FAQ

NextGen Share
Pre-General Release (April-June 2014)
NextGen Share Resources:

Gary Teichrow – Vice President, R&D
Yvan Charpentier – Manager, R&D
Muhammad Chebli – Interoperability Product Manager

Contact the NextGen Share Team at Share@nextgen.com
Introduction

Who is Mirth?
Mirth™ is a global leader in Health Information Technology (HIT), delivering solutions that dramatically reduce the time, cost, and technology barriers to healthcare transformation. Mirth solutions are used daily by thousands of health professionals, working in many of the nation’s largest and most respected healthcare organizations, to streamline care processes, and securely exchange health information. Mirth was acquired by QSI®, the NextGen Healthcare parent company, in September 2013.

What is NextGen Share?
Interoperability is complicated. It “happens” outside the clinical workflow and doesn’t always provide actionable data. But regulatory mandates for interoperability are irreversible.

NextGen® Share is a nationwide network connecting our clients and non-NextGen Healthcare providers to support secure clinical data exchange. It combines key strengths of NextGen Healthcare and Mirth products to create an interoperability solution that facilitates easy data exchange among providers.

NextGen Share allows clients to connect with external providers using industry standards which are widely adopted by ONC 2014 Edition certified EHR products. It enables users to find connected providers and organizations, compose and exchange a referral with clinical documents, and count such transactions toward their Meaningful Use (MU) stage 2 reporting. This dramatically simplifies today’s manual referral workflows which require faxing or paper shuffling.

Features & Functionality

What are the building blocks of NextGen Share?
Products from both NextGen Healthcare and Mirth comprise the foundation of NextGen Share. From a NextGen Healthcare perspective, NextGen Share uses NextGen® Ambulatory EHR version 5.8 UD1, NextGen® Knowledge Base Model 8.3.3 (NextGen® KBM 8.3.3) + Share Templates, and Rosetta 5.8 UD1. From a Mirth perspective, it uses Mirth® Mail and components of Mirth® Connect. The services of NextGen Share are delivered directly within the provider’s clinical workflow to facilitate the generation and exchange of clinical documents.
What services does NextGen Share offer?
The first phase of NextGen Share is designed to help improve referral generation. It immediately reduces a practice’s need to fax documents and, in time, will fully replace a practice’s need to manually fax documents to referring physicians and external organizations.

It does not simply replace a current workflow with a new one; it makes the entire office more efficient through a number of core services.

Core Services:

• Provider Directory
  – Allows users to search and discover external providers and organizations; these results include providers using NextGen Ambulatory EHR and those using third party EHRs
  – NextGen Share supports connectivity to multiple networks and federated HISP to allow connections to providers using disparate EHRs

• Referral Generation
  – Utilizes the NextGen KBM 8.3.3 + Share referral template to generate referral packages
  – Supports C-CDA creation, multiple document attachments, and referral cover letter generation

• Referral Transmission
  – Uses the Direct protocol to transmit the newly created referral order
  – Supports MU2 core measure #15
  – Support for Message Delivery Notification to ensure an accurate count of the numerator of measure #15

• MU2 Calculation
  – Automates MU2 calculations to ensure the attesting provider has met the thresholds necessary for MU2 core measure #15

What is the benefit to NextGen Healthcare providers?

• It reduces an organization’s connectivity costs by providing a single Direct service provider connection for outside interoperability; with NextGen Share, there is no need for multiple interfaces connecting to multiple HISPs

• It allows users to securely share C-CDAs, NextGen EHR generated documents, patient images, and other clinical patient information with providers on the network

• It provides the ability to search for and discover external providers

• It allows providers to meet MU2 requirements for data sharing

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Is NextGen Share a national Health Information Exchange?

No. NextGen Share is not a national HIE. Rather, it is a national Health Information Service Provider (HISP). A HISP typically provides secure connectivity between endpoints, a searchable provider directory, and message translation between supported protocols. This functionality facilitates secure Direct messaging between providers in support of Meaningful Use Stage 2 and in support of improved office efficiency. Direct messaging allows providers to minimize the use of faxing.

