daily census: over 30,000 homecare patients and 600 hospice patients
- 2,456,000 home visits per year
- Nurses; Physical, Occupational and Speech Therapists; Social Workers; Nutritionists; Home Health Aides; other disciplines



# VNSNY Overview: Scope of Services

## **Acute Care**

Skilled Nursing  
Physical, Occupational and Speech Therapy  
Social Work  
Home Health Aide Services

## **Long Term Care**

Long Term Home Health Care Program  
HIV/ AIDS Long Term Home Health Care Program  
Congregate Care (Geriatric:Adult Home Care)  
Family Care Services  
Meals on Wheels  
Nutrition Services

## **End of Life**

Hospice Care  
Palliative Care  
Bereavement Services

## **Community Outreach**

Community Connections TimeBank

## **Private Care**

Skilled Nursing Care  
Home Health Aide Services  
Geriatric Case Management

## **Community Mental Health Services**

FRIEND's Clinic (Article 31) - Bronx

## **Centers of Excellence Programs**

Advanced Illness Management  
COPD Care  
Diabetes Care  
Heart Failure Care  
Stroke Care  
Telehealth \*  
Wound, Ostomy and Continence Care

## **Children and Family Services**

Bronx Fatherhood Program  
Maternity, Newborn and Pediatrics  
Community Care for Children  
Early Intervention Program  
Early Health Start Program  
Early Steps Family Center  
Father's First Initiative  
Nurse-Family Partnership

## **Medicaid and Medicare Health Plans**

VNS CHOICE Managed Long Term Care  
VNS CHOICE MLTC Plus  
VNS CHOICE Medicare



# HIT at VNSNY

## The Patient Care Record System (PCRS):

- Internally-developed system for patient care
  - First implemented 10 years ago; updated 2 or 3 times per year
- 2,800 clinicians use it in the field on their tablet computers
  - Uses Microsoft .net architecture and web browser
- Clinicians and support staff use it in the regional offices
  - Uses CICS and web browser
- The same patient database is accessed and updated by both tablet and desktop users
- The tablet based software includes guidelines for patient care and documentation. Includes integrated modules for:
  - Plan of Care
  - Assessment
  - Visit Documentation
- Web browser applications include patient schedule, lab results, telehealth results
- Database is mined to determine most effective clinical practices



# HIE at VNSNY

Targets data exchange with other providers across the continuum

- Physician Web Portal
- RHIO's
- Direct Exchange with Physician EHR's
- Patient and Caregiver Access to Data



# Physician Web Portal

Gives physician secure on-line access to VNSNY data and transactions:

- Review entire patient list, current orders, medical history
- Review medical orders that require physician signature
  - Replaces faxed or mailed Plan of Care, CMS 485/487
  - Physician reviews and approves or changes medical orders on-line
  - Email alerts physician when new Plan of Care requires signature



# Physician Web Portal: Patient List

Patient List - Windows Internet Explorer provided by Visiting Nurse Service of New York

http://twb1pt1:10038/wps/myportal/tut/p/c1/0wcA1NLTeQ!!

File Edit View Favorites Tools Help

Patient List

THE RIGHT CARE NOW™  
**Physician Web Portal**  
 Help Logout

Patients and Orders Patient Details Practice Details Referrals PWPAdmin

Patient List Order List View Order View Current POC Create Order Sign Orders Print Orders

Patient List

Where Is My Patient

Not My Patient

Where Is My Patient?

Patient Name	Primary Homecare Diagnosis	VNS Status	DOB	Order Count	Not My Patient	Create New Order	Plan Of Care
<a href="#">Portal, Currentpoc</a>	Adj Cerebral Vent Shunt	Interrupted	12/13/1933	<a href="#">18</a>	<a href="#">Remove</a>	<a href="#">Create</a>	<a href="#">View</a>
<a href="#">Portal, Soc</a>	Diab T2 Control	Admitted	12/13/1905	<a href="#">11</a>	<a href="#">Remove</a>	<a href="#">Create</a>	<a href="#">View</a>
<a href="#">Test, Portalpoc</a>	Diab T1 Con W/neuro Manif	Admitted	03/15/1949	<a href="#">10</a>	<a href="#">Remove</a>	<a href="#">Create</a>	<a href="#">View</a>
<a href="#">Sai-net-ac, Test-ac</a>	Hered Fructose Intoleran	Interrupted	01/02/1960	<a href="#">8</a>	<a href="#">Remove</a>	<a href="#">Create</a>	<a href="#">View</a>
<a href="#">Qamdportalsy, Qatest</a>	Chf:congestive Heart Failu	Admitted	09/23/1978	<a href="#">7</a>	<a href="#">Remove</a>	<a href="#">Create</a>	<a href="#">View</a>
<a href="#">Test, Tester</a>	Tinea Nigra	Admitted	09/09/1999	<a href="#">7</a>	<a href="#">Remove</a>	<a href="#">Create</a>	<a href="#">View</a>
<a href="#">Qamdportalsu, Qatest</a>	Chf:congestive Heart Failu	Admitted	09/23/1978	<a href="#">4</a>	<a href="#">Remove</a>	<a href="#">Create</a>	<a href="#">View</a>

Showing 7 of your 33 patients on page 1 of 5 pages. [Next Page](#) [Go](#)

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Done

Local intranet 100%

Start | Inboxes - Microsoft Outlook | Microsoft PowerPoint - [...] | Patient List - Window... | 1:36 PM





# Physician Web Portal: Orders Needing Signature

Order List - Windows Internet Explorer provided by Visiting Nurse Service of New York

http://twb1pt1:10038/wps/myportal/!ut/p/c1/jZDLDoIwEEW\_xS-YYYqLsvL8hCJWgQ2hoVREgEXxu-XxoW6EJ1ZntycOwM1jNs3

File Edit View Favorites Tools Help

Order List

THE RIGHT CARE NOW™  
Physician Web Portal  
Help Logout

Patients and Orders Patient Details Practice Details Referrals PWPAdmin

Patient List **Order List** View Order View Current POC Create Order Sign Orders Print Orders

Order List

You have total **4** outstanding orders for patient, Saitest Retestsoc , for approval.

