



U.S. Department of Veterans Affairs

Veteran Health Information Exchange (VHIE)

formerly the Virtual Lifetime Electronic Record (VLER) Program

VISN 8 PARTNER OVERVIEW

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VISN 8 VHIE Community Coordinator

VISN CC Partner SME

8/10/2020



VHIE Vision: To improve the coordination of care for Veterans by enabling secure sharing of health record information between **VA, federal agencies, community care providers, and HIEs.**

EP&N Vision: To enable VA and community providers to request and share (i.e., query and retrieve) Veterans' health information from each other's organizations, securely and effectively.

EP&N Mission: To encourage and support **electronic, query based health information exchange** with our community provider partners that treat enrolled Veterans.



- Outreach**
- Research & analysis of potential partners
 - Exploratory meetings and questionnaires
 - Outreach connection

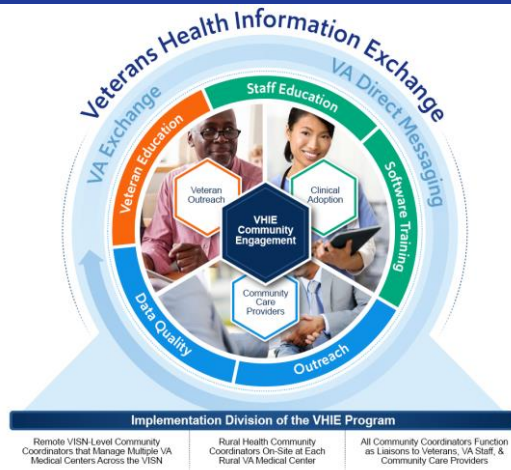
- Onboarding**
- Standard Track
 - Production Validation

- Sustainment**
- Recurring Partner Touchpoint Meetings
 - Statistics Reporting
 - Communications

- Networks**
- eHealth Exchange & the National Level Gateway Service (NLGS, aka Hub)
 - CommonWell Alliance
 - Carequality



VHIE Program Overview



Source: VHIE Implementation Guide, <http://vhie.lrn.va.gov>



How VHIE Contributes to Interoperability



The VHIE Program works toward seamless care between VA, DoD, and participating community care providers through two main products, *VA Exchange* and *VA Direct Messaging*.



- Allows VA to securely exchange health information at the organizational level
- Partners include health care organizations, electronic health record vendors, and Health Information Exchange (HIE) networks
- Exchanges health information shared through the Joint Longitudinal Viewer (JLV)

- Allows VA staff to securely send and receive Veteran health information with community care providers
- Partners include community care providers within the national DirectTrust network
- Enterprise-wide web application



Pushing vs. Pulling Veteran Information



Query-based Exchange
 VA and partners **PULLING** health information from each other

vaexchangeinformation@va.gov

Direct Messaging
 VA and partners **PUSHING** health information to each other



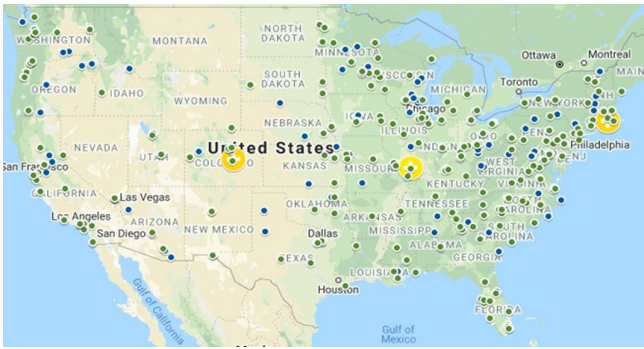
vadirectinfo@va.gov

VA Exchange Partner Management

Community Care Providers Nationwide

Value: Over 5 million unique Veteran patients supported by bi-directional health information exchange with 230 Community Care Providers (CCPs) that support the following types of healthcare facilities.



[Click here for interactive map](#)



Exchange Community Care Provider Demographics

Clinics	33,991
Pharmacies	8,889
Hospitals	2,210
Labs	1,155
FQHC's	936
Aux. Care Facilities	377
Nursing Homes	339

Map Legend:

New CCPs -  | Primary Partners -  | Secondary Partners -  | Nationwide Partners - 

VA Direct Messaging Status – DirectTrust Network (Nationwide)

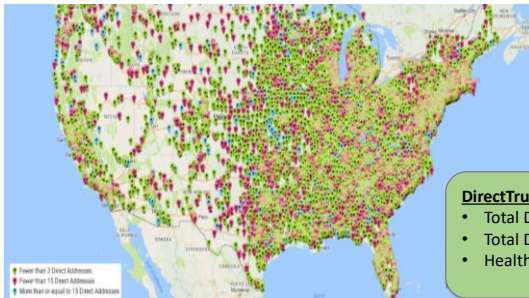


THE CHANGE IS SIMPLE...
IT STARTS WITH HOW YOU ASK THE QUESTION



What's your fax number?