Below, is a table highlighting the differences between NextGen Share and a traditional HIE.

<table>
<thead>
<tr>
<th>Supported Protocols</th>
<th>NextGen Share</th>
<th>Traditional HIE (Typical setup)</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td>• Direct Protocol (XDR and SMTP) to send messages directly to any connected entity / provider and allows for unsolicited receipt of messages from any connected entity / provider</td>
<td>• XDS.b CCD/C-CDA upload for retention at the HIE</td>
</tr>
<tr>
<td></td>
<td>• XDR to SMTP translation and vice versa</td>
<td>• PIX/PDQ for Enterprise Master Patient Index demographic management</td>
</tr>
<tr>
<td>Data Retention</td>
<td>Since Direct messaging uses email delivery as the underlying protocol, NextGen Share stores messages in an email server. Depending on the receiving system's capabilities, NextGen Share can route the message directly to the recipient's EHR. Transmitted messages are private and cannot be queried or retrieved by other users. NextGen Share will maintain statistics for the purposes of auditing and support, and may, in the future, provide a web-mail client for message access.</td>
<td>Data is retained by the HIE for query / retrieval by other connected users. Data within an HIE can also be aggregated from multiple sources to provide a single view of the patient's record.</td>
</tr>
<tr>
<td>Sample User Stories</td>
<td>As a provider, I don’t want my staff to have to print and fax clinical information. We should be able to send data electronically to external providers.</td>
<td>As a provider, I want specialists in my hospital network to access the data that I generate for our mutual patients.</td>
</tr>
<tr>
<td></td>
<td>As a PCP, I want to be able to refer my patient to an endocrinologist who is not part of my hospital's HIE.</td>
<td>As a provider, I want to know what medications were administered when my patient was in the ER.</td>
</tr>
<tr>
<td></td>
<td>As a provider, I want to be able to receive C-CCDAs from other providers who treat my patients.</td>
<td>As a provider, I want to retrieve one CCD/C-CDA for all of the data that has been created by all of the providers who have treated my patient.</td>
</tr>
<tr>
<td></td>
<td>As a referral coordinator, I want to be able to search and discover external providers and organizations so that I can send them patient referrals.</td>
<td>As a provider, I want to retrieve the encounter details from my patient's visit to the dermatologist from three weeks ago.</td>
</tr>
<tr>
<td></td>
<td>As a referral coordinator, I want to be able to send attachments (documents, images, etc.) to external providers.</td>
<td>As an administrator, I want to synchronize my patient demographics with the hospital's data.</td>
</tr>
</tbody>
</table>
What is the difference between NextGen Share and the Direct Interface?

There are a lot of similarities between the currently available Direct Interface and NextGen Share; however, they differ in the user workflow. Below is a comparison table.

<table>
<thead>
<tr>
<th>Feature</th>
<th>NextGen Share</th>
<th>Direct Interface</th>
</tr>
</thead>
<tbody>
<tr>
<td>Meets MU2 Direct Requirements</td>
<td>✓</td>
<td>✓</td>
</tr>
<tr>
<td>Integrated Healthcare Provider Directory (HPD) Search</td>
<td>✓</td>
<td>Not yet</td>
</tr>
<tr>
<td>Supports C-CDA generation</td>
<td>✓</td>
<td>✓</td>
</tr>
<tr>
<td>C-CDA Content</td>
<td>All available patient history is always included in the C-CDA</td>
<td>Users can customize the clinical data to be included in the C-CDA</td>
</tr>
<tr>
<td>Incoming messages arrive in the Inbox</td>
<td>✓</td>
<td>✓</td>
</tr>
<tr>
<td>Support for Message Delivery Notification</td>
<td>✓</td>
<td>×</td>
</tr>
<tr>
<td>Document exports available: EHR 5.7UD1</td>
<td>N/A</td>
<td>CCD</td>
</tr>
<tr>
<td>Document exports available: EHR 5.8</td>
<td>N/A</td>
<td>CCD/C-CDA</td>
</tr>
<tr>
<td>Document exports available: EHR 5.8 UD1</td>
<td>C-CDA, EHR Documents, Patient Images.</td>
<td>C-CDA, EHR Documents, Patient Images</td>
</tr>
<tr>
<td>Workflow Considerations</td>
<td>Integrated with the NextGen KBM 8.3.3 Referral template (Share version) for message generation</td>
<td>Utilizes the Medical Summary Utility for generating all Direct messages</td>
</tr>
<tr>
<td>Cost</td>
<td>Free</td>
<td>Interface + Install + Maintenance</td>
</tr>
</tbody>
</table>
What is the difference between NextGen Share and the Surescripts Clinical Interoperability Network?

