

INTEROPERABILITY SHOWCASE™



Use Case Title: Behavioral Health & Addiction Management

Short Description: Jorge, a nurse, was injured while trying to lift a patient alone. Diagnosed with a herniated disc, he was counseled and prescribed pain medication; the medication provided limited relief, leaving Jorge exhausted and depressed. After returning to work, Jorge begins to divert drugs from his patients to better alleviate his pain. Fortunately, his hospital has a drug diversion solution in place that identifies this activity, and Jorge is placed on suspension until successfully completing an Intervention Program.

Jorge attends a clinic to help him with his recovery. Utilizing an enhanced prescription drug monitoring program (PDMP) for access to the state's PDMP, the treatment facility can see that the patient has a limited controlled substance prescribing history through other providers. Reviewing Jorge's care records from other organizations through the health information exchange, it is found that Jorge had several encounters with other providers about his pain and depression, so it's clear Jorge has sought assistance and potentially also controlled substances elsewhere.

Once Jorge successfully completes the Intervention Program, he returns to work at the hospital. Fortunately, Jorge's employer is armed with the same drug diversion detection solution that first alerted to his initial diversion. With this solution, they are able to provide the proper safeguards and support to help ensure Jorge doesn't relapse.

Value: Interoperability can both inform and facilitate care coordination and care planning as well as positively impact patient outcomes for behavioral health and substance abuse, while maintaining patient privacy that is essential to these specialized healthcare needs

Participating Vendors: iatricSystems, Cerner

Scenario	Vendor	Products	Standards
Introduction The challenges in treating patients with Behavioral Health and Substance Abuse Disorders are complex, often unfolding as part of a longer and broader patient journey. While additional privacy protections exist that can limit	iatricSystems Cerner		

<p>the sharing of certain clinical data for these patients, interoperability can be key to successful treatment and recovery. Having the right information in a timely manner can result in better provider insight and engagement, as well as improved outcomes for the patient not just in the Behavioral Health and Substance Abuse space, but also in other areas of care that may directly influence or be impacted by these specialties.</p> <p>In addition, healthcare professionals with a substance use disorder face a special challenge when working in an environment with easy access to controlled substances.</p> <p>Our story will follow a medical professional’s struggles with depression and addiction, and how interoperability will help both his recovery and his employer’s ability to support him and continue providing quality care to their patients.</p>			
<p>Jorge Struggles with Depression and Pain After a Work Injury</p> <p>Jorge Martinez is a 31-year-old nurse working in a hospital ICU unit. Some months ago, he injured his back while lifting a patient alone. His doctor diagnosed him with a mild herniated disc and prescribed a controlled substance to manage the pain while he recovered at home. The medication provided Jorge with limited pain relief, and he was not sufficiently recovered before returning to work. This makes him fatigued and depressed.</p> <p>Returning to work in the ICU, Jorge decides he will divert medication from patients to help with his pain and allow him to focus on his work responsibilities. When the opportunity arises, Jorge accesses the automated dispensing cabinet in the ER to remove oxycodone pills for his personal use.</p> <p>Fortunately, Jorge’s hospital uses DetectRx, which is a drug diversion detection solution which identifies a medication dispensed in the ER by Jorge despite him being scheduled to work in the ICU today. The hospital’s Diversion Manager has set this type of activity as a high risk that triggers DetectRx virtual assistant to send an SMS text notification to the supervisor. When confronted soon afterwards, Jorge admits to taking the drugs and explains his struggles with depression and pain. He is placed on suspension until he successfully completes an Intervention Program.</p>	iatricSystem	DetectRx	SFTP
<p>Jorge Seeks Help for Behavioral Health and Substance Abuse</p>	Cerner	Enhanced PDMP Cerner HIE	NCPDP, XCA, XCPD, API



<p>Jorge attends a Behavior Health and Substance Abuse clinic to help him with his recovery and completion of his mandatory Intervention Program. Utilizing the Cerner Enhanced PDMP for access to the state’s PDMP, the clinic provider can see that Jorge has a limited controlled substance prescribing history through other providers.</p> <p>Before the provider sits down with Jorge, she would like to gain a better sense of Jorge’s care journey leading up to his decision to divert controlled substances at work. Reviewing his care records from other organizations through the Cerner HIE, it is found that Jorge had several encounters with other providers about his pain and depression, so it’s clear Jorge has sought assistance and potentially also controlled substances elsewhere. This allows the provider to engage with Jorge in a meaningful way that takes his own perspectives as well as those of his providers into consideration.</p> <p>To remain compliant with 42 CFR, throughout Jorge’s participation in the Intervention Program, this clinic does not share clinical details via the HIE. However, this does not limit the clinic providers’ ability to continue referencing information shared by other organizations via the HIE. This allows the clinic’s care team to remain oriented to Jorge’s broader healthcare journey, including progress on his back injury recovery and pain management.</p>			
<p>Jorge’s Return to Work</p> <p>Jorge has completed his recovery program and is allowed to return to work. Through the therapies and treatments received during his time away, his back injury is much improved, and he is confident that he is better equipped to manage his pain and mood without diverting drugs from the hospital.</p> <p>In iatricSystem’s drug detection software, DetectRx, Jorge is given an Employee Watch Score so that his supervisor is able to monitor and support him, safeguarding both Jorge and the hospital patients from harm that may come from drug diversion.</p>	iatricSystem	DetectRx	SFTP
<p>Conclusion</p> <p>Interoperability standards enable the time-sensitive exchange of data that support patient care and risks to patient care. Through the use of interoperability, Jorge’s employer is able to monitor for drug diversions that not only impact patient care but also identify potential personnel intervention needs. With interoperability, Jorge’s healthcare providers are also better able to maintain visibility into Jorge’s healthcare journey that could be helping or hindering his recovery through an intervention program, while maintaining the privacy required by law.</p>	iatricSystems Cerner		



Data exchange standards:

Vendor	Product	Category	Protocol	Interop Body	Interop Profile	Interop Actor	Interop Message	Send or Receive	Transaction Description
iatricSystems	DetectRx	Drug Diversion Detection	SFTP					Receive	SSH File Transfer Protocol to receive data for use in algorithms and AI
Cerner	Enhanced PDMP	Behavioral Health Provider	NCPDP/ API to State PDMP			Responding PDMP		Receive	Query to state Prescription Drug Monitoring Program
	Cerner HIE	Behavioral Health Provider	HTTPS	IHE	XDS.b/ XDR	Responding Gateway	ITI-41/ ITI-43	Receive	Exchange CDAs with HIE