Although the rate of growth in U.S. healthcare spending has slowed in recent years, healthcare costs are still increasing faster than the economy. Total healthcare expenditures are expected to hit $2.8 billion in 2012, or 18% of the gross domestic product (GDP). And unless something is done to slow it down, the cost of healthcare, which now consumes 25% of the federal budget, will devour 40% of it by 2037.\(^1\)

Unfortunately, our high level of national health spending has not produced care of consistently high quality. Compared to Australia, Canada, Germany, New Zealand and the United Kingdom, the U.S. still ranks near last in quality of care and lowest in access to care, patient safety, efficiency and equity. When viewed from a per capita basis, the U.S. healthcare system is twice as costly as any of the other national systems.\(^2\)

While the current U.S. healthcare ecosystem is riddled with challenges, there is also great opportunity for improvement. AT&T can help hospitals, physicians, payers, patients and other stakeholders improve the quality, efficiency and cost of care with AT&T Healthcare Community Online.

AT&T Healthcare Community Online is a cloud-based care collaboration and health information exchange (HIE) platform that integrates patient records and data from multiple sources into a single patient view, providing clinicians with virtually real-time access to patient information and eHealth applications. This highly-secure solution efficiently interconnects the care continuum to make health information readily accessible through an on-demand cloud-based collaboration platform.

A Modular Approach to Health IT
AT&T Healthcare Community Online is a broad platform offering toolsets designed for hospitals and health systems, primary care physicians, specialty care providers, payers, employers and patients. We understand that when it comes to health information technology (HIT), one size never fits all. Therefore, we offer a modular approach to deploying HIT to better meet the specific needs of each customer with:

- AT&T Healthcare Community Online eConnect
- AT&T Healthcare Community Online Clinical Message Exchange
- AT&T Healthcare Community Online Portal and Clinical Applications
- AT&T Healthcare Community Online Physician Portal
- AT&T Healthcare Community Online Collaborative Care and HIE

Each AT&T Healthcare Community Online configuration features a Platform as a Service (PaaS) model so customers do not have to contend with the software installation, configuration, migration, integration, operational support, and other disruption that can accompany large software deployment projects. Our aggressive, delivery-oriented approach helps customers quickly achieve their technology-dependent objectives without the distraction of IT deployment challenges. Our PaaS model includes all the basic services necessary to stand up a fully functional, fully supported solution with no hidden or overlooked costs.

AT&T Healthcare Community Online is a future safe solution that grows with your clinical and IT needs.
AT&T Healthcare Community Online eConnect

eConnect is an internet communications tool that allows organizations to communicate patient information with other healthcare facilities or professionals without being tied to a particular fax machine or telephone extension. Even small practitioners and physician offices that still rely on fax, phone and paper – and don’t have the means to access or develop a more sophisticated IT infrastructure – can communicate electronically with others participating in an information exchange.

Interdependency in the step-by-step workflows found in common care delivery and payer processes often results in costly bi-directional communication bottlenecks. Authorizations, discharges, physician orders, referrals, medical records requests, signature collection, claims attachments, form completion, prescriptions, and credentialing are just some of the many types of communications that are typically conducted telephonically, by fax or postal mail. Any document, whether electronic or handwritten, or any other information about a patient can be placed in the patient record and sent highly-secure to recipients. Each exchange presents an opportunity to electronically streamline the workflow with eConnect, while also reducing revenue often lost during manual processes. Plus, eConnect helps delivery networks communicate with their multiple contacts for patients (payers, primary care physicians, therapists, etc.) regardless of those contacts’ current IT adoption. With eConnect, fax machines become a part of an electronic network rather than a potential hindrance.

AT&T Healthcare Community Online Clinical Message Exchange

As the next step in the health IT adoption curve, AT&T Healthcare Community Online Clinical Message Exchange is designed to provide quick and efficient access to clinical and administrative information across the entire provider community, ultimately helping to improve care outcomes. Current HIT investments can communicate with one another at a data level, such as hospital information, electronic health record (EHR), lab and radiology systems. Lack of interoperability of data across multiple applications is a key pain point for providers adopting HIT. The solution is a comprehensive, cloud-computing-based interoperability platform developed to meet the messaging and data exchange needs of today’s busy healthcare providers. The goal is to provide quick and efficient access to clinical and administrative information across the entire provider community.

