Open@Epic CONFERENCE

Staying in the Loop

Improve Patient Care with 360X Closed-Loop Referral Exchange

Epic eClinicalWorks athenahealth

Presenters



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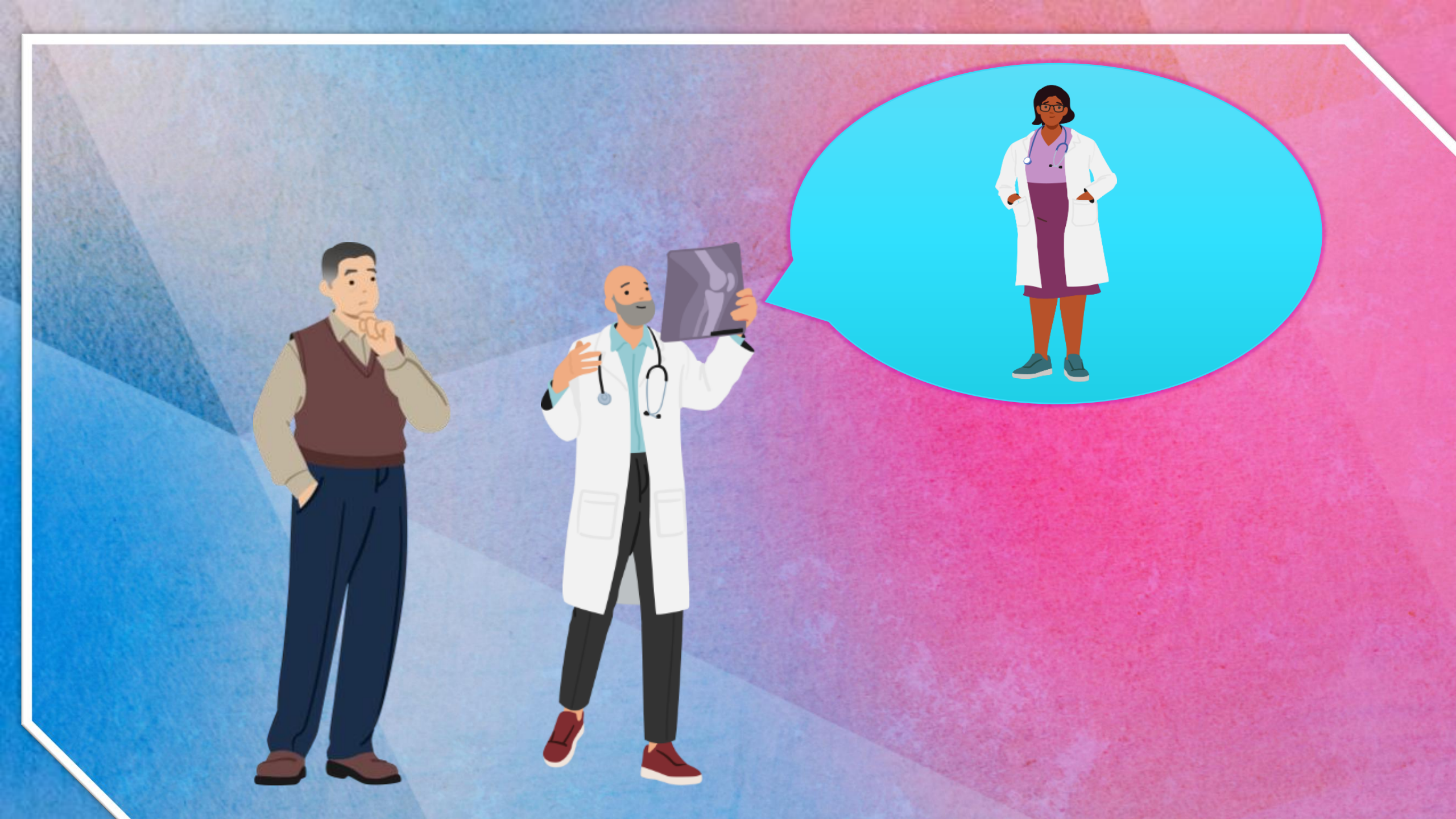
athenahealth

