

# VITL Quarterly Update Green Mountain Care Board

February 10, 2021



# VITL Quarterly Update

Beth Anderson, President & CEO

Carolyn Stone, Operations Director

Maurine Gilbert, Client Engagement Director

Bob Turnau, Chief Financial Officer

Christopher Shenk, Information Technology Director

# Agenda

- Overview
- CEO Update
- Operations Update
  - Collaborative Services
  - COVID
- Client Engagement
  - Annual Report
  - Consent & Sensitive Data
- Finance
  - FY21 Budget Forecast
- Security Update
- Quarterly Update

# CEO Update

- CY20 Highlights
- CY21 Contract and Plans

# CY20 Highlights

- Collaborative Services Phase 1: Rhapsody, Term Atlas, Verato Master Patient Index
- Collaborative Services Phase 2: selected new platform and began implementation
- Managed the transition to an opt-out consent model on 3/1 and education programs
- Responded to needs for COVID data, including
  - VDH: VITLAccess, daily hospitalization reporting with data quality work
  - 12 new locations for test results
  - 53 new locations for immunizations
  - 19 EMS agencies on VITLAccess
- Provided patient data to UVMHC during the cyberattack
- Stakeholder engagement around sharing sensitive and mental health treatment data
- Expanded data provided to OCV, including new payer contract
- Security upgrades

# DVHA CY21 Contract

- Total value up to \$9,058,878
  - Maintenance up to \$2,577,487
  - Security \$429,891
  - Development up to \$5,651,500
  - Task Order up to \$400,000

# CY21 Development Deliverables

## New Platform

Up to \$3,003,000

- Platform live
- Blueprint extracts delivered
- Transition of interfaces
- Information Blocking
- Consent
- New Data Types
  - Ingest Medicaid claims
  - Requirements for sensitive data and social determinants of health

## Data Access & Public Health

Up to \$2,648,500

- Public Health/ COVID response
- Expanding data collection and access
- Provider Portal
- Meaningful Use and Security Risk Assessment Consulting
- Emergency response
- Data Quality – partner with Bi-State
- Data Governance

# CY21 VITL Projects

- Strategic Planning
- Sustainability model
- Stakeholder engagement
- Outreach / story-telling
- OCV data reporting (2021 contract executed in December)
- Interoperability – event notification for hospitals



# Operations Update

- Collaborative Services
- Supporting the Vermont COVID Response Work

# Collaborative Services

# Overall Project Update

- An updated project schedule was published in December, which adjust for delays in the project but still allows us to meet the key deliverables on time
  - Blueprint clinical data extract delivered – Mid April
  - First Medicaid Claims file ingested to Production – July
  - Provider Portal live in Production – July
  - OneCare Vermont reporting – Late 2021
- Contractors with expertise in Fast Health Interoperability Resources (FHIR) have been brought onboard to supplement staff focused on COVID-related work and accelerate testing

# Status and Next Steps

- Finish testing the clinical data repository and resolve any issues impacting the first deliverable for Blueprint.
  - Second round of testing and issue resolution underway
- Complete terminology code mapping for the Blueprint extract
  - Currently ~70% complete.
- Continue validation and testing of the reporting database and new data model.
- Complete integration of Terminology Services.
  - Currently ~70% complete.

# Supporting the Vermont COVID-19 Response

# COVID-Related Data and Reporting

## Reporting

- Daily COVID-19 Hospitalization report to the VT Department of Health (VDH) to inform local response and support reporting to US Health and Human Services.
- Continued ad hoc reporting for the Vermont Department of Health to support planning efforts.

## Provider Portal

- VDH Epidemiology team continues to use the provider portal for case investigations.
- VITL continues to onboard EMS teams across Vermont to obtain data on patients they are treating and transporting.

# COVID19 Test & Immunization Data

- Building interfaces to commercial testing laboratories to collect COVID test results for VDH
  - 12 Live, 7 in Test, 9 getting started
  - Processed over 700,000 COVID-19 test results in 2020!
- Building interfaces to Pharmacies to collect records for the Immunization Registry
  - 57 new locations live, 71 in Test
- New interfaces built to convert text file data to HL7 data to support sources that cannot produce HL7 formatted messages.

# Client Engagement Update

- 2020 Annual Report
- Consent & Sensitive Date



# 2020 VITL Annual Report

# VITL

Vermont Information Technology Leaders, Inc.

## Vermont Health Information Exchange 2020 Annual Report



# Consent Update

- Opt out rate remains steady
- Planning more provider and patient education to begin in March 2021

# Sensitive Data Sharing Project Progress

Project to explore consent model for sharing substance use disorder treatment data and other sensitive data via the VHIE

## Phase 1: Designing policies and procedures – underway

- Engaged advisory group
- Focus groups and interviews underway, including representation from independent practices, hospitals, Federally Qualified Health Centers, Designated Agencies, and provider associations
- Recruiting for additional stakeholder engagement including patients
- Documented business requirements, solution design and policies and procedures
- Waiting for implementation guidance for CARES Act changes to 42 CFR Part 2

## Phase 2: Pilot planned for late 2021

- Aiming for a Designated Agency, a Federally Qualified Health Center, a specialty treatment setting
- Iterate with feedback from providers, staff, patients

