Unconnected Healthcare Providers
Health Information Exchange (HIE) Grant Program

November 15, 2012

Manisha Patel
Project Manager
Arizona Strategic Enterprise Technology (ASET) Office
State of Arizona
100 N. 15th Avenue, Suite 400
Phoenix, AZ 85007

Dear Ms. Patel:

Villa Maria Care Center is a long term care facility providing skilled nursing and assisted living services in Tucson, Arizona. On behalf of the ownership entities of Villa Maria and as President of CopperSands, Inc. (the company providing operational management to Villa Maria Care Center) I am pleased to say that we are quite enthusiastic about this program and are eager to develop and implement a health information exchange (HIE) solution that will provide more cohesive and comprehensive medical records for the people entrusted to our care as they transition between providers within the Tucson community. Should you have any questions, please feel free to contact Michelle Hill, our Director of Information Systems, at 602-708-4979 or mikhill@coppersandsinc.com.

Sincerely,

Mary Leach
President, CopperSands, Inc.

Executive Sponsor:
Mary Leach, President, CopperSands, Inc.

Applicant and Project Lead:
Michelle Hill
Director of Information Systems
CopperSands, Inc.
3602 E. Greenway Rd., Ste 104
Phoenix, AZ 85032
mikhill@coppersandsinc.com
O: 602-368-8203 | C: 602-708-4979

Amount Requested: $42,210

Villa Maria Grant Application

Project Description & Collaborative Structure

Villa Maria Care Center (Villa Maria) is a long term care facility that offers compassionate and personal skilled nursing care, rehabilitation, and assisted living services to seniors in the Tucson area. CopperSands, Inc. manages the property and one of its principals has had partial ownership of the facility for over 11 years. Villa Maria is able to provide advanced skilled nursing services such as physical, speech, and occupational therapy, respiratory care, ostomy care, gastronomy and N.G. tube feedings, pressure ulcer/wound care, oxygen therapy, I.V. therapy, pain management, diabetes management, restorative nursing programs, discharge planning, and dialysis treatment continuity by developing a team of highly trained licensed nursing professionals, aides and rehabilitation guest associates. A large component of Villa Maria's mission is to provide care for underserved populations. The current average age of our resident population is 78.89 years. Of those residents, on average for 2012, 69.9% of our patient days have been covered under a variety of Arizona Health Care Cost Containment (AHCCCS) health plans such as Mercy Care and Evercare.

One of the keys to Villa Maria's success has been the early adoption of cutting edge technology solutions to support our clinical and financial services. Villa initially began using a custom electronic health record (EHR) system in concert with Keane NetSolutions services in March of 2006. Then, the facility transitioned to a new system in late 2010, when they implemented PointClickCare's fully integrated EHR solution. Though PointClickCare (PCC) is capable of developing HL7 interfaces in order to provide integration with other EHR systems such as Optima, Curaspan, and AllScripts, the degree with which they are able to integrate is somewhat limited. For example, Villa Maria's therapy company, Infinity Rehab, has to create and provide us with a text document detailing the therapy services provided to our residents. This document is then manually uploaded into PCC. The text document must be formatted to PCC's exact specifications or the upload will fail. The inadvertent insertion of just one extra blank space can mean hours of time spent searching for and correcting the errors so that the file will upload.

Villa Maria has also found PCC to be unwilling to provide integration with other EHR systems that are in direct competition with them, for example MDI, the EHR that is used by Villa Maria's preferred radiology company. As a result, the radiology reports that Villa Maria receives have to be scanned and uploaded to PCC to be included in a resident's medical record. This is also true of lab results received from LabCorp and Sonora Quest Laboratories. The receipt of lab results is further complicated in that they are received in a variety of ways, via email, fax, and snail mail, and often times multiple duplicate copies of the same results are sent at different times. It thus takes additional staff time to sort through the results to determine which reports have already been uploaded into PCC and which have not. Villa Maria would like to explore solutions to these issues during the health information exchange (HIE) strategic planning process detailed in this proposal. A full HIE strategic plan will help to prioritize Villa Maria's needs and identify HIE solutions to meet these needs.

