

Health Information Technology (HIT)

FDRHPO collaborate with numerous partners across the healthcare spectrum to enhance health and wellness for residents of Jefferson, Lewis, and St. Lawrence Counties through **Health Information Technology (HIT)**. Together, they ensure a streamlined, secure, informative, and cooperative delivery system by employing Electronic Health Records (EHRs), Health Information Exchanges, Practice Transformation, IT Services, and more, that safeguard the privacy and security of shared health data.

Electronic Health Records...

In 2009, FDRHPO provided funding and technical support to implement EHRs



in medical offices across the region. Every time a patient visits a hospital, doctor's office, dentist or other healthcare provider, information about that patient's health is recorded and saved to maintain an accurate record of their medical history. Most often, this information is stored electronically, in what is called an Electronic Health Record, or "EHR" for short. EHRs and other health information tools support patient care by facilitating the storing, securing, and exchange of health information within and across patients' sites of care; increasing patients' access to their own data (for

example, through patient portals); supporting telemedicine visits; incorporating clinical decision making tools (for example, features that alert care teams that a patient is due for one or more preventive services); enabling care teams to track and improve their patients' health outcomes through quality measures; and more.



Health Information Exchanges...

It's critical that healthcare providers throughout the region are able to communicate effectively and share information so they can coordinate the best care possible for North Country patients. To that end, over the last 10+ years, FDRHPO has supported its partner network to connect with Regional Health Information Exchanges.

In 2010, New York State established the statewide framework to support Regional Health Information Exchanges, through which physicians, hospitals, public health departments, behavioral health providers and other care providers are able to securely share Electronic Health Records. Examples of this in action include alerting a primary care provider when their patient is admitted to a hospital, empowering them to provide tailored care management support after their discharge; electronically providing laboratory test results to a provider so they can follow up with the patient on next steps; relaying a patient's past medical history when establishing them within a new practice, and more.

PowerShare Collaborative Streamlines Diagnostic Imaging...

In a joint effort with the North Country Initiative (NCI) and regional hospital partners, FDRHPO has streamlined patient imaging through the cloud-based platform Nuance PowerShare. The need for such a sharing platform was identified with patients and providers, leading to regional healthcare partners entering into the new agreement in November 2023. PowerShare allows for medical professionals and patients to securely share medical images and reports instantaneously; diagnostic quality imaging is directly imported between medical facilities without the need to arrange and transport physical media such as DVDs or digital files.

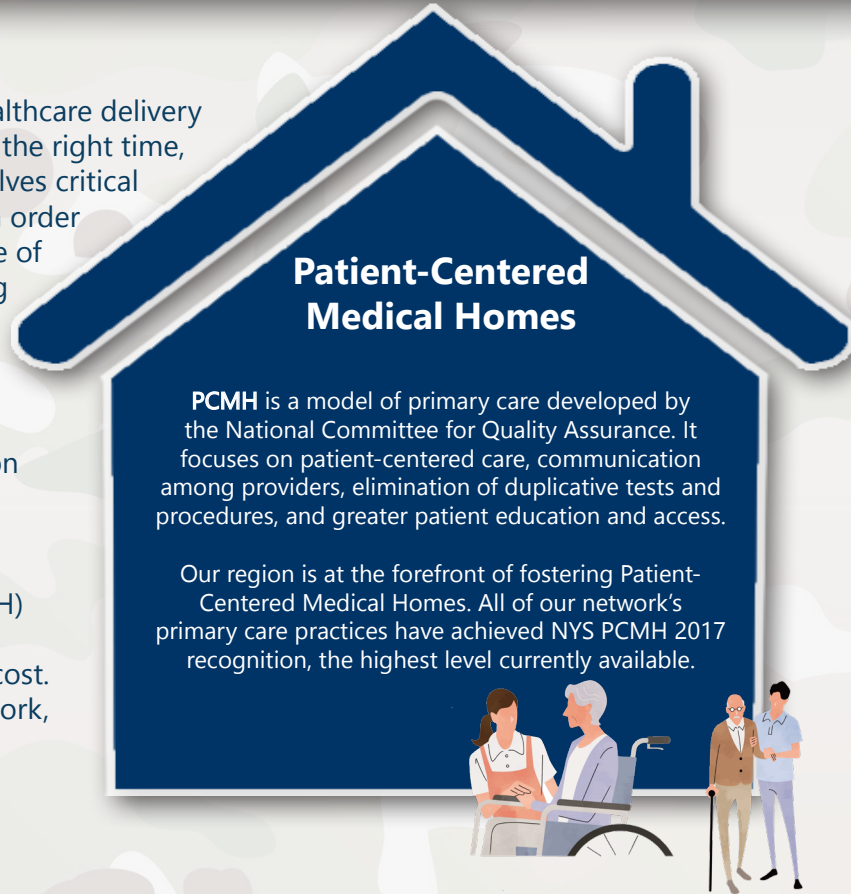
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Practice Transformation...

At the heart of practice transformation is changing healthcare delivery to ensure patients' needs are met in the right place, at the right time, and in a patient-centered manner. Transformation involves critical examination of all aspects of a practice's functioning in order to achieve greater efficiency in workflows, optimize use of HIT, and improve quality measure performance, among others. Importantly, practice transformation is not a "one-time" event but an ongoing process involving continuous data-driven improvement.

FDRHPO supports partner practices with transformation efforts, including quality measure tracking and reporting, EHR implementation and optimization, efforts supporting specific value-based contracts, and achievement of Patient-Centered Medical Home (PCMH) recognition (see graphic to right). In many cases, this support is provided to FDRHPO & NCI partners at no cost. For primary care practices that are not within our network, we offer contracted PCMH recognition and practice transformation services; contact us for more details.



IT Services...

IT services offered by FDRHPO are tailored to meet our partners' specific needs and requirements. We offer full managed services, project-based services, and other custom support solutions. FDRHPO is working to support the need for experienced and cost-effective IT services in our community. Our experienced team specializes in healthcare information services and can support IP Telephony, Networking, VPN, Wireless, Desktop, Server, Active Directory, and much more.

Privacy & Security...

FDRHPO has a robust compliance program to ensure secure and confidential exchange of information. FDRHPO requires that Business Associate Agreements are in place with all contracted partners prior to exchange of Protected Health Information (PHI). In addition, FDRHPO utilizes an OASAS-approved template for a Qualified Service Organization Agreement (QSOA) for the exchange of 42 CFR data. Furthermore, FDRHPO staff utilizes HealtheConnections, a regional Health Information Exchange (HIE), for secure communication, leveraging both its built-in secure messaging for patient/provider or provider-to-provider chat and a Virtual Private Network (VPN) for encrypted data exchange, ensuring HIPAA-compliant, coordinated care for military families and the North Country community. Finally, FDRHPO contracts with North Country Initiative, the region's clinically-integrated network (CIN) to provide privacy and security support to partners of the CIN, Independent Practice Associations (IPA), and Accountable Care Organizations (ACO).

Regardless of project, the privacy and security of our region's patients is paramount to all of FDRHPO's Health IT initiatives.