Please click on the Order ID of the desired order to review and approve.

Order Type	Certification From	Certification To	Order Date	Order Status	Order ID
Change In Plan Of Care	03/16/2009	05/14/2009	03/20/2009	Awaiting Approval	<a href="#">2760</a>
Approved With Changes			04/07/2009	Awaiting Approval	<a href="#">3404</a>
Md Notification	03/16/2009	05/14/2009	05/07/2009	Awaiting Approval	<a href="#">2966</a>
Md Notification	03/16/2009	05/14/2009	05/08/2009	Awaiting Approval	<a href="#">2970</a>

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# Physician Web Portal: Changing the Plan of Care

The screenshot shows a web browser window titled "View Order - Windows Internet Explorer provided by Visiting Nurse Service of New York". The address bar contains a long URL. The page header includes the VNSNY logo and the text "Visiting Nurse Service of New York" and "THE RIGHT CARE NOW™ Physician Web Portal". Navigation tabs include "Patients and Orders", "Patient Details", "Practice Details", "Referrals", and "PWPAdmin". A secondary navigation bar has "Patient List", "Order List", "View Order", "View Current POC", "Create Order", "Sign Orders", and "Print Orders".

The main content area is titled "CHANGE IN PLAN OF CARE" and displays patient information:

Patient Name: <b>Retestsoc, Saitest</b>	VNSNY Clinician: <b>Samuel, Laurina Dianna</b>
Patient Address: <b>1212 New Kirk Av</b>	VNSNY Case Number: <b>003006124</b>
<b>Apt :, Brooklyn Ny 11212</b>	VNSNY Team: <b>KA41</b>

Below the patient information are buttons for "Not My Order", "Printable Copy", "Approve", and "Approve w. Changes".

The "Orders and Treatments" section is titled "ORDERS FOR DISCIPLINES AND TREATMENTS" and contains the text:

**ST: 2 TO 4 X WK FOR 2 WK**  
COGNITIVE COMMUNICATIVE TREATMENTS,DYSPHAGIA TREATMENTS

The browser status bar at the bottom shows "Local intranet" and "100%" zoom.



# Physician Web Portal: Creating a New Order

View Order - Windows Internet Explorer provided by Visiting Nurse Service of New York

http://twb1pt1:10038/wps/myportal/tut/p/c1/jy9LD4IwEIR\_0m6XWuqxvCwPkaggcDEcJJIIGGP8\_dJ4UA-iu8dvJjMDNYzFN\_f22N

File Edit View Favorites Tools Help

View Order

THE RIGHT CARE NOW™  
Physician Web Portal  
Help Logout

Patients and Orders Patient Details Practice Details Referrals PWPAdmin

Patient List Order List **View Order** View Current POC Create Order Sign Orders Print Orders

**NEW ORDER**

Patient Name: **Currentpoc Portal** VNSNY Clinician: **Theresa A Soriano, Md**  
 Patient Address: **11 Nash Ct, 12-f** VNSNY Case Number: **3005356**  
**Staten Island, Ny 103080000** VNSNY Team: **90**

Printable Copy

Approve Delete New Order

**Medications**

MEDICATIONS							
		D - Discontinued Medication		N - New Medication		C - Changed Medication	
	Name	Dose	Frequency	Route	Duration	Comments	
C	DIGOXIN IMMUNE FAB	From 38MG To 111GR	From QD To QID	From PO To INDRM	44M	THIS IS A SLIDING SCALE	
D	LIPITOR 10 MG	40G	QD	PO			

Done Local intranet 100%



# Regional Health Information Organizations

RHIO's enable exchange of data among the patient's providers

- With patient consent

VNSNY contributes data to NYCLIX and BHIX

- Serving hospitals, CHC's, Nursing Homes and Homecare in Manhattan, Brooklyn, Staten Island

VNSNY can access data from NYCLIX, BHIX and the Bronx RHIO

VNSNY is also a member of the Interboro RHIO

- Being implemented in Queens and Brooklyn

Ninety percent of VNSNY have given written consent for RHIO's

- Over 70,000 consents since February 2008

Current data types: demographics, labs, meds, allergies, procedures, test results (text), discharge summaries

State standards will enable exchange of data among RHIO's



## Direct Exchange with Physician EHR's

Testing direct exchange of data with GE Centricity EMR

- Pilot with live use to begin in September 2009
  - Physician performs all functions while working in the EHR
    - eReferral – draws directly from physician's EHR
    - Plan of Care – review, approve, change electronically
    - Clinical Messaging – to/from physician and VNSNY clinician
  - Direct communication link between VNSNY and each practice
- HEAL 10 application: communicate through RHIO
- Above functions plus wound images and wound consults
  - Permits standard communication through RHIO with less overhead



## Patient and Caregiver Access to Data

Goal is to engage patients and family caregivers in the patient's health by:

- Providing access to patient's current clinical data
- Providing links to medical guidelines
- Enabling patient to enter own treatment goals and measure progress

Survey found patients very interested in accessing their data via the Internet

Few patients participated in pilot in October 2008

Exploring whether patients and caregivers will prefer commercial PHR's that provide access to:

- Data entered and maintained by the patient and/or caregiver
- Data transmitted electronically by VNSNY
- Data from the patient's other healthcare providers
- Medical guidelines

