

Boundless Possibilities: Propelling Health Care Forward with Health IT Innovation – **The Florida HIE**

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Who We Are and What We Do

Agency for Health Care Administration
(AHCA)

Regulatory and Licensing Agency

Oversee Medicaid Agency

Office of Health Information Exchange
and Policy Analysis

Promote adoption of Health IT

Govern the Florida HIE including
Encounter Notification Service

Oversees the E-PLUS system
launched in 2021



Crisp Shared Services

An introduction to Florida HIE's new
technology and operations partner.

Key Leadership



What We Believe

CRISP Shared Services is an innovative nonprofit sharing technology and expert strategy to empower localized healthcare ecosystems.



Sustainable

Modern infrastructure can be interoperable and efficient – which is why our approach focuses on optimizing existing technologies and cross-sector resources.



Collaborative

Solutions are impactful when developed by those that rely on them – which is why we co-create answers directly with the users of our tools.



Autonomous

Stakeholders know the unique needs of their communities - which is why we preserve the autonomy and individuality of our affiliates and partners.



Flexible

Improving the utility of data while reducing total costs is possible – which is why we leverage reusable technologies and share economic incentives.

● Driving Principles

● What we do:

- **Optimize** and leverage existing technologies for new uses
- **Enable** local governance and preserve autonomy
- **Reduce** total cost while expanding services
- **Honor** patient consent, privacy and security above all else

● What we do not:

- Own your data, nor do we sell or profit off your data
- Hinder data exchange because governance and consent is hard
- Duplicate expensive technologies for different HIE users and use cases
- Stop innovating solutions for better data to improve health

Areas Served



● Core HIE Technology

● Scalable HIE Infrastructure

- **Master Patient Index:** Ensure data accuracy with seamlessly complete and reconciled patient records.
- **FHIR/USCDI API Integration Layer:** Utilize efficient data interoperability and advanced patient matching and parsing.
- **Data Lake:** Master and link data sets from multiple sources for curated reporting efforts using cloud-based infrastructure.

● Localized Data Management & Analytics

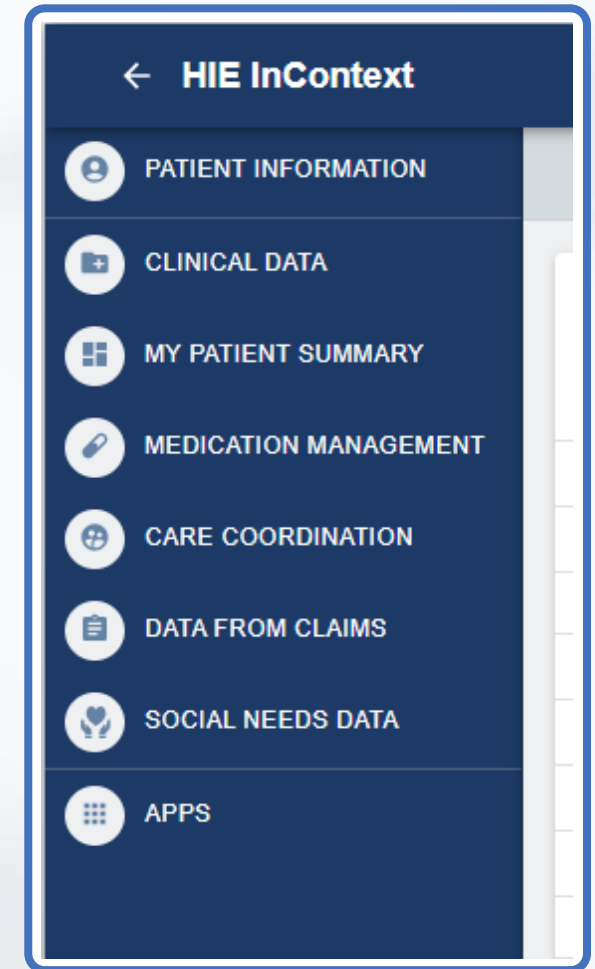
- **Integration Engine:** Modernized and standardized data exchange capabilities and compatibility.
- **Public Health Registry Infrastructure:** Enhance public health efforts with centralized infrastructure and data.
- **Social Determinants of Health Integration Layer and Tools:** Gain insight into social health needs and streamlined tools for screening and closed-loop referrals.

