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## HIMSS Analytics Continuity of Care Maturity Model

**Further Information**

<http://himssanalytics.org/CCMM>

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## BENCHMARKS SUITE

**Further Information**

<http://himssanalytics.org/CCMM>

# HIMSS ANALYTICS BENCHMARK SUITE

- **EMRAM, ACUTE**
- **EMRAM, AMBULATORY**
- **CONTINUITY OF CARE MATURITY MODEL**
- **ADOPTION MODEL FOR ANALYTICS MATURITY**
- **VALUE SCORE**



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## Healthcare IT Advantage Dashboard



# My Health System



What do I do if my data does not look correct?  
**ASK US!**

email: [itexec.services@himssanalytics.org](mailto:itexec.services@himssanalytics.org)

Health System	City	S/P	Facility Count
Memorial Medical Center	Springfield	IL	24

## My Organizations

ORGANIZATION NAME

All ▾

TYPE

All ▾

STATE/PROVINCE ALL

All ▾

Click numbers to drill in and download a report →

Hospitals

4

Practices

13

Sub-Acutes

2

Home Healths

4

Data Centers

--



My Organizations 1



Orgs appear where latitude and longitude is available

## HOSPITALS

### My Hospitals



Click arrow next to title to download inventory

Organization	City	S/P	Type	Primary Service	Staffed Beds	EMRAM Score
Lincoln Memorial Hospital	Lincoln	IL	Hospital	Critical Access	25	6.0470
Memorial Medical Center	Springfield	IL	Hospital	General Medical & Surgical	446	6.0710
Parsonage Area Hospital	Jacksonville	IL	Hospital	General Medical & Surgical	108	6.0310
Taylorville Memorial Hospital	Taylorville	IL	Hospital	Critical Access	25	5.3580

# My Technologies



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Health System	City	S/P	Facility Count
Memorial Health System	Springfield	IL	24

Use filters to pick your organizations to include in MY VENDOR PRODUCT INVENTORY

### My Organizations

### Facility Type

### Locations

### Size

### Installed Technology

ORGANIZATION NAME

PRIMARY SERVICE

COUNTRY

STAFFED BEDS

TECHNOLOGY






PROFIT STATUS

STATE/PROVINCE

PHYSICIAN COUNT

VENDOR





EMRAM SCORE

CBSA



Filter by organization to understand what technologies, vendors and products each organization has installed.

	MY HEALTH SYSTEM	MY FILTERED ORGS
Installed Technologies	133	133
Installed Vendors	83	83
Installed Products	117	117

# My EMRAM Scores

Health System	City	S/P	Facility Count
	Springfield	IL	24



What do I do if my data does not look correct?  
**ASK US!**

email: [itexec.services@himssanalytics.org](mailto:itexec.services@himssanalytics.org)

Use filters to pick organizations to include in "Compared to Others" below

### My Organizations

ORGANIZATION NAME

All

### Facility Type

TYPE: All

PRIMARY SERVICE: All

PROFIT STATUS: All

EMRAM SCORE: All

### Locations

COUNTRY: All

STATE/PROVINCE: All

CBSA: All

### Size

STAFFED BEDS: All

PHYSICIAN COUNT: All

### Installed Technology

TECHNOLOGY: All

VENDOR: All

	ALL MY ORGS	MY FILTERED ORGS	COMPARED TO OTHERS
Hospital AVG EMRAM Score	5.8768	5.8768	4.6439
# of Stage 7 Hospitals	--	--	241
# of Stage 6 Hospitals	3	3	1,777
Practice AVG EMRAM Score	6.1350	6.1350	2.7862
# of Stage 7 Practices	--	--	3,660
# of Stage 6 Practices	13	13	6,590

For for information on EMRAM click [here](#)



# Market Share

→ Understand Vendor's and Product's market share based on technology, organization type, size, locations, EMRAM, primary service, and location

### Facility Type

TYPE: All

PRIMARY SERVICE: All

EMRAM SCORE: All

### Locations

COUNTRY: All

STATE/PROVINCE: All

CBSA: All

### Size

STAFFED BEDS: All

PHYSICIAN COUNT: All

### MU Stage

HOSPITAL: MU1: All

HOSPITAL: MU2: All

### Installing and Installed

TECHNOLOGY: All

VENDOR: All

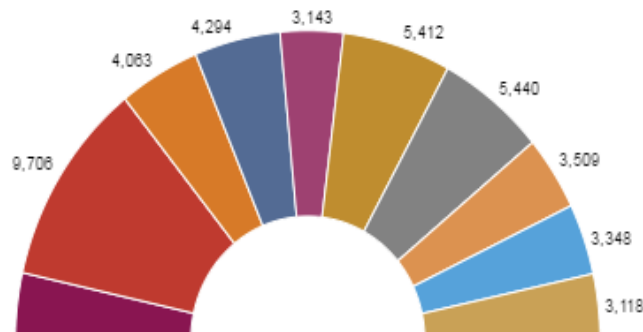
PRODUCT: All

CLICK NUMBER FOR LISTS

	ORGS	MARKET SHARE
Health Systems	2,467	100%
Hospitals	6,129	100%
Practices	46,498	97%

