



# LEVERAGING INTEROPERABILITY BEST PRACTICES TO REDUCE WASTE

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# Agenda

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- Brief Bio
- What is Interoperability?
- Why Interoperate?
- Identifying Waste
- Leveraging Best Practices
- Pitfalls to Avoid
- Q & A

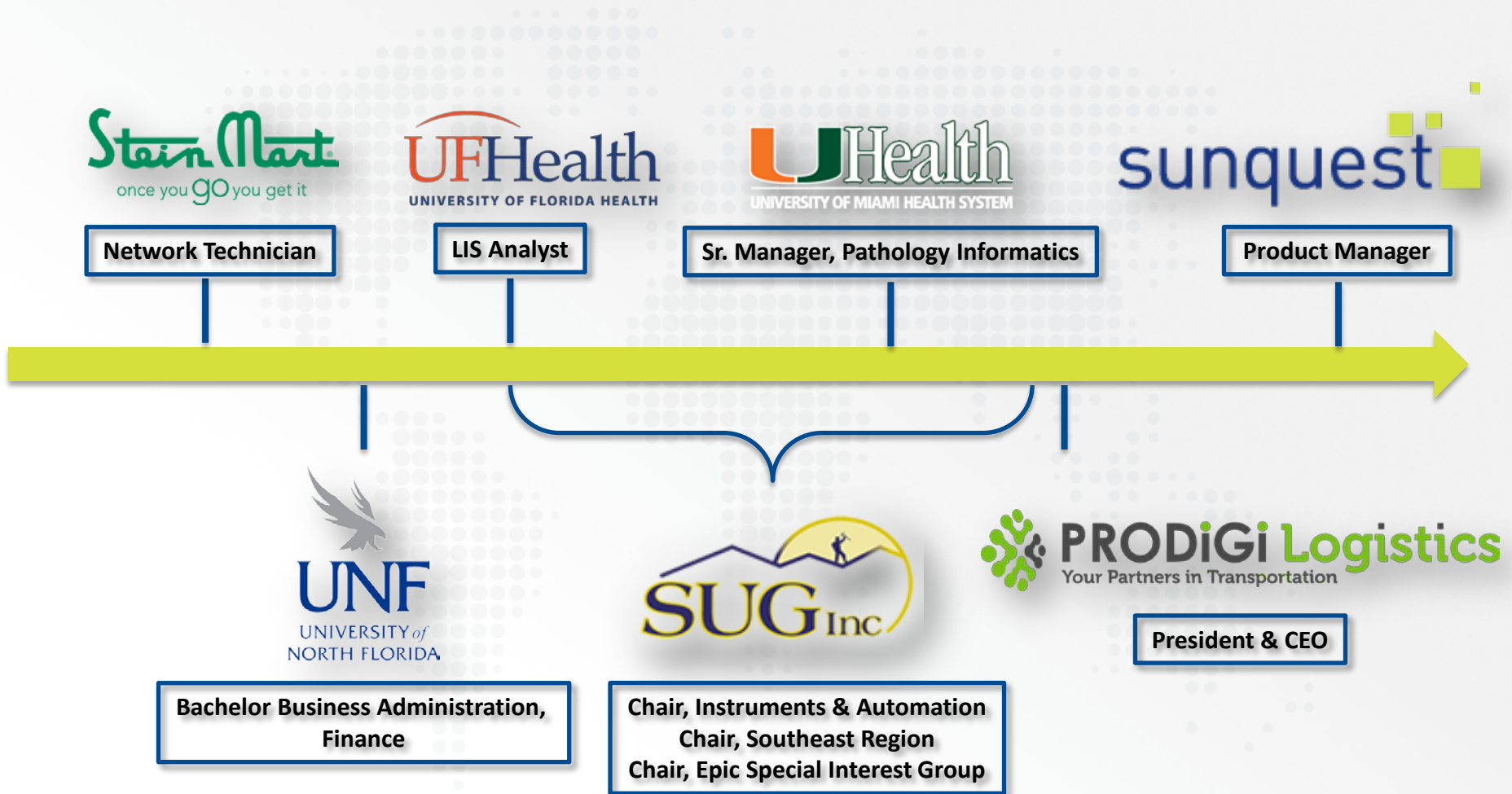




## BRIEF BIO



# Brief Bio







## The importance of interoperability



The future of healthcare continues to change at an exponential rate—almost to the point that it's hard to determine what is the next move for laboratories. Some of the largest software requirements today, and even more so in the future, are revolving around interoperability, and for good reason. Declining inpatient visits are forcing the laboratory to expand its services