# Finance Update

- FY21 Budget Update

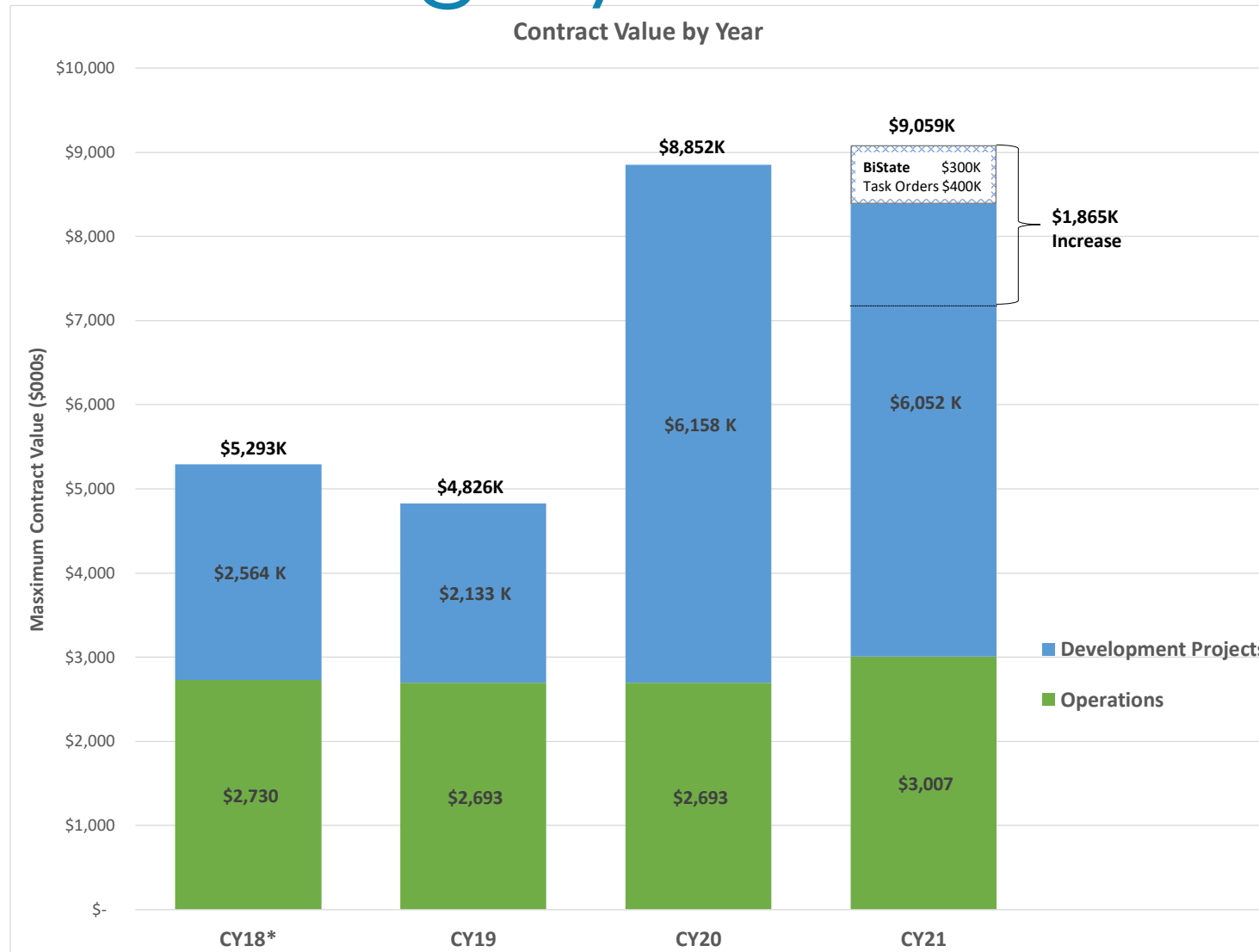
# FY21 Forecast Assumptions

- Ability to implement the new data platform according to the new project plan, which delivers the first phase in early April 2021
- CY21 development projects must complete by September 30<sup>th</sup>, 2021 due to the expiry of HITECH Act
- Includes consulting and contract labor to augment and support VITL staff due to the scope of development projects and public health work
- The budgeted revenue contingency to allow for COVID-related impacts was decreased to reflect what we have learned

# Risks

- Our need for consulting/contract labor with FHIR skills and expertise could exceed marketplace capacity, which could impact our ability to complete deliverables
- While the updated project plan addresses the lessons learned in the first 6 months of implementation, it is possible that further changes to the plan may be necessary as we continue to refine requirements and technical specifications
- While the FY21 Midyear Budget Forecast addresses known risks, the COVID19 pandemic still poses potential unexpected impacts

# State Funding by Calendar Year





# Comparison of CY21 & CY20 contracts

Work scope	CY20 Contract Value	Change	CY21 Maximum Contract Value	Comments
Operations and Security	2,693,391	313,987	3,007,378	Outcome Based Cert. Incentives and Consent Mgmt Education
Data Access	287,500	250,000	537,500	Expanded data collection/access
Consent Management-Sensitive Data	175,000	35,000	210,000	
Aggregation of Clinical Sensitive Data	75,000	(75,000)	-	Development of requirements
EMS & Other Emergency Serv. To VHIE	250,000	(24,000)	226,000	
Architectural Quality Process	40,000	60,000	100,000	Data Governance
Connectivity	1,290,500	2,500	1,293,000	Transition of interfaces
Data Quality	191,250	108,750	300,000	BiState/VT Rural Health Alliance (VRHA) effort
Collaborative Services Projects (Master Patient Index (UMPI) , Term Serv., Rhapsody)	1,425,988	(1,425,988)	-	CY20 funds for development and implementation
Future Data Platform/Databases	2,070,000	(570,000)	1,500,000	New data model/Blueprint extracts/Ingest new data types
Provider portal, Secure Messaging, Results Delivery	-	735,000	735,000	Evaluation of new platforms
Other-Master Technical Design Document	125,000	(125,000)	-	
Meaningful Use/Security Risk Assessment (MU/SRA) Consulting	140,000	10,000	150,000	Expanded to include Info. Blocking
Task Order	88,100	311,900	400,000	Work yet to be defined
Public Health	-	600,000	600,000	Includes COVID response
<b>Total Contract Value</b>	<b>8,851,729</b>	<b>207,149</b>	<b>9,058,878</b>	

# Revenue Summary

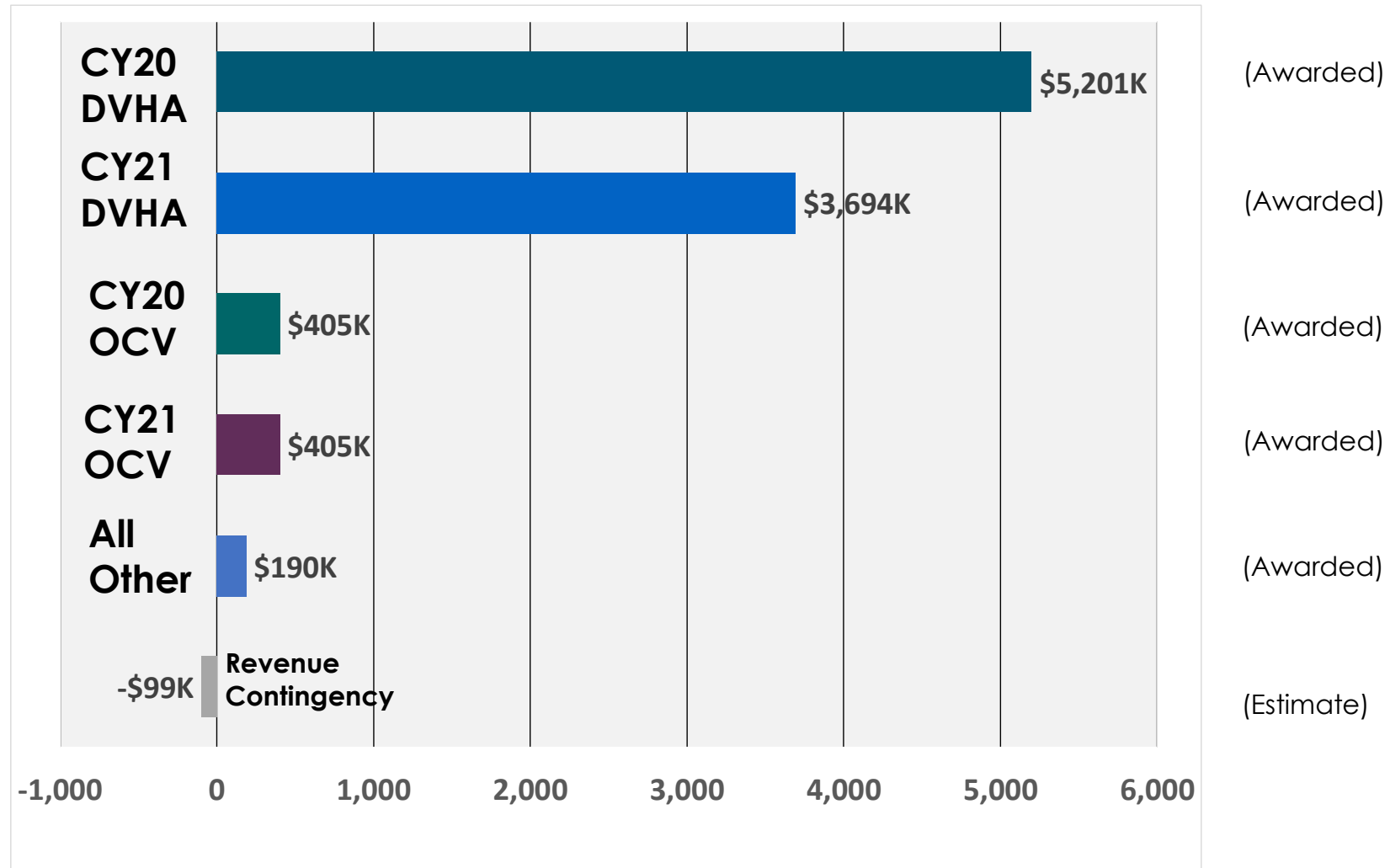
<b>Contract</b>	<b>FY20 Audited</b>	<b>FY21 Budget</b>	<b>FY21 YTD Oct</b>	<b>FY21 Forecast</b>	<b>Variance Forecast to Budget</b>	<b>% Change Forecast to Budget</b>
DVHA-CY19	2,398,867	-	-	-	-	0%
DVHA-CY20	3,459,527	4,431,509	2,337,708	4,375,972	(55,537)	
DVHA-CY20-Covid	-	-	289,000	825,880	825,880	
Total of DVHA-CY20	3,459,527	4,431,509	2,626,708	5,201,852	770,343	17%
DVHA-CY21	-	3,207,006	-	3,693,950	486,944	15%
Total of Vermont contracts	5,858,394	7,638,515	2,626,708	8,895,802	1,257,287	16%
OneCare Vermont (OCV)	812,290	810,000	283,332	810,000	-	0%
PatientPing	47,231	47,000	22,076	47,000	-	0%
VITL Direct	121,200	123,000	41,196	123,000	-	0%
Misc. Revenue - Interest	28,602	20,000	2,854	20,000	-	0%
Potential pandemic impact to revenue	-	(517,111)	-	(98,958)	418,153	-81%
<b>Total Revenue as shown on Statement of Activities</b>	<b>6,867,717</b>	<b>8,121,404</b>	<b>2,976,166</b>	<b>9,796,844</b>	<b>1,675,440</b>	<b>21%</b>