## BY VENDORS

Top 15



All Vendors  
**2,984**

Vendor	# Orgs	%
EPIC	20,726	10%
GE HEALTHCARE	9,706	4%
CERNER	8,573	4%
ALLSCRIPTS	6,730	3%



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## Continuity of Care Maturity Model

**Further Information**

<http://himssanalytics.org/CCMM>

# What is “Continuity of Care”?

## Citizens’ perspective...

*Non-disruption of care provided to a patient throughout his/her care journey, across care settings and care givers*

## Industry perspective...

Alignment of healthcare resources, across care settings, orchestrated in a way that delivers the best healthcare services and value possible for a defined population

# Continuity of Care Maturation Model

## Model Overview

- **Improve care coordination** over **diverse care settings**
- **Engages 3 key stakeholder groups**
- Leverages an 7 **stage maturity model**, like EMR Adoption
  - **4 key focus areas** theme for each stage, across entire model
- **Aspirational** model **drives value based care** approach
- **Simple** assessment survey
- **Action oriented, strategically focused deliverables**

# Care Setting Orientation

## Traditional Silo'ed

- **Isolated Decisions**
  - Errors
  - Increased Diagnosis
- **Uncoordinated Care**
  - Isolated care episodes
  - Lost efficiencies
  - Lost opportunity
- **Increased Costs**
  - Inefficient system usage
  - Redundant services
- **Systemic Inefficiencies**
  - Lacks health info. sharing
  - Incomplete health picture



## Coordinated

- **Health Information Exchange**
  - Health information sharing
  - Consolidated EMR
  - Semantic interoperability
- **Coordinated Patient Care**
  - Coordinated treatment
  - Reduced Errors
  - Care team alerts
- **Advanced Analytics**
  - Population health
  - Patient specific CDS
- **Patient Engagement**
  - Personalized alerts, goals
  - EMR access, input
  - Mobile access



# Continuity of Care Maturity



## HIMSS Analytics Continuity of Care Maturity Model

<b>STAGE 7</b>	Knowledge Driven Engagement for a Dynamic, Multi-vendor, Multi-organizational Interconnected Healthcare Delivery Model		Optimization
<b>STAGE 6</b>	Closed Loop Care Coordination Across Care Team Members		Pt engagement
<b>STAGE 5</b>	Community Wide Patient Record using Applied Information with Patient Engagement Focus		Internal first, then external
<b>STAGE 4</b>	Care Coordination based on Actionable Data using a Semantic Interoperable Patient Record		
<b>STAGE 3</b>	Normalized Patient Record using Structural Interoperability		
<b>STAGE 2</b>	Patient Centered Clinical Data using Basic System-to-System Exchange		
<b>STAGE 1</b>	Basic Peer-to-Peer Data Exchange		Resolve ID issues HIE focus
<b>STAGE 0</b>	Limited to No E-communication		

# Multiple Model Stakeholders

## Administrators CEO/COO/CFO/CSOs

*Forge agreements, policies, and standards that allow and enable progress*



Governance



*Drive clinical activities that enable and enhance coordinated care, pop health*

## Clinical/Medical Leaders CMIO/CNO/CNIOs

Clinical



Information Technology

## Technology Leaders CIOs

*Build out Information & Technology that facilitates key strategies*

# Findings Presented

## Executive Summary

- Summary achievement standings
- Description of achievement
- Overall recommendations