NextGen Share, like the Surescripts Clinical Interoperability Network, is a national HISP, which provides Direct messaging functionality to healthcare providers. Both NextGen Healthcare and Surescripts are members of DirectTrust—the non-profit organization which develops, promotes, and enforces rules and best practices to maintain security and trust within the Direct community. DirectTrust accreditation allows clients of the respective HISP to communicate electronically with any other accredited HISP’s clients.

At the time of this document’s publication (4/2014), NextGen Healthcare is a DirectTrust Candidate for accreditation. You can track our DirectTrust accreditation status here. Once NextGen Healthcare has achieved the Full accreditation status, providers on NextGen Share will be able to search, send, and receive messages from external providers on the Surescripts Clinical Interoperability Network and vice versa.

The key differences are:

1. NextGen Share has tight integration into key workflow elements of the NextGen Ambulatory EHR
2. NextGen Share is free to NextGen Healthcare clients
3. On-boarding to NextGen Share is a quick and easy installation and does not require the purchase of install service hours

Meaningful Use

How does NextGen Share help meet Meaningful Use Stage 2 Requirements?

One of the stated goals of Stage 2 in the Meaningful Use program is to advance clinical processes. In pursuit of this goal, providers must support on-going exchange of clinical data; Core Measure 15 requires the ongoing exchange of clinical data.

Providers must satisfy three distinct items in order to successfully attest for Core Measure # 15: Summary of Care.

1. Eligible providers who refer/transition their patients should provide a summary of care record for more than 50 percent of referrals
2. Ten percent of all such referrals/transition should be done through a Direct interface
3. Conduct one or more successful document exchanges with a provider using another EHR vendor or conduct a test with a CMS designated test EHR
Like other MU measures, success with Direct interfaces and transitions of care requires a workflow change within your practice. However, unlike other MU measures, the 10 percent requirement to provide transitions of care through Direct will necessitate that you coordinate your efforts with other providers in your community to ensure that they are ready to receive Direct messages. NextGen Share is built to support the second requirement of Core Measure # 15. NextGen Share allows clients to find external providers and send them referrals through a Direct interface.

What is a CCD and what is a C-CDA?

• A CCD is a Continuity of Care Document; it is one constraint (type) of document which is part of the Clinical Document Architecture (CDA) standard; for MU2, the standard is a Consolidated CDA (C-CDA); [here’s a short primer on C-CDA]; we support C-CDA document generation and import in our EHR 5.8 release

• A few more key things to know about C-CDAs:
  – C-CDAs have a variety of available document-level templates; these templates define the type, purpose, and content of the clinical document; there are C-CDA templates for Consultation Notes, Discharge Summaries, Operative Notes, and Continuity of Care Documents (CCD); we support the generation and transmission of the Continuity of Care Document (CCD) template within the C-CDA
  – CCDs typically include the following patient-specific data points:
    ○ Demographics
    ○ Intended recipient
    ○ Reason for referral
    ○ Payers
    ○ Diagnosis
    ○ Procedure
    ○ Allergy
    ○ Family history
  – It is Machine Readable
    ○ XML-based markup standard intended to specify the encoding, structure, and semantics of a patient summary clinical document for exchange
    ○ Specification constraint of the HL7 CDA
    ○ Uses standard concepts from coding systems: SNOMED, LOINC, ICD-9, RxNorm
  – It is Human Readable
    ○ Digestible data for demographics and clinical information from patient encounters
    ○ Structured by category of data for easy navigation and consistency
    ○ Style sheets are customizable by practice
What is the NextGen Share referral workflow?

