

Health Information Technology (HIT)

Every time a patient visits a hospital, doctor's office, dentist or other health care 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.



To make sure all patients in the North Country receive high-quality care both locally and across the state, FDRHPO has implemented Electronic Health Records in medical offices region-wide and connected them through a **Health Information Exchange**. Our strategy fosters collaboration among local hospitals, primary care practices, and other care providers, as well as use of data tools to systematically uncover trends and opportunities for care improvement.

Our Health Information Exchange...

In a complex system like our Regional Health Information Exchange, **interoperability is key**. We want our healthcare providers to be able to communicate effectively and share information so they can coordinate the best care possible for North Country patients.

To achieve these goals, FDRHPO has partnered with HealthConnections, a Health Information Exchange in Syracuse, New York. Through this partnership, our region's physicians, hospitals, public health departments, behavioral health providers and other medical offices are able to securely share Electronic Health Records along with relevant medical imaging.

In August 2016, our Health Information Exchange expanded to include the Electronic Health Records of Fort Drum soldiers, their families, and veterans through a unique partnership with the U.S. Department of Defense and the Department of Veterans Affairs. This integration allows for seamless care throughout the North Country.



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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).

Analytics Resource Group...

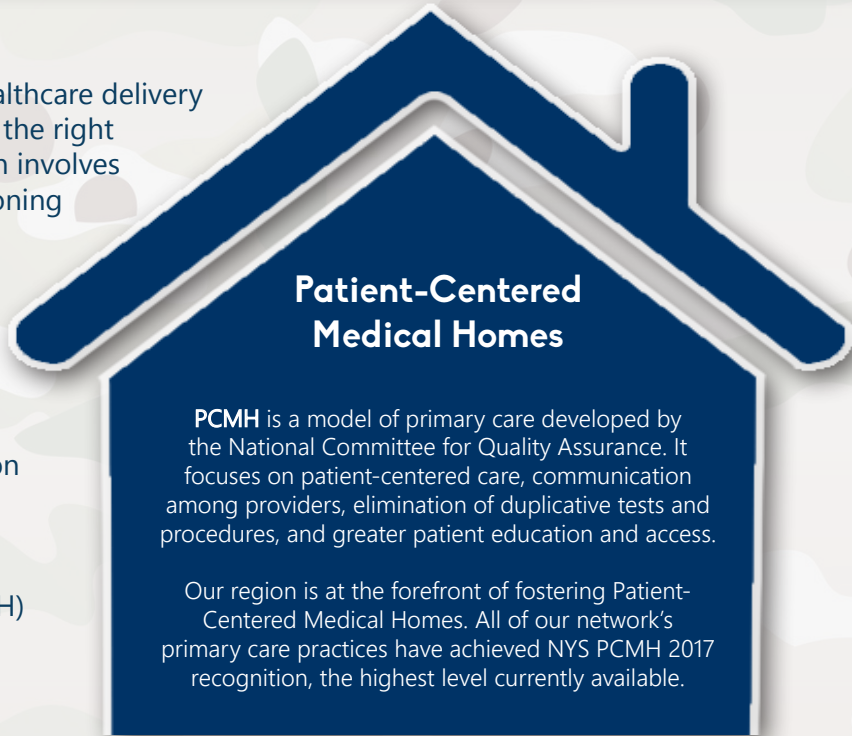
At the vanguard of Health Information Technology in a value-based healthcare environment, FDRHPO's Analytics Resource Group (ARG) has emerged as a resource to guide and develop population health management strategies for the region. ARG's approach includes use of an internationally-recognized population health and risk stratification tool that incorporates claims data, as well as development of a free point-of-care software for partners to pull curated metrics for their patients. More about ARG and how to engage its services is available on the FDRHPO website. This endeavor supports our region's participation in value-based payment contracting, and current and future practice transformation incentive programs.

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' secure messaging, as well as a VPN secure exchanged data. 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, IPA, and ACO.



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