

# 3... 2... 1

# Welcome!

## TECH ZONE

Tech Zone Lead Nicole McKeen-Horne, SPHR, SHRM-SCP  
Vice Lead Dr. Barbara Thomas Reddick



CommHIT HQ at the  
Kennedy Space Center





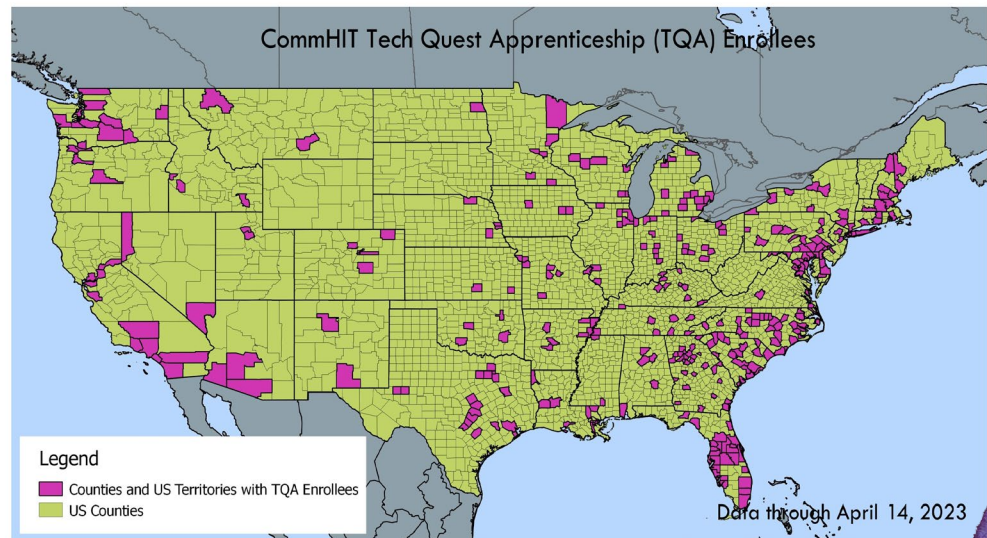




# Reach

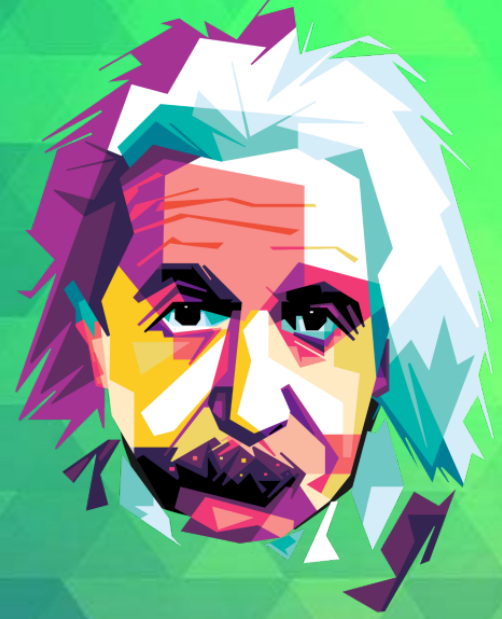
CommHIT helps clients in:

- ✓ 48 states
- ✓ DC
- ✓ Four of five U.S. Territories



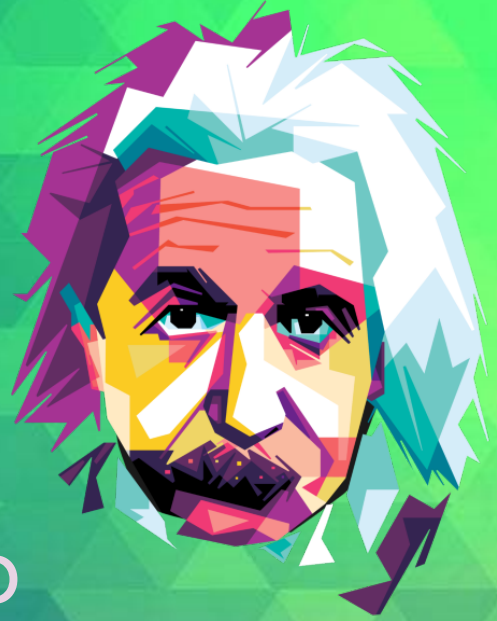
# What does CommHIT “do”?

CommHIT's a non-profit that focuses on the discovery and efficiency of processes and technologies dealing with the remote care of people—particularly those in rural, underserved, and other remote areas.



# What is CommHIT's Mission?

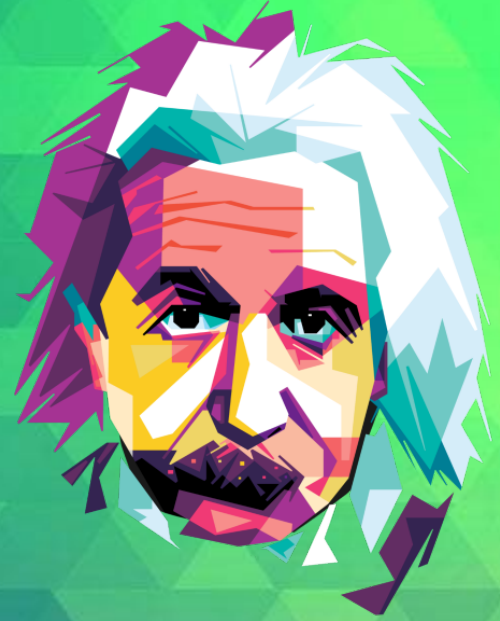
To increase community health, develop workforce, and improve lives by planning & operationalizing complex programs that involve combinations of community, health, & technology in areas that are rural, underserved, or otherwise remote.





# What is CommHIT's Vision?

Create a strong, flexible, and sustainable COMMUNITY HEALTH WORKFORCE that can help patients in all communities day-to-day and in times of emergencies.



3-3:05pm

Welcome & Message from  
Tech Zone Lead Nicole  
Horne, SPHR, SHRM-SCP,  
Lake Butler Hospital





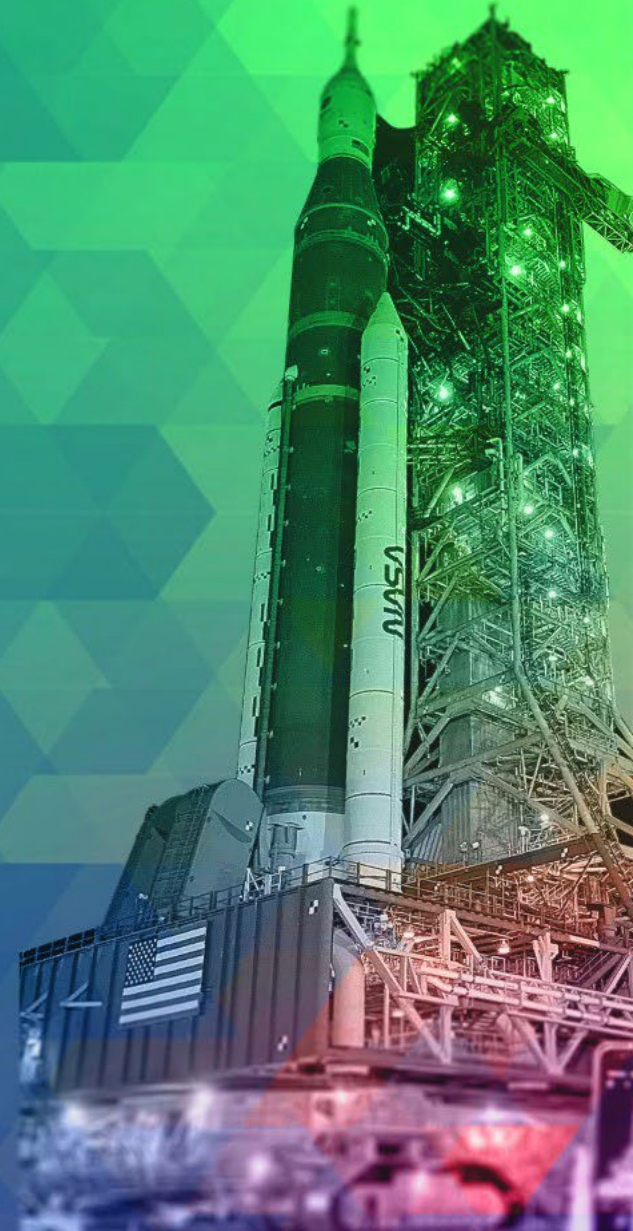
The image is a presentation slide with a blue and green geometric background. On the left side, the text 'CommHIT.org' is written vertically, with 'Comm' in blue, 'HIT' in green, and '.org' in black. In the center, the text '3:05-3:20pm' is in white, and 'Introductions' is in pink. On the right side, there is a photograph of a NASA rocket on a launch pad, with an American flag visible on the launch pad structure.