The limited or lack of integration between disparate systems also impacts the admission, discharge and transfer of residents between the various providers in the community. Key employees at Villa Maria have recently been given access to Tucson Medical Center's (TMC's) Epic EHR system. Being able to access patient records electronically greatly streamlines the referral and transfer of patients from TMC to Villa Maria, however Villa Maria is still unable to electronically transfer necessary any patient records

from PCC to TMC's system. For the other health care providers with which Villa Maria exchanges patient records, that exchange usually occurs through the physical delivery of paper copies or via facsimile.

The primary health care entities that Villa Maria would like to exchange data with electronically through the adoption of one or more HIE solutions include TMC, St. Joseph's Hospital, St. Mary's Hospital, Southern Arizona Veterans Administration (VA) Health Care System, Pacific Mobile Radiology, Sonora Quest Laboratories and LabCorp. The use of one or more integrated HIE solutions would provide a much more secure, rapid and efficient means of relaying critical medical information such as care summaries, progress notes, medication records, lab results and discharge records as patients transition between the various health care providers in the Tucson community.

Through this grant project, Villa Maria would like to receive summary of care records when one of its residents is admitted and then discharged from a local hospital. Additionally, with the majority of Villa Maria lab orders are processed via LabCorp and Sonora Quest Laboratories, having a way to send orders and receive the results for these orders electronically would greatly benefit the organization. Planning for and implementing solutions to address both of these requests would create significant efficiencies for Villa Maria and would increase the coordination of care for their residents, including maintaining more accurate and complete medical records. Some of the efficiencies and improvements that will be gained through an HIE solution set include:

- Villa Maria employees would spend less time tracking down patient information from the hospitals, allowing them to have time for other important care coordination activities
- Lab orders and results, if exchanged electronically, could be incorporated directly into the facility's EHR, allowing all patient information to be in one place, ensuring better care coordination
- Developing a comprehensive HIE strategic plan will prepare the organization for participation in longer term care coordination initiatives, such as accountable care organizations
- Electronic exchange of patient information will reduce the risk of breaches of patient confidentiality inherent with the physical transfer of hard copy documentation over distances

Given the strategic needs of Villa Maria that have been identified through the grant application process, it is anticipated that the first phase of implementing the HIE strategic plan will include three HIE solutions: (1) Direct Exchange, (2) access to the Health Information Network of Arizona (HINAz) virtual health record (VHR) and (3) a possible interface to one of the entities mentioned above. These solutions will be further vetted during the strategic planning process, however, this application is created with these possible solutions in mind. The initial phase of HIE implementation will be accomplished through this grant program, but depending on the timing and complexities of HIE solutions recommended and approved through the strategic planning process, it is anticipated that there will be ongoing HIE strategy implementation after the grant is complete.

CopperSands, Inc., the management company that manages the operations of Villa Maria, will serve as the fiscal agent on this grant project and Michelle Hill, the Director of Information Systems for CopperSands, Inc. will be the project lead. Michelle's resume is attached to this application.

Project Work Plan

The project work plan will be divided into two phases:
1) ***Health information exchange strategic plan development***

a. Purpose: Identify the electronic health information sharing needs of Springdale/Symphony and develop solutions for the identified needs, including identification of the functional and technical requirements of the recommended solutions.

b. Goal: Develop a comprehensive health information exchange strategic plan for both Springdale and Symphony facilities, based on needs, priorities and requirements identified.

2) **Health information exchange implementation**
a. Purpose: Improve care coordination of Springdale/Symphony patients through the use of health information exchange.

b. Goal: Plan, negotiate, develop and implement at least one health information exchange solution from the Springdale/Symphony HIE strategic plan, including interface development and implementation, if required.