## Notes

- CY21 contract value was larger than original budget assumed
- State repurposed funds to cover our work to provide COVID19-related data
- Reduced revenue contingency for COVID from 6% to 1%

# FY21 Projected Revenue

**Total FY21  
Forecast  
Revenue  
\$9,797K**



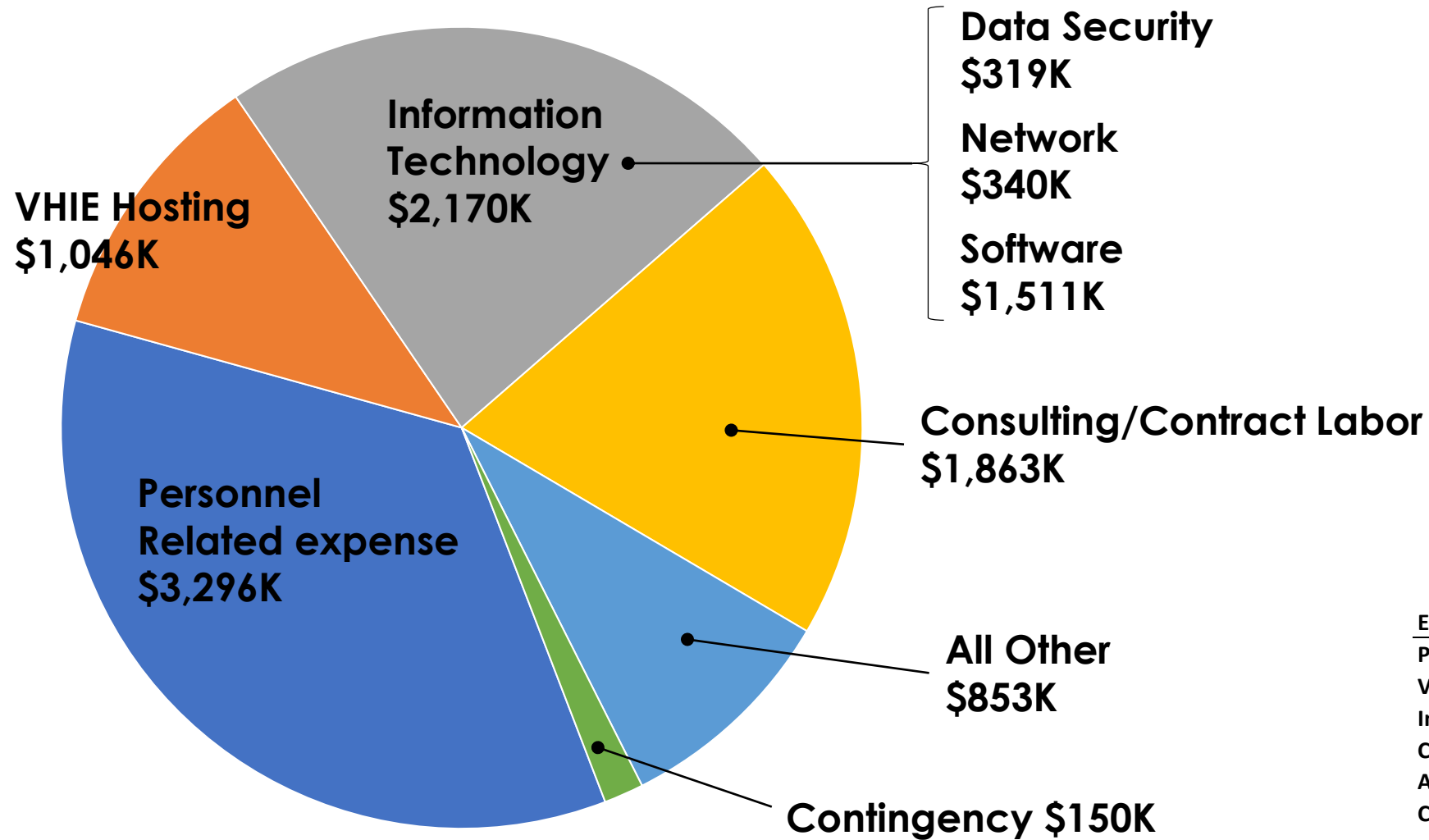
# Expenses

	FY20 Audited	FY21 Budget	FY21 YTD Oct	FY21 Forecast	Variance Forecast to Budget	% Change Forecast to Budget
Revenue	6,867,717	8,121,404	2,976,166	9,796,844	1,675,440	21%
Expenses						
Labor Cost-Core	2,064,138	2,204,626	718,665	2,263,343	58,717	3%
Labor Cost-Temporary	-	-	12,727	177,397	177,397	
Fringe Related Costs	755,161	927,708	255,392	854,897	(72,811)	-8%
Personnel Related Expenses	2,819,299	3,132,334	986,784	3,295,637	163,303	5%
VHIE Hosting	974,384	1,009,498	310,487	1,045,885	36,387	4%
Information Technology	1,456,698	2,154,897	480,770	2,170,334	15,437	1%
Consultants/Contract Labor	225,960	634,100	57,000	1,863,270	1,229,170	194%
Occupancy	143,638	146,903	47,475	145,980	(923)	-1%
Legal & Accounting	196,621	167,207	76,594	205,952	38,745	23%
Education & Outreach	36,356	67,340	1,922	49,522	(17,818)	-26%
Insurance	83,626	84,843	24,801	88,594	3,751	4%
EE Recruitment/Prof. Dev.	23,822	61,886	13,557	160,828	98,942	160%
Telecommunications	52,860	56,940	16,746	52,457	(4,483)	-8%
All Other	135,983	178,654	38,153	149,819	(28,835)	-16%
Contingency	-	100,000	-	150,000	50,000	50%
Total All Expenses	6,149,247	7,794,603	2,054,289	9,378,278	1,583,675	20%
<b>Change in Net Assets (w/o CAPEX)</b>	<b>\$ 718,470</b>	<b>\$ 326,801</b>	<b>\$ 921,877</b>	<b>\$ 418,566</b>	<b>\$ 91,765</b>	<b>28%</b>
CAPEX	(113,722)	(321,327)	(30,528)	(328,238)	(6,911)	2%
