



SUPPORT FOR PDMP-EHR INTEGRATION

Prescription Monitoring Program

2019 COAP National Meeting June 26, 2019

Gary Garrety, Operations Manager

Award

2017 Comprehensive Opioid Abuse Site-Based Program (COAP)

Category 5

Harold Rogers Prescription Drug Monitoring Program (PDMP)
Implementation and Enhancement Project

Awarded Amount: \$333,489

Project

Problem:

Prescription Drug Monitoring Program (PDMP) use is a cornerstone of prescribing guidelines. Low provider use of the PDMP web portal indicative of low rate of guideline adoption ...

- Average of 78.5 seconds accessing PDMP data via SSP
- [CDC Guideline for Prescribing Opioids for Chronic Pain](#)
- [WA AMDG Opioid Prescribing Guidelines](#)
- Organizational Prescribing Guidelines and Prescribing QI Initiatives

Project

Focus:

Support adoption of prescribing guidelines by removing barriers for accessing PDMP data.

Project

Action:

Hire an Onboarding Coordinator to assist Healthcare Organizations (HCO) with onboarding PDMP transaction for integration to their Electronic Health Records (EHR) Systems via Washington's Health Information Exchange (HIE).

Support Needed

- How to connect
 - Integration transaction via HIE
- Transaction Type
 - Standards Based (NCPDP) transaction for PMP
 - EHRs don't speak PMIX
 - Data
- Who can query/receive PDMP information
 - Facility/Org level query authority
- Education
 - Correct information received abroad
 - Educate on benefits to WA integration methodology

