

Event Notification Service Plus

May 16, 2014



**Florida Health Information Exchange
Coordinating Committee**

Event Notification Service

- The Event Notification Service (ENS) was begun to enable alerts of health care encounters from health care providers to health plans
- The service was launched after the Broward Health and WellCare pilot was completed in November 2013 which remains in operation
- The Agency is working to engage other hospital data sources to enhance value of service to health plans statewide
- Simply/Better Health and Clear Health Alliance are in process to start receiving alerts from Broward Health
- Other health plans have expressed an interest when more data sources are available
- ENS Plus enables alerts to ambulatory providers

How ENS Plus Works

- Participating hospital systems provide the Florida HIE with copies of ADT (Admit-Discharge-Transfer) feeds that already flow within the hospital system.
- The hospital system also provides a patient panel on behalf of the ambulatory providers to whom they want to provide the alerts.
- The patient panel can be submitted in any format
- Can include both commercial insurance and Medicare/Medicaid
- Can consist of all affiliated providers' patients or a certain subset
- Indicates which provider should be alerted when a patient visits the hospital

How ENS Plus Works

- ENS compares the hospital ADT feed with the “subscribed to” patient panel and when a match is made, delivers content from the ADT message to the specified provider.
- Alerts delivered via secure FTP or Direct Secure Messaging (DSM)
- Alerts delivered as available or batch delivered at specified intervals
- Content of hospitalization alerts delivered to ambulatory providers

Source Facility	DOB	Event Time & Date
Source Class (ED/Inpatient)	Address	Hospital Name
Name	Home/Cell/Work Phone	Hospital MRN
Gender	Event (Admit/Discharge)	Primary Complaint

Sample ENS Alert

The screenshot displays an email client interface. At the top left is the DSM logo with the text "direct secure messaging". A navigation bar contains buttons for "E-mail", "Compose", "Addresses", "Folders", and "Options". On the left, a sidebar shows the time "Tue, 10:10 am" and a "Folders" list including "INBOX (44)", "Drafts", "Sent", "Trash", and "Delivery Confirmations". The main content area shows an email with the following details:

Subject: ENS Alert
From: ens.admin@florida-hie.net
Date: Sun, October 27, 2013 11:44 am
To: ens.admin@florida-hie.net
Priority: Normal
Options: [View Full Header](#) | [View Printable Version](#) | [Download this as a file](#) | [View Message Details](#) | [View as plain text](#)

Florida HIE Encounter Notifications

Jane Doe EMERGENCY DISCHARGE

Patient Information Patient Name: Jane Doe Gender: F DOB: 1934/01/27 Address: 123 Elm St., Miami FL, 33333 Home Phone: 444-555-6677 Cell Phone: Work Phone: PCP: Not Available Your Facility Site: ABC Health Plan Your Facility MRN: ABC123	Facility Information Hospital Name: Broward Health Coral Springs Hospital MRN: BRO9999 Event: Emergency Discharge Event Time: 10/27/2013 12:43:59 Admit Reason: Back Pain
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Uses and Benefits of ENS

- Helps hospitals avoid payment adjustments mandated under the Hospital Readmissions Reduction Program.
- Allows ambulatory practices to systematically manage post-hospital care and capitalize on new Medicare Transitional Care Management (TCM) CPT codes. Revenue potential can be estimated at www.ainq.com/ens
- Less fragmented and better coordinated patient care.

Questions?

For more information
on ENS and ENS Plus, visit:
<https://www.florida-hie.net/>