The key activities associated with each phase of the project, including a brief description of each activity, the key resources responsible for the activity and the target date for completion, are listed in the tables below. All reports and other requirements of the grant will be incorporated into the timeline, once the award is made and the details of those requirements and associated deadlines are known.

HIE Strategic Plan Development			
Activity	Outcome/Goal	Resources	Target Completion
Initial planning meeting with applicant and HIE consultants	Reconfirm project goals, introduce all team members, review project activities and timeline	REC consultants, Villa Maria team	January 15, 2013
Conduct HIE readiness assessment for Villa Maria	Identify current HIT and HIE adoption status, identify gaps and solutions	REC consultants, project lead, IT lead, director of nursing, admissions director	January 31, 2013
Meet with key Villa Maria stakeholders	Confirm possible HIE strategies for connecting with key stakeholders	REC consultants, project lead, IT lead	February 28, 2013
Discuss possible HIE solutions	Recommend HIE solutions and receive feedback	REC consultants, project lead, IT lead, admissions director, director of nursing	February 28, 2013
Identify functional and technical requirements	Prioritize needs versus wants for data exchange	REC consultants, project lead, IT lead, admissions director, director of nursing	March 1, 2013
Draft HIE strategic plan	Consolidate solutions and plans for implementation into concise document	REC consultants	March 8, 2013
Review HIE strategic plan and provide feedback	Villa Maria to review and provide feedback to consultants	Project lead, IT lead, admissions director, director of nursing	March 15, 2013
Finalize HIE strategic plan	Confirm final HIE solutions and plan/timeline for implementation	REC consultants	March 29, 2013

HIE Implementation			
Activity	**Outcome/Goal**	**Resources**	**Target Completion**
Sign-up for HIE solutions and pay associated fees	Secure HIE solution(s)	Project lead, IT lead	April 12, 2013
Conduct workflow redesign related to HIE solutions	Minimize disruption to practice while increasing efficiency and care coordination	REC consultant - health informatics specialist, admissions director, director of nursing, medical record aid	April 30, 2013
Identify tables, variables, formats, and function of data for data exchange	To facilitate the implementation plan	REC consultant, IT lead	April 30, 2013
Create implementation timeline for each facility	Consistent understanding of all project activities, assignments and deadlines	REC consultant - health informatics specialist	April 30, 2013
Conduct training with all affected facility employees	Complete understanding of HIE solution for all impacted employees	REC consultant - health informatics specialist, director of nursing, admissions director, medical record aid, end users	May 24, 2013
"Go live" with implementation	Smooth transition to new HIE solution	REC consultants, project lead, IT lead, director of nursing, admissions director, medical record aid, end users	May 29, 2013
Evaluate implementation and adjust workflow, if needed	Implement tweaks to implementation, if needed, to ensure ongoing success	REC consultants, project lead, IT lead, director of nursing, admissions director	June 14, 2013
Project wrap-up and final report	Summarize current status, identify next steps for HIE beyond grant period	REC consultants, project lead, IT lead, director of nursing, admissions director	June 28, 2013

** Note: All of the activities and related information in the table above is based upon very high level milestones for HIE implementation. The details of these activities will be determined within the strategic planning process, once the final HIE solutions are identified.

Communications Plan
Throughout the project, the REC consultants will provide consistent dialogue via email, phone and meetings with all key project team members at Villa Maria. A project plan will be developed, with specific tasks, assigned team members and deadlines and the REC consultants will track against this plan with ongoing follow-up if activities are not completed in a timely manner. If deadlines are consistently missed, the project lead and key team members will be convened to adjust the timeline, if needed, and discuss alternative strategies to ensure that project is completed on time and that all project goals and objectives are met.

Staff Training Plan
The REC consultants will work with the project lead, admissions director and director of nursing to identify which facility employees will need to be trained on the HIE solution(s). A training plan will be developed with input from both the consultants and the facility project team based on best practices and lessons learned. Training will include a technical review of the HIE solution(s), as well as on-site presence and on-going training during "go-live" and follow-up training a couple weeks post go-live, as needed. An evaluation of the training will be conducted, with remediation of any identified issues, as needed.

