St Luke's
UNIVERSITY HEALTH NETWORK

SUCCESS STORY / ST. LUKE'S UNIVERSITY HEALTH NETWORK

BUSINESS CASE STUDY | JUNE 2019

" Health systems frequently under estimate the value of health information exchange. Our experience is that investment in solutions, like DataMotion Direct, that help us achieve quality metrics is quickly returned by value-based reimbursement programs.

Chad Brisendine
Chief Information Officer
St. Luke's University Health Network

DataMotion™

Challenges	▪ Industry transition from a payment system rewarding service delivery – fee-for-service – to a system rewarding collaboration and outcomes – value-based care

Solutions	▪ DataMotion™ Direct Secure Messaging

Background

St. Luke's University Health Network Achieves Value-based Reimbursement with Clinical Integration Powered by DataMotion Direct

St. Luke's University Health Network (SLUHN) is a $2 billion integrated health network serving the Lehigh Valley region of Pennsylvania. As the region's low-cost tertiary hospital, St. Luke's success is linked to offering patients easy access to healthcare services and building strong relationships with community providers.

Challenges

Thanks to a strong tradition of community-based care, St. Luke's was better prepared than many of its peers to ride out the turbulence of the healthcare industry's transition from a payment system rewarding service delivery – fee-for-service – to a system rewarding collaboration and outcomes – value-based care. Understanding that community collaboration would need to be quantified and measured to earn value-based reimbursement, St. Luke's recognized that upgrades to its informatics infrastructure were needed.

Solution

DataMotion's Direct Secure Messaging was among the solutions St. Luke's selected to achieve community collaboration quality measures. Since its initial deployment in 2015, DataMotion Direct has delivered critical data required for value-based reimbursement and has also played an increasingly important role in St. Luke's connected community strategy.

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Solution

DataMotion Direct was initially implemented to help St. Luke's achieve its Meaningful Use (MU) objectives under CMS's EHR incentive program. St. Luke's successfully met its MU Stage 2 transition of care measures by using Direct Secure Messaging as an interoperability bridge between its EHR and a third-party patient portal.

In a second deployment phase, St. Luke's implemented Epic's Inpatient EHR and MyChart patient portal, thereby eliminating portal interoperability issues. DataMotion Direct was re-configured to bridge a new interoperability gap between Epic and a third-party EHR used by St. Luke's ambulatory practices – St. Luke's Physician Group. By re-purposing DataMotion Direct, St. Luke's achieved its MU objectives while preserving its initial investment and avoiding new capital costs.

Following a later phase implementation of Epic Ambulatory and a complete migration to Epic EHR, St. Luke's re-positioned DataMotion Direct as a key communications channel enabling its integrated clinical network. Direct Secure Messaging lets St. Luke's external partners exchange with its Epic EHR, thereby extending clinical data sharing to primary care physicians, rheumatologists, ophthalmologists, therapists and other patient care team members, most of whom use third-party EHRs or, in some cases, have no EHR at all.

Results

"DataMotion Direct has bridged data exchange gaps with our external partners and helped to close gaps in care," said Linda Gately, Vice President, Physician Business Service. *"The ability to send a patient care transition from inpatient discharge to primary care across organizations without last mile communications obstacles has had a rapid and positive impact on care coordination, provider satisfaction and the quality metrics that CMS uses to measure our performance."*

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Linda Gately
Vice President, Physician Business Service

Results

According to Chad Brisendine, Chief Information Officer, "re-positioning, re-purposing, and extending our Direct Secure Messaging implementation over multiple phases has yielded a positive return on St. Luke's investment in DataMotion. Health systems frequently under estimate the value of health information exchange. Our experience is that investment in solutions, like DataMotion Direct, that help us achieve quality metrics is quickly returned by value-based reimbursement programs. With DataMotion Direct, we're confident that we're well positioned for immediate and future data exchange requirements of value-based care."

About Datamotion

Since 1999, DataMotion secure data exchange technology has enabled organizations of all sizes to reduce the cost and complexity of delivering electronic information to employees, customers and partners in a secure and compliant way. Ideal for highly regulated industries, the DataMotion portfolio offers easy-to-use encryption solutions for email, file transfer, forms processing and customer-initiated contact. In the healthcare sector, DataMotion is an accredited HISP (health information service provider) of Direct Secure Messaging. The DataMotion Direct service enables efficient interoperability and sharing of a person's medical data across the continuum of care and their broader lives. DataMotion is privately held and based in Florham Park, N.J. For the latest news and updates, visit http://www.datamotion.com, follow DataMotion on LinkedIn or Twitter® @datamotion.

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