3:25–3:35pm

**Updates:** C3w+  
Grant & HHS  
405(d) Program



# Key Tech Zone Training Metrics

(thru Jan 31)

- ✓ CHW-T 20 completed (18 additional CHW-Ts registered thru today)
- ✓ Community Paramedic 3 completed
- ✓ 14 KOD HHS completers
- ✓ 19 CompTIA A+ completers
- ✓ 2 CompTIA ITF+ completers
- ✓ 1 CompTIA Network+ completer
- ✓ 12 HIPAA for MSPs completers





# Apprenticeship Wins

- ✓ We have 8 rural apprentices
- ✓ Dean Parham (LBH) and Tyler Eldridge (DMH-Bonifay) have completed all job competencies
- ✓ GED no longer required for apprentices
- ✓ Brevard Public Schools created a pre-apprenticeship for CIR and now more vocational rehab organizations want to make pre-apprenticeships for us
- ✓ TWO mentors at CommHIT to help with apprentice training
- ✓ Support of FDOE



# Apprenticeship Bottleneck

- ✓ Most apprentices are working through OJT (two have completed OJT)
- ✓ Apprentices are completing job competency documentation
- ✓ HOWEVER: Several apprentices still need to complete CompTIA Net+ and Sec+. Todd Hillis and Keith Smith (CommHIT staff) are available to mentor. **What ELSE can we do to further help apprentices accelerate training/learning?**





3:35–3:45pm  
CommHIT Tech Zone  
Scholarship Graduate  
Recognition



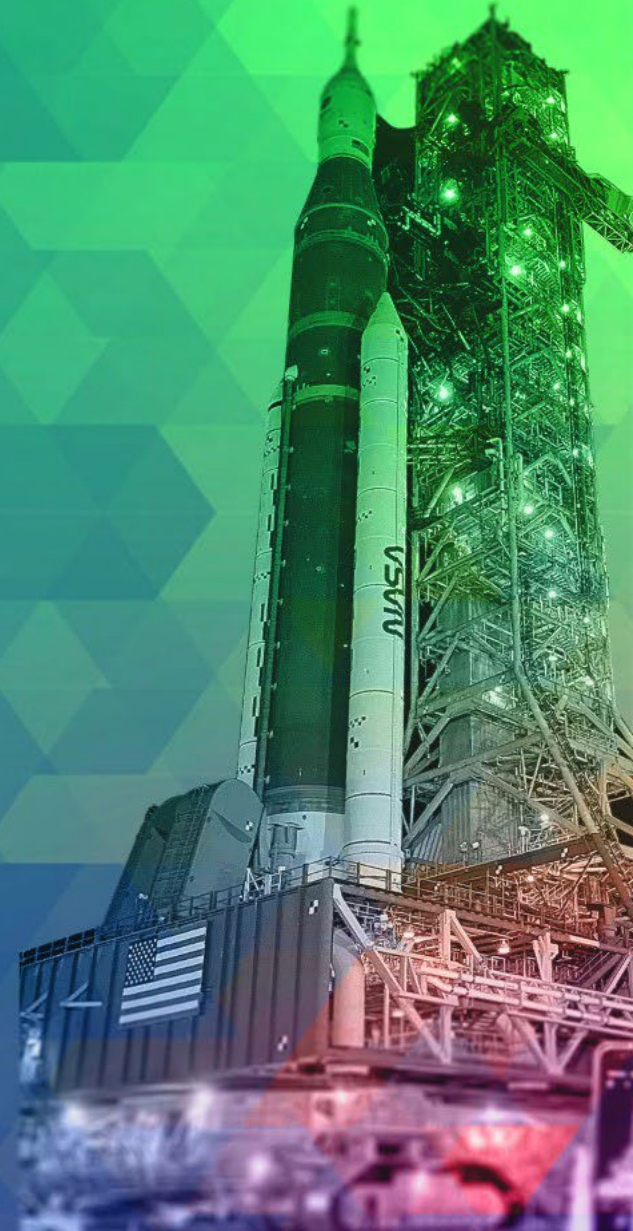
3:45–4pm  
Break for  
Networking





4-4:25pm

Upcoming changes  
and opportunities with  
the Florida HIE and E-  
PLUS for disasters

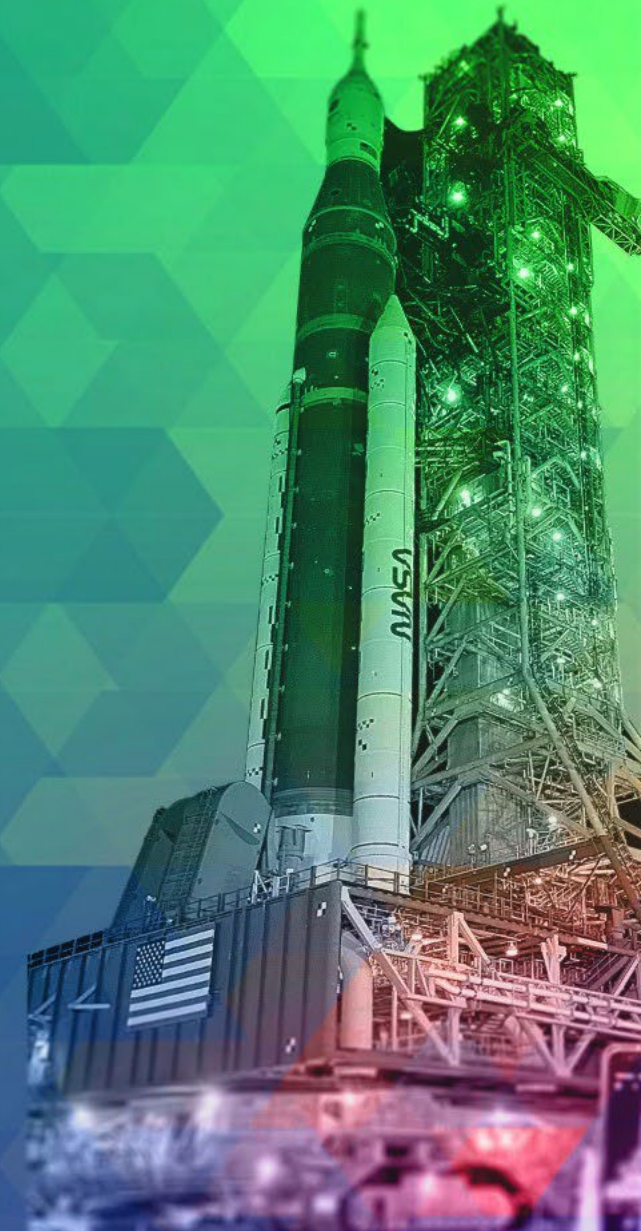


4:25–4:30pm  
Break for  
Networking





4:30–4:55pm  
Make Sure that Your  
Practice Managers  
Are Trained!



