MHCC | MARYLAND HEALTH CARE COMMISSION

Management Services Organizations

State Designation – Advisory Panel

November 10, 2009

Overview

The Maryland Health Care Commission (MHCC) has invited stakeholders to participate on an Advisory Panel to develop criteria for state designated management services organizations (MSOs). The Maryland General Assembly passed House Bill 706 (HB 706), *Electronic Health Records – Regulation and Reimbursement,* that was signed into law on May 19th by Governor Martin O'Malley. The law is aimed at expanding the adoption of electronic health records (EHRs) through incentives from state-regulated payers to providers that use certified EHRs capable of connecting to the state designated health information exchange (HIE), the Chesapeake Regional Information System for our Patients (CRISP). The law also requires the MHCC to designate MSOs by October 1, 2012.

MSOs are considered a viable alternative to the traditional EHR client-server model where the technology is maintained at the provider site. These organizations are capable of supporting multiple EHR products at reduced costs through economies of scale with bulk purchasing. Technical support usually extends beyond the standard business hours and in some instances is available on a 24/7 basis. Data is safeguarded through a network operating center (NOC) that, by design, ensures high quality and uninterrupted service. MSOs allow physicians to access a patient's record wherever access to the Internet exists. EHRs maintained outside of the physician practice enables physicians to focus on practicing medicine rather than dedicating staff to support the application.

The development of MSOs is a key strategy included in the *Health Information Technology Extension Program: Regional Centers Cooperative Agreement Program* (REC) application submitted at the beginning of November to the Office of the National Coordinator for Health Information Technology (ONC) by CRISP. The REC will provide education, outreach, and technical assistance that will help providers in the state select, successfully implement, and meaningfully use certified EHR technology to improve the quality and efficiency of health care. The REC will partner with local resources, such as the Medical Society for education and awareness activities, and colleges and universities to promote HIT training programs. MSOs will establish the connection to the statewide HIE and compete for provider business based on functionality of hosted EHRs and supporting services, which will include data analysis, reporting, practice workflow redesign, and technical support.

Over the next five months, the MHCC plans to convene a series of Advisory Panel meetings to develop the evaluation criteria for MSOs that seek a state designation. The Advisory Panel will consider various aspects to include in the evaluation of MSOs. Key components for consideration of state designation include: accreditation; EHR implementation and support; performance measuring; and collaboration with the statewide REC.

Preliminary Discussion Items for State Designation

Accreditation

1) Who would accredit the MSO?

2) What is the frequency of accreditation?

3) Technical performance requirements for the MSO and participating providers?

4) Business practice requirements?

5) MSO resources?

6) Physical and technical security requirements?

7) Policies – access, authentication, authorization, and audit requirements?

8) Other?

EHR Implementation and Support

1) Requirements for designated MSOs in selecting EHRs?

2) Data ownership?

3) Transition support?

4) Provider adoption, support, and meaningful use?

5) Should EHR-lite products be part of an MSO offering?

6) Onsite services of an MSO?

7) Connectivity to the statewide HIE?

8) Other?

Performance Measuring

1) Establishing performance metrics?

2) Expectations relating to connectivity with the statewide HIE?

3) Reporting on meaningful use?

4) Data analysis capabilities?

5) Secondary data usage?

6) Reporting to the REC?

7) Other?

Collaboration with the REC

1) Support in developing and maintaining EHR implementation guides?

2) EHR education and awareness activities?

3) Establishing MSO performance expectations?

4) Managing provider complaints and poor performers?

5) Participating in national REC activities?

6) Provide select information for posting data on the REC website?

7) Other?