Project Team
There are ten key members of the project team listed below. In addition to this project team, various employees at both facilities will be engaged in different parts of the project, including training and implementation.

Project Team			
Name	**Title**	**Organization**	**Role**
Michelle Hill	Director of Information Systems	CopperSands, Inc.	Project lead
Bobi Bishop-Billetdeaux	Corporate Controller	CopperSands, Inc.	Fund management and fiscal reporting
Bob Ostrogorski	Maintenance Supervisor	Villa Maria Care Center	IT lead, provides management and support of IT environment at Villa Maria
Dorothy Dean	Director of Nursing	Villa Maria Care Center	Assistance with project planning and end user training during implementation
Norah Rios Velez	Medical Record Aid	Villa Maria Care Center	Assistance with project planning and end user training during implementation
John Carver	Admissions/Marketing Director	Villa Maria Care Center	Assistance with project planning and end user training during implementation
Melissa Rutala, MPH	Chief Executive Officer	Arizona Health-e Connection	Strategic advising, HIE strategic plan oversight
To Be Determined	Senior Coordinator	Arizona Health-e Connection	Project management during strategic plan phase
Kim Salamone, PhD	Vice President, Health IT	Health Services Advisory Group	Technical advising, HIE implementation phase oversight
To Be Determined	Health Informatics Specialist	Health Services Advisory Group	Project management and other technical assistance during implementation phase

All in kind support will be contributed via the internal time, effort and resources that Villa Maria project team members and employees contribute to the project, as well as the time, effort and resources that key health care stakeholders contribute to the project. The estimates of internal in kind time and resources are listed in the line item budget section, as well as in the budget narrative.

Budget

Line Item Budget/Budget Narrative

A line item budget for both grant funds and in-kind contributions are listed below. Subsequently, a description of all budget items is incorporated as the budget narrative.

Grant Funds Budget			
ITEM	TOTAL HOURS/QUANTITY	RATE/COST	TOTAL
REC Membership Fee	1	$ 510	$ 510
REC Consultant – AzHeC CEO	18 hours	$ 225/hour	$ 4,050
REC Consultant – AzHeC Senior Coordinator	40 hours	$ 75/hour	$ 3,000
REC Consultant – VP, Health IT	20 hours	$ 250/hour	$ 5,000
REC Consultant – Health Informatics Specialist	50 hours	$ 135/hour	$ 6,750
HINAz Viewer Fees	$150/account	26	$ 3,900
Direct Exchange Fees	$250/account	16	$ 4,000
PCC Interface Fee	1	$15,000	$ 15,000
		TOTAL	$ 42,210

In Kind Contributions Budget			
ITEM	TOTAL HOURS/QUANTITY	RATE/COST	TOTAL
Project Lead – Michelle Hill	100 hours	$ 41/hour	$ 4,100
Financial Lead - Bobi Bishop-Billetdeaux	15 hours	$ 29/hour	$ 435
IT Lead – Bob Ostrogorski	40 hours	$ 27/hour	$ 1,080
Director of Nursing - Dorothy Dean	40 hours	$ 37/hour	$ 1,480
Medical Records Aid – Norah Rios Velez	40 hours	$ 16/hour	$ 640
Admissions/Marketing Director – John Carver	40 hours	$ 16/hour	$ 640
End Users – MDs, DOs	65 hours	$ 300/hour	$ 19,500
End Users – RNs, LPNs, PAs, NPs	50 hours	$ 50/hour	$ 2,500
Sonora Quest Laboratories Team	10 hours	$ 150/hour	$ 1,500
Tucson Medical Center Team	10 hours	$ 150/hour	$ 1,500
		TOTAL	$ 33,375

Grant Funds Budget Narrative

The budget narrative for all items that will be paid for using awarded grants funds are listed below.

Consultants/Contractors.

Arizona Regional Extension Center (REC).