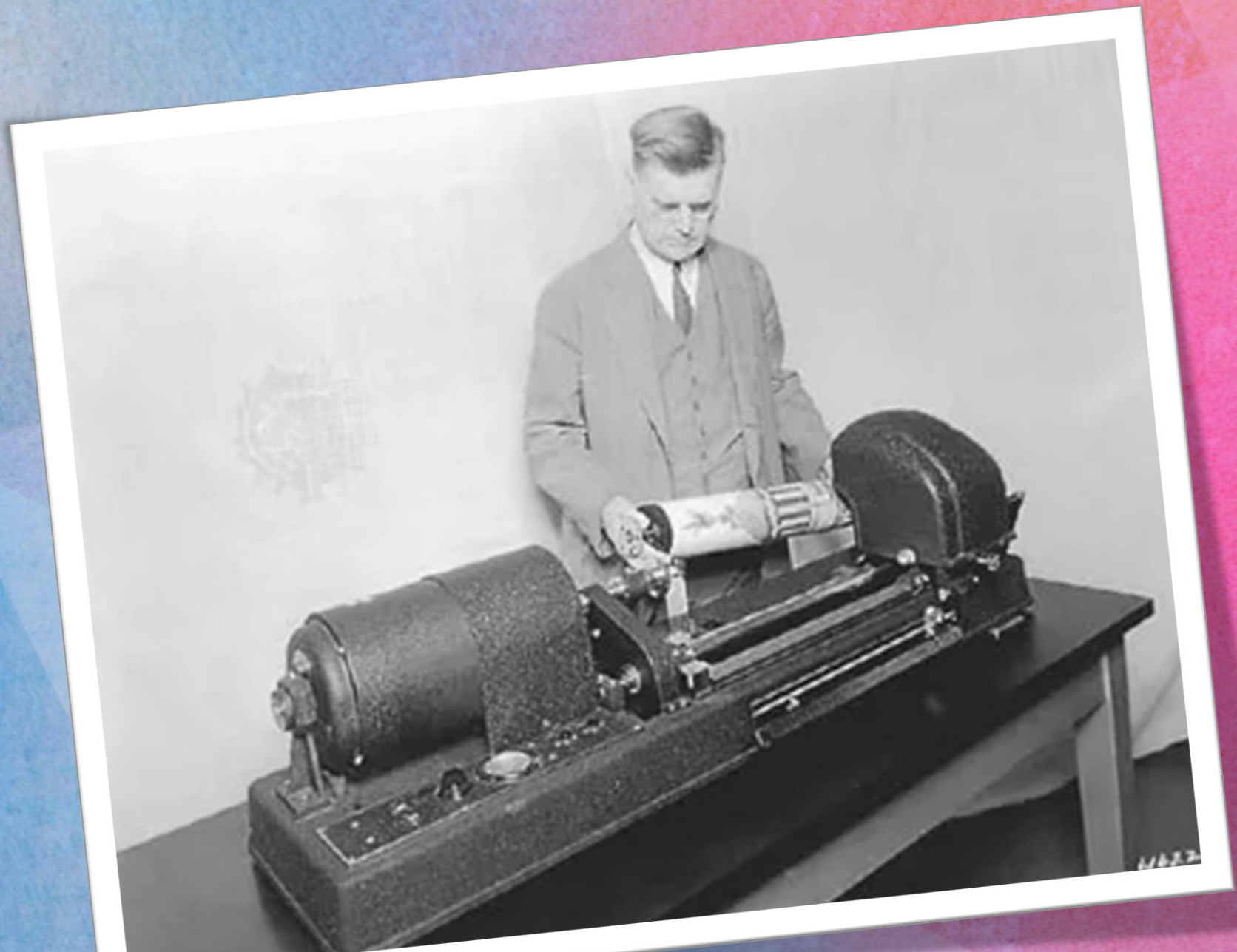
Learning Objectives

1. **360X is awesome**

2. **Standards** provide the bridge for competing platforms to collaborate

3. **Collaboration** brings opportunities to improve your platform





360X

Cross-Vendor Referrals Standard



Clinic (EHR A)



Hospital (EHR B)

Discrete Referral and Clinical Information

360X

Cross-Vendor Referrals Standard



Clinic (EHR A)



Hospital (EHR B)