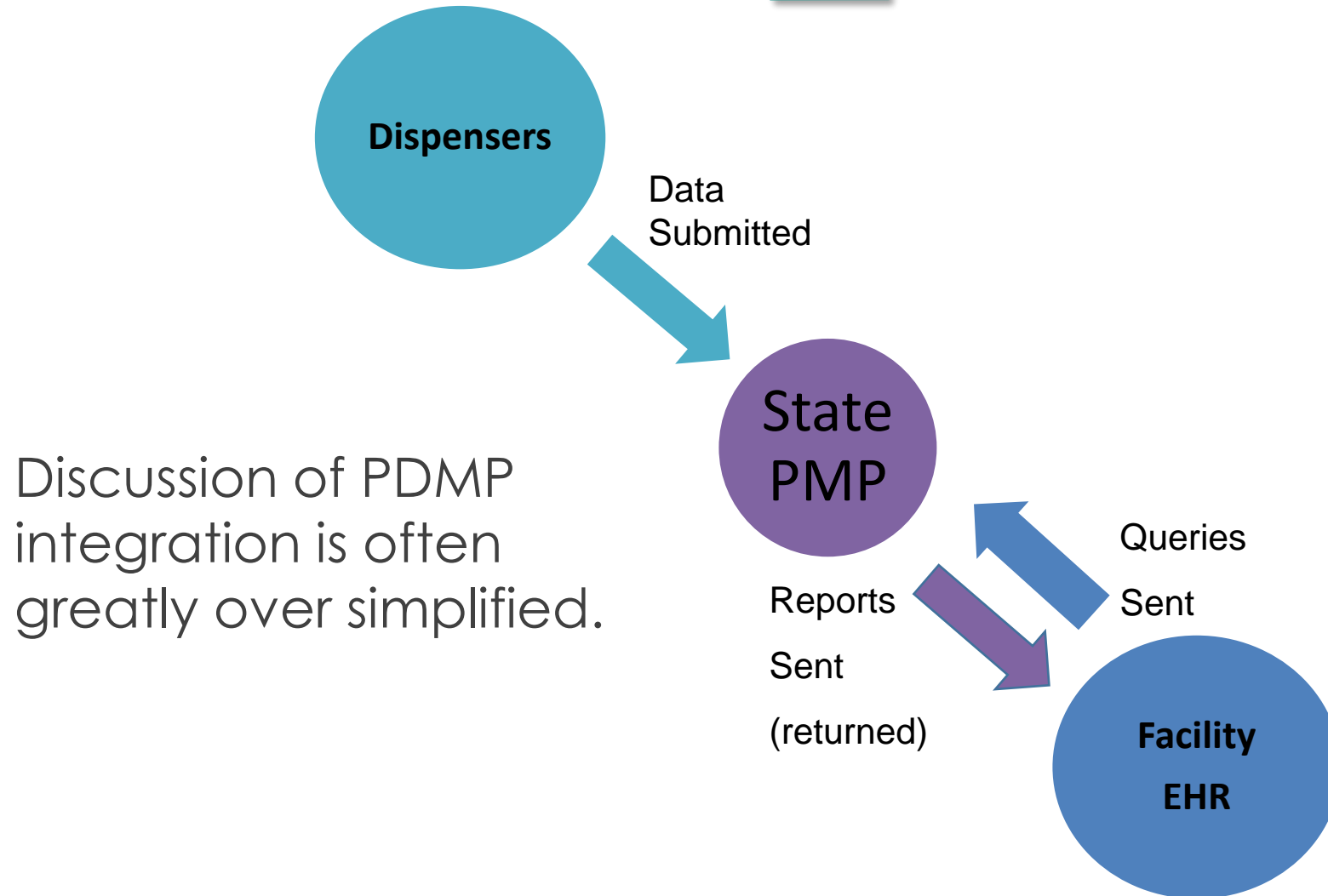
Benefits of Integration

- Reduce provider burden
 - Average of 78.5 seconds (1 minute 18.5 seconds) spent accessing PDMP data through the single sign on portal (nearly 11% of a 12 min visit) and average 200 seconds (3 minutes 20 seconds) when password reset was necessary
 - Provider PDMP account not required to access PDMP data in the EHR
 - Alleviate provider frustrations with
 - PDMP registration process
 - Account retrieval

Benefits of Integration

- Reduce healthcare facility burden
 - Improve patient care by ensuring low/no barrier provider access to PDMP data within existing EHR workflow
 - HIE
 - One connection – One Cost – One MOU
 - Unlimited transactions with an unlimited number of sources
 - Meets CMS funding requirements and MU/MIPPS requirements

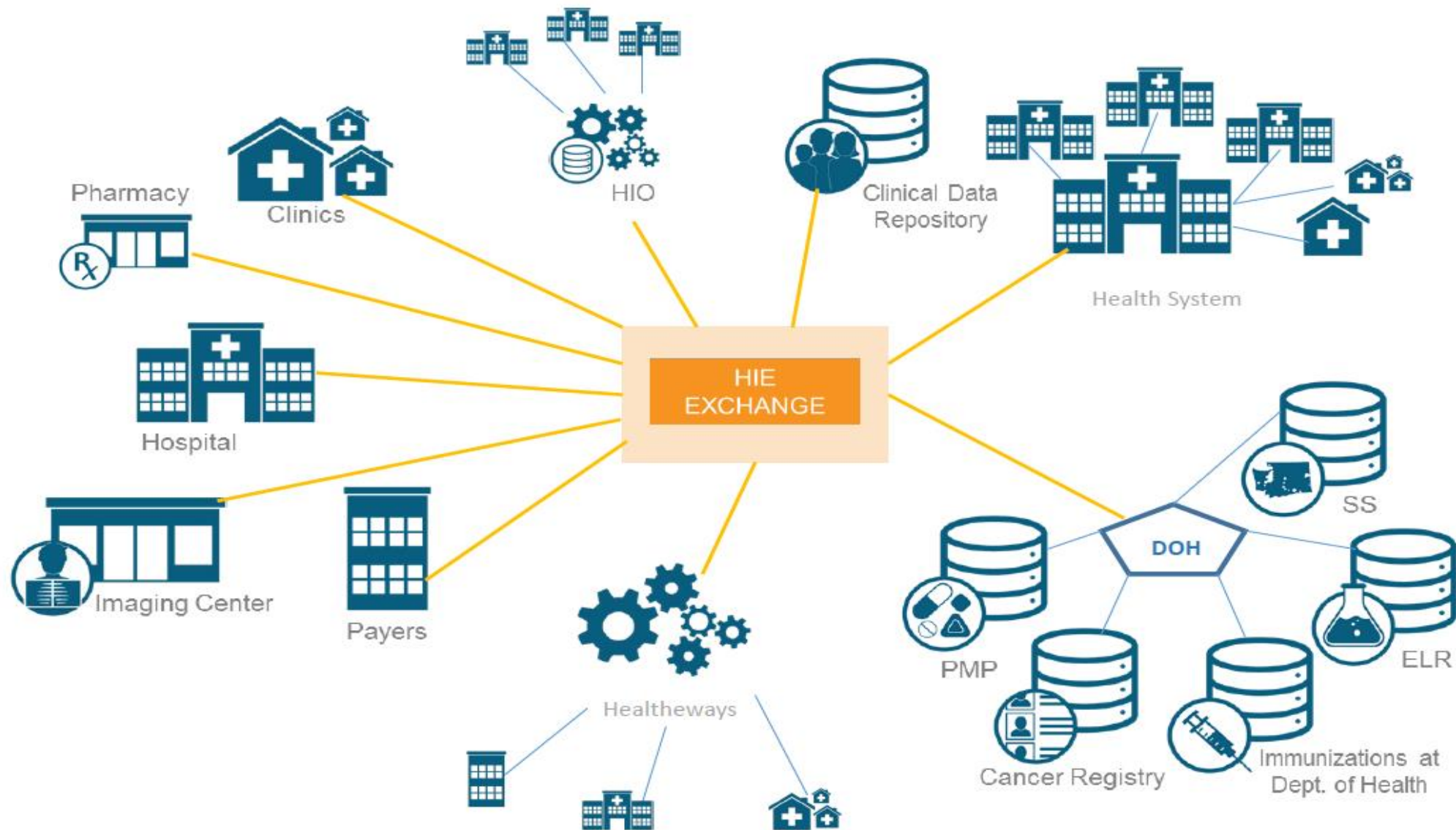
PMP Data Collection and EHR Query Integration