● Patient & Provider-Centric Tools

- **Advanced Consent Management:** Give patients advanced consent options and control over their data.
- **CSS Event Notification Delivery (CEND):** Provide critical and timely notifications to care providers for improved patient outcomes.
- **Portal and InContext App Integration:** Ensure flexible and dependable access to vital patient information through portal access and seamless EHR integration.

Point-of-Care: InContext & HIE Portal

- **Demographics**
 - Next of Kin
- **Medication Management**
 - PDMP
 - Medications from CCDs
- **Clinical Data**
 - Encounters
 - Clinical Notes
 - Labs
 - Radiology Reports
 - CCDs
 - Problems, Allergies, Immunizations, Vitals*, Procedures*
- **Care Coordination**
 - Care Team
- **Claims**
- **Social Needs**
- **My Patient Summary**



Care Coordination: CEND & Population Explorer

- **Real-time alerts** to appropriate end users based on treatment and care management relationships via CSS Event Notification Delivery Service (CEND)
- **Interactive user interface** within HIE Portal or messages delivered into EHRs
- **Subscription information** (a patient's Care Team) is displayed at the point-of-care through HIE Portal or InContext

Population Explorer

The screenshot displays the Population Explorer interface. At the top, there's a navigation bar with 'HOME' and a search bar labeled 'Search Applications & Reports'. Below this, the main header shows 'Population Explorer' and 'View Panel: CRISP DEMO (CRISP_DEMO)'. The interface is divided into several sections: a left sidebar with 'DETAIL' and 'TABLE' tabs, a central content area with 'Notification Display Type' set to 'All', and a right sidebar with 'Quick Filter' and 'Saved Filters' sections. The central area displays a list of patient notifications and a detailed view for a selected patient, 'Demo, Gail'. The detailed view includes 'Follow-Up Status' (Not Started), 'Patient Demographics' (First Name: Gail, Last Name: Demo, Gender: Female, Address: 3250 Crisp Way, Columbia, MD, 21046, Home Phone: 555-112-1212, Work Phone: 210404861, Date of Birth: 1993-08-01, Date of Death: 210404861, Panel MRN: 210404861), and 'Notification Details' (Notification Event Type: Emergency Encounter, Notification Type: Emergency Encounter).

Notification Display Type	Follow-Up Status	Patient Demographics	Notification Details
All	Not Started	First Name: Gail Last Name: Demo Gender: Female Address: 3250 Crisp Way, Columbia, MD, 21046 Home Phone: 555-112-1212 Work Phone: 210404861 Date of Birth: 1993-08-01 Date of Death: 210404861 Panel MRN: 210404861	Notification Event Type: Emergency Encounter Notification Type: Emergency Encounter

● Industry Leading Consent Capabilities



What is Consentric?

- **A powerful, flexible solution enabling affirmative patient consent for sensitive data sharing**
- Supports SUD (42 CFR Part 2), mental health, reproductive health, and other protected/sensitive data types
- Embedded in both the CRISP HIE Portal and InContext app (EHR-integrated) for seamless clinical workflows
- **In development:** Capability for participants to send/receive consented Part 2 and other sensitive data **in bulk** from other providers and facilities where consent has been obtained outside of Consentric (consent tool)



Real World Innovation

- **CSS deployed enhanced consent controls for reproductive health data**
 - Required to develop solution to fulfill first-in-the-nation legislation in Maryland (MD SB786, passed in 2023)
- Patient data and information regarding any legal reproductive health services or care provided in Maryland must be filtered out of records unless a patient consents to their data being shared
- **In development:** Provider search capability where a patient can choose specific care teams or providers to directly share their sensitive data with