4:55–5pm  
Wrap Up &  
Adjournment



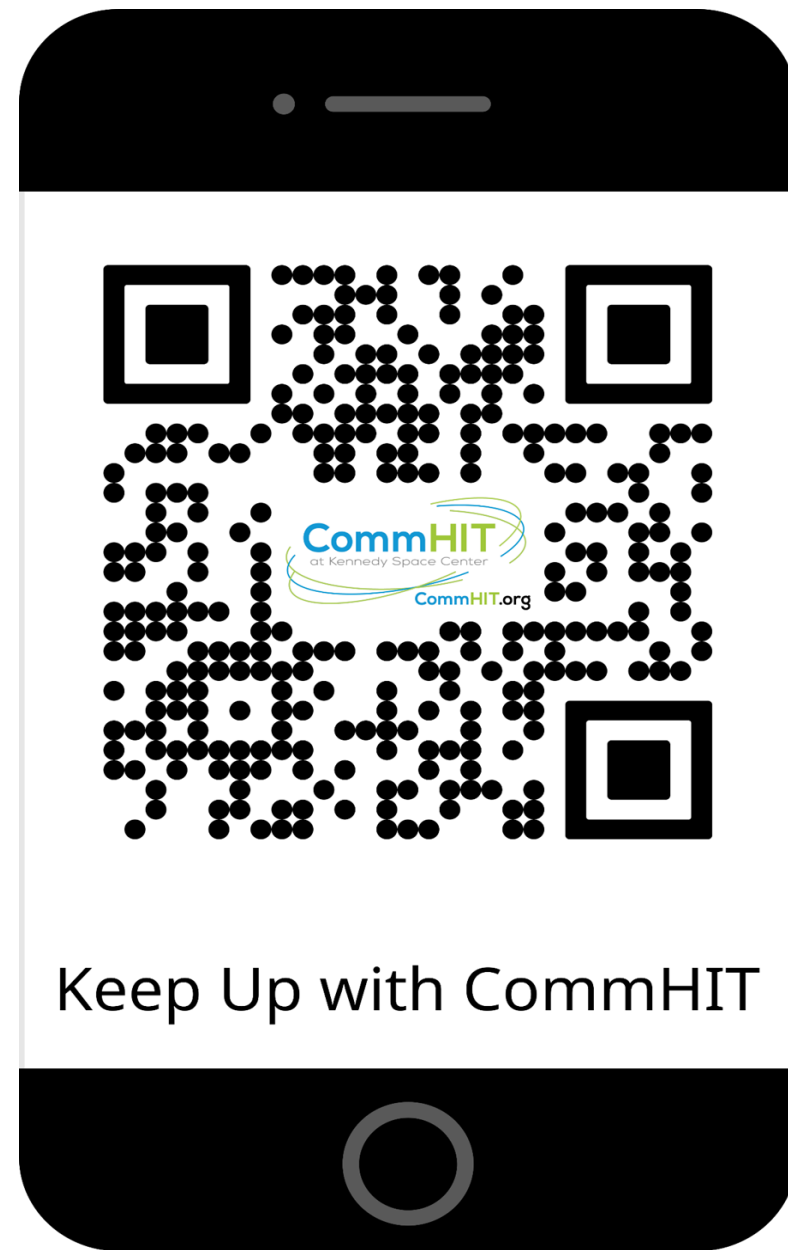


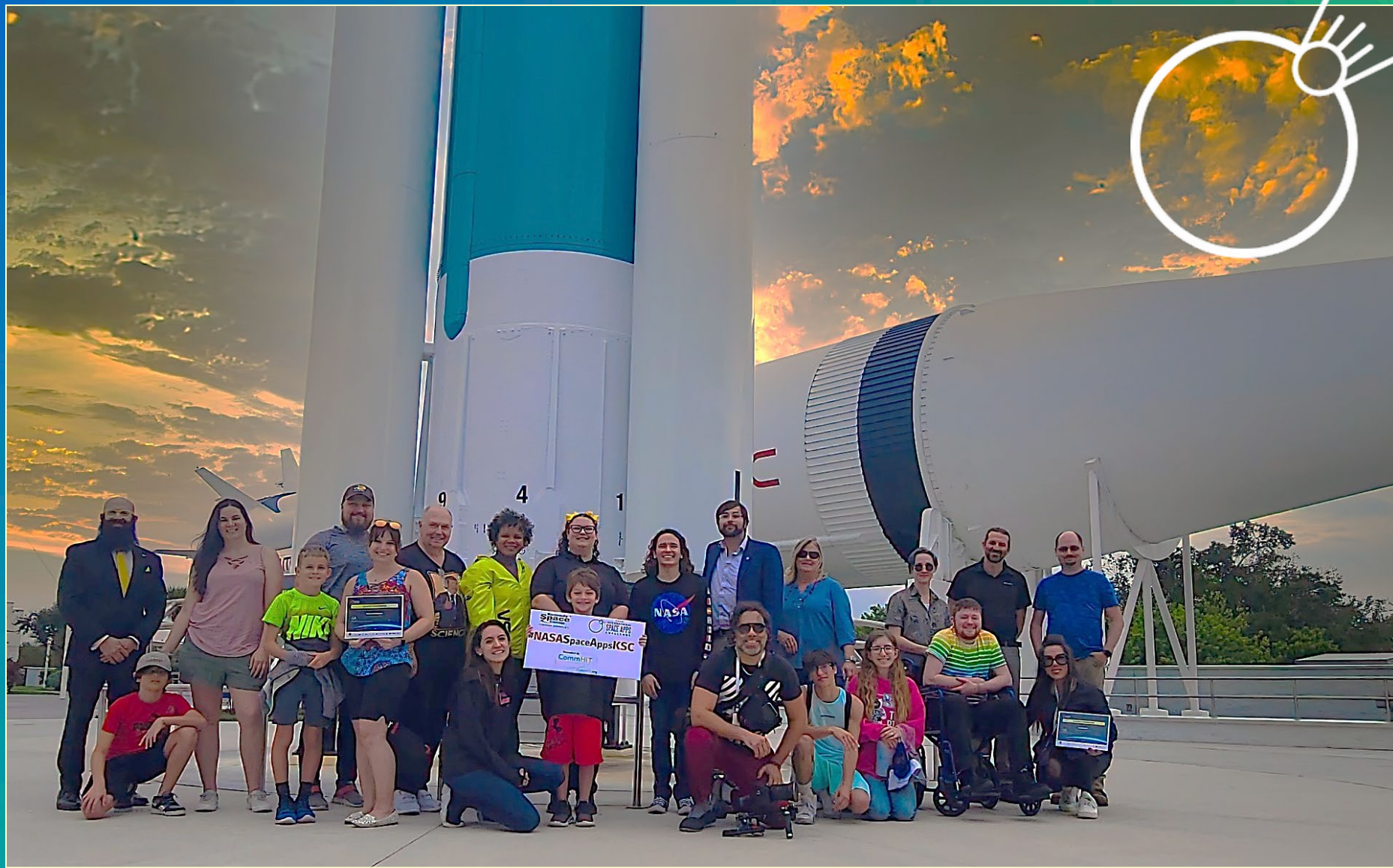


# Connect with us!



**We'd love to keep up with  
your business, too! Tell us  
how to connect to you**





**NASA**  
INTERNATIONAL  
**SPACE APPS**  
CHALLENGE

For 2024, we've  
created a Florida  
Challenge  
**specific to  
Health in Space!**  
**No coding  
necessary.**

***Get involved in the International Space Apps Challenge  
this year lead by WIN and presented by CommHIT!***



# Come back to CommHIT's HQ on Oct 17 & 18

**Oct 17:** CommHIT24 will focus on resilience with the best and brightest experts

**Oct 18:** Last Tech Zone meeting of the year

**Both events will be FREE TO YOU**

**Learn more at  
[CommHIT.org/CommHIT24event](https://CommHIT.org/CommHIT24event)**

[CommHIT24 at Kennedy Space Center](#)

[October 17, 2024 \(youtube.com\)](#)