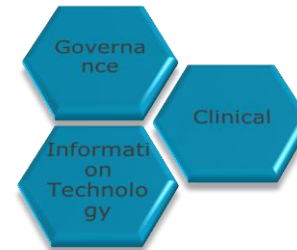
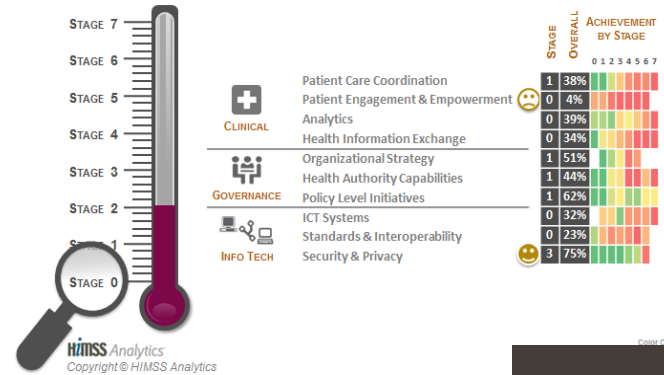
## By Stakeholder Group

- Individual achievement standings
- Individual recommendations

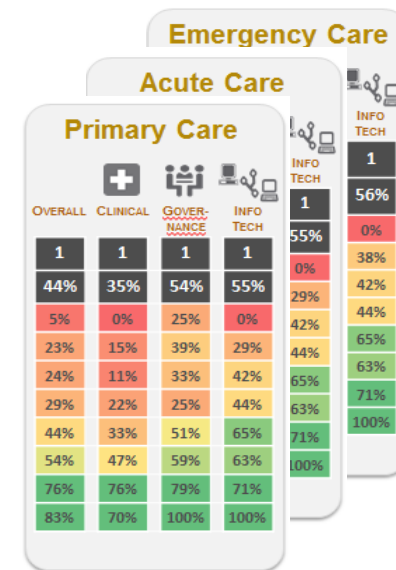
## Across Care Settings

- Individual achievement standings
- Individual recommendations

CONTINUITY OF CARE MATURITY SCORE **0**  
 OVERALL % OF STAGE ACHIEVEMENT **36%**



	PRIMARY CARE	ACUTE CARE	ED CARE	LONG TERM CARE	HOME CARE
1	1	1	0	0	0
55%	55%	56%	28%	27%	0%
0%	0%	0%	0%	0%	0%
29%	29%	38%	0%	0%	0%
42%	42%	42%	17%	17%	0%
44%	44%	44%	22%	22%	0%
65%	65%	65%	40%	40%	0%
63%	63%	63%	34%	31%	0%
71%	71%	71%	38%	38%	0%
100%	100%	100%	50%	50%	0%



# Continuity of Care Assessment

## Value Proposition

- **Prescriptive direction** across 4 key focus areas
  - Care Coordination
  - Health Information Exchange
  - Analytics
  - Patient Engagement
- Actionable **stakeholder group directives & alignment**
- Actionable **care setting profiles and directives**
- **Scalable** across populations and care settings



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## HEALTH PEI CCMM GAP ASSESSMENT

**Further Information**

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# CCMM Gap Analysis – Health PEI

- CCMM Report categorized assessment results into three broad categories
  - » Governance, clinical & information technology
  - » Governance & clinical dimensions were viewed as added value within this model
- Assessment was designed to address maturity within:
  - » Acute care, Primary Care, Home Care, Mental Health & Addictions, LTC & Out-of-Province Care

# Findings & Progress I

- Findings highlighted importance of focusing on governance and clinical dimensions in achieving coordination of care
  - » Need to integrate governance and clinical dimensions in IM/IT operational planning
  - » Need to demonstrate good information sharing across spectrum of patient care, not merely in separate departments
  - » Need to directly engage clinicians in concert

## Findings & Progress II

- Reinforced the vision of engaging patients in their healthcare
  - » Need to introduce consumer health products (e.g., patient portals, e-bookings, e-Rx)

## Findings & Progress III

- Addressed governance challenges across continuum of healthcare delivery
  - » Role of governance in setting clinical standards and clinical best practices
  - » Developing shared governance including medical, nursing and allied health leadership