The REC is a program led by Arizona Health-e Connection, the statewide non-profit tasked with coordination and assistance with health IT and HIE adoption across Arizona. The REC offers a range of consulting services, including project management, health IT and HIE readiness assessments, training, implementation support, etc. The specific items below have been included in the project budget.

- REC Membership Fee.
  To receive consulting services from the REC, all health care entities must join the REC as a

member. The membership fee is based on the number of providers in the organization. Based on the number of MDs, DOs, NPs and PAs at Villa Maria, the membership dues will be $510. This incorporates a 15% discount off the normal dues rate of $600, since Villa Maria is a member of the Arizona Health Care Association.

- **REC Consultant – AzHeC CEO**. Melissa Rutala, MPH.
  This position will provide general HIE strategic consulting and advice, as well as general oversight and management of the HIE strategic planning process. Rate = $225/hour

- **REC Consultant – AzHeC Senior Coordinator**. To be determined.
  This position will provide project management support during the HIE strategic planning phase, as well as drafting of the HIE strategic plan, working with Villa Maria on feedback for the plan and developing the final HIE strategic plan. Rate = $75/hour

- **REC Consultant – VP, Health IT**. Kim Salamone, PhD.
  This position will provide strategic and technical consulting and advising, as well as general oversight and management of the HIE implementation process. Rate = $250/hour

- **REC Consultant – Health Informatics Specialist**. To Be Determined.
  This position will provide project management support during the planning and implementation phases of the project, as well technical assistance during the implementation phase. This technical assistance will include, but will not be limited to, technical requirements development and finalization, workflow assessment and redesign, staff training, evaluation and monitoring. Rate = $135/hour

Other.
Health Information Network of Arizona (HINAz) Fees.
The HINAz fees include access to the HINAz virtual health record (VHR) for 26 physicians at Villa Maria. Additional employees within both facilities will be given access to the VHR, with no additional fees required. Access to the VHR will allow users to see patient records (including demographics, lab results, medications, discharges, progress notes and radiology images) from all health care entities that are contributing information to HINAz. The cost for VHR access is $150/physician.

Direct Exchange Fees.
Direct Exchange is a secure messaging platform for health care providers and professionals to transmit patient health care information securely and privately. This budget item includes purchasing 16 Direct Exchange accounts for employees at Villa Maria that regularly access and transmit patient information. The cost of an account is approximately $250/account. This includes an annual security certificate and monthly account fees.

PCC Interface Fee.
It is anticipated that Villa Maria will need to purchase and implement an interface from their HER vendor, PCC, in order to connect bidirectionally with at least one of the health care providers listed. The cost of development and implementation of the interface is estimated to be $15,000.

In Kind Contributions Budget Narrative
The budget narrative for all items that will be tracked to cover the 50% match required by the grant are listed below.

Salary and Fringe.
Project Lead – Director of Information Systems. Michelle Hill. (approximately 100 hours)
The project lead will provide general management and oversight of the entire project. This includes, but is not limited to contracting with and oversight of REC consultants, decision maker for HIE solutions implemented, etc. Rate = $41/hour (includes salary and fringe)

Finance Lead - Corporate Controller. Bobi Bishop - Billetdeaux. (approximately 15 hours)
This position will provide general oversight of the project from a financial perspective, including fiscal management and reporting, contract administration and fund management. Rate = $29/hour (includes salary and fringe)

IT Lead - Maintenance Supervisor. Bob Ostrogorski. (approximately 40 hours)
The IT lead will provide general management and oversight of all onsite IT related activities on the grant. This includes, but is not limited to feedback on technical and functional requirements, feedback during readiness assessment, and overseeing the implementation of all HIE solutions onsite. Rate = $27/hour (includes salary and fringe)

Director of Nursing. Dorothy Dean. (approximately 40 hours)
This position will provide assistance with project planning, provide feedback during discussion of possible HIE solutions and each solution's impact on workflow and assistance with end user training during implementation. Rate = $37/hour (includes salary and fringe)