# Florida's Health Information Exchange Program

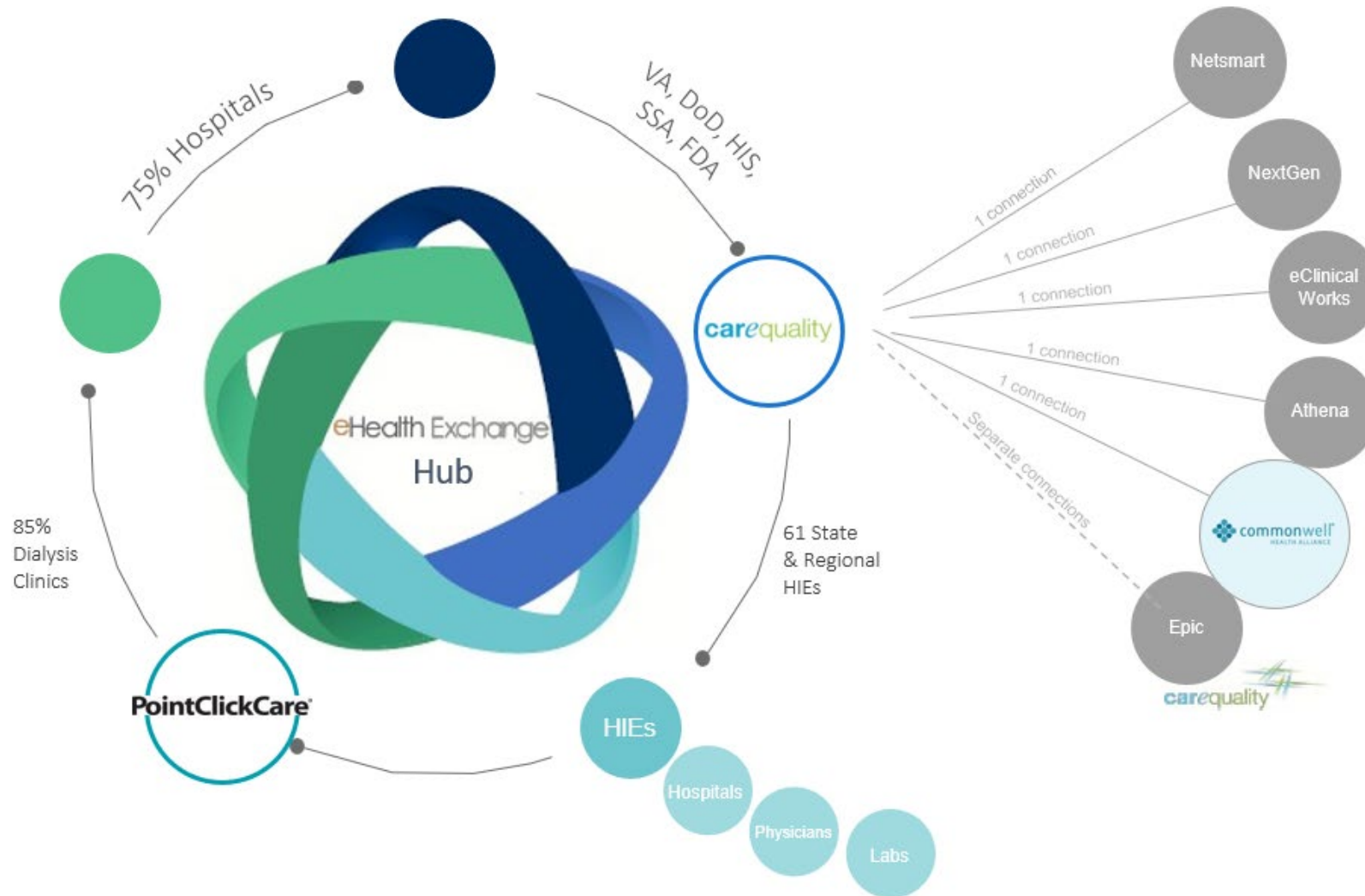


# Florida Health Information Exchange (HIE) Overview

- The official Florida HIE; operated under contract with the Agency for Health Care Administration (AHCA)
- Founded in 2011, to facilitate the secure statewide exchange of health information between health care providers, hospital systems, payers, and other health care organizations
- AHCA governs the HIE by establishing policy, convening stakeholders, providing oversight, engaging Federal partners, and promoting the benefits of health information technology
- PointClickCare contributes innovative technology, strategic insight, and manages the day-to-day operations of the Florida HIE Services



# National Health Information Exchange Networks

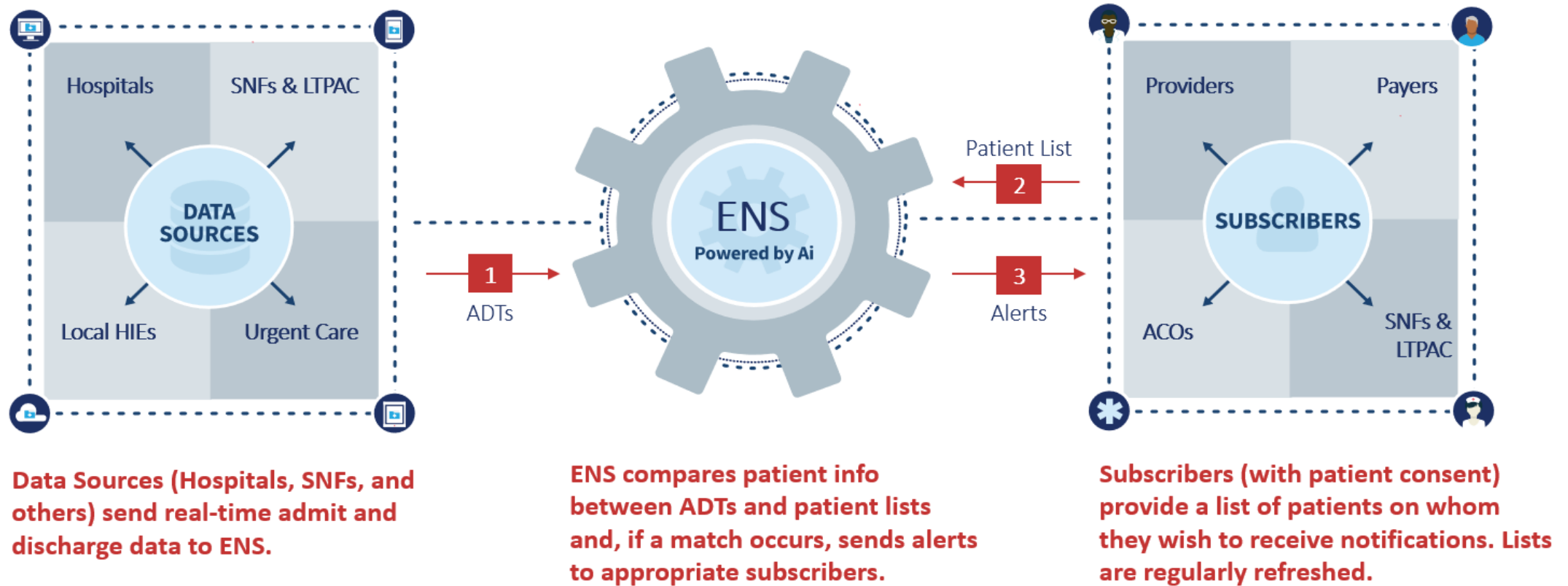






# Encounter Notification Service ENS

# How ENS Works





# Florida Health Information Exchange (HIE) ENS

Florida HIE's Encounter Notification System (ENS) provides real time notice of encounters at various Florida health care facilities.

Use this information to:

- Schedule post-discharge follow-up visits for transitional care management and continuity of care
- Reach out to admitting facilities to convey existing treatment relationship
- Prevent potentially avoidable hospital readmissions
- Enroll patient in care plan/program (pregnancy, BH, SDOH, asthma, etc.)