outside the hospital walls and become even more connected to physician EMRs, nursing homes, clinics, and pharmacies. Additionally, CMS guidelines in Stage 2 for Meaningful Use require major certified technology changes to interfaces, to standardize on HL7 v2.5.1, to include LOINC, SNOMED CT, and other reporting standardizations. Data warehousing and business intelligence continue to be of utmost importance, especially for the C-Suite; subsequently, interoperability across multi-system platforms is another must-have. As we move more toward population management and a value-based payment, away from a fee-for-service model, the demand for HIEs to provide shared patient information for diagnosis algorithms and clinical test validation increases, while EMPI and interoperability are not only required, but are the keys to success.

—Jamel Giuma,  
Product Manager, Interoperability & MU,  
Sunquest Information Systems, Inc.



Medical Laboratory Observer  
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Executive Insight  
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## WHAT IS INTEROPERABILITY?



# What is Interoperability?

*The ability of making systems and organizations work together (inter-operate)*

- Exists in nearly every industry...
  - Healthcare
  - Logistics
  - Retail
  - Hospitality
  - Tech
  - Construction
- Types of Healthcare Interoperability
  - *Foundational*
    - Allows data exchange from one information technology system to be received by another and does not require the ability for the receiving information technology system to interpret the data.
  - *Structural*
    - Defines the syntax of the data exchange. It ensures that data exchanges between information technology systems can be interpreted at the data field level.
  - *Semantic*
    - Takes advantage of both the structuring of the data exchange and the codification of the data including vocabulary so that the receiving information technology systems can interpret the data.