A key concept of the AT&T Healthcare Community Online Clinical Message Exchange service is to meet multiple entities that an organization needs to exchange patient data regardless of where each entity is respectively in terms of technology adoption. For those who are still paper-based, messages can be provided via fax. For those with Internet access, messages can be delivered to an electronic inbox similar to e-mail, removing paper from the process. Or, if the receiving provider has an EHR system, the solution can integrate messages directly into the EHR. The use of the clinical message exchange solution streamlines the process of many workflows and cuts down on administrative time and costs. AT&T Healthcare Community Online Clinical Message Exchange is flexible enough to meet providers’ needs no matter where they are along the technology continuum.

AT&T Healthcare Community Online Portal and Clinical Applications

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 the pre-integrated applications they need and want. These applications are fully integrated into our care collaboration and HIE platform and can scale to the needs of any community – providing a seamless experience for users and administrators alike.

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, there’s no need to wait for a technical team to laboriously integrate the new functionality into the user’s system. Instead, organizations simply purchase access to the applications – and users gain rapid access. 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. What’s more, the system never becomes obsolete, as users can add applications on an as needed-basis and upgrades are handled via the cloud-based platform. Finally, the portal supports providers’ ability to meet the Stage 1 and 2 meaningful use criteria through data analytics/disease registries, use of continuity of care documents, EHRs, lab interfaces, e-prescribing tools, and immunization registries.

AT&T Healthcare Community Online Physician Portal

The AT&T Healthcare Community Online Physician Portal offers a single point of access to a comprehensive portfolio of web-based health information technology applications and resources that can help improve the efficiency of your providers and practice while also enhancing patient care. Physicians can access important applications such as clinical decision support, e-prescribing, data analytics and electronic health records. The solution also helps improve workflow efficiency and streamline processes associated with physician orders and referrals, lab orders and results, medications and discharge planning.

Technical support is crucial for practices going electronic; small to medium-sized physician practices rarely have the IT support resources they need to have a smooth transition and receive proper training for their staff. Our pre-configured physician portal alleviates this issue by providing practices with training and implementation support. The AT&T Healthcare Community Online Physician Portal simplifies the health IT selection process for physician practices by offering solutions that are reliable and highly-secure. In addition, AT&T can provide solution recommendations to help physicians choose the right mix of solutions.

AT&T Healthcare Community Online Collaborative Care and HIE

The fourth module – AT&T Healthcare Community Online Collaborative Care and HIE – combines the clinical message exchange and portal components with a robust set of matching services (master patient index, record locator service, and NHIN-compliant XDS service) to reconcile patient identities across disparate data sources, resulting in a true "community" view. This configuration can be deployed according to any data storage/security model including centralized, federated, or hybrid and offers an optional central/clinical data repository. Key benefits include:

- Single source view of patients’ consolidated health records using internal patient data from integrated applications
- Community view of patients’ clinical and administrative data
- Simplified, highly-secure access to patient information, data analytics, decision support and online patient-centric registry
- Evidence-based medicine at the point of care
AT&T Healthcare Community Online

- Management, tracking and reporting on chronic, complex and preventive health needs
- Integrated applications that support remote diagnosis and care
- Improved clinical workflow and patient engagement
- Tools to help comply with industry regulations and standards
- Data analytics to enable improved coordination of care and patient outcomes using evidence-based measures and tracking
- Data registries for population health management
- eHealth exchange (formerly NwHIN Connect) and Direct Project messaging
- Physician Portal and index

Value-Added Capabilities
AT&T continually assesses industry trends to build into AT&T Healthcare Community Online the most advanced clinical and administrative functionality for HIT. AT&T Healthcare Community Online has a series of pre-integrated care collaboration options that can rapidly augment the value of the solution, including:

- AT&T Healthcare Community Online Data Analytics
- AT&T Healthcare Community Online Care Management
- AT&T Healthcare Community Online Benefits Insight

AT&T Healthcare Community Online Data Analytics
AT&T Healthcare Community Online Data Analytics is a quality improvement tool and an online patient-centric registry that 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.

Additionally, 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. The solution provides point of care decision support that translates nationally recognized guidelines into an actionable list of measures specific to each patient. With a clinical rules engine that includes 7,000+ measures covering 600+ conditions, these services support data analysis, chronic disease, and preventive care programs among others that can be used by hospitals, providers, public health agencies 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.

AT&T Healthcare Community Online Care Management
AT&T Healthcare Community Online Care Management helps establish a powerful, collaborative connection between patients and healthcare professionals through integrated, highly-secure and easy-to-use consumer and professional portals. This integrated suite of online professional and consumer portals seamlessly connect healthcare professionals to patients, their families and other members of a patient’s individualized care team, including other healthcare professionals.