**ENS** Encounter  
Notification  
Service®

# ENS Data Sources

Facility Type	Data Sources
Hospital	287
Home Health	98
Hospice	38
Skilled Nursing Facility	240
Urgent Care	73
Crisis Stabilization Unit	7
Emergency Medical Services	1
County Health Department	67
Total	811





# ENS Smart Alerts

- Smart Alerts enhance ENS by targeting specific elements within the patient encounter data like diagnoses and/or conditions
- Notifications can then be directed to the most appropriate person for follow-up and care coordination
- Some ENS subscribers are using smart alerts and other ENS data filtering and customization to achieve better outcomes for their patients
  - Patients seen by Emergency Service Providers, but not taken to hospitals for treatment
  - During an emergency patients at special shelters during an emergency



**ENS** Encounter  
Notification  
Service®



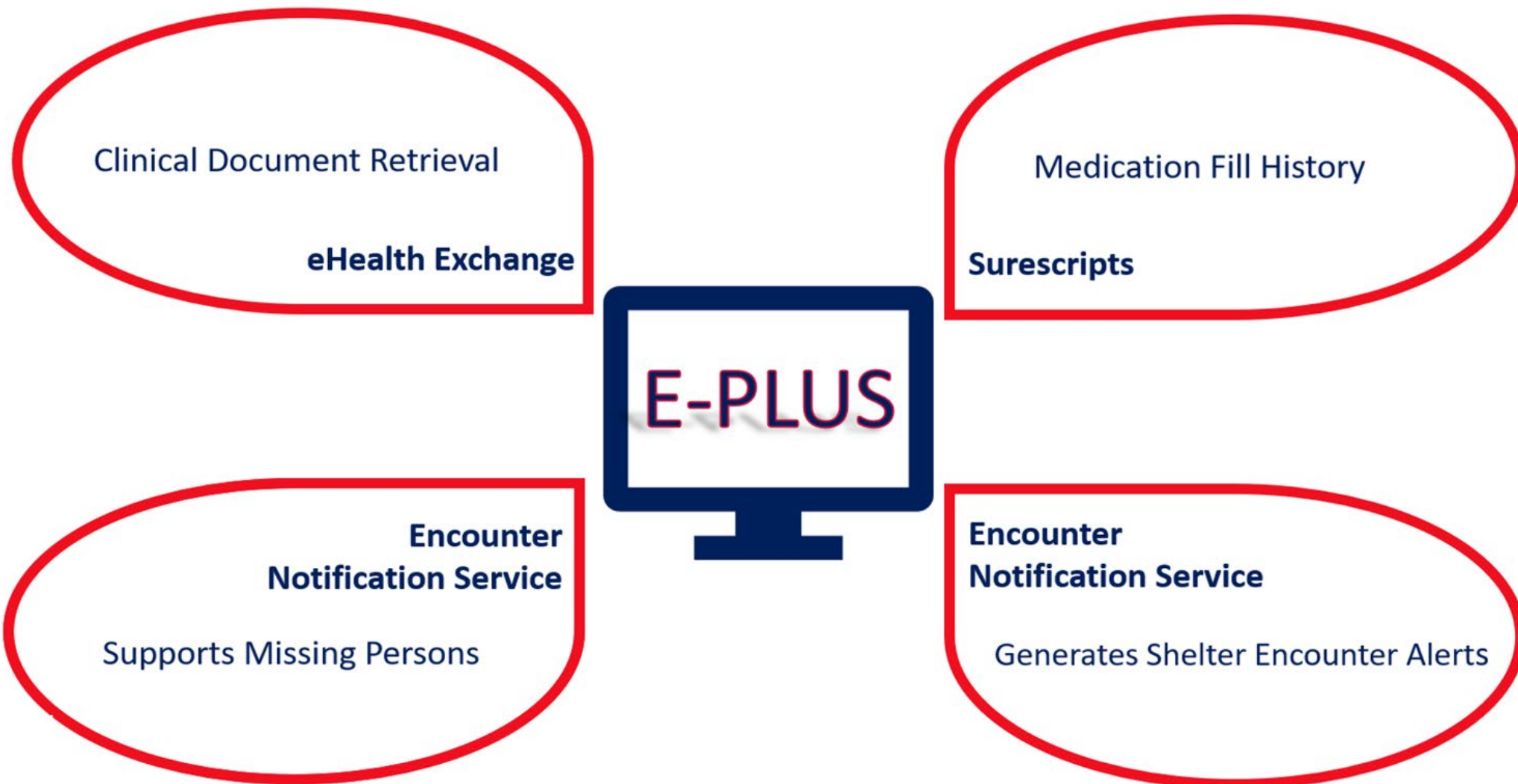
# Emergency Patient Look-Up Service (E-PLUS)



# Emergency Patient Look-Up Service

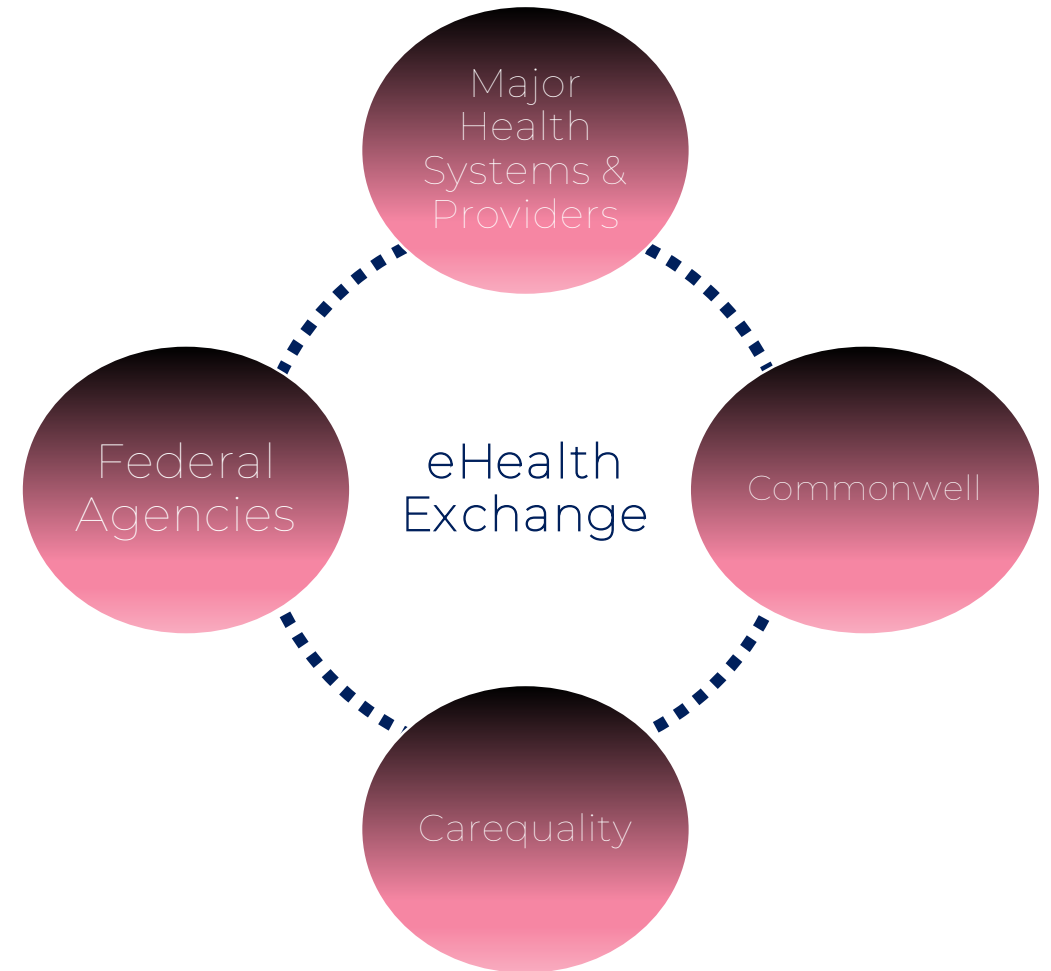
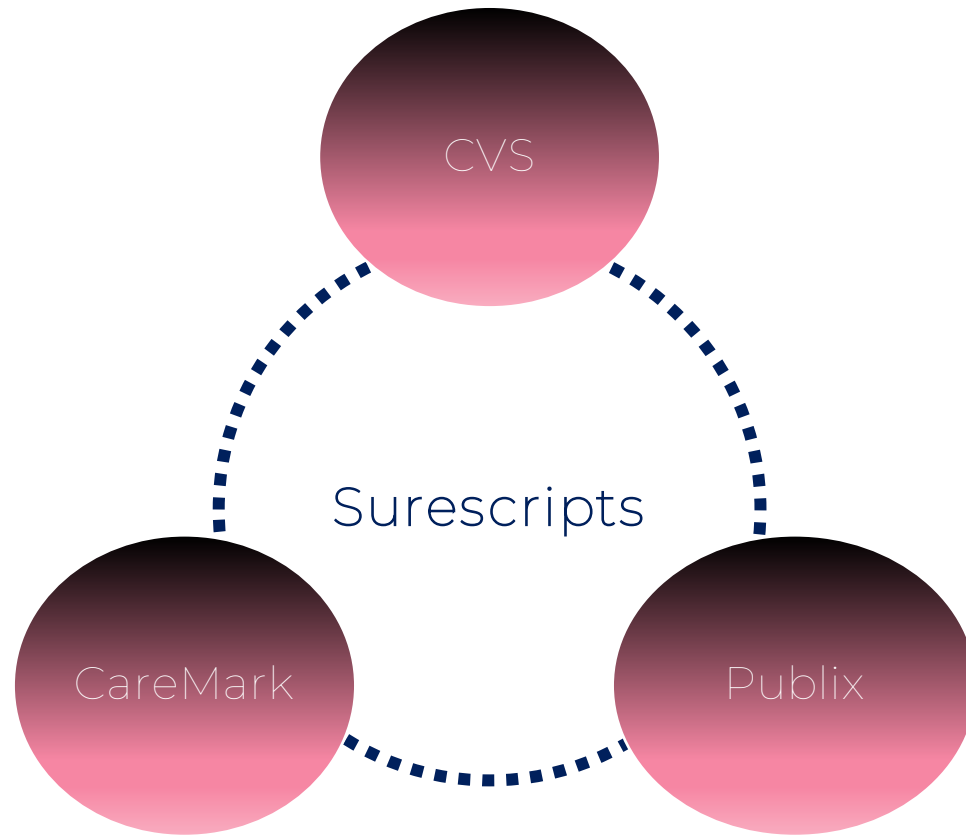
- Patient Search Application
  - Enables County Health Department Staff at Special Needs Shelters to Access Clinical Records and Medication Fill Histories
  - Connects over 2,700 health care facilities across the state of Florida
  - Secure access to clinical documents, including medication history
- Emergency Census Application
  - Enables improved care coordination during times of disaster by enabling Special Needs Shelters to alert ENS Subscribers that their patients have been evacuated to a Special Needs Shelter
- Missing Persons Application
  - Enables users to search the Encounter Notification Service to quickly locate missing or unaccounted for persons during times of emergency