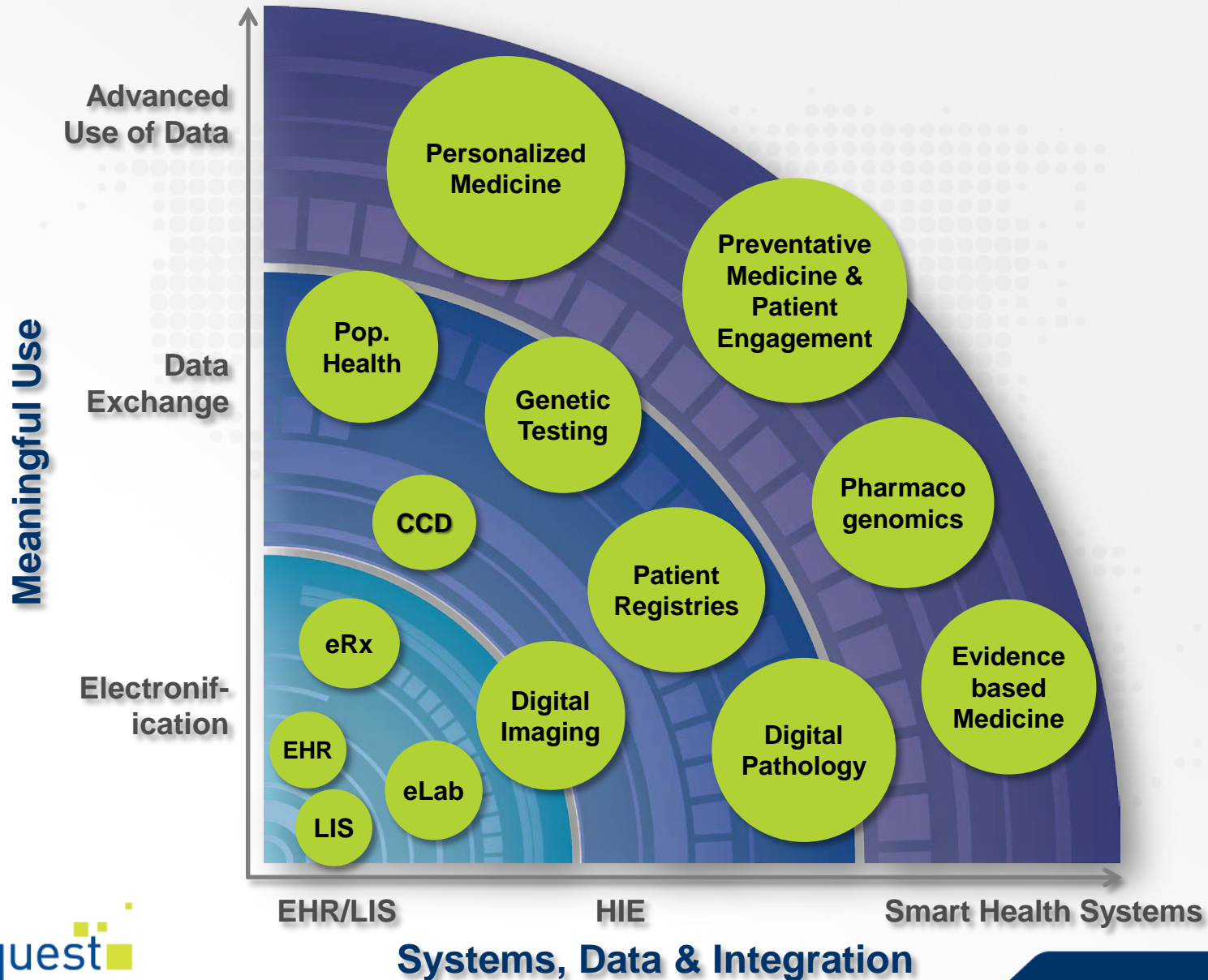
# Interoperability Standards

- Standards for Healthcare Interoperability
  - Standards provide a common language and set of expectations that enable interoperability between systems and/or devices
    - Instrument interfaces (i.e. ASTM, HL7, etc.)
    - Application interfacing (HL7, XML, etc. )
    - Label printers
    - Patient devices





# Healthcare IT Role in Advancing Care



## WHY INTEROPERATE?



# Who Needs the Data?



# Why Interoperate?

- It's ALL about the PATIENT
  - Ability to provide the highest level of care
  - Data accuracy is crucial
  - Eliminate waste
    - Productivity
    - Duplicate testing
      - Lab
      - Radiology
      - Pharmacy
    - Streamlines processes
    - Increase efficiencies



# Moving Care from Acute to Ambulatory



- 70% of care is delivered outside of hospital
