NextGen Share Resources:

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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 Certified HIT 2014 Edition EHR systems. 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, Hot Fix 18, NextGen® Knowledge Base Model (NextGen KBM) 8.3.3 or greater + 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 HISPs to allow connections to providers using disparate EHRs

• Referral Generation
  – Utilizes the NextGen KBM 8.3.3 or greater + 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?

• 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

• Allows users to securely share C-CDAs, NextGen Ambulatory EHR generated documents, patient images, and other clinical patient information with external providers

• Provides the ability to search for and discover external providers

• Allows providers to meet MU2 requirements for data sharing
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.

The table below highlights the differences between NextGen Share and a traditional HIE:

<table>
<thead>
<tr>
<th></th>
<th>NextGen Share</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>Supported Protocols</strong></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>
</tr>
<tr>
<td></td>
<td>• XDR to SMTP translation and vice versa</td>
</tr>
<tr>
<td><strong>Data Retention</strong></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>
</tr>
<tr>
<td><strong>Sample User Stories</strong></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>
</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>
</tr>
<tr>
<td></td>
<td>As a provider, I want to be able to receive C-CDAs from other providers who treat my patients.</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>
</tr>
<tr>
<td></td>
<td>As a referral coordinator, I want to be able to send attachments (documents, images, etc.) to external providers.</td>
</tr>
<tr>
<td><strong>Traditional HIE (Typical setup)</strong></td>
<td>• XDS.b CCD/C-CDA upload for retention at the HIE</td>
</tr>
<tr>
<td></td>
<td>• PIX/PDQ for Enterprise Master Patient Index demographic management</td>
</tr>
<tr>
<td></td>
<td>• ADT/XACML/BPPC messaging for patient consent management</td>
</tr>
<tr>
<td></td>
<td>• PnR for document registration</td>
</tr>
<tr>
<td></td>
<td>• RSQ for query of available documents</td>
</tr>
<tr>
<td></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></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 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 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 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 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>Not yet</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>Documents exports available: EHR version 5.8 UD1, Hot Fix 18</td>
<td>C-CDA EHR Documents Patient Images</td>
<td>CCD C-CDA EHR Documents Patient Images</td>
</tr>
<tr>
<td>Workflow Considerations</td>
<td>Integrated with the NextGen KBM 8.3.3 or greater Referral template (Share version) for message generation Utilizes the Medical Summary Utility for other Direct messages</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 clients.

At the time of this document’s publication (7/2014), NextGen Healthcare is a DirectTrust Candidate for accreditation. You can track our DirectTrust accreditation status here. This means that NextGen Share users can exchange referrals with external providers using any other DirectTrust accredited HISP.

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

Can I add the functionality of NextGen Share to another template?

At this time, we do not support custom modifications to the NextGen Share functionality.

What functionality will be included in the second phase of NextGen Share?

At this time, we don’t have anything formal to announce, but as NextGen Share matures, we’ll be expanding our services offered through this platform.
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 ongoing 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.

How are the numerator and denominator calculated for Meaningful Use core measure #15?

Details on this calculation can be found in the NextGen Share documentation on the Knowledge Exchange.

What types of documents can be sent using NextGen Share?

NextGen Share supports the generation and transmission of C-CDA, NextGen Ambulatory EHR generated documents (EHR Documents), and user-loaded images (Patient Images). These documents are available for selection from the NextGen KBM 8.3.3 or greater Referral Template. The list below illustrates the types of attachments we currently support:

- Structured, longitudinal C-CDA documents (generated in real time for each referral)
- 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.)
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 Ambulatory 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
    ◦ Social history
    ◦ Medications
    ◦ Immunizations
    ◦ Lab results
    ◦ Vital signs
    ◦ Encounters
    ◦ Advance directives

– 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
Workflow

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

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

NextGen KBM
Automated by NextGen 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.

- Supports multiple directories and local search
- Multiple factors for searching
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.