# Patient Search Data Sources



# Emergency Census

---

Utilizes registration data from Special Needs Shelters collected by Department of Health

---

Becomes a data source to the Encounter Notification Service

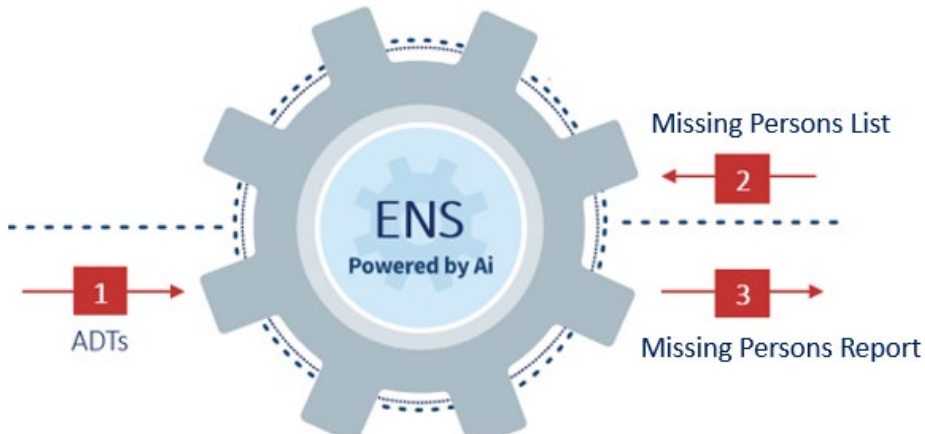
---

AHCA-DOH-DEM agreement in place to share shelter registration data



# How E-PLUS Interacts with ENS

Emergency Census Sends to ENS Encounter  
Data from Special Needs Shelters



Missing Persons sends lists of missing persons to ENS, which reports back the findings of a search for missing persons.

**E-PLUS**  
Emergency Patient Look-Up System







# Contact Us

Florida-HIE.net

FLHII@myflorida.com

EPLUS@myflorida.

# Contact Us



[E-PLUS@ahca.myflorida.com](mailto:E-PLUS@ahca.myflorida.com)

[FLHIE@ahca.myflorida.com](mailto:FLHIE@ahca.myflorida.com)



<https://ahca.myflorida.com/e-plus>

[www.Florida-HIE.net](http://www.Florida-HIE.net)





# PAHCOM

*Medical Practice Management for Small and Under-Resourced Communities*



Karen Blanchette, MBA  
PAHCOM Executive Director  
April 26, 2024





**People** make the difference!

Take care of your employees  
and they'll take care of your  
business.

- *Richard Branson*





## What **They** Want

- Professional Development
- Feel Valued
- Meaningful Work
- Career Path
- Education & Training

## What **You** Need

- Professional Attitude
- Medical Management Knowledge
- Desire to Grow
- Technology Comfortable (CPGs)
- Team Player



## PAHCOM Shares Knowledge

- Small practice management association with **35 years** of leadership, support, and advocacy.
- Partners with government, industry, and academic communities to ensure alignment of skills with workforce needs and regulations.

## Nationally Accredited Practice Manager Certification

- The HIT Certified Manager (HITCM-PM) and Certified Medical Manager (CMM) Credentials are nationally recognized and specifically designed for managers running physician practices and rural clinics.

## What is PAHCOM?



## Respect for the Chain of Command

- Founded and managed by **US Navy** healthcare veterans, we understand that your clinics follow hospital policy and report to your directors. Our network complements your current resources.