<b>Change in Net Assets (with CAPEX)</b>	<b>\$ 604,748</b>	<b>\$ 5,474</b>	<b>\$ 891,349</b>	<b>\$ 90,328</b>	<b>\$ 84,854</b>	<b>1550%</b>

## Notes

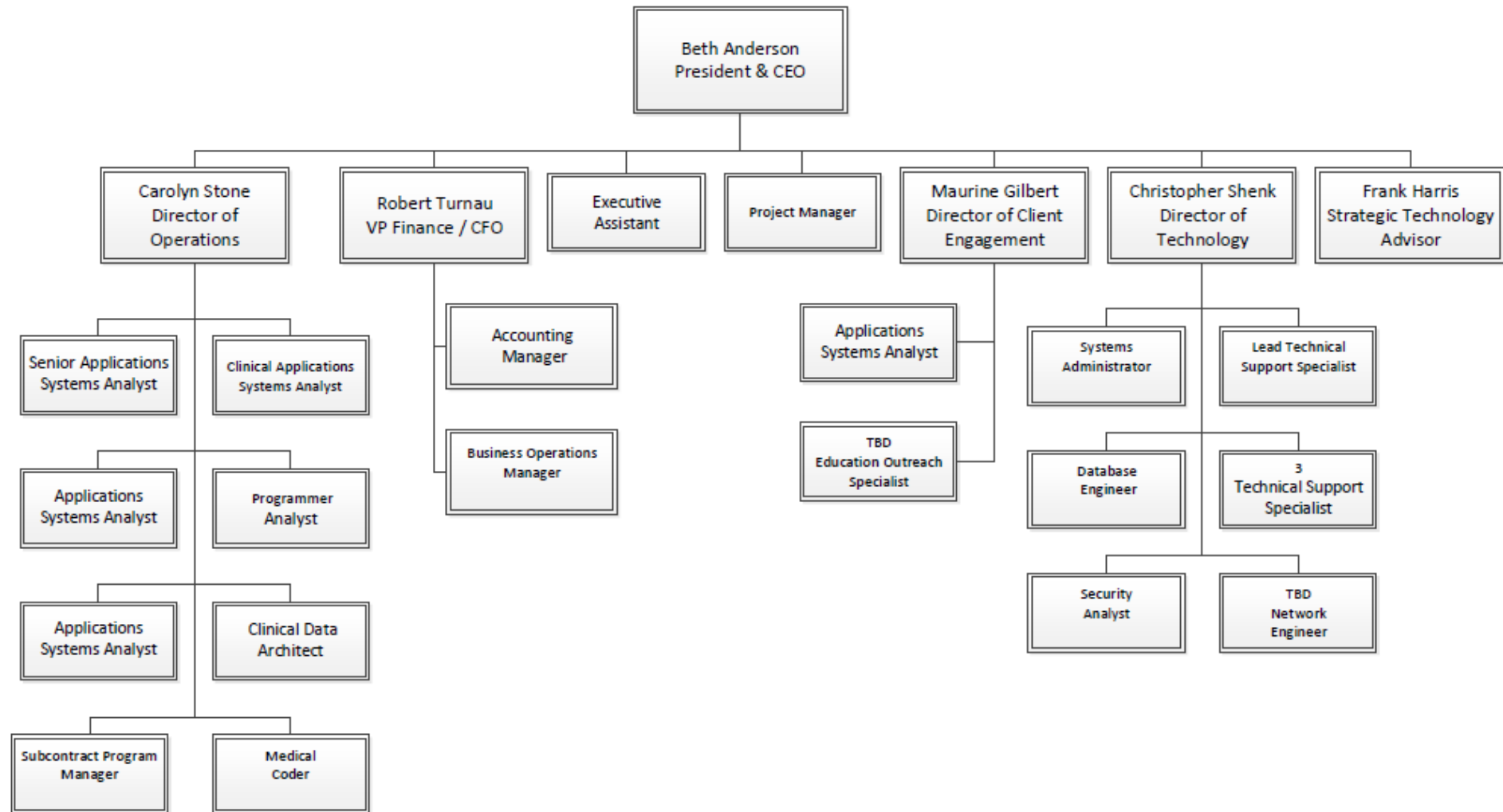
- Labor and consulting costs increased from budget to support deliverables
  - Temp labor increase \$177K
  - Consulting increase \$1,229K
- \$163K increase to data security
- \$137K decrease to Software costs due to timing
- \$98K increase to Training
- Contingency increased \$50K

# FY21 Forecast Expenses



Expense category	FY21 % of Total	
	Budget	Forecast
Personnel related expenses	40%	35%
VHIE Hosting	13%	11%
Information Technology	28%	23%
Consulting	8%	20%
All Other	10%	9%
Contingency	1%	2%

# VITL Organization Chart



# Staffing

Department	End of Year FTEs					Variance
	FY19 Actual	FY20 Actual	FY21 Budget	FY21 YTD Oct	FY21 Forecast	Forecast to Budget
Administration	5.0	5.0	5.0	5.0	6.0	1.0
Client Engagement	3.0	2.0	4.0	3.0	4.0	0.0
Technical Support	3.0	4.0	4.0	4.0	4.0	0.0
Operations	6.6	6.6	6.6	8.0	9.0	2.4
Technology	<u>6.0</u>	<u>5.0</u>	<u>5.0</u>	<u>5.0</u>	<u>6.0</u>	<u>1.0</u>
<b>Total</b>	<b>23.6</b>	<b>22.6</b>	<b>24.6</b>	<b>25.0</b>	<b>29.0</b>	<b>4.4</b>
Subtotal core staffing	23.6	22.6	24.6	24.0	25.6	1.0
Subtotal temporary staffing	0.0	0.0	0.0	1.0	3.4	3.4
Total change in actual/budget	0.0	(1.0)	2.0	0.4	4.4	

- FY21 Budget approved in July 2020 added 2 new positions, Education & Outreach Support Specialist and Network Analyst
- FY21 YTD October headcount includes Subcontract Program Manager (temporary position)
- FY21 Forecast adds 3.4 temporary positions: Subcontract Program Manager, Medical Coder (PT), and Applications Systems Analyst while core staffing extends term for the Strategic Technology Adviser