Medical Records Aid. Norah Rios Velez. (approximately 40 hours)
This position will assist with project planning and end user training during implementation. Rate = $16/hour (includes salary and fringe)

Admissions/Marketing Director. John Carver. (approximately 40 hours)
This position will assist with project planning and end user training during implementation. Rate = $16/hour (includes salary and fringe)

Villa Maria End Users (approximately 115 hours)
All end users – including both physicians (26 physicians, 2.5 hours each = 65 hours total) and other health care providers (20 professionals, 2.5 hours each = 50 hours each) – will spend time training and implementing the selected HIE solution. Rate = $300/hour for physicians and $50/hour for all other health care providers (includes salary and fringe)

Sonora Quest Laboratories & Tucson Medical Center Health IT Teams (approximately 10 hours each)
Senior management and the health IT team at Sonora Quest Laboratories and Tucson Medical Center have agreed to meet with REC consultants and Symphony/Springdale team to discuss possible HIE solutions. Rate = $150/hour (includes salary and fringe)

Michelle Hill
Director of Information Systems
CopperSands, Inc.
3602 E. Greenway Rd., Suite 104
Phoenix, AZ 85032
Ph. 602-368-8203 x204
mikhill@coppersandsinc.com

Description

Highly analytical and organized professional with over 12 years of experience assessing current IT systems and developing positive changes that drive organizational excellence. Detail-oriented problem solver that can efficiently identify the root causes of issues and that can determine and effectively apply appropriate solutions. Superior communication and interpersonal skills with a reputation for building strong business relationships and collaborating effectively at all levels.

Professional Experience

November 2007 – Present
Director of Information Systems
CopperSands, Inc.

Overall roles:
- ❖ To provide leadership and management of the information technology needs for CopperSands, Inc. and the health care facilities managed by them ensuring:
    - o Efficient and effective service delivery within allocated budgets
    - o Compliance with relevant legislation and regulations
    - o Co-ordination with external partners and other appropriate local, national and statutory agencies and funding bodies
    - o Effective contribution to the achievement of the company's strategic aims and objectives
- ❖ Effectively contribute to the development of the University's overall vision and strategic objectives with particular responsibility for the following services:
    - o Data based information systems
    - o Related policies and standards for technical architecture and security
    - o Data Protection and Freedom of Information
    - o Project Management
    - o Voice based information systems
- ❖ Develop and maintain the information systems and technology strategy for the company.
- ❖ Develop realistic and deliverable plans for investment in systems and technology, ensuring this is synchronized with user needs.
- ❖ Develop standards and policies in support of the strategy including technical architecture and information security, and ensure company-wide compliance with such standards.
- ❖ Work with the department managers across the company to ensure that current and planned information systems deliver value for money / business benefit.

TMC
HEALTHCARE

November 8, 2012

Ms. Manisha Patel
Project Manager
Arizona Strategic Enterprise Technology (ASET) Office
State of Arizona
100 N. 15th Avenue, Suite 400
Phoenix, AZ 85007

Dear Manisha:

On behalf of Tucson Medical Center (TMC), I am pleased to write this letter of support for CopperSands to include in their application to participate in the Arizona Strategic Enterprise Technology's (ASET) Unconnected Healthcare Providers Health Information Exchange (HIE) Grant Program.

TMC is one of the 300 largest hospitals in the United States and has a long-standing commitment to providing high quality healthcare service to Tucson and the Southern Arizona region. We're a technologically-advanced organization, having achieved the highest designation for EMR adoption (Stage 7) in 2011, the first in Arizona. We're also a strong leader in the implementation of HIE technology in Arizona and I've personally served and participated as a member on the Board of Directors and Executive Committee for Health Information Network of Arizona (HINAz) for the past several years.

Villa Maria, a long term care facility managed by CopperSands which serves the Tucson area, has implemented an electronic health record system and recognizes that optimal cross-continuum care delivery requires that provider EMRs have the ability to exchange information. Therefore, they desire to participate in the regional HINAz HIE initiative. TMC is supportive of this initiative as it will enable Villa Maria to more effectively exchange patient information with TMC and other providers, thus improving patient care.

