



NEWS

CEO CORNER

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Greetings and heads up to healthcare providers in North Central Washington!

As payment reform and “meaningful use” move into implementation phase at your practices, keep in mind there are resources at Community Choice that can help support your organization with these efforts. Community Choice is reaching out to the healthcare community through various media to inform practitioners of resources available for these important initiatives. This newsletter provides more specific information on three of these resources.

Community Choice is a partner in the Washington Idaho Regional Extension Center (WIREC). This extension program consists of Regional Extension Centers and a national Health Information Technology Research Center (HITRC). The regional centers will offer technical assistance, guidance, and information on best practices to support and accelerate health care providers’ efforts to become meaningful users of Electronic Health Records (EHRs). WIREC services are available independent of Community Choice membership.

Community Choice Web Services: We now have two web portals available to our membership...a Patient Portal and Provider Portal. These two portals will be the foundation of our web service offerings in the future and they offer significant value added to your Community Choice membership.

The Patient portal and consumer-centric Health Record Bank: The patient portal allows patients to get their health data from participating Electronic Medical Records uploaded to a secure location and to enter additional health-related information. A key criteria for achieving “meaningful use” is providing patients electronic access to their health information. The Health Record Bank portal goes a step further with its capacity to provide an aggregated view to health data from more than one healthcare provider.

The Provider portal (Key step towards regional Health Information Exchange): The provider portal provides healthcare providers and healthcare facilities a host of tools and utilities. It leverages Microsoft HealthVault to offer access to a regional provider-centric patient data repository. It allows for secure

messaging between patients and providers, and chronic care management tools are being added to allow Care Managers to use home health device data for proactive monitoring of the health of patients

Beacon Community Program: Led by Inland Northwest Health Services (INHS), the Beacon Community of the Inland Northwest (BCIN) is one of 15 communities across the country selected by DHHS to serve as pilot communities for eventual wide-scale use of health information technology. The BCIN focuses on providing enhanced decision support tools focused on diabetes management to participating organizations in part through the expansion of health information exchange.

This newsletter provides more detail on these exciting resources and our team is ready to serve your practice with these programs. Contact our staff at 509-782-5030.

Special Points of Interest

- **WIREC**
- **Electronic Medical Records**
- **BCIN**
- **Do you have Medicare questions? See SHIBA Article**

WASHINGTON AND IDAHO REGIONAL EXTENSION CENTER UPDATE

The HITECH Act authorizes a Health Information Technology Extension Program. Regional Extension Centers are intended to provide vendor-neutral technical assistance related to the selection, implementation and use of electronic health record systems (EHRs). Participating providers will receive technical assistance around the adoption of EHR technology, tailored to their needs to help them achieve “meaningful use” and to qualify for meaningful use incentive funding through Medicare and Medicaid. The Washington and Idaho Regional Extension Center (WIREC) is funded by DHHS through Qualis Health in Seattle. Partners include Community Choice Healthcare Network, Inland Northwest Health Services, PTSO of Washington, Idaho Health Data Exchange, and North Idaho Health Network.

The focus of WIREC technical assistance is on primary care providers in practices

of 10 or fewer practitioners. WIREC funds will not pay to upgrade EHR systems or to purchase new EHR systems. Technical assistance funded through WIREC will include the following:

- EHR Selection (including vendor selection, individual purchase, and group purchase)
- EHR Implementation (including on-site technical assistance, assistance with new features and upgrades, and project management support)
- HIT-Related Workflow (including on-site workflow redesign, updating roles and responsibilities for clinical and support staff, and using rapid cycle feedback to design continuous quality improvement activities)
- Exchange of Health Information (administrative transactions, lab orders and results, prescriptions, etc.)