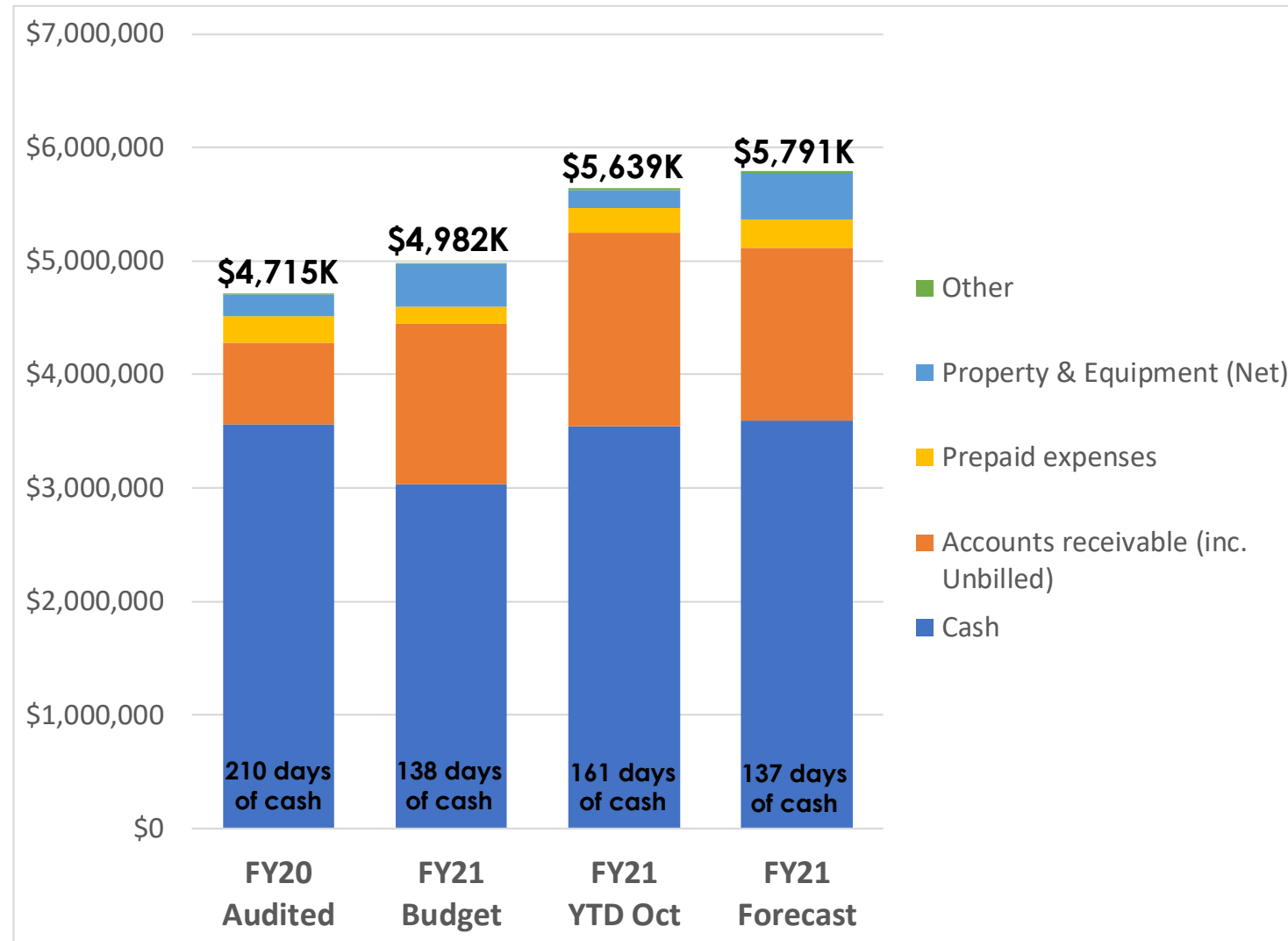
# Consulting/Contract Labor

Changes	Amount	Comments
<b>FY21 Budget-Consulting expenses</b>	<b>\$ 634,100</b>	
Data Testing/Validation	475,490	
Data Quality-BiState/VRHA	191,000	Pass-through
Provider portal/Claims data/VITL Direct work scope	341,200	CY21 work scope
Data mapping/Technical Writing/Addtl operations support	152,400	
Strategic support	113,160	Strat. Plan, Bus. Model development
Consent Mangement-Part 2	85,820	Education & Policies
EMS/Emergency response implementation	(114,400)	Savings
All other	(15,500)	
<b>FY21 Forecast-Consulting expenses</b>	<b>\$ 1,863,270</b>	

- FY21 Midyear Forecast adds \$1,229K of Consulting/Contract Labor costs to augment and support VITL staff on development projects along with funding VRHA data quality efforts