Discussion of PDMP integration is often greatly over simplified.

OneHealthPort | HIE

- Multiple Access Options
- Multiple Trading Partners
- Multiple Transaction Types



Did you mean integration, or integration?

Access Integration – Making access to the query site/portal less burdensome by making it available from or in the EHR system.

- Does not otherwise address easing the system query process or transferring data or information between the EHR and PMP system.

Information Integration – Information are data processed, organized, structured or presented so as to make them meaningful or useful (e.g. PDF report).

- Full disclosure of processes used in structuring information to be useful.
- Who better to distill data to create “meaningful information” than the requestor?

Data integration - The combination of technical and business processes used to combine data from disparate sources... A complete data integration solution delivers trusted data from various sources. *IBM*

Did you mean integration, or integration?

For WA's project integration means:

- Integration of business processes to reduce or remove provider burden (while ensuring security) for access to PDMP data and
- Delivery of discrete PDMP data that can be ingested (saved) to the EHR

Am I integrated when I can:

- ✗ Click on a link in my EHR to sign in to the PDMP?
- ✗ View a PDF of a PDMP report in my EHR?
- ✓ Access PDMP data effortlessly, store the PDMP data in the EHR where I can use it at a later time to review conformance to prescribing guidelines?

Standards Based Integration Transaction

Allows for:

- Direct integration to EHRs
 - 3rd party intermediary not required
 - Lower cost – No per user or per transaction charge, no data cap
- Delivery of discrete data
 - PDMP data can be saved in the EHR
 - Support facility research and QI work
- May require some IT development time by EHR operator
 - Allows for customization at the point of care

Quotes and Kudos

“[WA Integration] ...has made my life as a family physician easier and my patient workload much more efficient. As a ...prescriber for OUD, who also sees patient with chronic pain on traditional opioids, I use the PMP multiple times every day, and this is so much easier! My MA's have remarked on how much they like it too. ...I can say **it has increased compliance with PMP checks about 10-fold.** Thank you!!!” – *WA provider*

Quotes and Kudos

“I never used it until now because it was impossible to use. Yes. They got it right!”

Anonymous MD

“I am thrilled with this change. An absolute game changer. This is the best technology upgrade I've experienced during residency.”

Nicola Hyde, MD, UWFMR R3

“[The doctor] walks in and he immediately sees the record. He really appreciates it.”