What's your Direct address?



No matter where a VAMC is located, there are many, many Community Care Providers with Direct Messaging capability in its area!

DirectTrust Network Nationwide

- Total Direct Addresses: 2.4M
- Total Direct Transactions: 1.5B
- Health Care Organizations: 240,000+

[DirectTrust Quarter Report](#)

<https://www.directtrust.org/what-we-do/directory-services>



VISN 8 Partners



VAMC Locations in VISN 8
Walgreens
Mount Sinai Medical Center
Cleveland Clinic
Martin Health System
University of Miami Health System
Walgreens Healthcare Clinics
Mayo Clinic
AdventHealth
University Florida Health
Tampa General Health
Memorial General Health
Lee Health
Watson Clinic
DaVita Dialysis

https://www.va.gov/VHIE/VHIE_Participating_Partners.asp



Current Partners: 13

Testing/On Hold: 1



Criteria for eHealth Exchange Partner:



- Must be an eHealth Exchange participant
- Must be certified on 2011 eHealth Exchange Specifications
- Must have the ability to exchange Consolidated Clinical Document Architecture (C-CDA) Continuity of Care Document (CCD)
- Support bi-directional communications using Transport Layer Security (TLS) 1.2

Capabilities for Successful Information Exchange



- Ability to send available identity traits in patient discover message, such as: full legal name, date of birth, gender, Social Security Number (SSN), address, and phone number to improve patient matching
- Unstructured Document Component (C62) data domains, if applicable
- Populated Consolidated-Clinical Document Architecture Continuity of Care Document (C-CDA CCD)
- C-CDA Single Encounter Summaries
- Capability for Electronic Health Record (EHR) alerts informing clinicians that VA health data is available for viewing
- Single sign-on functionality between the clinician EHR and the health information exchange data
- Ability for EHR and the health information exchange data to “pre-fetch” Veteran health data prior to patient encounter
- A plan to train your health care providers on how to access VA data

The DirectTrust Network

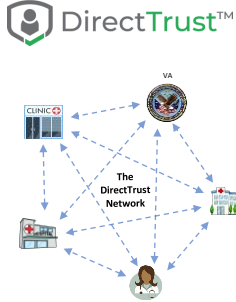


- **The DirectTrust Network** connects all *trusted* Direct Messaging users nationwide
- **VA joined the DirectTrust Network** in early 2019
- **Nearly all hospitals nationwide** as well as many medical clinics and practices participate
- **Usage is growing** in and out of VA
- VA participation in the DirectTrust Network **greatly opens new opportunities**

DirectTrust Nationwide 2020 Q1 STATISTICS

- Total Transactions: **142,000,000+**
- Health Care Organization Members: **240,000+**

[DirectTrust Quarterly Report](#)



The DirectTrust Network (cont.)




DirectTrust Reports Exceptional Growth in Direct Transactions and Number of Organizations Served During 2019

Transactions nearly tripled in 2019; number of organizations served grew 72%

[\(Global News Wire, Jan. 28, 2020 edition\)](#)

- 1.5B cum. transactions by CY20 Q1
- ~2.4M+ Direct addresses
- 50+ HIEs in 20 states
- Four (4) Federal Agencies: VA, IHS, SSA, and CDC
- 34 accredited HISPs
- 400+ Direct-enabled, ONC-certified EHRs and PHRs
- Replacing fax, courier, mail for transport of PHI data

Steps for Connecting with Direct Messaging



- **Step 1. Contact the VA Direct Messaging Team**
 - Send an introductory email to either your local VHIE Community Coordinator or to vadirectinfo@va.gov expressing your interest in sharing Direct messages with VA
- **Step 2. Discuss Your Current Capabilities**
 - Inform VA of your current sharing capabilities, everyday workflows, and if you are already a member of the [DirectTrust Network](#)
- **Step 3. Establish and Test Your Connection**
 - Send and receive test messages with various attachment types such as health summaries (C-CDAs) and .pdf files
- **Step 4. Align Workflows with VA**
 - Learn about the best ways to integrate Direct Messaging into your everyday workflow