(Technical assistance to ensure continuity of care)

- Privacy and Security (including technical assistance regarding the implementation and maintenance of physical and network security, designing user-based access controls, planning for disaster recovery, developing encryption and backup media storage procedures, and creating human resources training and policies)

Enrollment of eligible providers has already begun. Community Choice will begin implementation of these services in North Central Washington in the coming months. These services are funded with WIREC funds and there are no costs to participating providers or practices. Contact Doug McLeod, CIO at Community Choice, for more information about these services: 509-782-5030; doug.mcleod@communitychoice.us

COMMUNITY CHOICE WEB SERVICES

We now have two web portals available to our membership . . . a Patient Portal and Provider Portal. These two portals will be the foundation of our web service offerings in the future and they offer significant value added to your Community Choice membership.

The Patient Portal and Consumer-Centric Health Record Bank:

The patient portal allows patients to get their health data from Electronic Medical Records uploaded to a secure location and to enter additional health-related information. Key features of the patient portal include a free hosted Personal Health Record system (PHR), automatic uploads of data from patient visits through our provider portal, secure messaging between patients and providers, patient-centric chronic care management tools, and immunization data from the

state CHILD Profile database.

The Provider Portal:

The provider portal allows providers and healthcare facilities significant utilities including the ability to communicate securely, easily, and more efficiently than before. Key features of the provider portal include the leveraging of Microsoft HealthVault to offer access to a regional provider-centric patient data repository, automatic uploading of patient visit data to our patient portal, secure messaging between providers and patients, chronic care management tools that integrate home health devices, and access to a free hosted Electronic Health Record system (EHR) with Community Choice membership. The WIREC section will discuss other EMR options and pay models

Community Choice will initiate deploy-

ment of these services at members’ facilities based on readiness. Contact Doug McLeod, CIO at Community Choice, for more information about these services: 509-782-5030; doug.mcleod@communitychoice.us

BEACON COMMUNITY UPDATE

Led by Inland Northwest Health Services (INHS), the Beacon Community of the Inland Northwest (BCIN) is one of 15 communities across the country selected by DHHS to serve as pilot communities for eventual wide-scale use of health information technology. In addition to INHS other BCIN partners include Community Choice, Washington State Department of Health, the Washington Academy of Family Physicians, the Critical Access Hospital Network, SAIC and the North Central Washington Health Collaborative. Twenty-five hospitals, 18 federally-qualified health centers and more than 3,200 physicians have indicated interest in collaborating on the BCIN.

The BCIN focuses on providing enhanced decision support tools focused on diabetes management to participating organizations in part through the expansion of health information exchange (HIE). Training and support will be provided to participating organizations in practice changes necessary to coordinate care for

patients with diabetes. A centralized care coordination resource will be provided to support organizations that do not have sufficient resources internally. A main purpose of BCIN is to facilitate communication between participating organizations to ensure consistency, promote better care transitions and provide overall project coordination. The BCIN will also expand and provide support for systems that enable quality measurement and reporting.

The BCIN will provide access to care coordination and related support services for chronic disease management that lead to improved clinical outcomes. Participants will receive technology support for connecting to an HIE. Additionally, the BCIN will provide a comprehensive solution that will enable participants to meet requirements for Meaningful Use incentive payments and position participants for engaging in medical home, accountable care organizations, or other payment reform programs

If you are a provider and are interested in participating in this project, contact Allen Dietz, COO at Community Choice, for more information: 509-782-5030; allen.dietz@communitychoice.us

SHIBA HELPLINE MEDICARE QUESTIONS

Community Choice was awarded an additional \$25,760.00 to help seniors! Community Choice is the participant of the Medicare Improvements for Patients and Providers Act (MIPPA) through the Washington State Office of Insurance Commissioner. The contract was originally signed for one year and was scheduled to end June 30, 2010. Due to the outstanding efforts of the SHIBA Volunteers and Staff the contract has been extended through June 30, 2011!

The MIPPA contract is designed to assist seniors in the enrollment process into the Medicare Savings and Low Income Subsidy Programs and Medicare Part D.

Great Job Team!

SHIBA Volunteers provide free, unbiased health care coverage counseling to people of ALL ages. Have questions? Call Today!

1-888-452-0731



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For a full color version of this newsletter, go to:
http://communitychoice.us/index.php?page_id=13

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