



INSIDE:

**HELPING CARE TEAMS
ON THE FRONT LINES:
PROVIDENCE ST.
JOSEPH HEALTH**

**TELEHEALTH USES
ELECTRONIC CASE
RECORD POWERED BY
INTERSYSTEMS**

From the Desk of Jonathan Teich:

Welcome to the first issue of HealthShare Connections. We'll use this space to inform you about some of the most recent benefits our customers have realized using the InterSystems HealthShare® platform and suite of connected solutions. Our customers have many common needs and use cases, such as clinical practice enhancement, providing alerts for important events, multi-site administrative coordination, and fulfilling regulatory requirements. The innovative approaches your peers have taken to address these needs, may help you develop new ideas that can benefit your own stakeholders. HealthShare Connections will also be a vehicle for us to share information about important new products and enhancements in our product portfolio, from platform developments such as HL7® FHIR® services to new application areas such as care coordination.



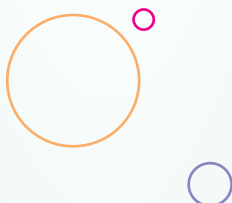
**Jonathan Teich,
MD, PhD**
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In this inaugural issue, we feature customers who are making use of HealthShare to help respond to the COVID-19 pandemic. COVID-19 is an unprecedented and critical situation for all of us, not only in our healthcare work but also in our personal lives. Because the pandemic is so new, so unknown, and so massive in scale, it's vital to pull information together quickly and accurately from a wide range of data sources. Customers are using out-of-the-box HealthShare data aggregation, visualization, and analysis tools to collect and utilize this information. To help them further, our sales engineering and product teams are developing specialized functionality and content for everything from filtered COVID-19 data views and resource monitoring to local and national public health reporting. We hope you will find these stories inspirational and instructive.

HealthShare Connections is a resource about and for our worldwide customer community. If you would like to share news of your own work in these pages, feel free to contact me or your account manager.

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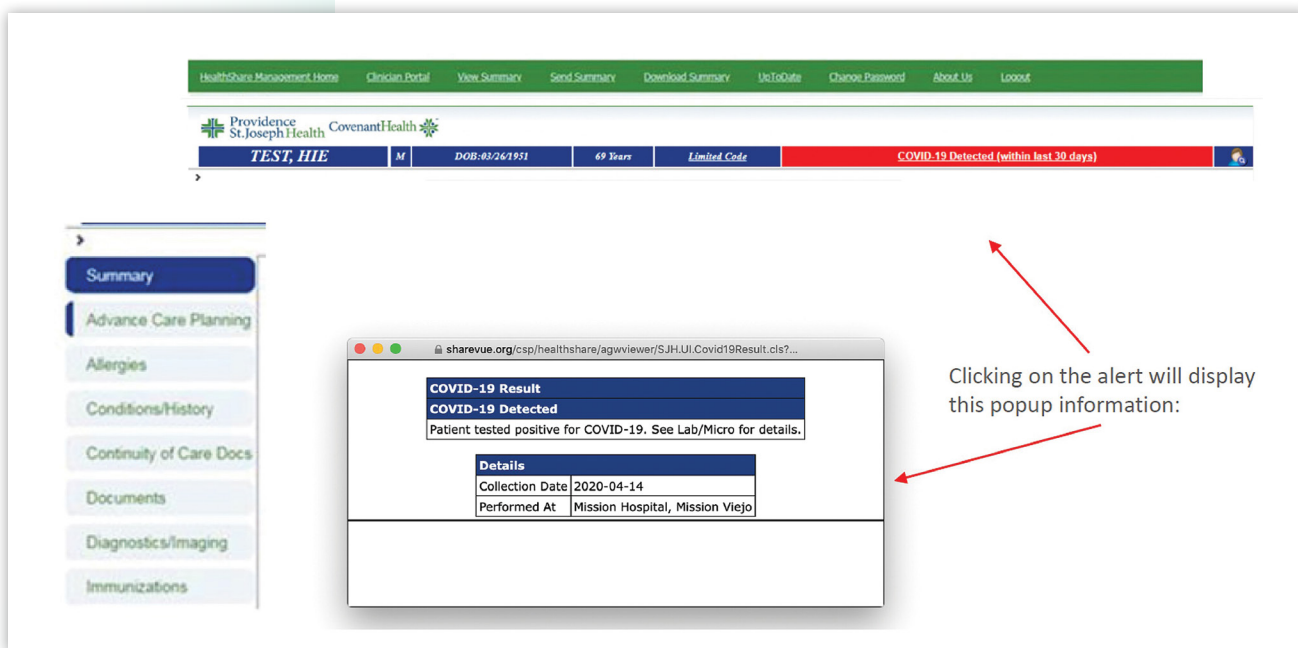


Helping Care Teams on the Front Lines: Providence St. Joseph Health

[Providence St. Joseph Health](#) (PSJH) has been leveraging InterSystems HealthShare® and Health Insight to increase the visibility of COVID-19 diagnoses among the healthcare team.