- Additional 32 million insured lives



- 50% of hospital revenues coming from outside hospital
- Interoperability is key to success



- 44% have outreach programs
- 67% have outreach plans in next 3 years



# Reimbursement Focus on Value Based Care

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## Value-Based Reform

### Population Management

- Diagnostic intelligence
- Informatics for early-risk identification

### Care Coordination

- Lab registries across care settings
- Testing workups for referrals

### Cost Management

- Dashboards for effective use of labs
- Unit cost efficiency; minimal time to accurate diagnosis



## IDENTIFYING WASTE



# Identifying Waste

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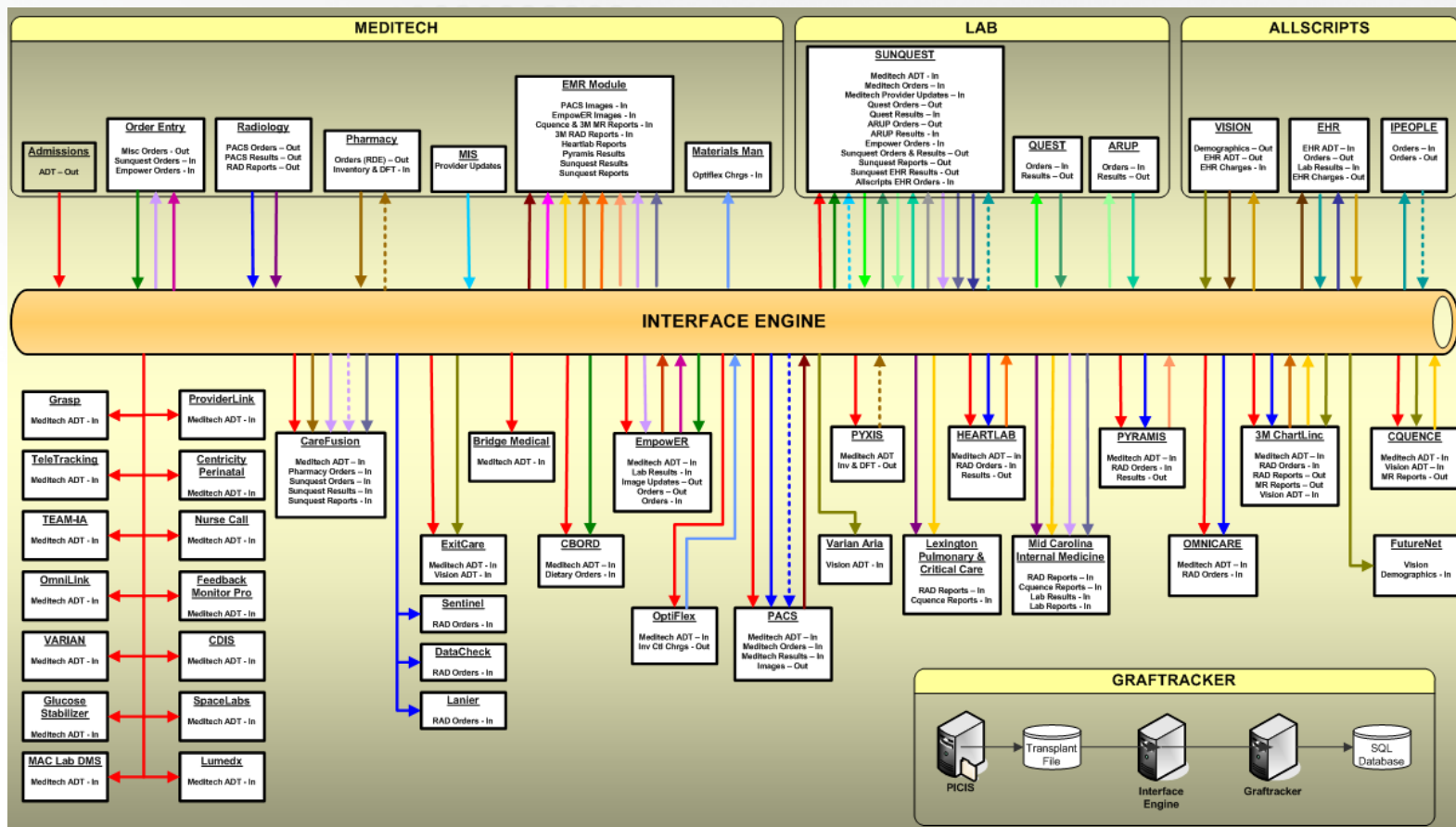
# Take a Deeper Dive...

