# Improving Post-Acute TCM Through HIE

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Possibilities
WALA ANNUAL CONFERENCE 2025

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Davis Clinical Consulting is a Woman-Owed, Wisconsin-based consulting agency established in 2017. We believe in quality care and the benefits it can bring our clients. Our highly trained long-term care professionals can help your facility and leadership team achieve positive and sustainable outcomes.

Our Mission:

To empower and cultivate the long-term care industry one resident, one staff member, and one community at a time.

WISHIN

# WISHIN – State-Designated Entity for Health Information Exchange

2009 Wisconsin Act 274 *§ 153.80*

## Mission

WISHIN's mission is to develop and sustain a trusted, secure statewide health information network and information-sharing services that provide unique and indispensable value to participants and patients.

## Vision

WISHIN's vision is to promote and improve the health of individuals and communities in Wisconsin through the development of real-time-capable information-sharing services that facilitate the electronic delivery of the right health information at the right place and right time, to the right individuals.

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# 2,200+ WISHIN Participant Sites

## Select Health System Hospitals & Clinics

Advocate Aurora, Ascension, Beloit, Black River, Children's, Cumberland, Emplify Health (Bellin/Gunderson), Froedtert/ThedaCare, HSHS, Marshfield Clinic, Mercy Health, ProHealth, Sauk Prairie, SSM, Unity Point, UW Health, and others.

## Independent and Safety-Net Clinics

Bread of Healing, Outreach, Rock River Community Clinic, Everside, Scenic Bluffs, and Vivent Health

## Post-Acute Participants

AttentaCare, Champion Care, Hannah Home Health, North Shore, Oakwood Village, Ovation Communities, Rennes Group, Villa Healthcare

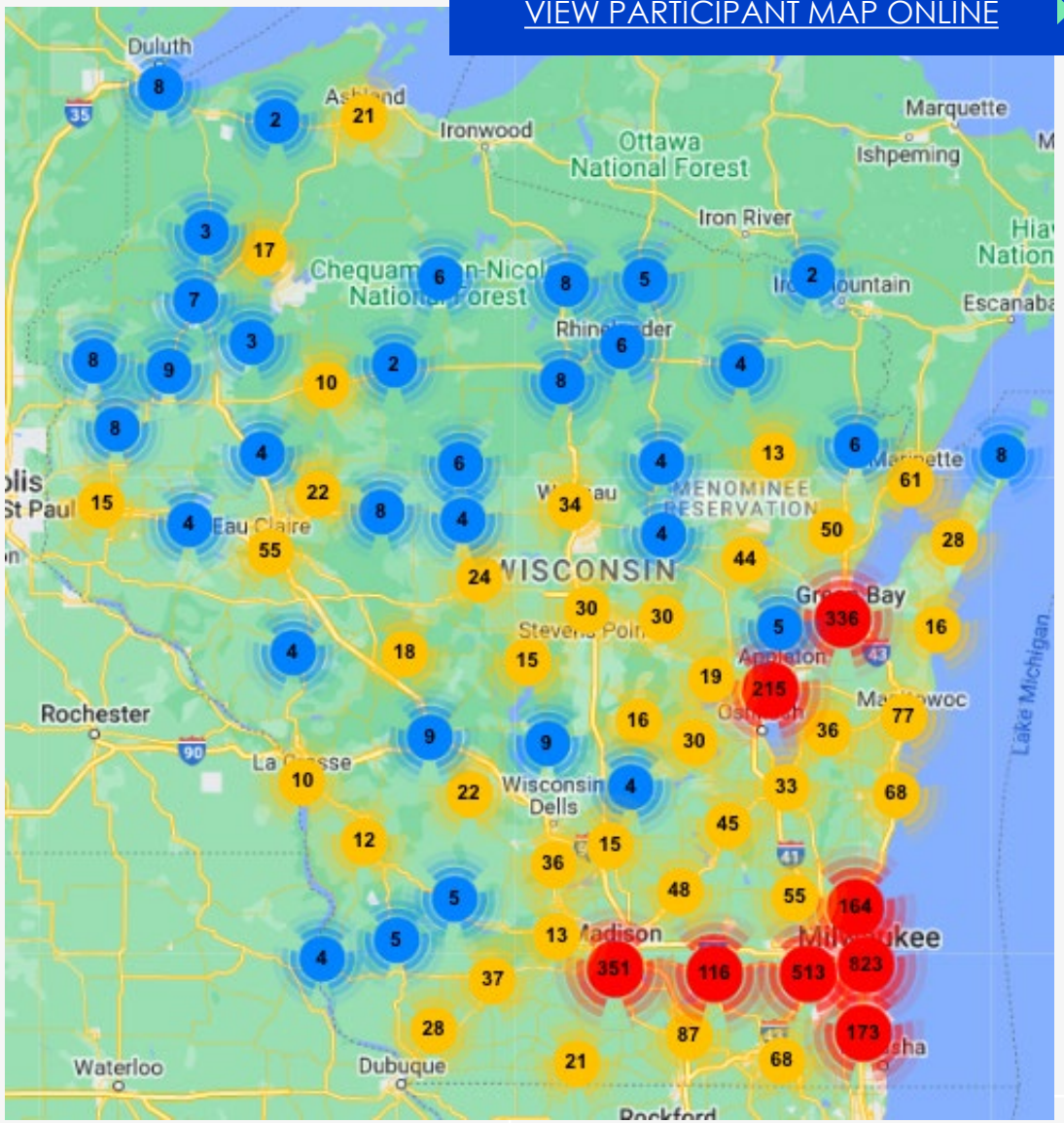
## Behavioral Health, Mental Health and Correctional Facilities

Div. Care and Treatment Services facilities, Milwaukee County Behavioral Health Division, Mental Health Emergency Center, 38-WI Dept. of Corrections facilities + WellPath medical service for 10 county jails

## Public Health and Adult Disability Resource Centers

8-County Public Health Departments and 24-ADRCs

VIEW PARTICIPANT MAP ONLINE



# WISHIN Services

WISHIN Pulse

NCQA Quality Reporting

Automated Submission of Immunization Data to WIR

WISHIN Direct +

Internetwork Exchange

Results Delivery to your EHR

Event Notification

ePDMP

Public Health Reporting

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# Electronic Health Record (EHR) Integration

## Current Connections in Long-Term Care EHRs

- Epic
- PCC
- Matrix Care

*Any connection is possible – it only requires authorization from your organization to your EHR*

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# How does Health Information Exchange benefit MCOs?

