



eReferral Project Summary

Please describe the purpose / goals for your eReferral project. Give a description of the health care provider/system, why/how they were selected, and other relevant information. What outcomes are you seeking to achieve through this project?

The purpose and goal was to pilot in one hospital unit, a policy driven, eReferral program (Opt- to-Quit™) for Richmond University Medical Center (RUMC) tobacco using patients to the New York State Smokers' Quitline (NYSSQL). This program uses a bidirectional eReferral system to provide tobacco cessation intervention to patients on a specific unit of Richmond University Medical Center (Staten Island, NY) after they are discharged. This program has been in place since November 2013. This data exchange is based on a point-to-point automated referral data transmission from RUMC's' EHR to Roswell Park Cessation Services (RPCS) web-services and data systems that support the NYSSQL services.
The format for data exchange is based on self-defined XML specifications (may be extended to follow HL7). This approach is adapted to minimize recurring costs to providers. This also allows the providers to send referrals of tobacco using patients from a specific medical unit of the hospital, the minimum data necessary without stringent constraints imposed by HL7.

Type of Project

Is this project for inpatients, outpatients, or both? Please describe the characteristics of the health care system / provider you are working with. Is it an acute care hospital, a specialty hospital, an ambulatory clinic, or a physicians group? Does the clinic have any special attributes, such as a behavioral health clinic or a federally qualified health center? Is the physicians' group multispecialty, single specialty or primary care?

Richmond University Medical Center (RUMC), an affiliate of The Mount Sinai Hospital and Mount Sinai School of Medicine, is a 470+ bed healthcare facility serving borough residents as a leader in the areas of surgery, gastroenterology, pediatrics and pediatric gastroenterology, endocrinology, urology, oncology, orthopedics, surgery and maternal health. This program identifies inpatients on a specific unit who use tobacco products and refers them to NYSSQL for further intervention on discharge.

Dates

Please note the date started and completed. If the project is still ongoing, please include the expected date of completion.

Table with 2 columns: Date Label and Date Value. Rows include Start Date (November 2013), Expected Complete Date or (Not Applicable), and Actual Complete Date: (Ongoing).

Key Players

Provide a list of the key organizations responsible for planning, implementing and funding your eReferral project.

Partner	Name	Location	Key Roles and Responsibilities for eReferral Implementation
Health Care System	Richmond University Medical Center	Staten Island, NY	<p>Implement an organization wide policy to automatically refer a tobacco user for further intervention by Quitline.</p> <p>Build interfaces that allow providers and other medical staff to tag tobacco users for further intervention on EHR system.</p> <p>Modify their system to transmit the data on tagged individuals on real-time or on a periodic basis.</p>
Quitline Service Provider	Roswell Park Cessation Services	Buffalo, NY	<p>Build and maintain data transfer systems and web services.</p> <p>Provide technical and policy related assistance to decision makers, hospital and IT staff.</p>
Quitline Funder	New York State Bureau of Tobacco Control, Dept. of Health	Albany, NY	Support implementation of Opt-To-Quit™ for health systems as a function of the NYSSQL
Funder	All key Players		No “new” funds allotted for implementation.

Technology

Provide a list of the key technology vendors and resources used to build your eReferral system. Note whether you are using HL7 2.x or HL7 3.x (cCDA) as your interoperability standard. Describe your HIE framework.

Technology	Vendor Name	Software Description (eg, name, version, type)
NYS Smokers' Quitline	Roswell Park Cessation Services	Custom developed software
Data Specifications	Roswell Park Cessation Services	Self-defined XML data format (can be updated to HL7 CCD document in future)
Information Exchange	Roswell Park Cessation Services	Custom developed Web Service that can accept or supply referral and outcome information to providers.
EHR	Richmond University Medical Center	Extract referral data and stream it to RPCS/NYSSQL web-service for further processing. (automated at both ends)

Key Work

Please breakdown the project into key areas of work or milestones that must be completed so that readers have an understanding of the project framework and complexity.

Key Area / Milestone	Description of Project Steps
Feasibility	Assess feasibility of the project on a specific section of the hospital. This phase is now complete.
Extension	Expand this process to all parts of the facility. Extend the reverse information flow to providers' EHR from NYSSQL outcome reports.
Bidirectional	Work with EHR vendor and the provider facility to retrieve outcome information from Quitline and compile into the patient's medical record.

Project Outcomes

Please note progress to date on project implementation and outcomes. If eReferrals are being made, please describe whether they are bi-directional and whether information is being passed as discrete data or unformatted text. How many eReferrals are generated in a given timeframe?

Currently the data transfer is limited to referrals from the provider to RPCS/NYSSQL using an XML based data schema. The reverse data flow is to be implemented as resources become available for the provider.

Since the start of this eReferral program, the NYSSQL has received over 30 RUMC patient referrals.

Key Challenges / Lessons Learned

Although, the entire infrastructure is in-place, getting help and resources to providers to refer and access information directly between their EHR System and RPCS Data Systems remains a challenge in consideration of the costs involved at the providers' end.

The mode of transmittal should also be flexible to fit smaller clinics and group practices.

Attachments

Please include any supporting documentation that will help others to learn from your eReferral project. Examples include practice workflows, technology diagrams, order sets, discharge instructions, EHR screen shots, and other practical applications of your eReferral process. List below:

- 1.
- 2.