

10-2014 Mountain Valleys Health Centers' Care Transition Program - Hospital Data Receipt and Utilization

Hospital	Date	Receipt of ED		Receipt of In-Patient		MVHC Work Flow
		Admission Notice	Discharge Plan	Admission Notice	Discharge Plan	
Banner Lassen Medical Center	Original	Admit note by TOC fax.	Retrieved via web portal	By TOC fax	Retrieved via web- portal	They send an admission notification to TOC fax. Medical Records Clerk/Transition Coord accesses Banner-Lassen Web Site and prints discharge summary, labs, studies, and follow-up, as dictated by the discharging MD is arranged. A flag is sent via MVHC EMR to the patient's home clinic, once the appt is made the flag returns to the transition coordinator. The TOC Coordinator keeps a log.
	10/2014 Update	Admit notification are received by Cisco secure Web message to TOC manager and coordinator		Admit notification are received by Cisco secure Web message to TOC manager and coordinator		Admission notification is sent to our MVHC e-mail with a link to a secure email, this tells us we had a patient at Banner-Lassen, then the process is the same. This process is cumbersome, they have been notified.
Fairchild Medical Center	Original	No	No	No	No	When a patient presents at MVHC with information that they had an ED or in-hospital stay, MVHC has to call for all records. Slow response. Put into log.
	10/2014 Update	Same	Same	Same	Same	I visited with Medical Records and an Administrator, they have no timeline when they will be able to send me an admit notification. I am however, able to acquire Partnership Health Plan patients that have gone there through the PHP online admit portal that tells me of any PHP ER or Hospital Admits. Then I can request records. This includes hospitals outside of the 9 on our Grant.

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Mayers Memorial Hospital	Original	Received from Admissions through the TOC fax. MVHC no longer receives the handwritten log that the paramedics complete.	Discharge Plan acquired from web portal.	Received from Admissions daily through the TOC fax.	Retrieved through web-portal.	Medical Records Clerk/Transition Coord. Receives only the electronic report from moment of admission to ER/Hospital. Coord. then logs into MMH web-portal called 'papervision' and retrieves an ED or Admit; discharge summary, medication reconciliation, x-ray reports, labs, or operative reports. The reports are printed, scanned and put into the EHR. If there is a definitive follow-up plan by ED MD, or discharging MD, a flag is sent to a person in the patient's home clinic to call the patient for follow up appt. When an appt is made a flag goes back to Tran. Coord. and the visit type is flagged as a ER follow-up. The Tran. Coord. Keeps a running log of data.
	10/2014 Update	Received through the TOC fax 90% of the time. We HAVE been getting the Paramedic hand-written log since July 2014, which helps us capture the other 10%. Mayers has been alerted to this discrepancy, as the medical records always have an MVHC PMD listed, but it continues.	ER Record acquired through secure web; papervision		Retrieved through web-portal	Reports are sent to a PDF printed and then attached to the patients EHR. The Medical Records staff languish in their work load, Mayers does not have set terminology for documents within the web portal. When clicking on an ER report, one may find registration forms, insurance cards, upside down documents. Often the same record will be scanned in several times, requiring the TOC manager to compare for the accurate form. We have found records not pertaining to the correct patient, or dated incorrectly, all the errors have been handled by our compliance officer.

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DIGNITY Mercy –Redding Mt. Shasta St. Elizabeth	Original	Their web-portal, Dignity Northstate HIE daily. Patients who have designated a MVHC provider as their primary care physician will be listed on this site, which gives access to all records.	MVHC checks their web-portal, Dignity Northstate HIE daily for patients who have designated a MVHC provider as their primary care physician. In March 2014 many D/C notes are received by searching.	MVHC checks their web-portal Dignity Northstate HIE daily. Patients who have designated a MVHC provider as their primary care physician will be listed here, with access to all records.	MVHC checks Northstate HIE daily for patients who have designated a MVHC provider as their primary care physician, and have D/C summaries, weekly wound reports, Respiratory test results, etc.	Medical Records Clerk/Transition Coordinator – Logs into Mercy’s web-portal, Northstate HIE and reviews a list of recent in-patient and ED patients who have stated a MVHC physician as their primary care provider. The discharge summary is printed and scanned into the patients EMR, it is reviewed for follow-up instructions, those patient names are sent to the front office of the patients home clinic, by use of ‘flags’ in the HER. Front Office staff call the patient for a follow up appointment. This information is entered into the log.
	10/2014 Update	This has changed in July 2014. MVHC still checks the Northstate HIE, but what is listed are dictations from ER, Hospitalists, and results of studies ordered by us, or with an MVHC provider as the PCP. TOC Manager or Coordinator perform a Global search to retrieve the ER record, admit H&P, records, studies, or reports. Occasionally studies come into the TOC fax				Records retrieved from the HIE are moved to the patients EMR by the PDF printer.

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Modoc Medical Center	Original	No	No	No	No	When a patient presents at MVHC with information that they had an ED or in-hospital stay, MVHC has to call for all records. Modoc has the electronic ability to notify us a patient's arrival, but states they do not have the staff.
	10/2014 Update					Information is entered into log by TOC Coordinator.
Shasta Regional Medical Center	Original	MVHC receives a MRSA nasal swab result on TOC fax line	Retrieved via web portal	MVHC receives a MRSA nasal swab result on TOC fax line.	Retrieved via web portal	MVHC receives MRSA nasal swab result in their TOC fax for all patients who have the test completed and who indicate a MVHC physician as their primary care provider. MVHC's Medical Records/Transition Coordinator then goes into SRMC's web portal to retrieve ER or Admit discharge summaries, and test results. This system is limited as patients can opt out of the MRSA nasal swab. TOC Coord. Puts into log.
	10/2014 Update	Information on an admit to ER or Hospital is received by the TOC fax. This includes labs, studies, an EKG, ER records.		Information on an admit to ER or Hospital is received by the TOC fax, this includes labs, studies, an EKG, ER records.		Information received on the TOC fax may be, labs, studies, or a progress report. It has become very non-standardized. This alerts our TOC coordinator to retrieve records from the web portal.

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Sky Lakes Medical Center	Original	More frequently than before, but still misses a lot of patients. Language is a barrier for many of the MVHC patients in our Northern clinics, and they are the ones using Skylakes. After a meeting with an informatics RN in July 2014, we have been receiving more admit notifications. These numbers are kept on a separate log, called Northern.	No	Occasionally	No	When a patient presents at MVHC with information that they had an ED or in-hospital stay, MVHC has to call for all records. When we do receive an admit notification, we fax a request and Skylakes responds very quickly. The number in our log for the Northern Clinics is not accurate according to staff. We hope to be more accurate as the Grant was extended, and we work with Skylakes a little more extensively.
	102014 Update					Records are fax requested. It has just brought to our attention that the ER providers at Skylakes are on a 15 day rotation, and hence the 15 days they are gone delays receipt of records. Medical records states that if they do not finish their dictations, the report is not completed until they return. We are having an increase in admit notifications, also information is obtained on admissions through the PHP online services.