Historically, long term care organizations have often been left out of the innovative planning and adoption of HIT and HIE, even as the need for these services continues to grow with longer life expectancies and the aging baby boomer population. CopperSands and Villa Maria should be commended for their work in this area to date, and for taking a lead in exploring and implementing HIE solutions.

In conclusion, TMC strongly recommends CopperSands and Villa Maria for receipt of a grant award through the ASET Unconnected Healthcare Providers HIE Grant Program, to support their HIE initiatives.

Sincerely,

Frank Marini
Vice President, Chief Information Officer
Tucson Medical Center

Sonora Quest
Laboratories™
A Subsidiary of Laboratory Sciences of Arizona

Business Ethics
AWARDS
BBB 2011 Winner

Business Journal
Best Places to Work 2011
WINNER

Arizona Governor's Award for Quality
2005 Recipient

November 9, 2012

Manisha Patel
Project Manager
Arizona Strategic Enterprise Technology (ASET) Office
State of Arizona
100 N. 15th Avenue, Suite 400
Phoenix, AZ 85007

Dear Manisha:

On behalf of Sonora Quest Laboratories, I am very pleased to write this letter of support for CopperSands to include in their application to participate in the Arizona Strategic Enterprise Technology's (ASET) Unconnected Healthcare Providers Health Information Exchange (HIE) Grant Program

Sonora Quest Laboratories is an integrated laboratory system servicing over 7,000 clients throughout Arizona including hospitals, physicians, and managed care organizations. We have approximately 2,600 employees statewide and perform over 70,000 diagnostic tests per day. Our comprehensive on-site test menu encompasses testing from routine to esoteric cytogenetic studies.

Key values within the Sonora Quest Laboratories system are compassion, collaboration and quality. Our passion is to provide every patient and every customer with services and products of uncompromising quality - error free, on time, every time. We believe in teamwork and the limitless possibilities of collaborative energy. We achieve excellence by putting collective goals ahead of personal interests. We support and encourage open communication and meaningful cooperation among colleagues from varying backgrounds and disciplines.

Villa Maria, a long term care facility managed by CopperSands which serves the Tucson area, is distinguished from other long term care facilities for their pursuit of new technology to improve patient care. Villa Maria has implemented an electronic health record system, but one area where the organization would like to improve is in the exchange of information electronically with other health care facilities and providers. Specifically, Villa Maria has recognized the need to have an electronic connection for the secure and private exchange of patient's lab orders and results with Sonora Quest. We are supportive of this initiative and will assist Villa Maria with the exploration of viable HIE options with Sonora Quest Laboratories.

Our commitment to the promotion of HIT and HIE in Arizona is evidenced by my service and participation on the Board of Directors and Executive Committees for both Arizona Health-e

Connection (AzHeC) and Health Information Network of Arizona (HINAz), as well as serving as the Board Chair for AzHeC. Through this participation as well as through my personal commitment to assisting long term care facilities with health IT and HIE adoption, I am pleased to offer my support to Coppersands.

In addition to general support for their application, Sonora Quest agrees to meet with Coppersands and Villa Maria staff to explore various options for HIE solutions that will be beneficial to both of our organizations. This will help to ensure the safest, most efficient and effective exchange of the patient's health records as they transition from the hospital system to the long term care system.

Historically, long term care organizations have often been left out of the innovative planning and adoption of HIT and HIE, even as the need for these services continues to grow with longer life expectancies and the aging baby boomer population. Coppersands and Villa Maria should be commended for their work in this area to date, and for taking a lead in exploring and implementing HIE solutions.

In conclusion, Sonora Quest Laboratories strongly recommends Coppersands and Villa Maria for receipt of a grant award through the ASET Unconnected Healthcare Providers HIE Grant Program, to support their HIE initiatives.