In response to the pandemic, the Health Information Exchange (HIE) team at PSJH rapidly implemented two new ways to help physicians on the front line fight and manage the COVID-19 crisis by alerting them of patients who have tested positive for COVID-19.

According to Theo Siagian, Executive Director of Health Information Exchange and Interoperability, when physicians log in to PSJH’s [ShareVue](#) (HealthShare Clinical Viewer rebranded), they now see a COVID-19 indicator in the patient banner alerting them that the patient tested positive for COVID-19 within the past 30 days. When they click on the patient-specific alert, a popup appears with additional details, such as when and where the patient was tested for the virus.



In the Unified Care Record, physicians will find a complete history of all COVID-19 tests, both positive and negative, for each patient on the ShareVue “Advance Care Planning” tab. Also, Primary Care Physicians in the network have the option on ShareVue to opt in easily to receive email alerts for their patients receiving COVID-19 lab tests and results. An executive dashboard displays these results geographically.

The PSJH HIE, accessed via the ShareVue portal, provides valuable patient data to providers and the organization. PSJH operates across seven states, with nearly 4,200 California, Texas, and Alaska providers, laboratories, and ancillary partners contributing to the HIE.

There are also several other projects underway that will provide critical COVID-19 information to the physicians and care teams who need it.

Ground Zero for COVID-19 Patients in the United States

[Providence](#) is the fourth largest health system in the U.S. with 51 hospitals and 1,085 clinics. [Providence Regional Medical Center Everett](#), in Washington state, admitted and treated the first patient diagnosed with COVID-19 in the U.S. Providence quickly responded with tools and resources to help its hospitals and care teams respond to the massive influx of COVID-19 positive patients. The organization became a benchmark for many other U.S. healthcare organizations as the novel coronavirus (nCoV2) spread.

Learn More

[Providence HIE](#)

[“Faster, Better Together: Health System Lessons Learned in Tackling COVID-19.”](#) a HIMSS Learning webinar featuring Dr. Amy Compton-Phillips, Executive Vice President and Chief Clinical Officer, who discusses the Providence experience and response to the first U.S. case of COVID-19.

[Providence Chat Bot](#), a consumer-facing COVID-19 assessment tool

[Providence Telehealth](#) and [Virtual Express Care Services](#)

Telehealth Uses Electronic Case Record Powered by InterSystems

North Rhine-Westphalia (NRW), a state located in the west of Germany, has been one of the areas in the country hardest hit by the pandemic. With close to 18 million people living in a mix of metropolitan and rural regions – and with roughly 340 hospitals – it is the most populated state in the country.

A pilot project there is now leapfrogging into broad-scale application: the infectious disease and intensive care branches of the “Virtual Hospital NRW” are helping providers cope with COVID-19. The Electronic Case Record for this massive telehealth roll-out is based on InterSystems IRIS for Health™ and HealthShare®.

COVID-19 Expertise Comes to Rural & Metro Regions in NRW

Virtual Hospital NRW, a state-powered project, is designed to make a digital infrastructure for medical specialist expertise available to hospitals throughout the state. Given the urgency of the crisis, it progressed quickly from its planned pilot state for designated regions to a broadscale rollout on March 30, when NRW State Premier Armin Laschet announced the launch of the intensive care and infectious diseases modules. Providers across the region can now access expert advice from specialists at university hospitals in Aachen and Münster. This allows smaller hospitals to prepare for the influx of patients by elevating their expertise in treating ventilated patients as well as the top providers.

Interoperable Electronic Case Record Serves as Cornerstone

Virtual Hospital NRW is based on an e-health platform jointly developed by InterSystems partner RZV GmbH, the Fraunhofer Institute for Software and Systems Engineering, and the InterSystems team in Germany. The Electronic Case Record utilizes the eFA 2.0 format and features an architecture relying on IHE profiles to facilitate maximum connectivity with applications. It enables sharing treatment-oriented patient information, as well as documents for use in tele-rounds. A front-end web portal allows for tele-consultations and tele-rounds for treating COVID-19 patients. Data privacy safeguards are in place to ensure GDPR compliance.

InterSystems IRIS for Health and HealthShare are the basis of the eFA-compliant back end, which enables all transactions, including input, transfer, and output of documents into and from the Electronic Case Record. Protocols cover all relevant transactions, as well as the access authentication.

“We are enthusiastic about this impressive use of our solutions to help fight the current pandemic,” says Helene Lengler, Regional Managing Director, Central & Eastern Europe & Nordics. “COVID-19 patients and health workers will benefit from the powerful telemedicine services in NRW and its virtual hospital, which can serve as a blueprint for all of Germany.”

The power behind what matters.