WA provider

Onboarding Coordination

Support Area:

- Technical
 - Data for testing
 - Technical documentation
 - Process guidance
 - Liaison between HCO, HIE, EHR vendor, 3rd party integrators, and PMP vendor to solve problems and find solutions

Onboarding Coordination

Support Area:

- Communication
 - Answer questions
 - Do research
 - Provide information
 - Process guidance

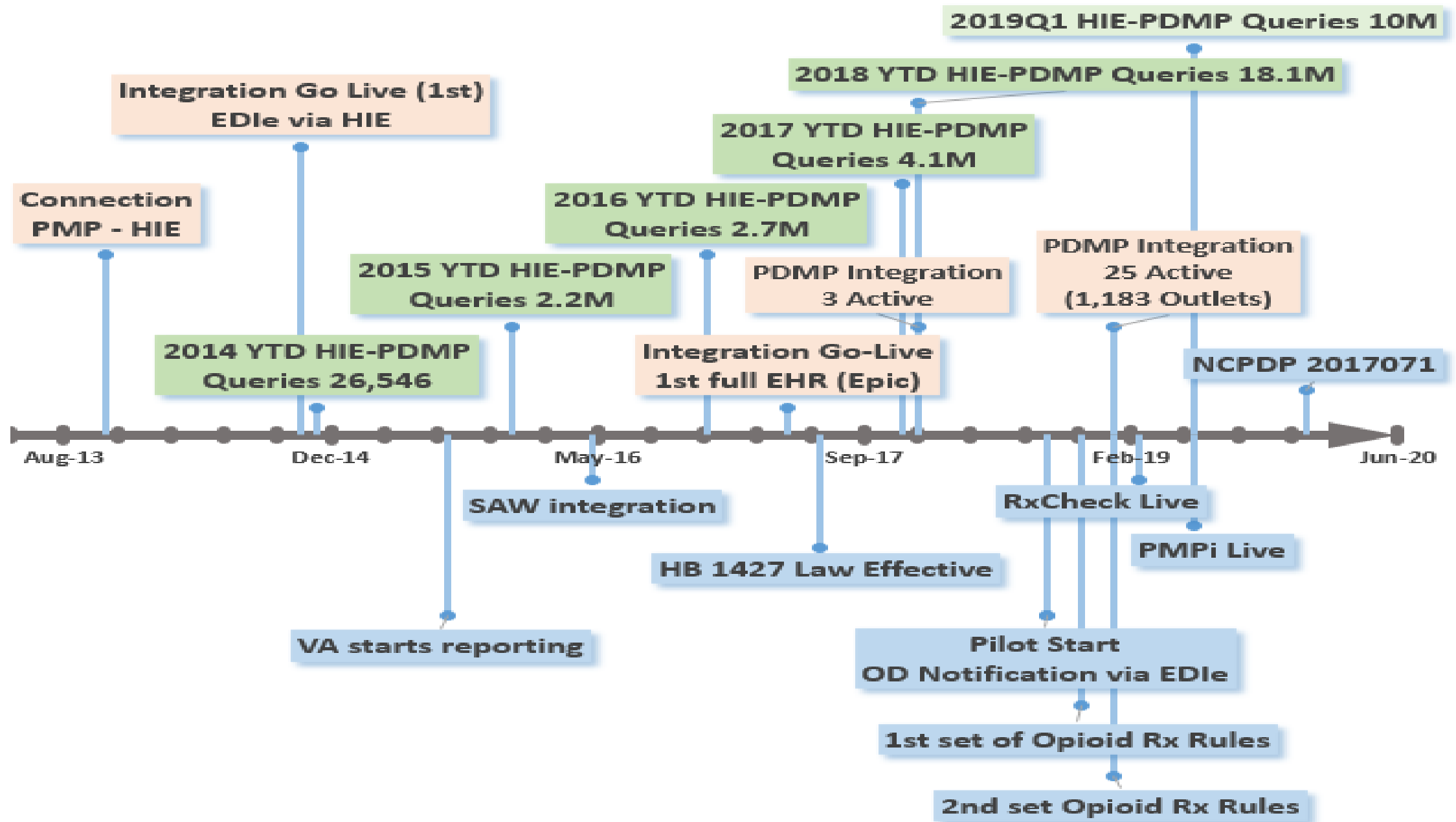
Onboarding Coordination

Support Area:

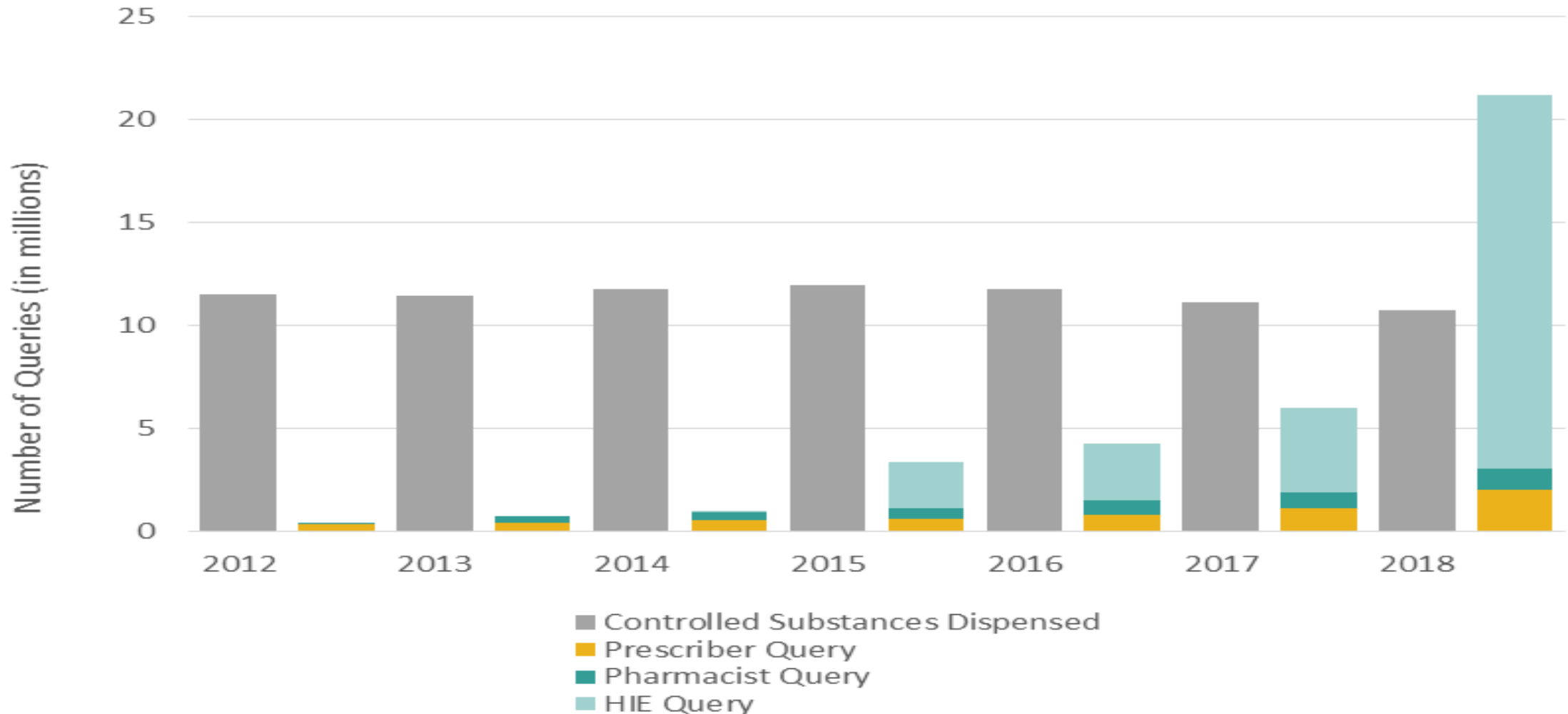
- Administrative Support
 - OC serves as single point of contact
 - Set up calls/meetings between:
 - HCO
 - HIE
 - EHR vendor
 - 3rd party integrators
 - PMP vendor

Success!

- 147 Organization Engaged (over 1,800 Healthcare Outlets)
- Since hire of OC integrations grew from 2 to 28
 - 1st – EDIe (2014) | 2nd Valley Med (2017)
- 28 Organizations in Production – Over 1,100 HC Outlets
 - And growing – more each quarter
- EHR Integrated Query Transactions:
 - 2018CY 18.1M | 2019Q1 10M
- HCOs beginning to use PDMP data for QI and research



CS Dispensing | PDMP Queries





PMP Contacts

Program Director

Sasha De Leon

Helpdesk Manager

Matthew Reid

Operations Manager

Gary Garrety

Secretary Senior

Cece Zenker

Epidemiologists

Jian Gong

Mariana Rosenthal

Neal Traven

Fan Xiong

Helpdesk

Reem Aldaghestani

Eric Grace

Massa Mathis

Sara Staley

Contact Info

Phone: 360.236.4806 (option #2)

Email: prescriptionmonitoring@doh.wa.gov

Website: <http://www.doh.wa.gov/pmp>