*Management*

## Practice Managers = First Responders



**Immediate** and proper handling of RHC incidents is critical!

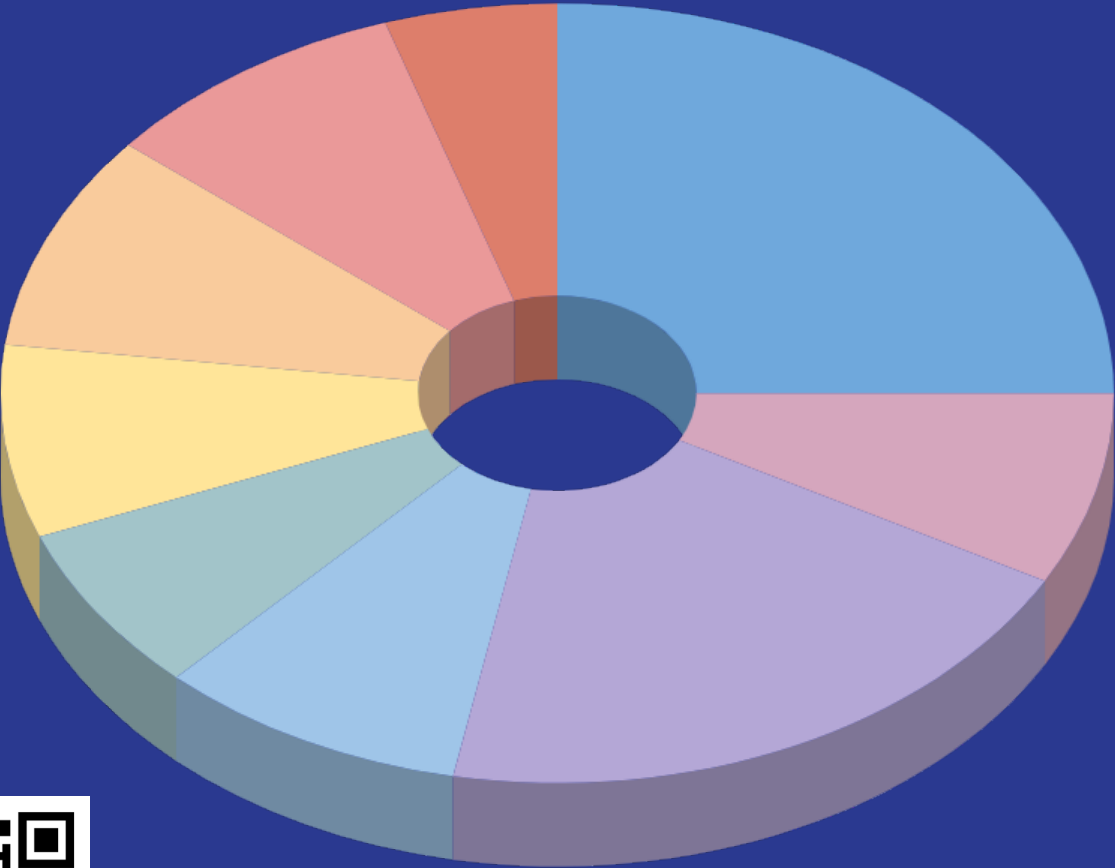
Whether Human Resources or Information Technology related, a well trained and certified Practice Manager can minimize damage and facilitate a simple handoff to the appropriate hospital director.





# Certified Medical Manager (CMM)

Nine Domains of Medical Practice Administration



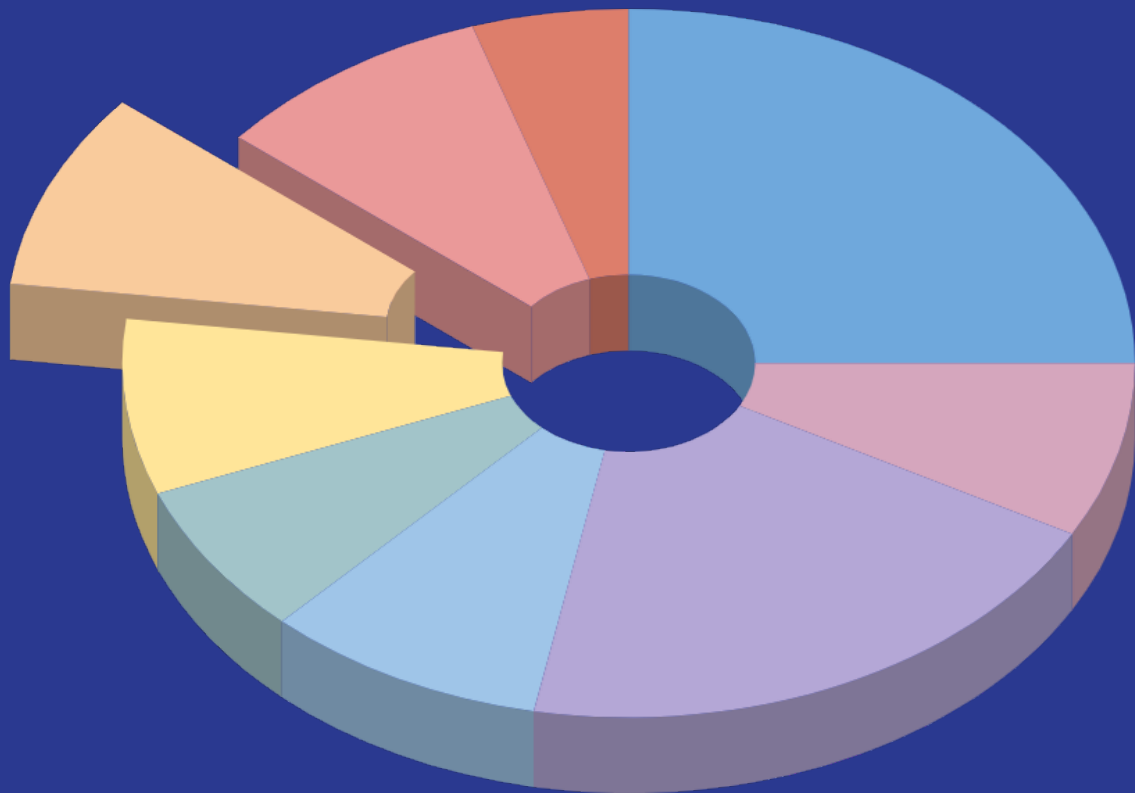
- REVENUE MANAGEMENT
- RISK MANAGEMENT
- HUMAN RESOURCES
- FINANCE
- CONTRACT MANAGEMENT
- BUSINESS MANAGEMENT
- TECHNOLOGY & DATA MANAGEMENT
- CLINICAL PERFORMANCE REPORTING
- PATIENT CLINICAL EDUCATION & PRACTICE MARKETING





# Certified Medical Manager (CMM)

Nine Domains of Medical Practice Administration



● TECHNOLOGY & DATA MANAGEMENT

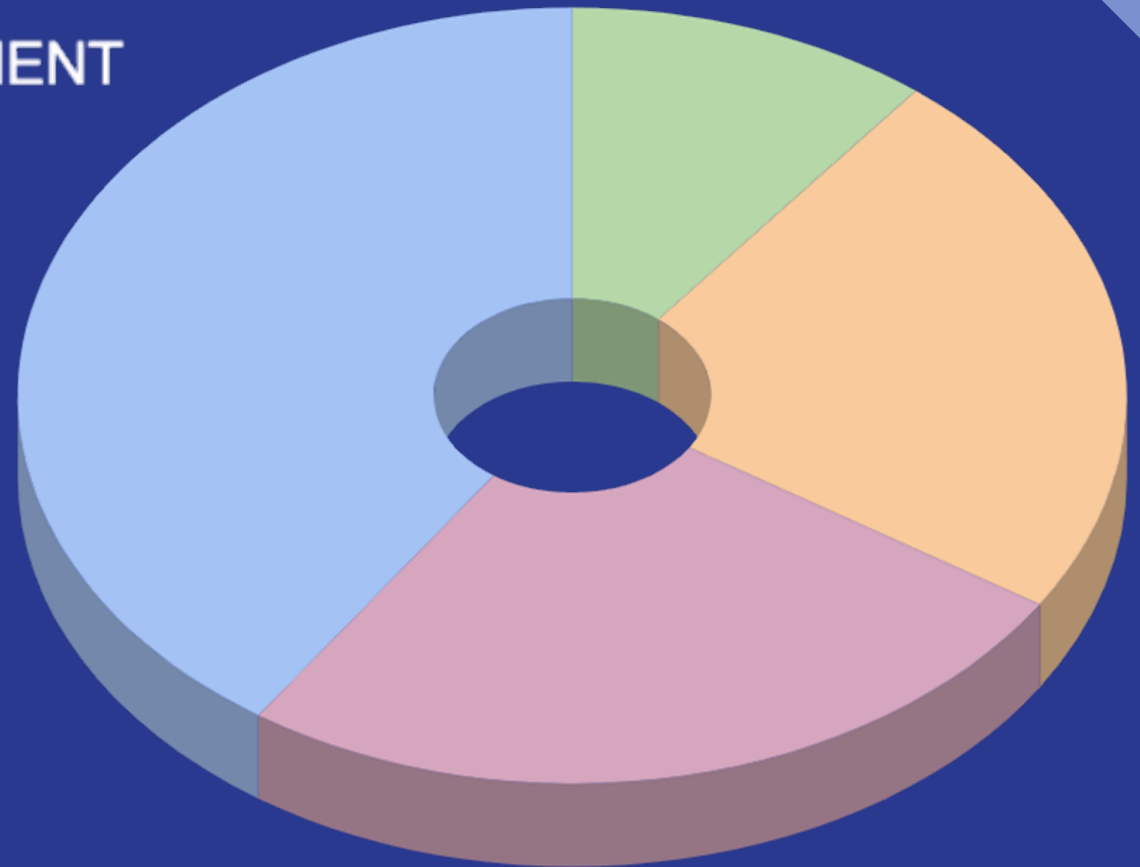
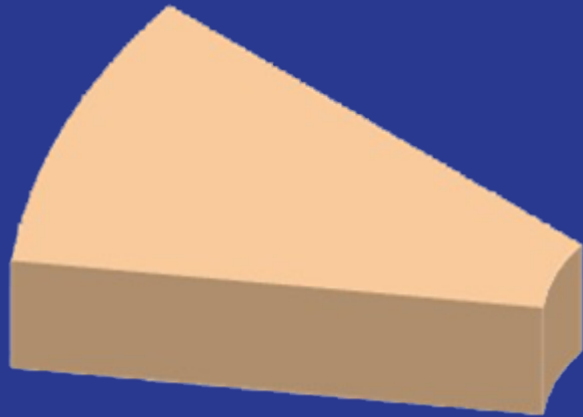




