WISHIN

AMA with WISHIN

November 5, 2024

About WISHIN

WISHIN is the state-designated entity for Health Information Exchange (HIE) in Wisconsin, established by the 2009 Wisconsin Act 274. As an independent, not-for-profit organization, WISHIN was founded by the Wisconsin Hospital Association (WHA), the Wisconsin Medical Society, the Wisconsin Health Information Organization (WHIO), and the Wisconsin Collaborative for Healthcare Quality (WCHQ). Our mission is to facilitate the exchange of clinical information that is relevant to a patient's care and treatment, ensuring a patient-centric approach.

We are a vendor-neutral, electronic health information exchange dedicated to bringing secure, interoperable health IT solutions to Wisconsin. Our statewide network connects physicians, clinics, hospitals, long-term and post-acute care providers, pharmacies, clinical laboratories, and payers. Through our flagship product, WISHIN Pulse, we deliver timely, accurate clinical information to support better decision-making and improve patient care across the state.

WISHIN serves over 2,200 sites of care, including ED providers, clinicians, pharmacies, laboratories, EMS providers, health plans, payers, home health agencies, and public health organizations at the municipal, county, and state levels.

Questions
& Answers

Does UW health data include prescription information?

No, it does not include prescription information. What is included in the Continuity of Care Document (CCDA) is not necessarily prescription-filled data, but it is the reconciled meds list.

Does WISHIN currently have Bellin data?

Yes, we have Bellin CCDAs that are live right now. They started going live earlier in the summer of 2024 and their ADTs will be live soon by the end of 2024 along with their lab, radiology, and clinical notes as well.

Inclusa has very limited information access and is currently only using it for immunizations. Is there a way to expand this?

We do limit the data you have access to based on what is in your organization member files. We can look at those files and make sure they are including your entire patient population.

If you need more clarity on this situation please reach out to WISHIN at contact@wishin.org..

Does Essentia Health plan to join?

Some of the affiliate hospitals are participating currently. WISHIN cannot speak to Essentia Health proper hospitals at the moment but, there are some locations in Hayward and Spooner using Community Connect. We are hoping to get commitments soon from Ashland and Hayward.

Is there an update on the western side of the state regarding Mayo Clinic and different organizations sharing there?

Currently, their preferred mechanism to exchange data is through Care Everywhere, Carequality so they will not be participating in WISHIN Pulse.

We understand that other exchange mechanisms exist and we are not here to compete with those directly. WISHIN wants to support any embedded or extended exchange methodologies that organizations are using.

WISHIN exchanges data differently than the exchange that happens on those other platforms. That's why we are unique and indispensable. If there is any motivation to go out to Mayo Clinic for your particular organization, we are happy to do it.

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Are limitations in the information available due to what individual health care organizations allow to be made available?

The limitations exist based on what organizations send to us. To be clear, WISHIN does not go out to an EHR and pull data out, we set up the infrastructure to receive data that's pushed to us, automatically, in real-time. We can only share what is shared with us in the network and are always looking to close those gaps that exist at an organization or in a region so that there are no blind spots.

To view current participants and data types that are currently being shared you may visit: wishin.org/participant-map

For more information visit WISHIN.org.

Can you review how to access the VA information?

If you are in the WISHIN Pulse system, when you're looking at a patient, you go to the documents tab and then there is a button near the top right that says find external documents. That button goes out to a couple of e-health exchange connections that we have enabled including the VA and DaVita.

The VA doesn't actively send us data, you will need to ask if a patient exists in their system or not. If the patient does exist, you press a button that asks for documents. Once the documents come back they can be loaded into WISHIN Pulse and viewed temporarily. Once you log out the documents will disappear and you will need to ask for them again.

What is the future for WISHIN on the technology side?

WISHIN has been working on a technical structure upgrade called WISHIN 2.0 that offers an enhanced community health record. After efforts, which began in 2021, had to pause earlier this year, the entire infrastructure and data had to be moved elsewhere. While this caused a huge disruption, WISHIN 2.0 is currently on track to be available as of August 2025. We are also looking at enhanced use cases and enhanced data. The network is not idle, it is actively growing.

What steps does WISHIN take to keep data secure?

Security is paramount, and WISHIN goes through an extensive security risk assessment every year. Additionally, many of our participants require that we go through an exercise at least twice a year that looks at our policies, procedures, technical controls, controls that exist on our workforce, workstations, etc.

For more information visit WISHIN.org.

WISHIN requires all of our infrastructure, either that we manage or that is managed and hosted by our technical vendors, to be HITRUST CSF certified. WISHIN also has its own set of security policies and procedures with annual training throughout the year and has recently hired a dedicated HIPAA Security Officer.

If I am not currently a participant of WISHIN, what is the process to join and how long does it take?

To begin, we have an open discussion about the value of health information exchange and the benefits that it can provide to your organization and patients. Once ready, we move forward with a participation agreement followed by implementation which includes a kickoff meeting, getting set up with access to WISHIN Pulse as well as our other features.

WISHIN also implements interfaces separate from actually having users access our system directly because those can be done on two separate work streams allowing organizations that join WISHIN to start getting benefits right away as opposed to having to wait till all their data is live.

Has there been any more thought about creating a WISHIN DAV user group?

As you know, we have recently restarted delivering DAV data to some of our customers after a bit of a delay, so we've been waiting to get through that restart and work through any potential issues that arose.

It is our intention over the next few months to create a DAV user group and create a forum for a growing number of DAV users to discuss how to use the data and enhance that product line.

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Ask WISHIN Anything video,
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