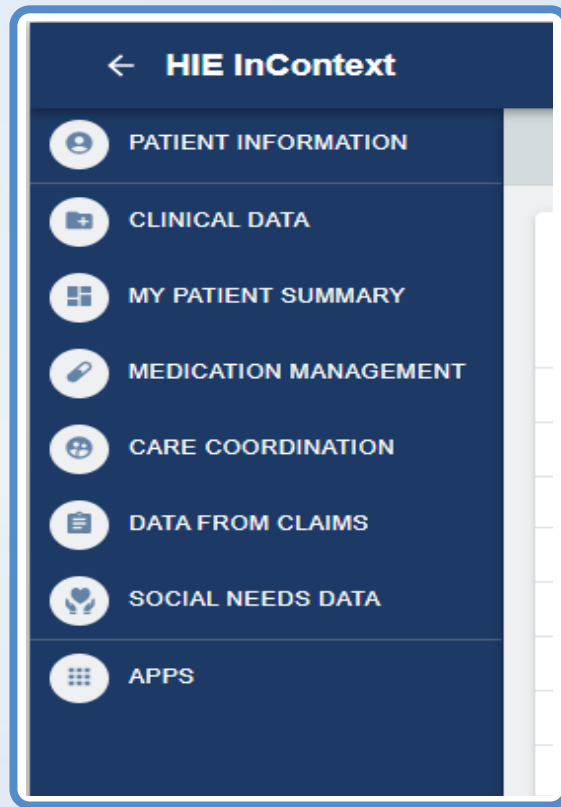
Introducing a Refreshed Florida HIE!



Preserving Core Services.
Expanding for the Future.



What We Are Going To Do



Preserve and strengthen existing HIE services.



We are committed to ensuring connectivity for patient-centered care, while striving to improve quality, safety, and efficiency across the entire Florida health care ecosystem.

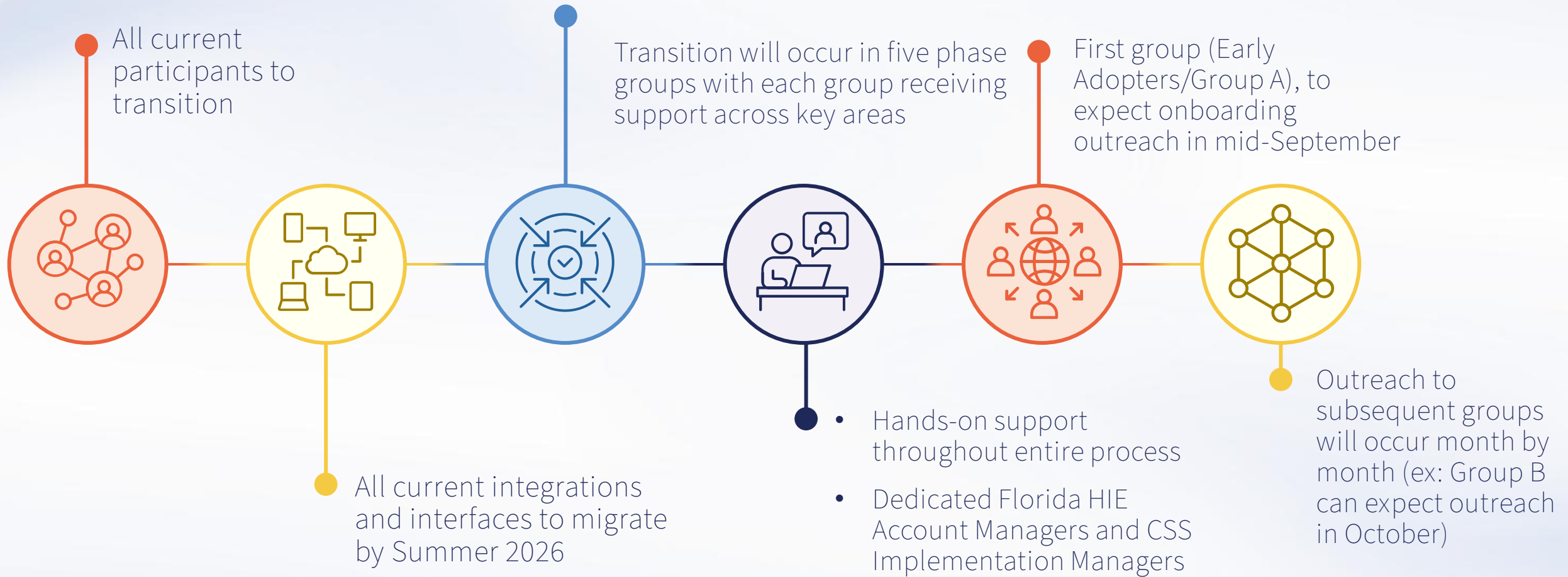


Expand the platform with new tools and resources in the coming years.