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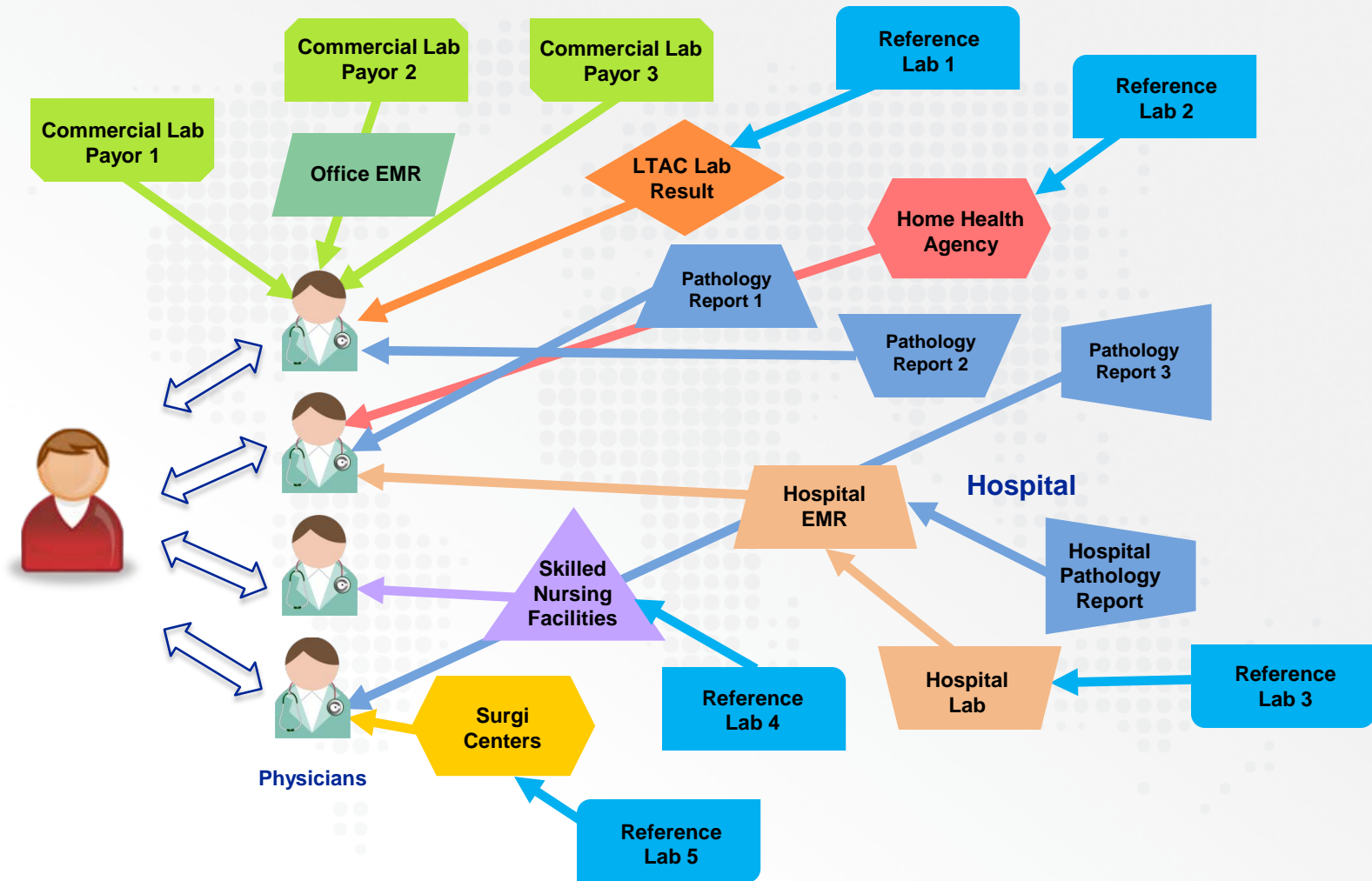
- Routine workflows conceal interoperability failures
- Look at your workspace, lab benches, IT architecture diagrams, and filing cabinets
  - Evaluate current configurations, costs, and personnel overhead
  - Get involved in focus groups and speak with peers in our industry
    - No need to reinvent the wheel
    - Create benchmarks
    - Compare with other labs & hospitals
    - Ask your clients (physicians and patients) for feedback!
    - Work with your IT vendors for support and let your voice be heard