How do I get a Direct address?
NextGen Share assigns Direct addresses for each rendering provider associated with the NextGen Healthcare enterprise that is on-boarding to NextGen Share.

Should we be collecting Direct addresses for our referral base?
Yes. We suggest you start logging your contacts. To make this process quicker, we’ve created a spreadsheet for you to use that can be found in the NextGen Healthcare Knowledge Exchange. The spreadsheet can be uploaded to the NextGen Share portal.

What happens when I hit the “Share” button? How exactly does the transmission of the messages work?
Clicking the “Share” button on the new Share referral template will post an entry to the “intrf_queue” table in your database. There are three local components (installed on the Rosetta server) that are critical to Share: (1) NextGen Share version of Rosetta, (2) NextGen Share version of Mirth Connect, (3) Open VPN. The NextGen Share Rosetta, and its corresponding NextGen Share agent, will trigger the generation of a longitudinal C-CDA for the specific patient; retrieval and conversion of selected attachments; creation of a mini-cover letter; and packaging of all these documents into an XDR transaction that is passed to the local Share version of Mirth Connect (CX). CX will then transport that XDR message to Mirth Mail for processing and transmission on to its intended destination (external provider or organization).

How are incoming messages routed within the EHR workflow to NextGen Share users?
Incoming messages go into the inbox for the assigned recipient and create a task. These tasks can be received by multiple people depending on the routing rules you’ve established for tasking and task groups.
How are inbound messages technically processed?
Mirth Connect (CX) securely receives the transaction through a VPN tunnel using Open VPN and forwards the message to the NextGen Share Rosetta for processing. If the patient in the message is known to your EHR, the documents contained in the message (C-CDA, attached notes, etc.) are stored in the local system and the workflow task notification is created and sent to the recipient’s inbox. That task can be received by multiple people depending on the routing rules you’ve established for tasking and task groups. If the patient information contained in the referral message is not known then the messages would go to Rosetta Holding Tank for matching. Once the patient is matched to an existing or newly created patient, the referral message will be processed in the same way it was described above.

Get Started

When will NextGen Share be available?
As of July 1, 2014, NextGen Share is in general release (GR)!

What prerequisites must NextGen Healthcare providers have to use NextGen Share?
• NextGen® Ambulatory EHR 5.8 UD1, Hot Fix 18
• NextGen KBM 8.3.3 or greater + Share Templates
• If you meet these prerequisites, use the links below to on-board:
  - NextGen Share Staging  (recommend for first time / testing use)
  - NextGen Share Production

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
Is this first phase of NextGen Share really free?
Yes! If you are a NextGen Ambulatory EHR client in good standing, and met the prerequisites, there is nothing additional you have to purchase or pay to use the service—your current maintenance already covers it. From our perspective, NextGen Share cannot be successful unless we have a large portion of our clients on board and actively using the referral service.

From a client perspective, you would not use a referral network that did not have any available providers with whom to communicate. By keeping the referrals service free, we are ensuring we haven’t placed unnecessary barriers in the way of clients that could keep them from connecting with other providers and meeting Meaningful Use stage 2 (MU2). Future functionality available through this platform may require a purchase.

Must I buy a “Direct” interface in order to use NextGen Share?
No, you do not need to purchase Direct in order to benefit from NextGen Share. If you are on NextGen® Ambulatory EHR 5.8 UD1, Hot Fix 18 and NextGen KBM 8.3.3 or greater with the NextGen Share KBM referral templates, and you’ve on-boarded with NextGen Share, then you will have everything you need in order to send and receive direct messages using NextGen Share.

I have all of the listed prerequisites in production. What do I need to get on NextGen Share?
If you meet these prerequisites, please view this on-boarding video before on-boarding into our NextGen Share:

- NextGen Share staging environment (recommended for first time/testing use)
- NextGen Share production environment
Have other NextGen Share questions? Please email us at:

Share@nextgen.com

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