The referral workflow begins from the NextGen KBM referral template. The template allows users to create a referral, find an external provider, attach documents, and transmit the referral package. The diagram below shows the steps which are done in the KBM and those steps which are automated through NextGen Share.

**Referral Order Creation**
- Find an external provider
- Compose referral clinical information
- Select relevant documents to transmit

**Assign Order to Staff**
- Staff is able to update the order
- Perform insurance eligibility verification
- Perform prior authorization/pre-certification

**Click “Share” to send the Referral**

**MU2 Calculation**
- MU2 core measure 15 is calculated

**Sent through Direct**

**Referral Package Created**
- C-CDA created
- EHR documents retrieved
- Referral letter created
- Documents packaged

**KBM**  **Automated by Share**
How do I find external providers?

The new referral template has a button which launches the NextGen Share search. This allows you to find external providers and organizations. Once you’ve found a provider or organization, you can complete the rest of the referral steps and then “Share” the referral.
How are providers identified on the NextGen Share network?
Providers and practices are assigned a specific, globally unique Direct email address (for example: drbob@familypractice.nextgenshare.com). These addresses are specific to a provider and a practice. So if a provider is active in multiple practices, she/he has a specific Direct address at each practice. Additionally, administrative users are able to customize the subdomain (part of the address between @ and before “.nextgenshare.com”) for their respective practice and create organization-level addresses that are also discoverable on the network.

What types of documents can be sent using NextGen Share?
NextGen Share supports the generation and transmission of C-CDA, NextGen EHR generated documents generated documents (EHR Documents), and user-loaded images (Patient Images). These documents are available for selection from the NextGen KBM 8.3.3 Referral Template. The list below illustrates the types of attachments we currently support:
• Structured, longitudinal C-CDA documents
• EHR Documents (e.g. referral request letters, intake notes, checkout notes, etc.)
• Patient Images (e.g. photos taken of the patient’s condition/injury, user-loaded radiographic images, etc.)

Get Started
When will NextGen Share be available?
• NextGen Share will be available with the release of NextGen Ambulatory EHR 5.8 UD1 and customized NextGen Share templates will be available with NextGen KBM 8.3.3. The general release (GR) of NextGen Share is scheduled for June 2014.

What prerequisites must NextGen Healthcare providers have to use NextGen Share?
• NextGen Ambulatory EHR 5.8 UD1
• NextGen KBM 8.3.3 + Share Templates
• On-boarding through the NextGen Share portal.

What are the steps of the on-boarding?
On-boarding through the NextGen Share portal connects your practice to the NextGen Share network. After registration, you’ll complete the NextGen Share installation on your Rosetta server. Additionally, you’ll download and install the NextGen Share KBM templates. Additional technical documentation will be made available when NextGen Share is in GR.
The NextGen Share portal enables healthcare organizations to:

- Activate their organization’s account on the NextGen Share network
- Create customized Direct addresses for their practices and providers
- On-board individual providers to the NextGen Share directory
- On-board individual practices to the NextGen Share directory
- Generate usage reports
- Access relevant technical documentation

You must complete the on-boarding process (installations and provider activations) in order to access the NextGen Share features in the EHR.

What will NextGen Share cost?

- NextGen Share is free to clients who have met the prerequisites listed above
- No cost to purchase
- No cost to maintain
- No cost to install
- No need to purchase new hardware
- No per-transaction fee

How do I get started?

Since NextGen Share is not yet in GR, please don’t hesitate to email share@nextgen.com with any comments or questions. More information on NextGen Share will be made available as we approach the general release date.
Have other NextGen Share questions? Please email us at:
Share@nextgen.com

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