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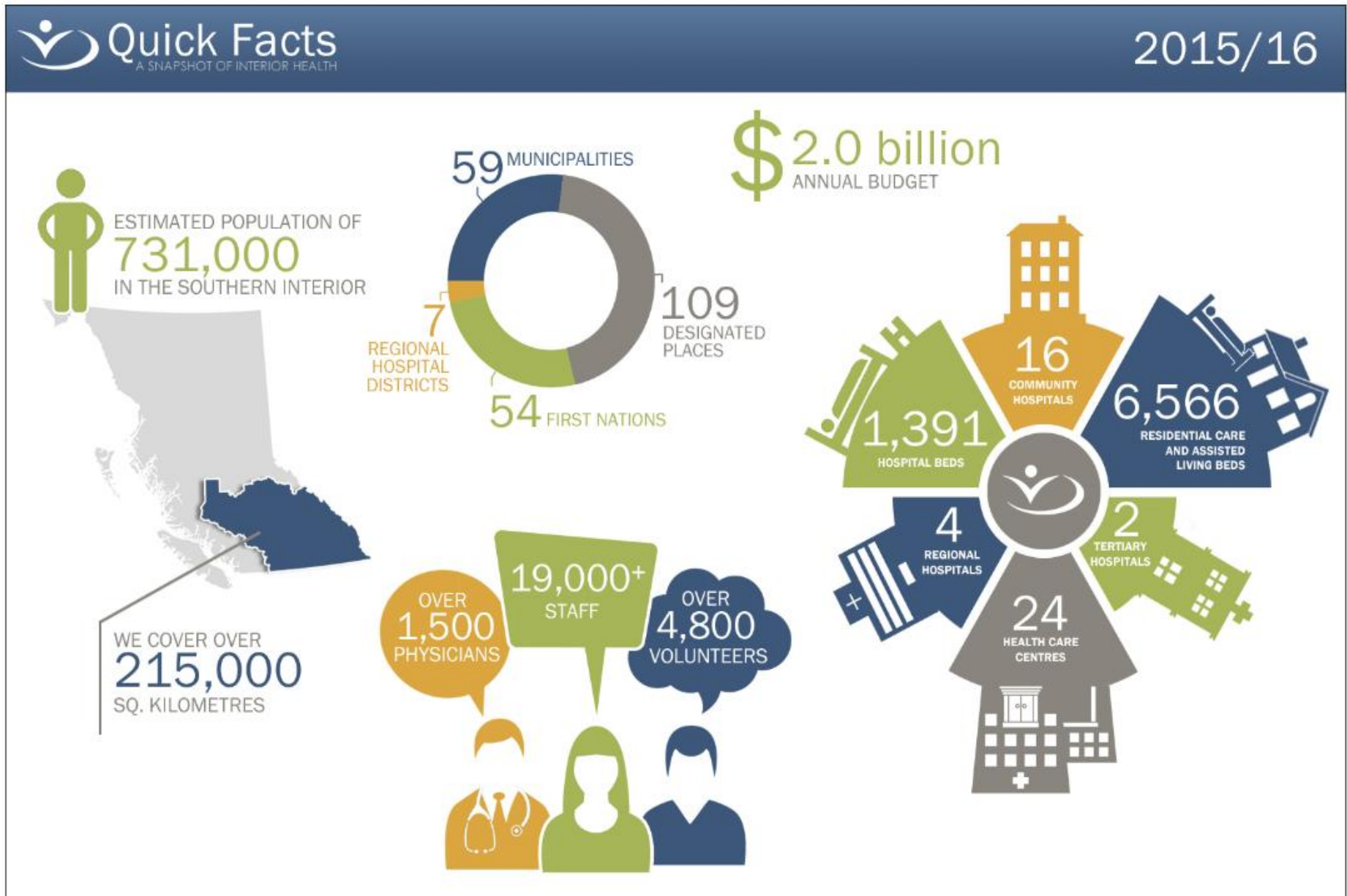
## INTERIOR HEALTH, OVERVIEW & CCMM GAP ASSESSMENT