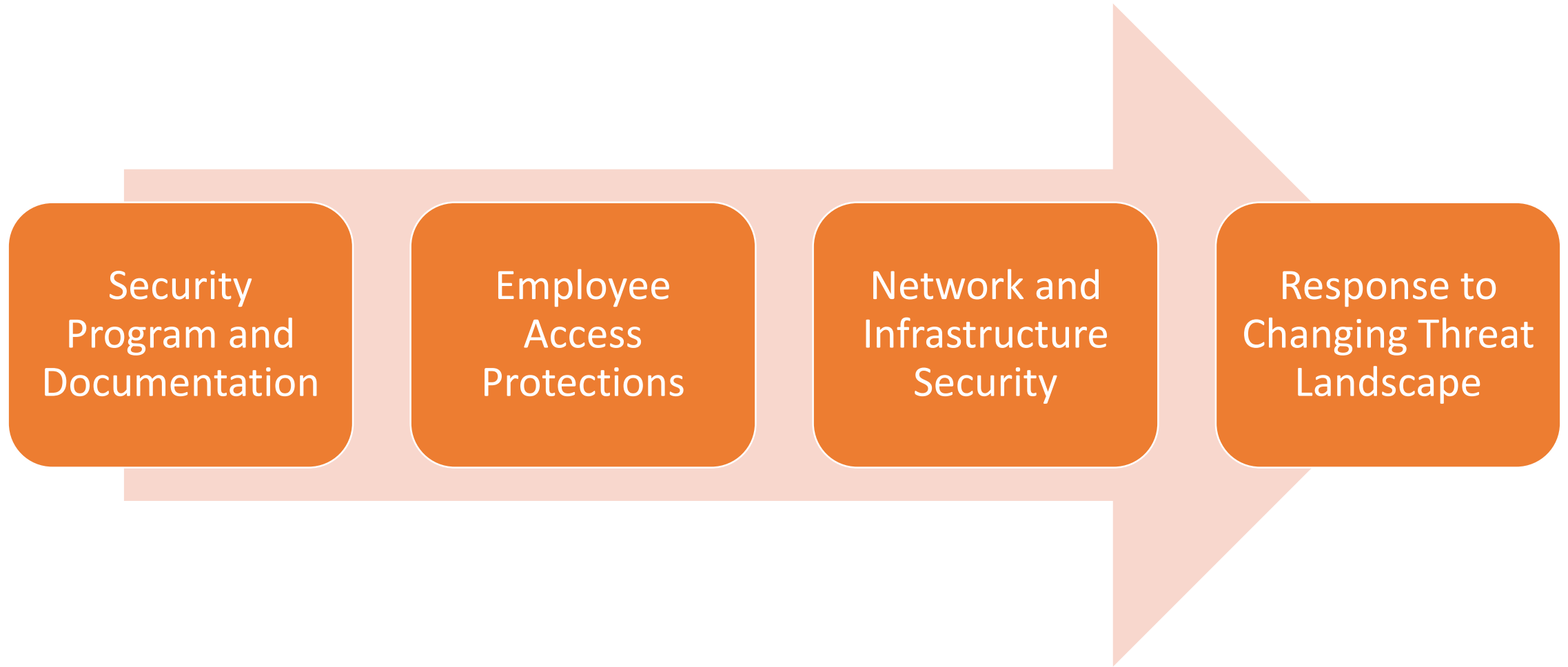


# Balance Sheet by Year



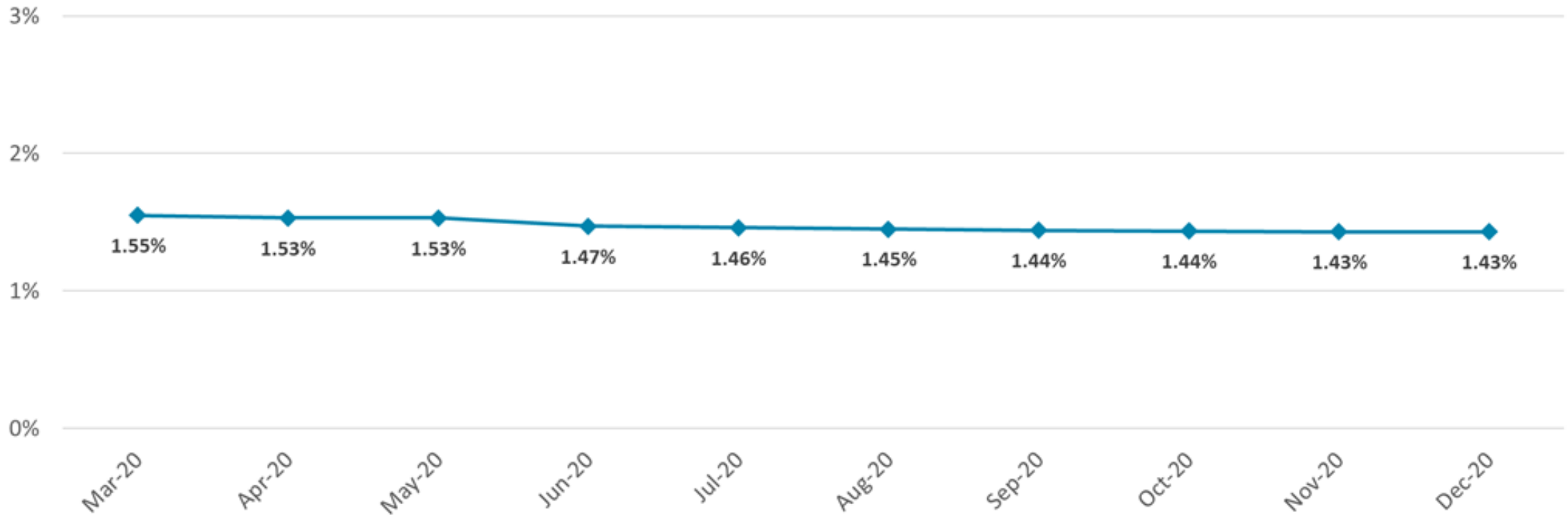
# Security Update

# Continuous VHIE Security Enhancements

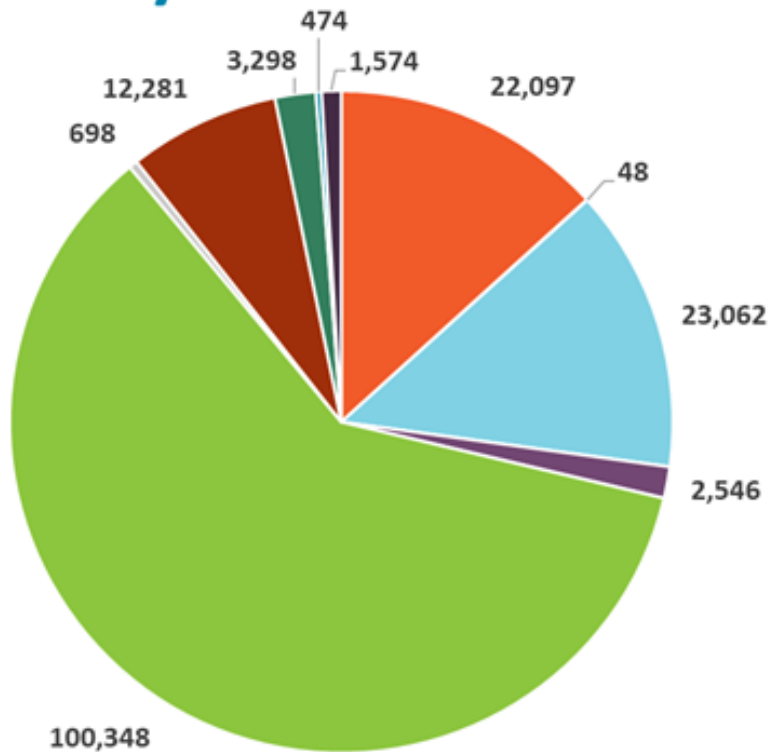


# Quarterly Update

# Percent of Vermont Patients Opted Out of the VHIE

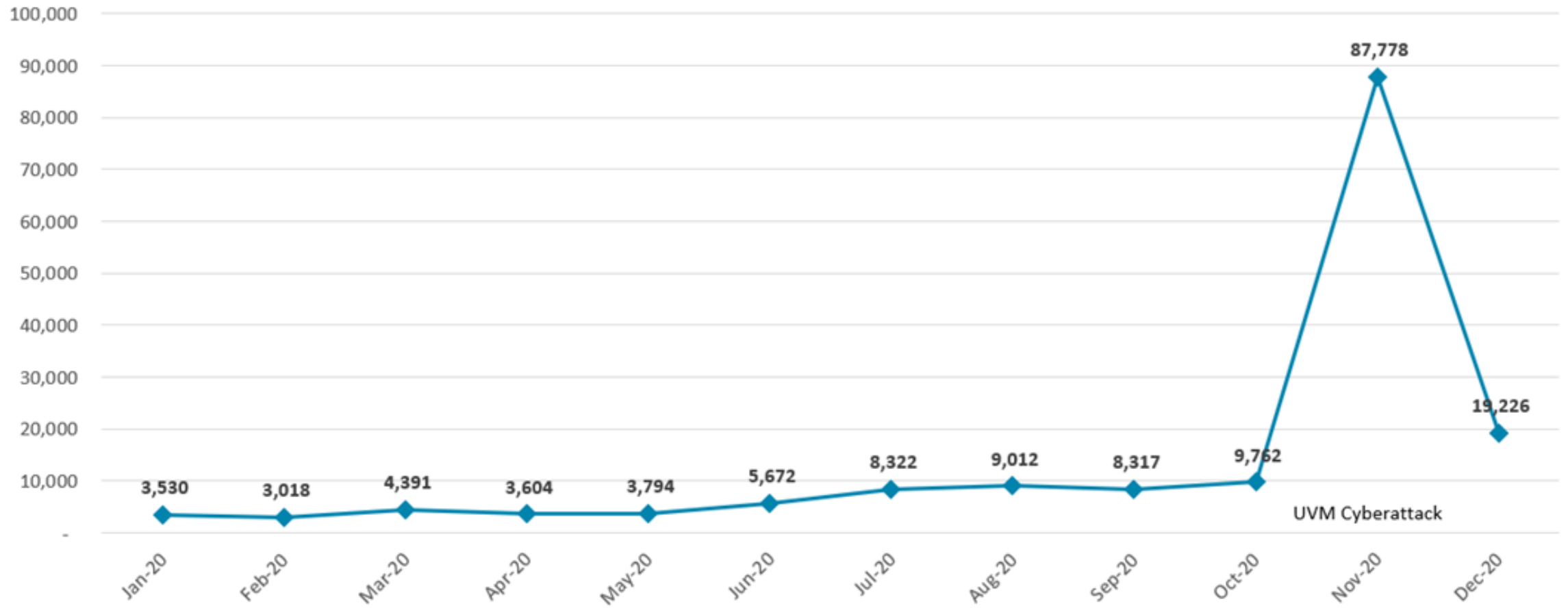


# VITL Access Queries by Organization Type January - December 2020



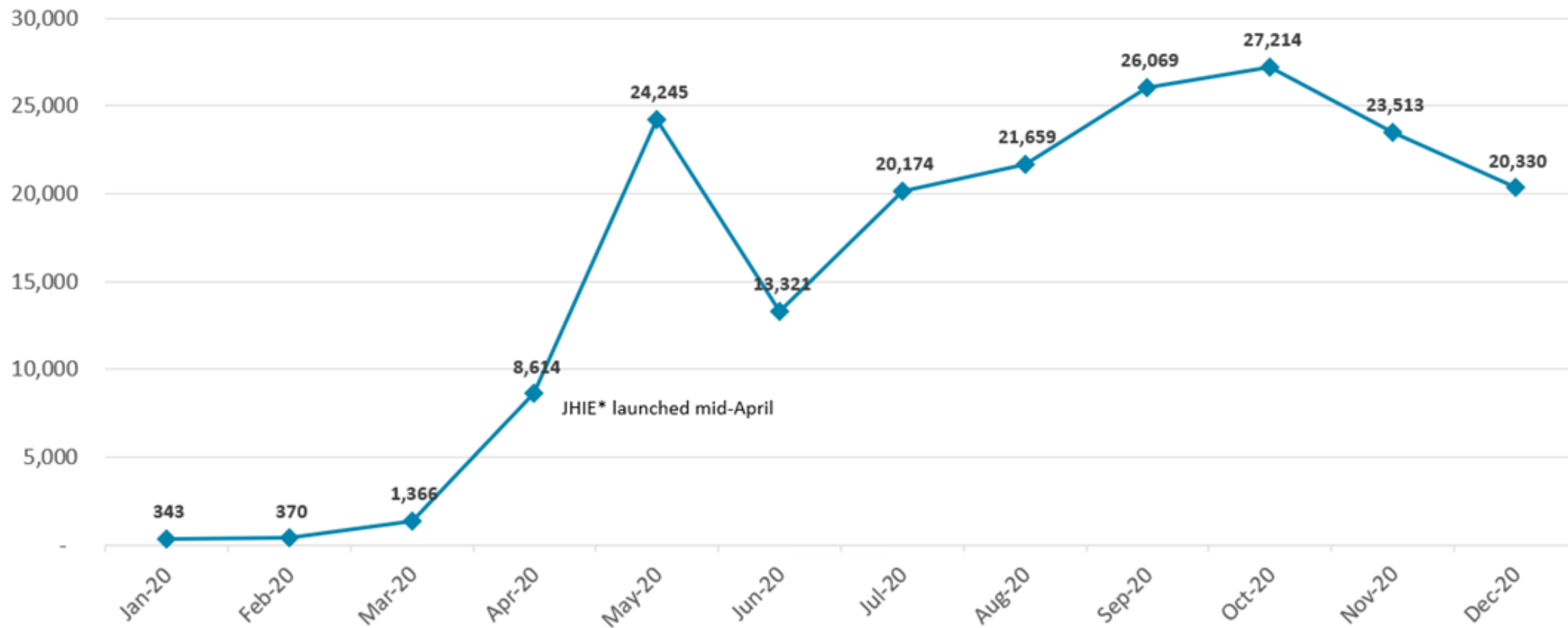
- Federal/State Agency: 22,097
- Hospital Owned Practice: 2,546
- Federally Qualified Health Center: 12,281
- Emergency Services: 1,574
- Long-Term Care: 48
