A T&T Healthcare Community Online Portal and Clinical Applications

For many years, healthcare organizations struggled to define their computing needs and then find a software system that would meet as many of these as possible. Satisfying a simple majority of the requirements was often considered a success, as leaders realized that they could not have everything in a single application or healthcare information system. Of course, buying, installing and integrating multiple applications was a costly, cumbersome – and therefore out-of-the-question proposition. Until now.

The AT&T Healthcare Community Online Portal and Clinical Applications module provides a vendor-neutral platform that enables healthcare organizations to pick, choose and use from the pre-integrated applications they need and want. These applications are fully integrated into the Healthcare Community Online care collaboration and health information exchange (HIE) platform and can scale to the needs of any community, providing a seamless experience for users and administrators alike.

Healthcare Community Online Portal

For users who do not have electronic health record systems (EHRs) or whose EHRs are not yet compliant with Health Level Seven (HL7) patient discovery or XDS.b request/response workflows, Healthcare Community Online offers its advanced web-based clinical portal. The portal’s workflows are similar to EHR interactions, demonstrating the loose coupling between Healthcare Community Online software layers and the ability to use organizations’ existing technologies. Consequently, Healthcare Community Online can effectively support information needs in communities where providers and other institutions have existing IT systems or are lacking robust IT tools and services.

The Portal makes it possible to display a longitudinal patient record using data from multiple sources if the organization’s applications use the same patient identification nomenclature/metadata. It functions at the practice level as well as with Healthcare Community Online’s Master Patient Index (MPI) and Record Locator Service (RLS) to enable patient-centric, aggregated clinical data views across data sources and systems tied to a community. The result: Healthcare specific and general business tools for rich content and collaboration.

Perhaps most important, the Portal makes it possible to quickly and cost effectively access a bevy of integrated applications for use by one community or practice. Because these applications are pre-integrated into the Portal, there’s no need to wait for a technical team to laboriously integrate the new functionality into the user’s system – a process that often drags on for weeks, months, maybe even years. Instead, organizations simply purchase access to the applications – and users gain rapid access. What’s more the system never becomes passé, as users can continuously add applications on an as-needed basis.

Accessing these pre-integrated applications is easy as all users enjoy single sign-on capability, making it possible to authenticate to the online portal just once, and launch third-party services without having to log in again or re-enter passwords. As a result, frustration dissipates and efficiency improves.

Data Analytics

A core feature of the solution is AT&T Healthcare Community Online Data Analytics, a quality improvement platform and an online patient-centric registry that

Benefits

- Vendor-neutral experience, giving communities a high level of flexibility in selecting applications
- Value-add services on top of traditional HIE functions
- Streamlined workflow and quicker access to relevant patient data
- Supports meaningful use by enabling the exchange of patient records and user authentication to certain pre-integrated ONC-ATCB certified applications (with other applications pending certification)

Features

- Cross-system presentation of patient records, including medications, alerts, clinical documents, lab results, allergies, immunizations, clinical statistics, problems, procedures and radiology
- Rich integration with practice management systems (PMS) for patient demographics and appointment schedule
- Customer administration and control of user access, privileges, content and presentation of clinical information
- Pre-integration, including single sign on (SSO) access to a catalog of best-of-breed health IT applications and services
brings evidence-based medicine to the point of care without stifling each physician’s individualized approach to practice. Created for physicians by physicians, the solution promotes improved care with minimal disruption to clinical workflow.

Healthcare Community Online Data Analytics is an integrated disease management and advanced data analytics solution supported by an optional central data repository to support needed disease management, clinical reporting, and syndromic surveillance requirements. These services support data analysis, chronic disease, and preventive care programs among others that can be used by hospitals, providers, public health and carriers to proactively identify high-risk individuals or groups of patients who may need care or follow-up treatment. The service also supports quality reporting for local, state and federal programs.

Clinical and Administrative Applications
Additionally, organizations can improve care, generate revenue and sustain ongoing operations by leveraging dozens of applications in the Healthcare Community Online. Other clinical application categories include:

- Ambulatory electronic health record systems (EHRs)
- Acute EHRs
- Clinical content reference
- Clinical messaging
- Data analytics/disease registry
- Dictation (as part of ambulatory/acute EHR capabilities)
- e-Prescribing
- Lab orders/results
- Personal health records
- Physician verification services
- Physician Quality Reporting System (PQRS)
- Referrals/emergency department (ED) redirect
- Revenue cycle management

Behind the Scenes
How does it all work? The portal provides advanced views into patient data in two ways:

1. The Healthcare Community Online Portal displays a patient record by maintaining a core set of metadata for reconciliation, along with links to each document containing detailed patient information. For pre-integrated systems, synchronization across systems occurs by maintaining the patient and record location information and then sending requests and responses to both applications for the same patient. The Portal uses virtually real-time web services to connect the portlet views via the Healthcare Community Online messaging hub to the underlying source systems, resulting in a comprehensive, coordinated view for the clinician.

2. Healthcare Community Online uses its web services oriented architecture (WSOA) to provide a highly secure mechanism for external applications to access and interact with Healthcare Community Online’s presentation-oriented web services. Providing access through a web-service layer allows other third-party applications that are part of any healthcare community, such as hospital and provider EHRs, public health immunization registries, and other IT infrastructures, to use open, non-proprietary web standards to integrate their applications with Healthcare Community Online. Based on the web services for remote portlet specification, these portlets allow users to become familiar with a standardized user interface via the portal that seamlessly integrates across multiple systems. For example, patient demographics and scheduling information may exist in
multiple locations, but the portlet approach allows for this information to be synchronized across these systems and then presented in a cross-system vendor neutral manner to the user via a portlet (if optional MPI is chosen or customer uses a standardized patient identity nomenclature/metadata across their applications such as a patient ID). This makes the end user experience seamless and the source of information irrelevant as information presented to the end user is normalized and presented in a consistent manner.

The Healthcare Community Online portal framework supports a variety of interoperability standards for content, application, and security integration. This includes support for WSRP 2.0 and other web services, multiple JSR standards (168 and 286), and security standards such as SAML 2.0 and WS-Federation. Healthcare Community Online's support for these and related standards allow customers to quickly enable application interoperability between remote portal environments and portlets, as well as publish new portlets to the AT&T portal framework. Healthcare Community Online administrators can therefore tailor portlets to support the specific needs and capabilities of users by integrating and standardizing content from a variety of sources, and presenting it in a portlet or delivering it to native applications such as a provider or hospital's EHR.

Rapid Value Delivery

The payoff is quick with all of the pre-integrated applications in the Healthcare Community Online Portal and Clinical Applications. Unlike most HIE solutions, Healthcare Community Online facilitates rapid value delivery through its vast library of pre-integrated clinical applications and extensive application programming interfaces. The result: Healthcare organizations can retain existing applications and encapsulate them into HIE workflows and processes.

No matter what level of integration the Portal is accessed through, organizations can improve care, generate revenue and sustain ongoing operations by leveraging dozens of applications in AT&T Healthcare Community Online Portal and Clinical Applications.

For more information about the AT&T Healthcare Community Online Portal and Clinical Applications, contact an AT&T representative or visit www.att.com/healthcare/hco.