

Consumer Engagement Platform

Project Description & What We Tested	
<p>Vendor: Rhode Island Quality Institute Scott Young</p> <p>State Contact(s): Melissa Lauer, EOHHS/SIM</p> 	<p>SIM End of Life Project 3: Pilot testing of a web-based consumer engagement platform that accommodates upload, storage, and sharing of documents like Advance Directives and allows providers' question and answer sets to be asked and gathered centrally for uses such as Social Determinants of Health (SDOH) data. The Advance Directives and MOLST documents will be made available for viewing and download in CurrentCare for the entire Rhode Island provider community that has access to CurrentCare.</p> <p>Funds Allocated: \$656,277</p>
Milestones & Accomplishments	Sustainability & Transition Planning
<p>The Consumer Engagement Platform (branded as Know My Health) has been in production and use as of December 21, 2018.</p> <p>Data added to the CEP is now automatically sent to CurrentCare.</p> <p>Nine practices and/or providers have participated in pilot testing of the CEP while participating in collaborative focused on advanced care planning where they established workflows and AIMS specific to their organizations.</p> <p>SDOH form built and accessible.</p> <p>SBIRT assessment tool and GPRA form and upload tool developed as result of this project.</p>	<p>The core CEP is funded by an SBIRT grant through 2021 utilizing an SBIRT assessment and GPRA upload tool that was developed leveraging the CEP through a separate funding source. There has been some limited interest in the local healthcare community to contribute funding to support the program post June 2019. An overall assessment of the Consumer Engagement platform as a potential replacement for RIQI's current HIE personal Health Record (CurrentCare for Me) is planned as a part of the overall HIE upgrade occurring in the Fall of 2019. If this takes place and contingent upon available funds within RIQI, this could become part of RIQI's core HIE services with a nominal fee for providers to receive customized solutions. Additional use cases are being researched and vetted to leverage the capabilities of the CEP that will defray core operating costs with the goal of achieving long term sustainability.</p>
Key Metrics	Challenges
<p>From 01/19 – 06/19:</p> <ul style="list-style-type: none"> Advanced Directives uploaded to practices in KnowMyHealth: 360 <ul style="list-style-type: none"> DPAHC: 277 Living Will: 31 MOLST: 45 Other: 7 Advance Directives uploaded and available in the HIE: 245 Advanced Directives accessed by providers in the HIE: 28 	<ul style="list-style-type: none"> Early challenges and delays in the project led to a compressed timeline for completion of development, testing, and launch Initial QA testing with platform vendor highlighted omitted functionality defined within the business requirements. This initiated a project change request with the vendor and introduced a delay in development for the advance directive component Initial discussions with community stakeholders identified a lack of interest in the social determinants of health assessment functionality, so it was removed from the scope of the pilot.

Impacts:

 Patients

 PCPs

 Payers

 Specialists

 State Government

 Community Mental Health Center Staff

 Hospital & Long-Term Care Staff

 Community Based Organizations