Electronic Quitline Referrals – How Far Have We Come and What Are the Next Steps?

Summary

A networking session on electronic quitline referrals was convened to discuss a standard definition for e-referrals, share lessons that have been learned from states and service providers with experience in e-referral, and discuss next steps on e-referral for the Consortium. The level of interest in this topic was very high; over 50 NAQC members attended the session.

The networking session opened with a presentation by Robin Daigh (National Jewish Health) on defining e-referral. Please see the slides and two handouts for details. Next, two states presented their experiences and lessons learned:

- Massachusetts – Anna Landau (state TCP) and Ann Marie Rakovic (JSI)
- Wisconsin – Rob Adsit (U WI, CTRI) and Kara Nielson (Alere)

Descriptions of e-referral systems in Massachusetts and Wisconsin are available (see links). New Hampshire and California also provided materials (see links).

Many of those in attendance are actively exploring e-referral options and would like to learn more about e-referral through NAQC. During the session, attendees suggested NAQC take the following actions:

- Convene a webinar.
- Establish a workgroup to make recommendations regarding standard e-referral forms, secure network (NHIN direct framework), a collaborative interface and other issues.
- Develop materials to help move the agenda forward (fact sheets, toolkits)

Links to session resources

Presentation on a definition of e-referral
Background materials on e-referral
CA example
MA example
NH example
Suggested reading material