## Enhanced Transparency:

- Clear communication between healthcare providers
- Accessible patient information
- Real-time updates on treatment plans and progress
- Greater visibility into care decisions, billing, and scheduling

## Continuity of Care:

- Seamless transitions between healthcare providers
- Consistent care across multiple settings
- Better coordination among specialists, primary care, and support staff
- Patient history and treatment details easily shared among providers

## Easier Accessibility than Calling Facility:

- 24/7 access to resident information via online portals
- Direct messaging with providers for quick questions or updates

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# WISHIN Pulse

## Community Health Record

- Real-time data exchange
- EHR vendor agnostic
- Longitudinal patient summary
- Not segregated by provider

## State Integrations:

- WIR integration
- ePDMP integration
- Medicaid prescription fill

More than 175 clinical interfaces

## Includes the following data:

- ADT (problem list, allergies, diagnoses, etc.)
- Laboratory and pathology results
- Care summaries (C-CDAs)
- Radiology results
- Transcribed Notes, H&Ps, Discharge Summaries
- Care Plans
- SDOH

16 Syndromic Surveillance feeds

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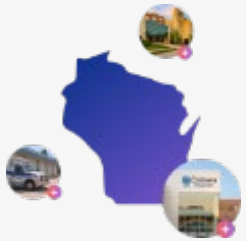
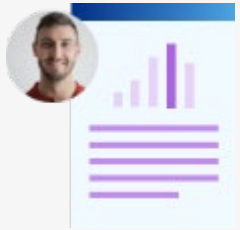
# WISHIN Dashboard



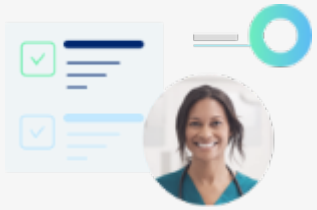
## 2,209
### Client Sites

Hospitals, Clinics, FQHCs, and Post-Acute



## 2,137,601,999
### ADT Transactions +15,901,043

Admit, discharge, transfer, diagnosis, allergies, problem lists, and patient demographic data



## 88,792,184
### Care Summaries +4,099,389

Care summaries in the form of CCDA documents

## 367,116,302
### Lab & Path Results +2,125,420

Laboratory and pathology final results

## 21,048,118
### Radiology Reports +429,032

Radiology transcribed reports

## 138,402,566
### Clinical Notes +6,566,776

Medical History Notes

January 2025

# Possibilities Using Health Information Exchange (HIE)

## Improve Admissions & Continuity of Care

- 80% of hospitals in the network
- Inform facility decision-making based on real-time data
- Facility data available through WISHIN to Provider orgs
- Ditch the Fax!

## Notifications to Inform Providers

- Avoid preventable readmissions
- Visibility to planned or unplanned transitions
- Care Team information in WISHIN to coordinate care
- Notifications through partner – Bamboo Health

## Workflow Enhancements

- Direct access to WISHIN from EHR or from Bamboo Health
- Automate exchange of data… nurses/coordinators don't need to fax or request
- Enhance preferred facility position

**Cost is <u>less than</u> a cup of coffee a day!**

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# Benefits of Implementation

- Pre-Admission assessment:
  - Ensures resident is at appropriate setting based on level of care needed
  - Reducing time to complete admission
- Streamline hospital admissions/ readmissions after hospital stay
- Not limited to one provider's H&P - ability to access all records
- Improved patient safety and security of data following all HIPAA guidelines
- Increased efficiency to ease transition to higher level of care/ discharge
- EMS transparency - no more printing off paperwork as the resident is being wheeled out the front door!

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# Soft Cost of Implementation

- Operational Costs for Facilities: Access data quicker and easier in real-time, saving work hours
- Operational Costs for Hospitals and Providers: Reduces paperwork, faxes, phone calls, and manual processes for answering questions
- Increased Efficiency: Reduction in medical errors from transferring data
- Cost Savings: Reduces the need for external providers to order duplicate tests, imaging - lowering costs for hospital and patients
- Initial Set-up Implementation: Minimal staff time
- Initial Set-up with Integrations: Minimal staff time

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# How can Davis Clinical Support you?

We have partnered with WISHIN to guide and support your teams as you onboard your organization to the WISHIN platform.

- Staff training
- Onsite support and guidance as building implements this system
- Assist with process and procedure development to ensure workflows are streamlined
- Facilitate integrations as needed - i.e. ECP, PCC, etc.
- Ongoing support after implementation to ensure a seamless transition

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# Wish List Activity

- What is your ideal way of gathering data for a potential resident admission?
- What would make your current process easier?
- What is your ideal way of exchanging resident information with other providers (i.e. podiatrist, optometrist, cardiologist, etc.)?
- What would make this relationship more transparent and seamless?
- Are there any gaps in how you exchange health information that you would like to change or enhance in some way?

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# 10’ WISHIN Pulse Tutorial

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https://youtu.be/91hcfts9C-4?si=qH3OGtc1g-Of3lZh

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# For Further Information


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