For additional information, visit va.gov/vhie or email vadirectinfo@va.gov

Benefits of Direct Messaging



- **Improves care coordination** - connects users of different health IT systems in different organizations
- **Easy to adopt** – Direct Messaging experience is like regular email; no new technology to learn
- **Expands sharing of Veteran's health information** - between VA medical centers / clinics and community care providers
- **More efficient** - replaces less secure and non-electronic communications like fax, hand-carrying, and postal mail

VISN 8 VAMC Points of Contact



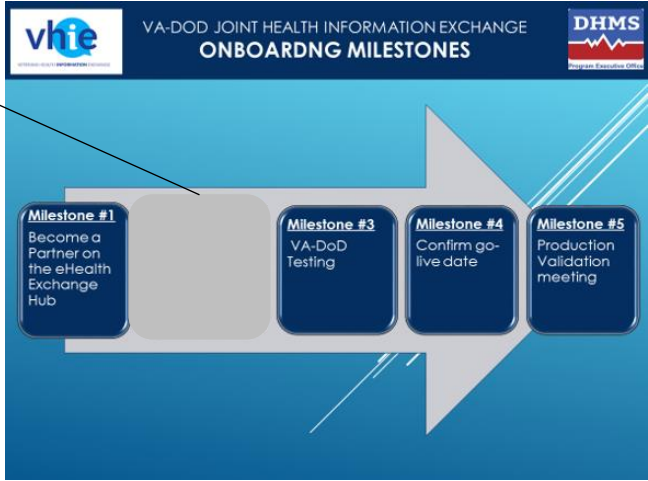
VAMC Locations in VISN 8
Bay Pines, FL
Miami, FL
West Palm Beach, FL
Gainesville, FL
San Juan, PR
Tampa, FL
Orlando, FL

VA-DOD Joint HIE Onboarding Milestones

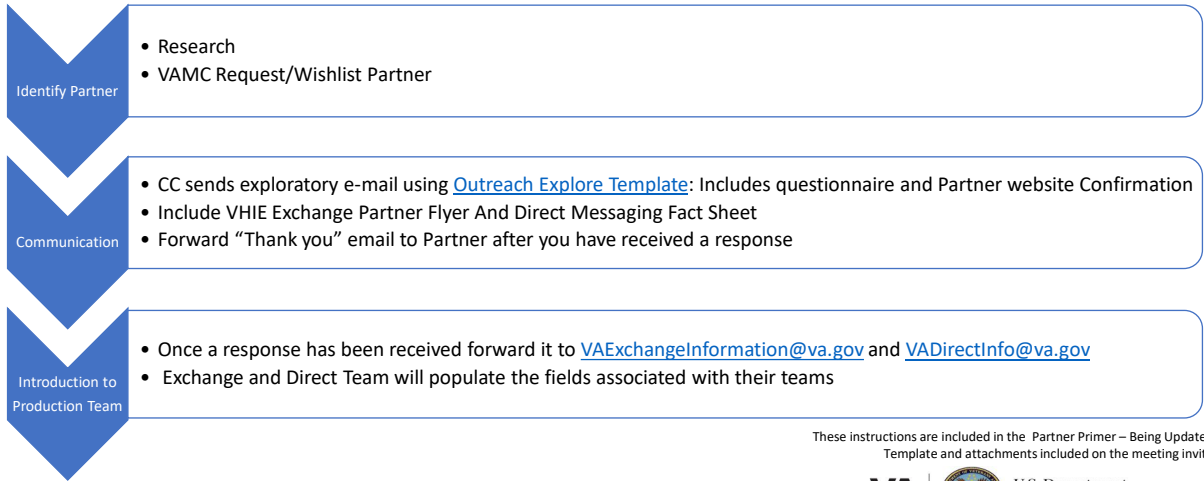


Milestone #2
Complete Partner Onboarding Readiness Questionnaire

Milestone#2 will become VA-DoD testing



Partner Outreach



These instructions are included in the Partner Primer – Being Updated Template and attachments included on the meeting invite

General Questions



- Do you have an electronic medical record (EMR) system? If yes, which EMR do you use?
- Please provide an estimate of how many (on an annual basis) Veteran patients for which you provide care.
- Does your organization have a contract with the VA Office of Community Care (OCC)?

Query Based Questions



- Are you utilizing query-based exchange to share patient health information with outside organizations?
- Are you a member of a state or regional Health Information Exchange or any national networks, such as eHealth Exchange hub, Carequality, or CommonWell?

Direct Messaging Questions



- Do you currently use Direct Messaging? If yes, who is your Health Information Service Provider (HISP)? If yes, how do you use Direct Messaging?
- Are you interested in performing a quick test of what documents/ message content that your organization can send/receive with VA?

QUESTIONS? 



Resources 

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