



DataMotion / SuccessStory

Cumberland Medical Center

For more information / 1.800.672.7233
info@datamotion.com

“It was amazing how quickly we were able to integrate the DataMotion Direct technology with our MEDITECH EHR.”

*Darrel Whitmill
RN, and Physician Informatics/Meaningful Use Manager
Cumberland Medical Center*

CHALLENGE:

- Short time frame to meet Meaningful Use 2 attestation reporting period
- Manual process for creating Patient Health Summary
- Many affiliate providers without the technology to support Direct Secure Messaging
- Electronic accessibility to Patient Health Summary for providers and patients
- Inconsistent transitions of care follow up by patients

SOLUTION:

- DataMotion Direct
- MEDITECH EHR 6.0
- East Tennessee Health Information Network (etHIN)

Background

Cumberland Medical Center is a 189-bed community hospital founded in 1950 which recently became a member of Covenant Health, East Tennessee's leading healthcare provider. Cumberland has over 800 employees and delivers services to the Cumberland Plateau region of Tennessee. The organization has an IT staff made up of 13 individuals, plus additional staff support from other functional areas such as the laboratory. The Medical Center utilizes the MEDITECH 6.0 platform for its EHR, and is an active participant in community health information exchange through etHIN, the East Tennessee Health Information Network.

Requirements

- Attest for [Meaningful Use 2 \(MU2\)](#) requirements starting with the April 1, 2014 reporting period
- Integrate [Direct Secure Messaging \(Direct\)](#) within existing MEDITECH EHR system to facilitate automated reporting, creation and transmission of Patient Health Summary documents
- Meet MU2 requirement of sending Patient Health Summary (transitions of care documents) using Direct for 10% of patients that are referred to another setting of care upon discharge
- Meet MU2 requirement of 5% of patients being able to view, download, and transmit their Patient Health Summary using Direct
- Continue to use Direct addresses previously acquired from etHIN
- Improve quality of patient care through easier transitions between the hospital and its affiliated continuing care facilities

Challenges

In order to receive incentive payments under Meaningful Use 2 requirements, Cumberland Medical Center needed to complete its attestation process by the end of the federal government fiscal year, 2014 (September 30, 2014). Part of this process required using Direct to exchange continuity of care documents with its affiliates. Attestation had to occur in the 90 day reporting period either starting April 1 or July 1. Anticipating a crush of health entities attesting in the July period, and possible bottlenecks from vendors, Cumberland made the decision to attest starting April 1st.

With its MU2-compatible EHR deployed and updates to the software received just two weeks prior to attestation, Cumberland had a short two week timeframe to integrate Direct into its MEDITECH EHR system. Integration of Direct was needed in order to utilize MEDITECH's reporting tools, and to automate the process of creating and sending transition of care documents to referred physician(s), as required by MU2. Automating the process was also expected to improve the quality of care patients received after discharge.

"It was amazing how quickly we were able to integrate the DataMotion technology with our Meditech EHR," Darrel Whitmill, RN, and Physician Informatics/Meaningful Use Manager, Cumberland Medical Center.

Cumberland also realized that many of the affiliate providers to which they referred patients upon discharge were not 'Direct' enabled, and that these providers would need Direct addresses in order for Cumberland to meet its own requirements. In addition the Medical Center had some existing Direct addresses that they wanted to continue using.

Solution

Cumberland quickly began looking for a Health Information Service Provider (HISP) to integrate Direct with its MEDITECH EHR. DataMotion was selected for several reasons including: its role as the HISP providing Direct addresses for the East Tennessee Health Information Exchange (eHIN), its ability to use the Medical Center's existing Direct addresses, and its ability to quickly integrate with the Medical Center's existing MEDITECH EHR system.

Working together with MEDITECH, eHIN and DataMotion, Cumberland was quickly able to automate the transition of care process within the two weeks prior to the April reporting period. Now, upon patient discharge, when the physician views the discharge screen in the MEDITECH system to document the discharge orders, including any referrals, the information is automatically loaded to the Patient Summary Document which is sent to referred physicians.