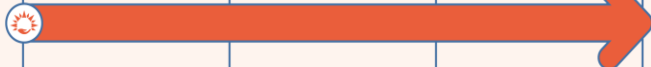
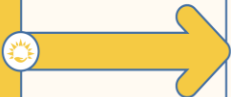
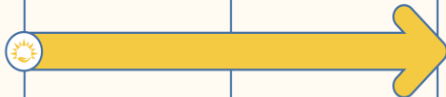
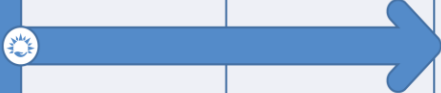
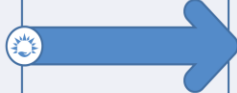
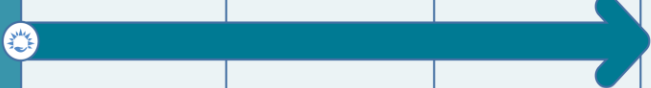
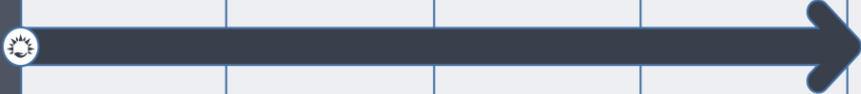


Maintain current fees while adding new capabilities – no increase in fees as we expand services!

What to Expect



Participant Migration Timeline

	September 2025	October 2025	November 2025	December 2025	January 2026	February 2026	March 2026	April 2026	May 2026	June 2026	July 2026	
GROUP A Onboarding	- Onboarding Webinar and Packet - Account Manager Introduction	- Agreement Signed - Requirements Gathering	- EHR Engagement - Connectivity	- Finalize Interface Mapping Requirements - Begin Interface Development	Interface Development and Testing	Interfaces Moved to Production	Monitoring				Go-live and Notification System Cutover	
GROUP B Onboarding			- Onboarding Webinar and Packet - Account Manager Introduction	- Agreement Signed - Requirements Gathering	- EHR Engagement - Connectivity	- Finalize Interface Mapping Requirements - Begin Interface Development	Interface Development and Testing	Interfaces Moved to Production	Monitoring			
GROUP C Onboarding				- Onboarding Webinar and Packet - Account Manager Introduction	- Agreement Signed - Requirements Gathering	- EHR Engagement - Connectivity	- Finalize Interface Mapping Requirements - Begin Interface Development	Interface Development and Testing	Interfaces Moved to Production	Monitoring		
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**FOR SUBSCRIBING PARTICIPANT ONLY:

Florida HIE will host multiple administrative and end user sessions for subscribing participants who will receive notifications. These sessions are anticipated to begin in December and continue until go-live and notification system cutover to the new technology platform in Summer 2026.

Our subscribing participant sessions will cover the following topics:



Panel and service application configuration



User provisioning



Administrative and provider tool and application training

Key Components to Participant Transition

There will be five main components of the transition that your Florida HIE Account Manager will lead you through:



Legal



Technical



Data access and
integration



Finance



Participant administrative and end-user
training (if applicable)

A **Smooth** Transition



No interruption to notification services, patient records, or current integrations.



Hands-on support from AHCA and CSS throughout the transition at no cost.



Tailored onboarding based on each organization's size, systems, and provider needs.



Comprehensive onboarding resources, materials, office hours, and webinars.



Until you receive outreach directly from AHCA or
Florida HIE, you don't need to do anything!



  flhie.org  info@flhie.org  



   CRISP
Shared Services

New Website!

New URL – Bookmark it!

- Announcement resources available for download
- Onboarding materials available once transition outreach begins
- Florida HIE participants will continue business as usual on the current vendor's site (www.florida-hie.net)
- Check new website periodically for new updates and additional materials as we continue to expand





FLHIE.org
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