The Care Management solution consists of an infrastructure with an application layer that sits on top in a Health Insurance Portability and Accountability Act (HIPAA) compliant manner. The professional portal provides healthcare professionals with an integrated, highly-secure environment to connect and engage with their patients. It also offers the ability to author customized interactive health programs that patients can respond to over the Internet or via mobile device to support transitions of care and accountable care scenarios. The consumer portal allows patients to connect to their care teams and access their personal health records (PHRs).

AT&T Healthcare Community Online Benefits Insight
AT&T Healthcare Community Online Benefits Insight provides powerful tools and new perspectives so payers of healthcare benefits can make smarter decisions. Benefits providers can bend the healthcare cost curve while improving or preserving the benefits and management of the health of employee populations. With the solution, employers and benefits providers can:

- Show how to reduce risk and optimize the cost and quality of health benefits
- Increase confidence in plan design by having the most accurate and timely data available
- View clinical trends in a timely manner so appropriate action can be applied
- Create employee engagement that clearly communicates healthcare improvement goals
- Receive timely, actionable financial data to assess vendor performance

With the powerful tools in AT&T Healthcare Community Online Benefits Insight, your organization can bend the healthcare cost curve while improving or preserving the benefits and management of employee health benefits.

eHealth exchange (formerly NwHIN Connect) and the Direct Project
AT&T Healthcare Community Online offers its customers the ability to connect with other providers, HIEs and government agencies such as Medicare, the Department of Defense, the Veterans Administration, etc. through the eHealth exchange program. eHealth exchange provides another method of connecting in a highly-secure manner to other providers and others in the healthcare ecosystem — especially if they are not in your existing community information exchange.

In addition, AT&T Healthcare Community Online is using the eHealth exchange to enable participation in Center for Medicare and Medicaid Services’ (CMS) electronic submission of medical documentation (esMD) pilot program for submitting Recovery Audit Contractor (RAC) documentation electronically. Currently, medical documentation is submitted on paper and through the U. S. Postal Service.

Security
Each AT&T Healthcare Community Online configuration is built on a robust security and privacy infrastructure that helps organizations satisfy HIPAA, Health Information Technology for Economic and Clinical Health Act (HITECH) and other regulatory requirements. The Trusted Identity Framework within AT&T Healthcare Community Online
addresses security concerns such as user authorization, authentication, non-repudiation, encryption, administration, and audit logging requirements. The Trusted Identity Framework supports a unified and leveraged approach to managing digital identities and information security across a wide variety of technologies and across a wide variety of business process requirements. This integrated approach results in reduced complexity with increased consistency of policy enforcement across multiple organizations. With advanced safeguards in place, healthcare providers can move their HIT initiatives forward knowing that personal health information is protected.

Mobile Access
AT&T Healthcare Community Online also offers highly secure mobile access to view relevant patient information, increasing the value of the care collaboration and HIE platform to providers. Logging into the platform through the mobile application is easy and intuitive. Providers are able to have important information at their fingertips such as their appointment schedule and patient problem lists, procedures, allergies and medications through the same highly-secure, trusted framework of AT&T Healthcare Community Online. Providers can also search for a patient in their practice using the mobile application and view time-sensitive important patient alerts and test results when needed. Clinical inboxes are also available through the application, giving practitioners a mobile benefit while staying keenly in touch with their practice every step of the way.

Helping to Improve Outcomes and Lower Costs
AT&T is helping to transform healthcare by providing a comprehensive, scalable cloud-based, care collaboration and HIE platform – AT&T Healthcare Community Online – as the core enabler to connect all members of the healthcare community. With AT&T Healthcare Community Online, you can offer value-added services that maximize efficiency at the point of care, identify care gaps and opportunities, and measure performance across patient populations. The service incorporates clinical data from the community to support federal, state and local quality reporting initiatives and other regulatory requirements such as meaningful use, accountable care initiatives, pay-for-performance and more. Even more important, your hospital and/or physician practices are positioned to help deliver better healthcare to your patients and community at a lower cost. And when you combine the power of AT&T Healthcare Community Online with the legacy, reach and reliability of AT&T, you have a future-safe solution that can grow as your organization or practice needs mature.

Notes


For more information contact an AT&T Representative or visit www.att.com/healthcare.