- Hospital: 100,348
- Designated Agency: 3,298
- Independent Practice: 23,062
- Home Health Agency: 698
- Community Health Center: 474

# 2020 VITL Access Queries by Month



# Queries of the VHIE via eHealth Exchange

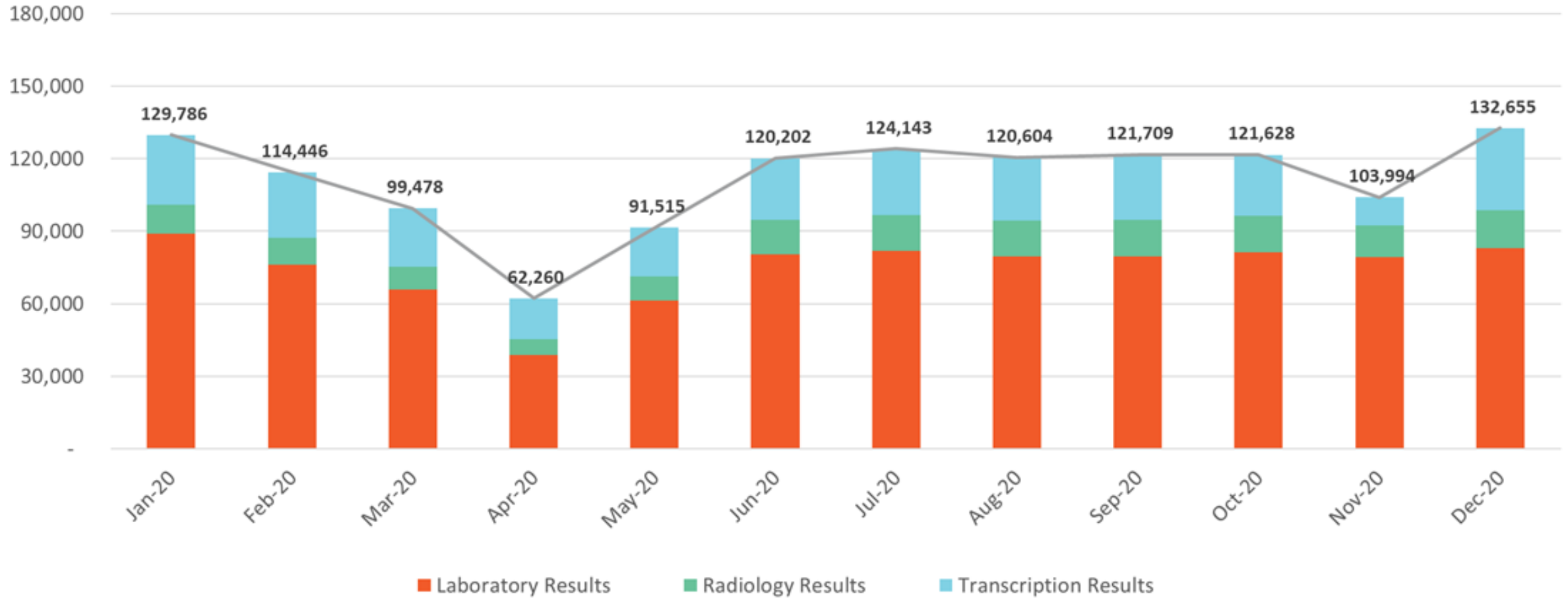
(University of Vermont Medical Center, Veterans Affairs, Department of Defense)



\* In April, the US Department of Veterans Affairs (VA) and the US Department of Defense (DoD) launched a joint health information exchange (JHIE) that aims to improve interoperability between the two agencies and their healthcare partners.