# Certified Medical Manager (CMM)

Domain 7 of Medical Practice Administration

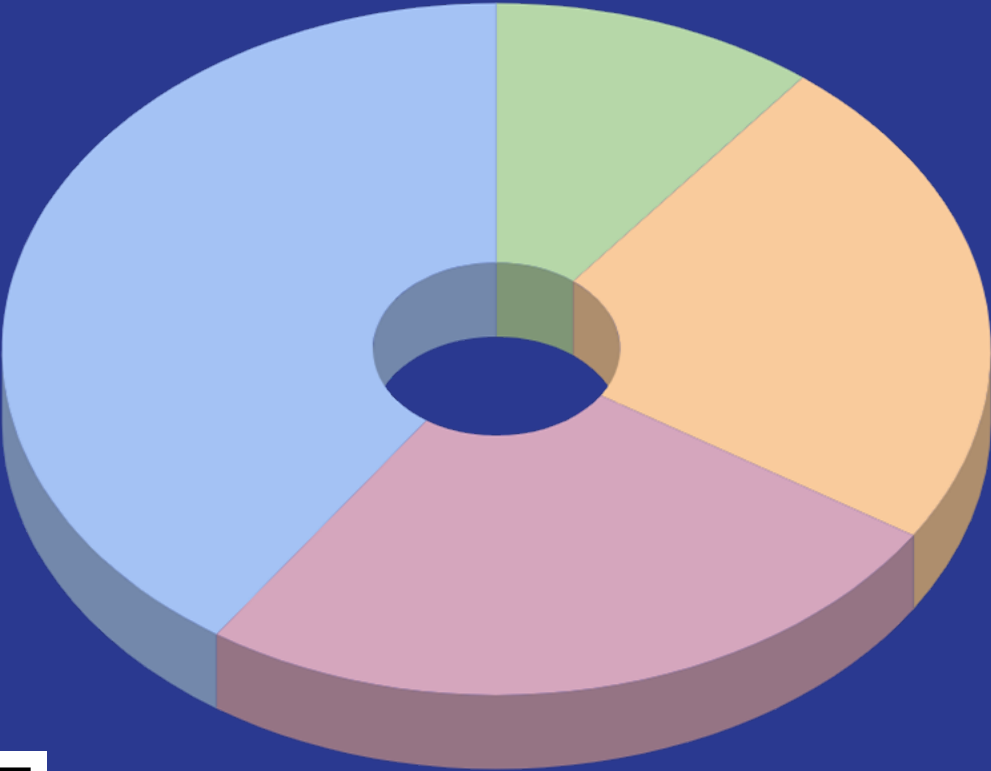
● TECHNOLOGY & DATA MANAGEMENT





# HIT Certified Manager (HITCM-PP)

Four Domains of Health Information Technology for Physician Practices



- HIT GENERAL SYSTEMS ENVIRONMENT
- HIT PROJECT & CHANGE MANAGEMENT
- HIT ASPECTS OF PATIENT CENTERED CARE
- HIT PRIVACY & SECURITY





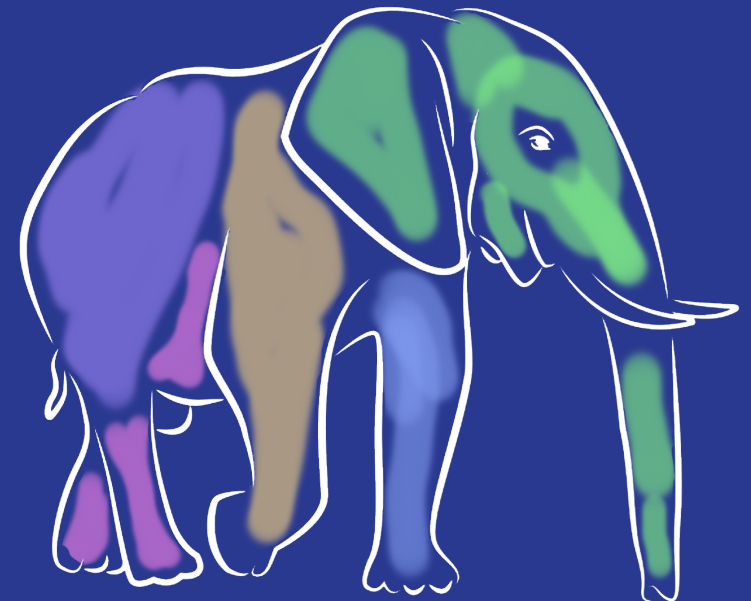
Ambassador for  
**HHS 405(d)**  
Aligning Health Care  
Industry Security Approaches



## Cybersecurity Training & Awareness

PAHCOM leaders work to make cybersecurity awareness actionable by advocating for you with industry and government leaders. We offer health information technology certification and training to protect medical practices from digital threats.

- Knowledge On Demand
- Health Industry Cybersecurity Practices (HICP)
- Cybersecurity Performance Goals (CPGs)
- **No Excuses** | We have FREE Cybersecurity Resources!







## Public Law 116–321

Amends the HITECH Act allowing special leniency for covered entities and business associates who tried to do the right thing by following 405(d) guidelines and best practices (over the past 12 months).

Nothing can prevent all attacks, but now you get relief for taking smart steps to protect your patient data.

Lock your door...

And document that you did!





## Approved for **Scholarships** and **Grants**

✓ CMM

✓ HITCM-PP

For Practice Managers!

Training and Certification Exams are frequently available through scholarship and grant programs. Courses are provided online as are proctored exams.

Contact Karen Blanchette or Kendra Siler PhD for funding availability for your region.

- [karen@pahcom.com](mailto:karen@pahcom.com)
- [kendra.siler@commhit.org](mailto:kendra.siler@commhit.org)



# Make Your Practice Managers **SUPERHEROES**



+



- REVENUE MANAGEMENT
- RISK MANAGEMENT
- HUMAN RESOURCES
- FINANCE
- CONTRACT MANAGEMENT
- BUSINESS MANAGEMENT
- TECHNOLOGY & DATA MANAGEMENT
- CLINICAL PERFORMANCE REPORTING
- PATIENT CLINICAL EDUCATION & PRACTICE MARKETING
- HIT GENERAL SYSTEMS ENVIRONMENT
- HIT PROJECT & CHANGE MANAGEMENT
- HIT ASPECTS OF PATIENT CENTERED CARE
- HIT PRIVACY & SECURITY







**Thank You** to our Hosts!



**Karen Blanchette, MBA**  
Executive Director | PAHCOM  
Ambassador for HHS 405(d)  
951-813-0235  
karen@pahcom.com  
my.pahcom.com/biokaren