**Further Information**

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# Interior Health Overview



## Interior Health

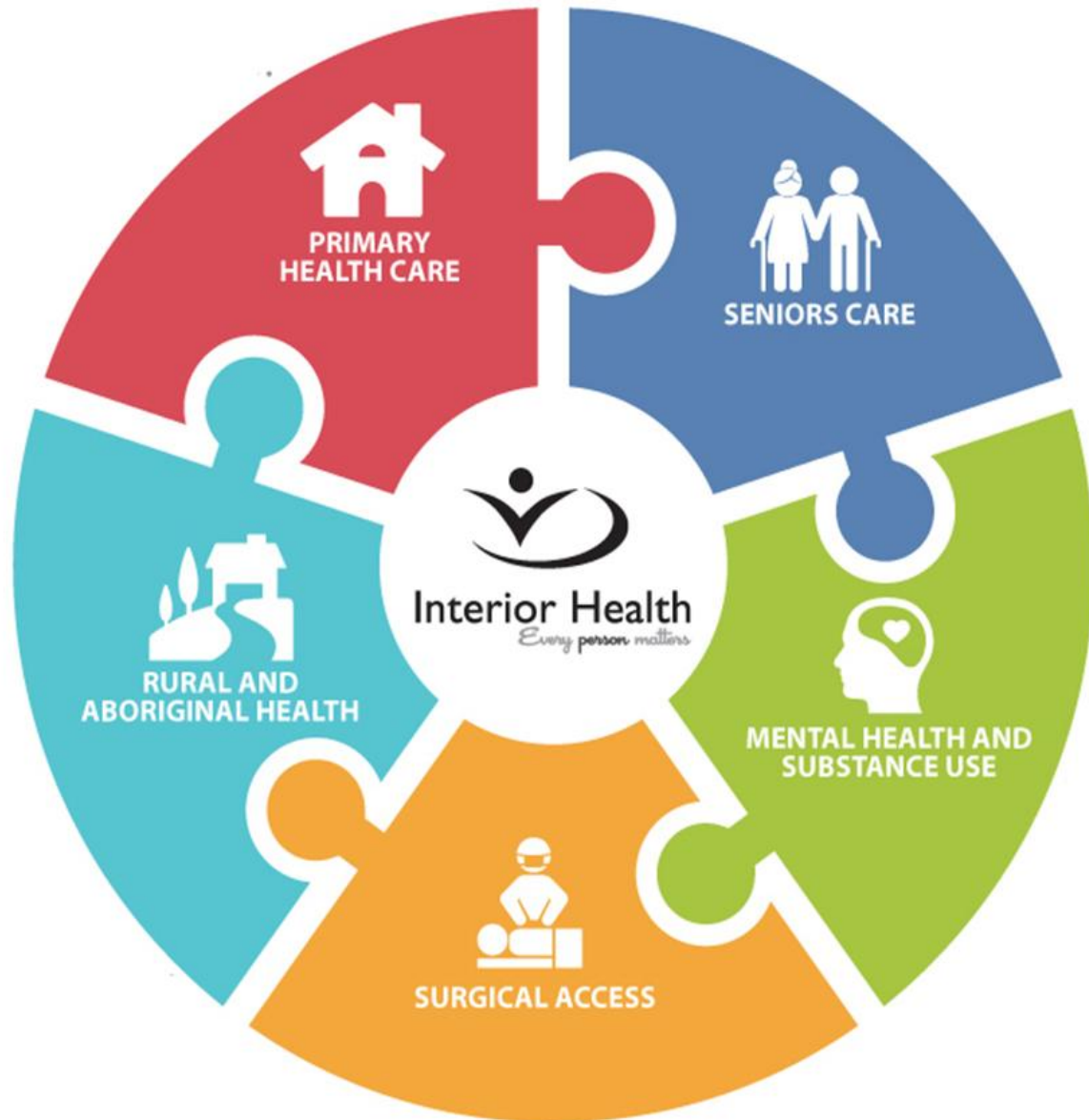
### **Our vision**

To set new standards of excellence in the delivery of health services in the Province of British Columbia.

### **Our mission**

Promote healthy lifestyles and provide needed health services in a timely, caring, and efficient manner, to the highest professional and quality standards.

# Interior Health 5 Key Strategies



1. Enhance access to appropriate primary health care.
2. Improve primary and community care delivery and outcomes for frail seniors living with complex chronic conditions.
3. Improve primary and community care delivery and outcomes for mental health and substance use clients.
4. Improve timely access to elective surgery.
5. Implement a renewed system of care to improve access and service quality across rural and remote communities, including continuing to build relationships with Aboriginal partners to ensure health care is provided in a culturally safe and sensitive way.

# How can a single chart happen?

1. Single HCIS (Health Care Information System) in use across the continuum of care.
2. Where clinician specific tools (e.g. Family Practice Physician EMR) exist, share data from source of truth. INTEROPERABILITY is key.

# Benefits of CCMM

1. Sets the broad targets for health agencies and jurisdictions to follow.
2. Enables benchmarking against endorsed path to identify provincial & national leaders in continuity of care.
3. Provides unbiased measurement on progress to date, and guides future investment in continuity of care.



The background is a top-down view of a wooden desk. In the upper right, a person's hands are holding a tablet. In the lower center, another person's hands are holding a tablet. To the right of the lower tablet, a smartphone is lying on the desk. A pen is visible in the upper left and lower left areas. The entire image has a blue color overlay.

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The background is a blue-tinted photograph of a wooden desk. In the top right, a person's hands are holding a tablet. In the bottom center, another person's hands are holding a tablet. To the right of the bottom tablet, a smartphone is lying on the desk. A pen is visible on the desk in the top left and bottom left areas. The overall scene suggests a collaborative work environment focused on technology.

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**THANK YOU**