Appointment Information

Final Completion w/ Clinical Information from Appointment

Journey

Direct Secure Messaging and C-CDA standards

2012



360X Project Started

2014



Format Agreement

2018



HIMSS demo

2023



Pilot identified

2024



First live exchange

Siloed Connectivity



Operationalization – Pushing the Culture Shift



Fax Referrals
Manual
Disconnected
Slow



Electronic Referrals
Digital exchange
Better workflow
Improved efficiency

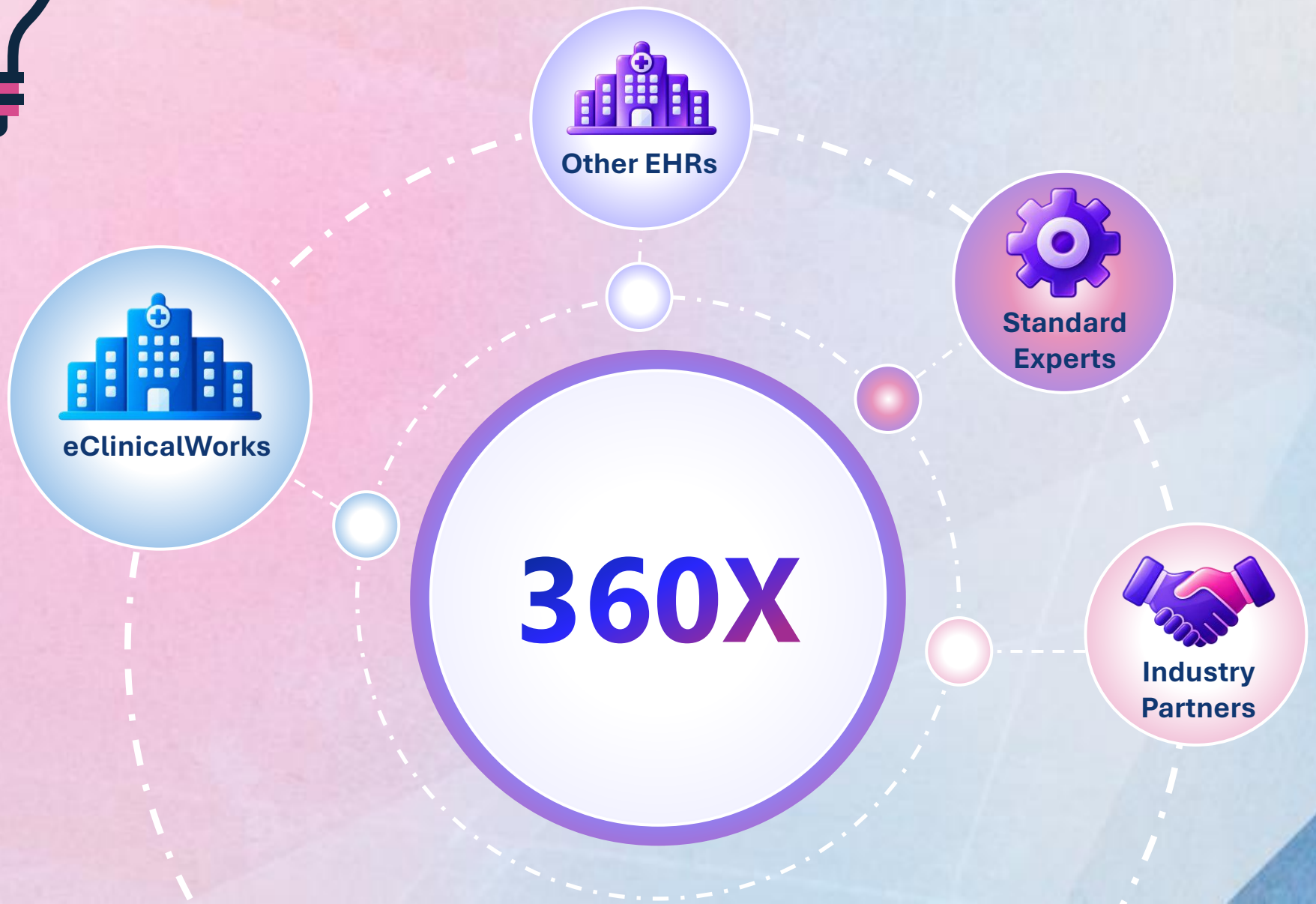




360X
Common standards
Cross-platform exchange
Broader connectivity



Getting in the Room



Patients expect their clinicians to work as a team, but the team misses way too many passes



The median Medicare patient sees

7 doctors per year across 4 practices[1]

37%

of office visits result in lab or imaging orders[2]

10%

result in referrals[3]

70%

of all healthcare communications are faxed[4]

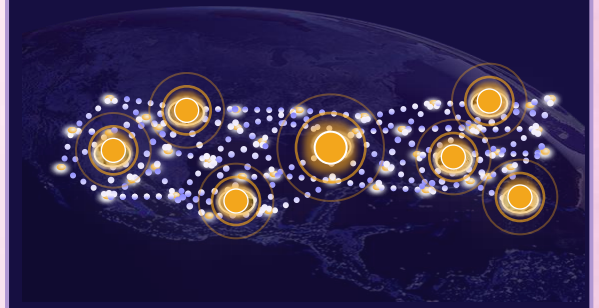
up to 54%

of labs/radiology ordered have missing information[5]

1. https://pmc.ncbi.nlm.nih.gov/articles/PMC3718023/ 2. https://www.cdc.gov/nchs/fastats/physician-visits.htm 3. https://pmc.ncbi.nlm.nih.gov/articles/PMC3568395/ 4. https://kmbs.konicaminolta.us/blog/new-facts-about-fax-in-healthcare/ 5. https://pmc.ncbi.nlm.nih.gov/articles/PMC3243200/

From Standard to Solution: Implementing 360X with a Network-Based Approach

Practices on athenaOne®



athenaConnect™
athenaOne interoperability layer

- Transparency
- Control
- Compliance
- **Standards (360X)**

Ecosystem

- **Healthcare practices on other EHRs**
- Labs and imaging
- Pharmacy
- Payers
- Public Health
- Integrated applications

DirectTrust foundation + 360X readiness = network-wide activation for each ecosystem partner implemented.