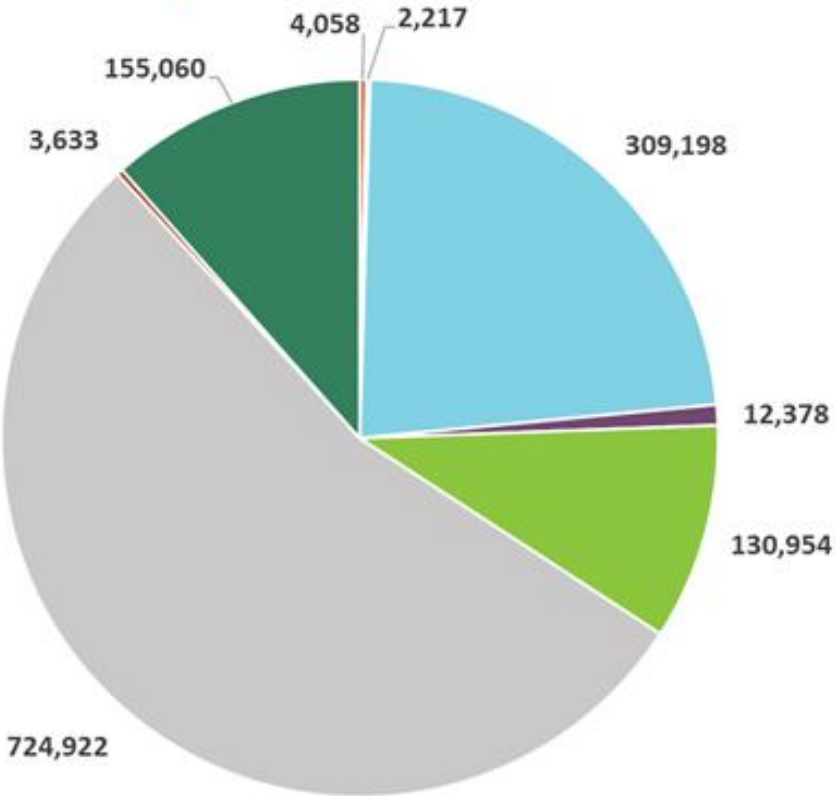


# Results Delivery by Result Type



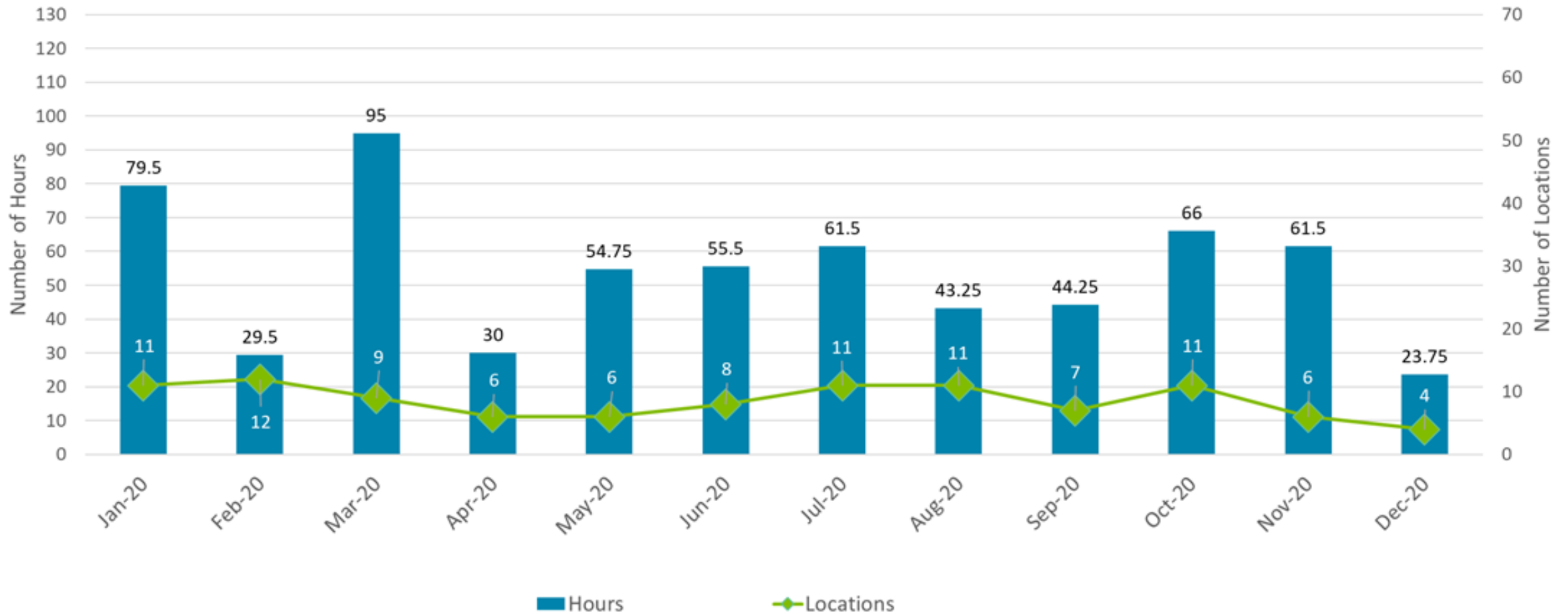
Number of providers receiving results = 568

# Results Delivery by Organization Type January - December 2020



- Federal/State Agency: 4,058
- Hospital Owned Practice: 12,378
- Designated Agency: 3,633
- Long-Term Care: 2,217
- Hospital: 130,954
- Rural Health Center: 155,060
- Independent Practice: 309,198
- Federally Qualified Health Center: 724,922

# Meaningful Use and Security Risk Assessment Consultation



# Interfaces & Connectivity Criteria

VITL had a contract target of 85 Interfaces in 2020

We review and update the Connectivity Criteria annually

- Completed 143 new or replacement implementations in 2020
- VITL worked with the Designated Agencies and others to define Mental and Behavioral Health Data Connectivity Criteria, which were incorporated into the State HIE plan presented and approved in November
- The COVID-19 Pandemic impacted the pace of interface work with health care organizations in 2020, as they were focused on response.
- VITL will continue to work with Department of Vermont Health Access (DVHA), the Agency of Digital Services, the Vermont Department of Health and other agencies throughout the state to support their data needs in responding to COVID in 2021