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MANAGEMENT SERVICE ORGANIZATIONS

November 10, 2009

MINUTES

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<u>MSO Members in Attendance √, Representative *</u>:

√ Ray Atkins	√ Ed Grogan	Bel Leong Hong
√ Scott Afzal	√ Chuck Henck	Holly Miller
√ Salliann Alborn	√ Michael Hill	Minh Nguyen
√ Jama Allers	√ David Horrocks	√ David Quirke
√ Lee Barrett	Clay House	Denise Reeser
√ Shelby Boggs	Scott Inter	Ewart Russell
√ Jeffrey Cheng	√ Steve Johnson	* Michael Snyder
√ Chuck Dorin	√ Mary Jane Kamps	√ Matthew Tan
* Kathryn Feldman	√ Jennifer King	Kevin Tyler
* Mike Fierro	√ Barbara Klein	Liz Wales
√ Marty Frygier	√ Traci La Valle	√ Lina Whims
√ Beverly Gazman	Darren Lacy	√ Gary White

* Jennifer Gardner – representing Mike Snyder
* Christine Grob – representing Mike Fierro
* Todd Pollyea – representing Kathryn Feldman

<u>MHCC Staff</u>

√ Rex Cowdry	√ David Sharp	√ Cindy Friend
√ Kathy Francis		

Approval of the Minutes

As this was the first meeting of the Management Service Organizations (MSO) group, there were no minutes for approval.

I.   Meeting Call to Order

Rex Cowdry called the meeting to order at 2:00 p.m. and provided some opening remarks.

II.   Introductions

Each member in attendance introduced themselves and provided a brief background of the organization they represent.

II.   Meeting Expectations

Rex Cowdry discussed that the purpose of the advisory panel was to determine the criteria needed to identify state designation of MSOs. This included the functionality of the MSOs and their offerings, with the primary focus on electronic health records

(EHRs). The group will determine the offerings by the MSO with regard to EHR, practice management system, network operating center, and support. The Advisory Panel is tasked with determining what the MSO will look like through the development of the accreditation criteria. MSOs will need to fit in with the Regional Extension Center, should the Office of the National Coordinator award this grant to Maryland. The group agreed that MSOs must be reliable, offer EHR solutions, and provide support services. The EHR product offerings should demonstrate meaningful use. The MSO will provide training, education, and support through standard contracts with physician practices. Success will be measured with satisfaction surveys, electronic or e-prescribing usage, monitoring meaningful use, and other measures developed by the advisory panel.

III.   Review of House Bill 706

David Sharp led a discussion from the MSO perspective resulted concerning House Bill 706, *Electronic Health Records – Regulation and Reimbursement*. The bill requires the MHCC to designate one or more MSOs by October 2012.

IV.   Designated Statewide Health Information Exchange

David Sharp presented a brief overview on the progress in establishing the state designated health information exchange by the Chesapeake Regional Information System for our Patients (CRISP).

V.   Discussion

Salliann Alborn provided an overview of the Community Health Integrated Partnership (CHIP). She described how CHIP provides centralized services for a number of Federally Qualified Health Centers (FQHCs) in Maryland. CHIP's services include: human resources, quality improvement, disease management, and technology such as EHRs, practice management systems, e-prescribing, and laboratory results interface. Salliann added that the construction of a data warehouse will expand CHIP's customer base.

David Quirke described the Frederick Memorial MSO model. FredMed is a for profit organization which is owned by 50 percent   hospital and 50 percent by physicians. The hospital provides the network and connectivity to the physician practices, technical support, e-prescribing, and EHR and practice management systems. The physician pays a monthly subscription fee for the services.

Discussions regarding the value of accrediting MSOs ensued. The group concluded that there is value in having MSOs accredited, which provide assurances to the provider community that industry standards are met.

VI.   Next Steps

The group agreed that bringing together a subgroup would be beneficial in working through some of the details of the criteria development details. Volunteers were asked to email staff with their interest in participating in this subgroup.

VII.   Closing Remarks

The meeting was adjourned at 4:00 pm. No future meeting date was set.