Why speed to real-world implementation matters

1

Deliver value quickly

Even the baseline of the standard is a drastic improvement that supports better outcomes!

2

Stay rooted in the end user

Design around the clinician and patient experience, not around the letter of the standard.

3

Hit ambiguities and receive feedback, fast

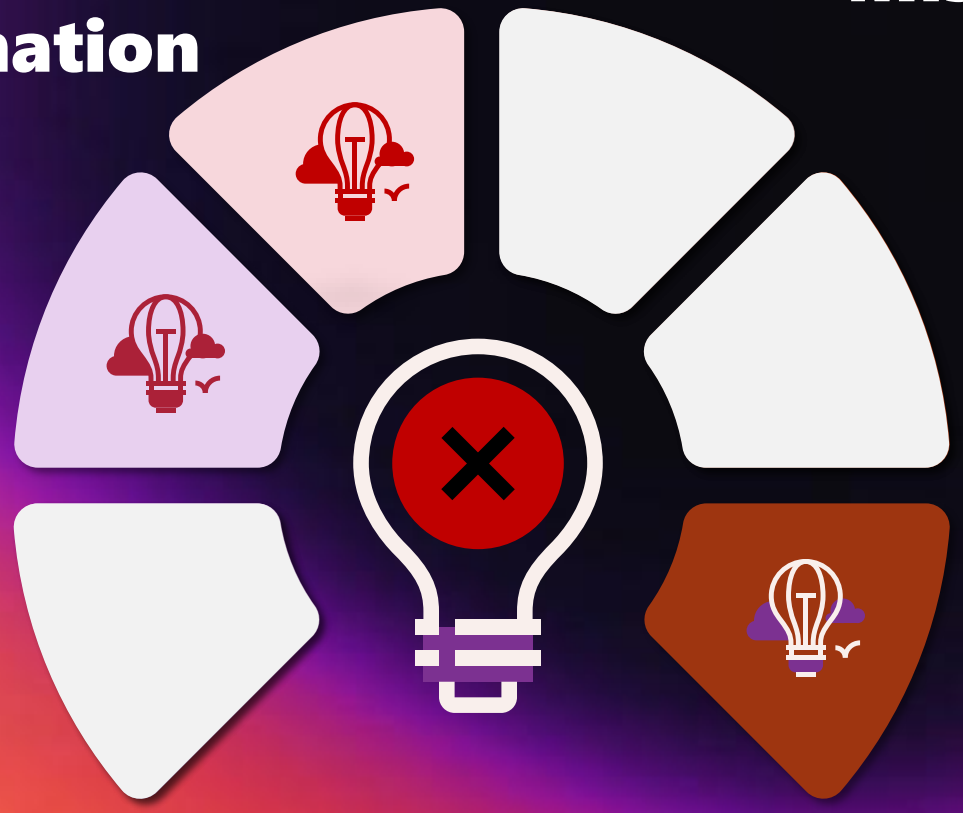
Real-world use surfaces gaps quickly, fueling iteration with other vendors in the field.

Predawn

Loss of Discrete Information

Missing Faxes

PizzaCare



Garbled Faxes

The Renaissance

Vendors

"Every time we present 360X, clients swarm us at the end saying this is exactly what they need and how can they get started."

Practices

"We know exactly if and when a referral is accepted and an appointment is booked without having to make any phone calls"

"Notes come back automatically – without us having to ask!"

Patients

"I noticed that my referral process from my PCP to a specialist was so fast and easy!"

360X Outbound Improvements

Referring provider



Referral sent via 360X



~76%

of pilot referrals sent through 360X instead of fax

↓ 7 days

Reduction in turnaround time from referral receipt to intake

Current results based on a subset of 360X pilot projects across vendors. Individual results may vary.

Intake Workflow Gains

Received and accepted

Appointment scheduled

22 min

Saved in intake per inbound referral vs paper fax

6 min

Saved in intake per inbound referral vs e-Fax

<5 days

Average time from referral sent to appointment scheduled.

Current results based on a subset of 360X pilot projects across vendors. Individual results may vary.

Closed Loop Success

Patient visit held



Consult note returned



100%

of completed visits returned a consult note to the referring provider

~33%

Closed-loop rate to date

~80%

fewer status-check calls and faxes than the pre-pilot baseline

Loop closed: results back with the referring provider



Current results based on a subset of 360X pilot projects across vendors. Individual results may vary.

How to Get Started



360X Workgroup

To join the 360X coalition, contact:

Dr. Holly Miller

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New Initiatives

OEC29

How Industry Standards Can Solve Real-World Challenges

Tomorrow at 10:30



Q&A

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