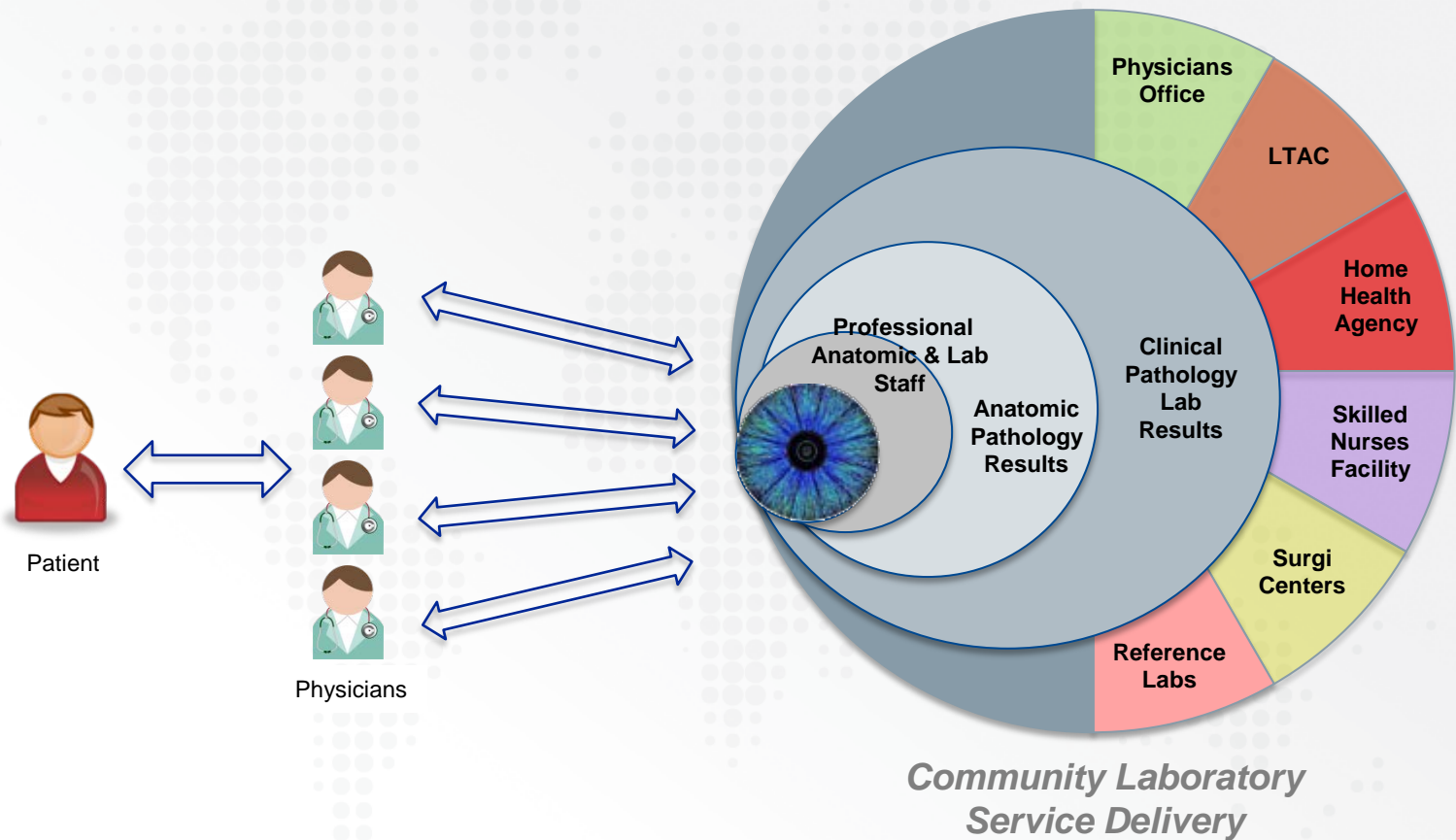




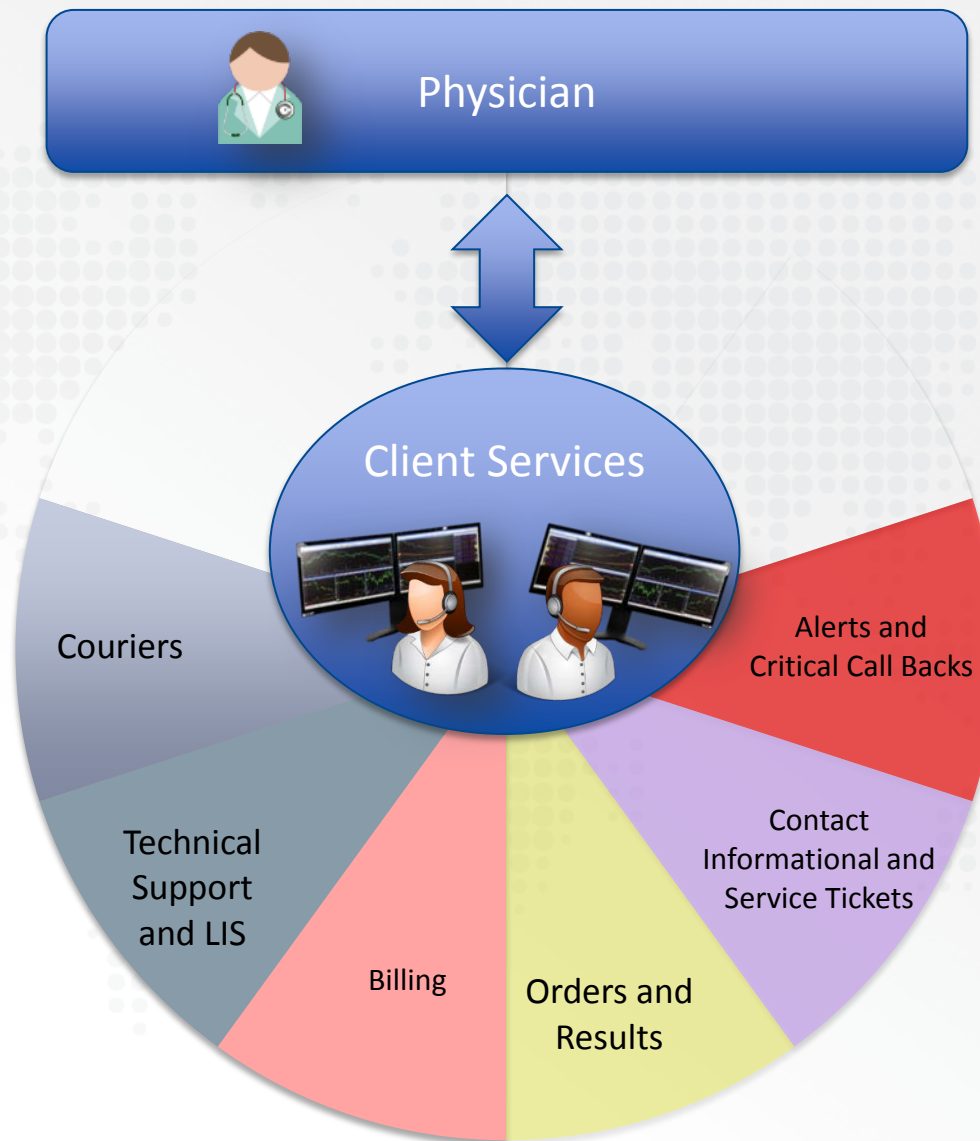
# The Reality of Today



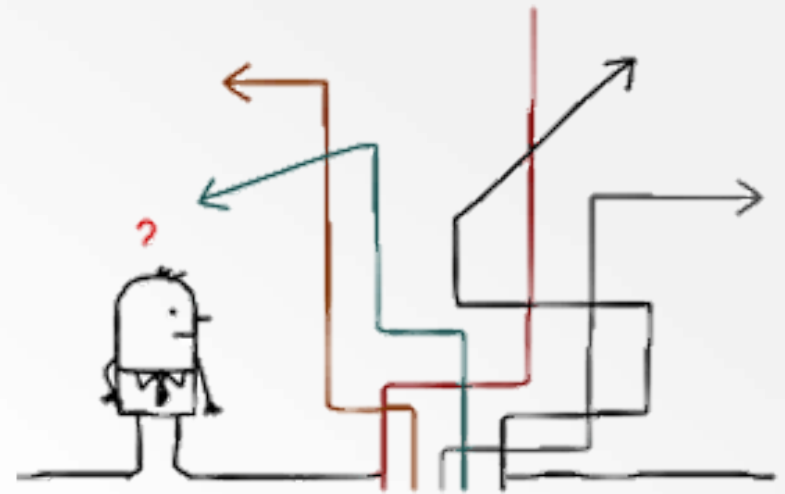
# What the Patient Really Wants



# What the Physician Really Wants

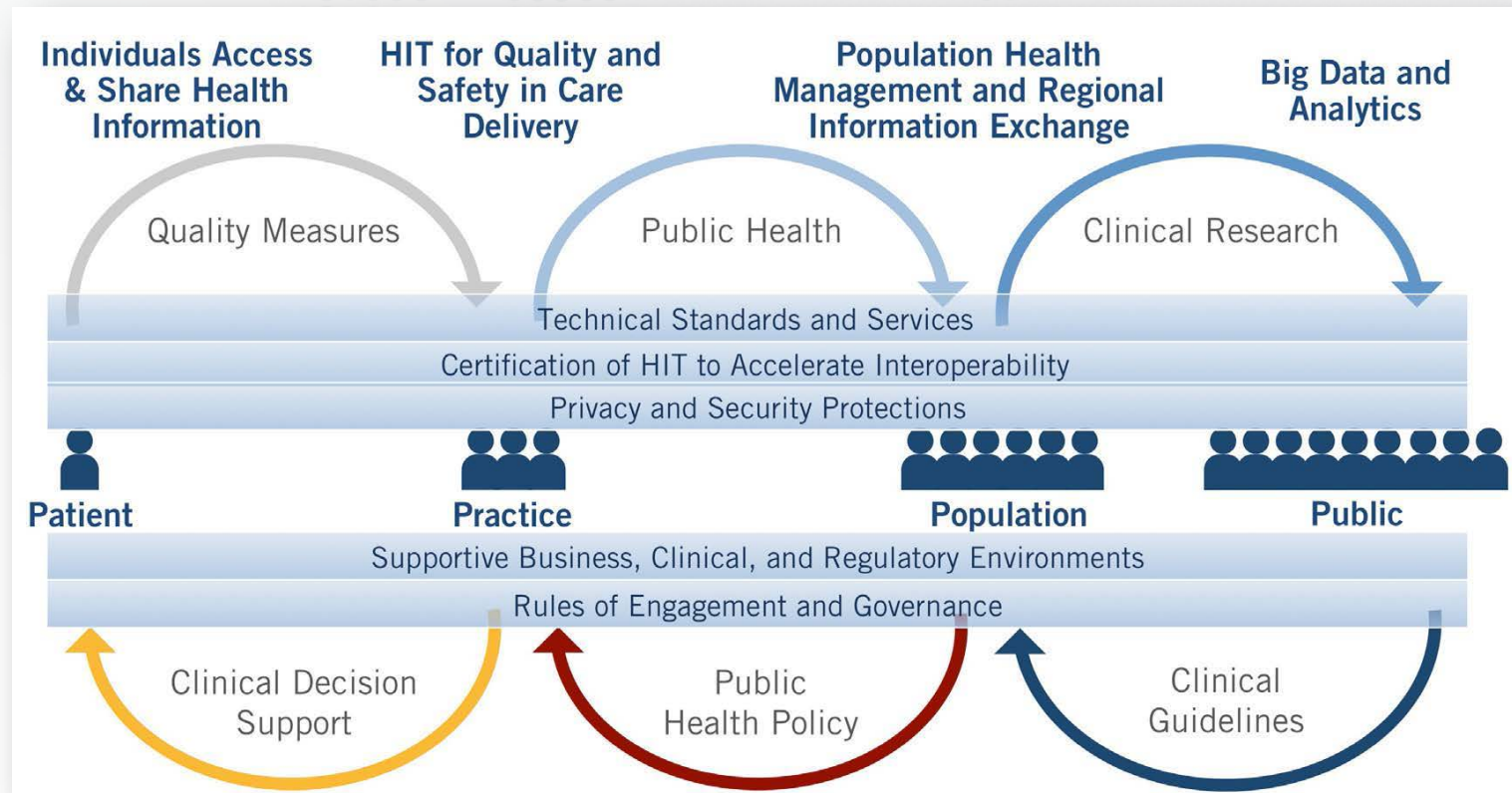


## LEVERAGING BEST PRACTICES



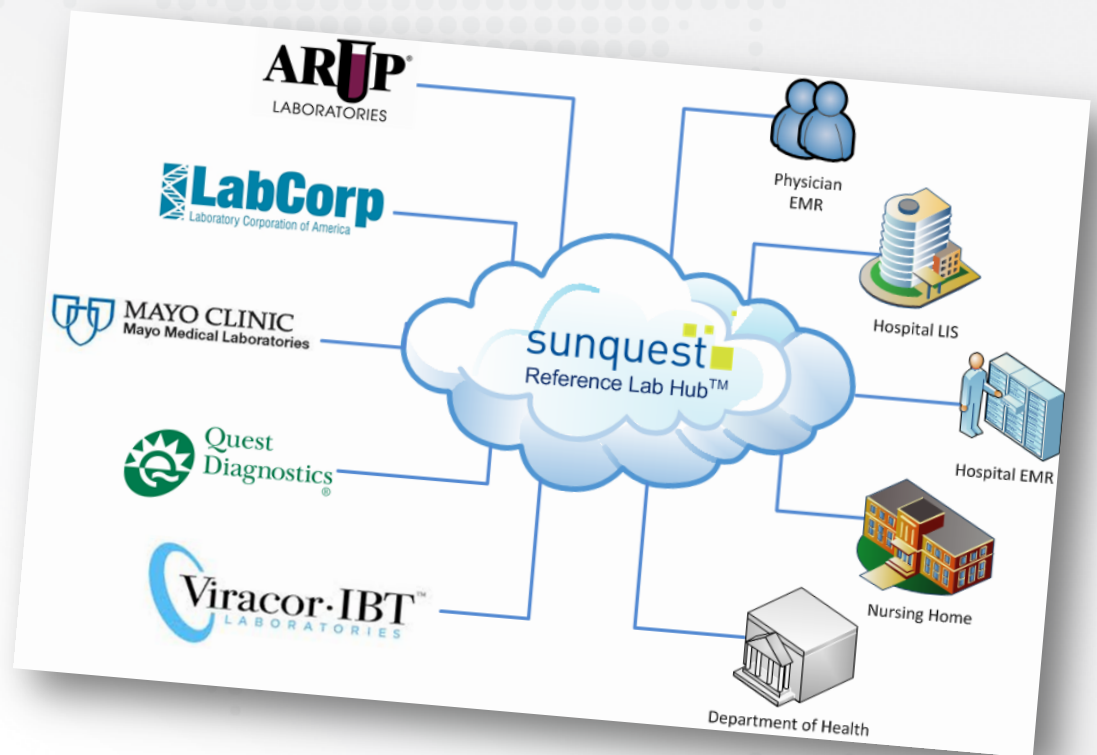


# Health IT Ecosystem



# What are Interoperability Best Practices?

- Less point-to-point
  - Move towards Hub & Spoke
- Advantages
  - Less overhead/costs
  - Less points of failure
  - Faster implementation
  - Cloud based solutions require no hardware
  - Better High Availability
- Faster Access to Data



# Leveraging Best Practices



## PITFALLS TO AVOID



# Pitfalls to Avoid

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- Don't bite of more than you can chew
  - Prioritization is KEY
    - Critical
    - Nice to Have
    - Future
  - Create Critical Path
  - Build Business Case
    - Prove ROI
    - Ensure plan is patient centric
  - Remember, Rome was not built in a day
    - Testing and validation is a MUST





# Thank You!



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