Simultaneously, the Patient Summary Document is made available in the Medical Center's patient portal. Once there, patients can log in and view their records and send their care summary using Direct to other Direct enabled providers or specialists they may see. "It was amazing how quickly we were able to integrate the [DataMotion Direct](#) technology with our MEDITECH EHR," said Darrel Whitmill, RN, and Physician Informatics/Meaningful Use Manager at Cumberland. "With DataMotion, eHIN and MEDITECH as a part of our team, we were able to start the reporting process for attestation on schedule, April 1st, and in the process provide a better quality of care experience for our discharged patients."

Cumberland was also able to continue to use its existing Direct addresses. Building a network of Direct enabled providers was another major part of this initiative. "We brought in over 100 people representing over 70 provider facilities to demonstrate what we are doing," said Whitmill. "We now have over 30 providers with Direct addresses in our network and are actively recruiting. Our goal is to be as inclusive as possible with the network, and build on this in the greater Cumberland area and beyond."

Results

- Data collection for the MU2 attestation 90 day reporting period was started as planned on April 1.
- As required by MU2, Patient Health Summaries are now sent to referred physicians using Direct. They are sent from within the MEDITECH system, allowing Cumberland to use MEDITECH's reporting tools for data collection.
- Patients now have the ability to view, download, and transmit their Patient Health Summaries using Direct, another requirement for attestation.
- Patient Summary Documents are now very easy to access and view for both patients and providers in the referral network.

"It was amazing how quickly we were able to integrate the DataMotion Direct technology with our MEDITECH EHR. With DataMotion, eHIN and MEDITECH as a part of our team, we were able to start the reporting process for attestation on schedule, April 1st, and in the process provide a better quality of care experience for our discharged patients." - Darrel Whitmill, RN, and Physician Informatics/Meaningful Use Manager, Cumberland Medical Center

ABOUT EAST TENNESSEE HEALTH INFORMATION NETWORK (ETHIN)

etHIN is a Regional Health Information Organization that manages state-of-the art technology to provide access to patient information by authorized participating health care providers. etHIN's purpose is to create a health care information network that is used by authorized providers, supports improving patient outcomes and helps to potentially lower the cost of care. For more information visit www.ethin.org.

ABOUT MEDITECH

MEDITECH is advancing the healthcare industry into a communicative and fully integrated future with our *Inspired Solutions for Inspired Care*. As delivery models rapidly change to adapt to new realities, we are helping customers to prepare for the industry's challenges, by directly serving the full spectrum of care environments — acute, ambulatory, and home care. With superior usability and interoperability, MEDITECH's comprehensive approach to health records helps clinicians to deliver qualitative patient-centric care, while enabling executives to meet their large-scale business and healthcare goals. Whether your ideas are clinical, analytical, or financial, we've got the solution to make them happen. For more information visit www.meditech.com

ABOUT DATAMOTION

DataMotion enables organizations to dramatically reduce the cost and complexity of delivering electronic information to employees, customers and partners in a secure and compliant way. The company's easy-to-use solutions for [Direct Secure Messaging](#), [secure email](#), [file transfer](#), [forms processing](#), and [customer contact](#) leverage the DataMotion Platform for unified data delivery. In 2012, DataMotion expanded operations as a [health information service provider \(HISP\)](#) with its DataMotion Direct secure messaging service, allowing healthcare organizations to meet emerging Meaningful Use Stage 2 (MU2) requirements. Millions of users worldwide rely on DataMotion to transparently improve business processes and reduce costs, while mitigating security and compliance risk. DataMotion is privately held and based in Florham Park, N.J.

FOR MORE INFORMATION CONTACT US

200 Park Avenue Florham Park New Jersey 07960 Tel: 800.672.7233 Email: info@datamotion.com www.datamotion.com