Sincerely,

David A. Dexter
President & CEO

November 14, 2012

Manisha Patel
Project Manager
Arizona Strategic Enterprise Technology (ASET) Office
State of Arizona
100 N. 15th Avenue, Suite 400
Phoenix, AZ 85007

Dear Ms. Patel:

The core mission of Health Information Network of Arizona (HINAz) is to make health information exchange (HIE) connectivity available for providers of health care across the State of Arizona.   HINAz wholeheartedly supports the objective of the Unconnected Healthcare Providers HIE Grant Program being offered by the Arizona Strategic Enterprise Technology office (ASET). It constitutes significant support to providers of health care to make exchange possible at local and state-wide levels.

HINAz supports the application for the Unconnected Providers grant being made by Villa Maria/CopperSands and will actively work with this applicant toward the success of the program, including coordination and execution of activities involving connectivity to HINAz.

Sincerely,

Kalyanraman Bharathan
Executive Director

Health-e Connection
Arizona Regional Extension Center

A collaboration of
AzHeC, ASU-BMI & HSAG

November 8, 2012

Manisha Patel
Project Manager
Arizona Strategic Enterprise Technology (ASET) Office
State of Arizona
100 North 15th Avenue, Suite 400
Phoenix, AZ 85007

Dear Manisha,

I am writing this letter to support the Villa Maria Care Center (Villa Maria) grant application for the Arizona Strategic Enterprise Technology (ASET) office's Unconnected Healthcare Providers Health Information Exchange (HIE) Grant Program.

The Arizona Regional Extension Center (REC), which is one of 62 federally funded RECs nationwide, exists to assist Arizona health care providers improve health care in the state of Arizona through the advancement of health information technology (HIT) adoption. Arizona Health-e Connection (AzHeC), the REC's parent company, is a public-private partnership that improves health and wellness by advancing the secure and private sharing of electronic health information. Collaboratively, AzHeC and the REC drive the adoption and optimization of HIT and (HIE) within the state of Arizona. The REC offers "hands-on" technical assistance services relative to HIT and HIE adoption for the continuum of care to all Arizona health care providers.

Villa Maria Care Center and CopperSands, Inc., who manages the property, together recognize that coordination of care requires that providers have an electronic connection for the secure and private exchange of a patient's health information with other providers, hospitals, labs, etc. The REC has proposed providing technical services to assist Villa Maria with exploration of viable HIE options for their long term care (LTC) facility. In addition, Villa Maria and the REC are committed to working together to promote HIE within the Arizona LTC community.

(602) 688-7200 ● 3877 N 7th St., Suite 130, Phoenix, AZ 85014 ● www.arizonarec.org

Regional Extension Center
Awardee of The Office of the National Coordinator for Health Information Technology

A collaboration of:

ASU department of biomedical informatics

HSAG HEALTH SERVICES ADVISORY GROUP

Arizona Health-e Connection
Advancing health and wellness through information technology

The REC is uniquely positioned to contribute positively to the Villa Maria initiative because of our expertise and knowledge of HIE options including Direct Exchange – a secure messaging infrastructure between two health care entities, where information is "pushed" by secure e-mail from one entity to another – and Health Information Network of Arizona (HINAz) – a secure network that gathers health care information from multiple health care organizations and sources and provides it to clinicians at the point of care. The REC will provide competitively priced and customized hands-on strategic and technical consulting services to assist Villa Maria with organizational HIE strategic planning and readiness assessment, HIE-specific staff education and training, HIE product implementation and project management support, HIE-specific workflow redesign assistance and other related assistance to support the project as defined during the facility's planning and readiness assessment.

The REC is grateful for the opportunity that ASET is providing with this grant to unconnected providers throughout Arizona, and we highly recommend the awarding of this grant to Villa Maria Care Center to support their HIE initiatives and ultimately to support HIE adoption throughout the LTC community.

Respectfully,

Connie K. Ihde

Connie K. Ihde
Director, Arizona Regional Extension Center
Arizona Health-e Connection