



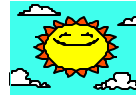
Health Passport News

Nevada, North Dakota and Wyoming

WINTER 2001

A few of the key findings of the Health Passport evaluation are outlined below. The full report will be available on the WGA web site next month.

- **This demonstration showed that the concept of a multiple-function, user-controlled smart card can be implemented in a clinic setting and used by clients across programs.** However, the limited range of functions and providers included in the pilot and the relatively short demonstration period lead to the conclusion that this demonstration did not test the full capability of the HPP system.
- **A key benefit of the demonstration project, voiced by both project staff and managers, has been the interaction among multiple partners and the ability to work together.** Working together to implement a project as complex as HPP required program staff to really begin to understand each other's systems and goals. While the challenges of coordination and cooperation were difficult at times, program managers felt that they came away with a new appreciation of their partners.
- **Overall, providers liked the HPP concept.** Despite technical difficulties and more limited scope than anticipated, providers remained positive in their outlook about the concept of HPP and its potential applications at their local sites.
- **Clients were positive about the card.** Privacy/confidentiality concerns were limited and most clients looked forward to the acceptance of the card by other providers/settings.
- **The demonstration did not sufficiently develop the business case to engage and retain private medical providers.** Only two private medical practices were included in the three sites, and their participation was minimal throughout the demonstration. A broader population base is needed to make participation in HPP attractive to private providers, and participation of private providers is key to broader acceptance and utilization of HPP.
- **The value of HPP is not in having any one application (such as WIC EBT or appointment scheduling) work successfully, but in having multiple applications available through a single card-based system.** Other, less expensive technologies, are available for specific functions, but HPP enables a client to access a variety of services with a single card. In the case of HPP, the whole is more than the sum of its parts.
- **Kiosks have enormous potential for client learning and empowerment, and expansion of the HPP system.** But the technical problems with this aspect of the demonstration were so great that we consider this to have been a "lost opportunity." Now that kiosks appear to be operating more dependably, some kiosks should be relocated for optimum access and more attention should be focused on the use of kiosks (for checking appointments, printing immunization records, obtaining nutrition education, etc.) by educating providers and patients on the benefits of using them and expanding the information available on the kiosks.



Looking ahead and building on what was learned during the demonstration experience there are some exciting plans underway for 2002. While funding, as always, remains a hurdle, possibilities include:

- Web-based Health Passport program
- Web-based Immunization program
- Web-based Head Start Information program
- Development of business case for private providers
- Plans to use the HPP card for Medicaid verification in Wyoming
- Expanded use of kiosks (web applications)
- Incorporate PKI security measures and address HIPPA for patient records

The Web-Based Virtual Patient Account will demonstrate digital signature, open systems, interoperability and integration of the Internet..."
– Governor Jim Geringer, Wyoming



AROUND THE WORLD

Germany- The German Health Ministry is moving forward with plans to introduce a "smart health card" that would contain medical history of patients. The card would be used by health insurance companies and would include medicines, treatments and tests.

Italy- In an area surrounding Milan 5-7 million chip based health cards will be used for a trial. These cards will identify the cardholder; carry emergency information as well as hospital admissions data.

Poland- 5.5 million smart cards are being produced and piloted as they are being sent to the National Health Services to begin replacing their current 35 million health insurance cards in circulation.

Quebec- In 2003 the province of Quebec will begin issuing chip based health cards to more than 7 million citizens. They will use the card to record medical information such as family history, physician's diagnosis and prescriptions.

Taiwan- The Taiwanese Ministry of Health has ordered 24 million chip based health insurance cards for delivery to their citizens over the next 2 years.

Changes, Changes, Changes...

In the world of technology nothing stays the same for very long. Health Passport is part of that ever-changing world. As we near the end of the pilot phase of Health Passport Project we will begin our transition year January 2002 with many changes in all three states.

The North Dakota Immunization Registry began the changes for Health Passport on November 9, 2001 when the NDIS went web based statewide. This system change temporarily makes the integration between the North Dakota state registry and the Health Passport smart card temporarily unavailable. Plans are currently being made to upgrade the interface so the Bismarck partners will be back in business with HPP smart cards. We'll keep you up to date on the progress.

The HPP team recently met with the Cleverex team to discuss the changes being made in Head Start Family Information System (HSFIS), as they too will be going web-based within the year. Since all three HPP states will be affected by these changes in the HSFIS software, the staff at Bismarck, Cheyenne, and Reno Head Start agencies can expect to be called upon over the next year to assist in some acceptance testing of the new software.

Over the past several months Chris McKinnon and Terry Williams have been working very hard to put plans in place to bring new partners and a new state into Health Passport Phase II. We hope to welcome California to our team and are looking forward to the changes the new partners and communities will bring to our project once the MOUs are signed.

Did You See It?

For those of you who are tennis fans and stick around for the commercials you may have seen the Health Passport card featured in the Siemens commercial during the US Open in early September. Granted a thirty second spot does not allow much camera time nor any explanation but what a thrill to see that familiar card.

Inventory Tags

Over the next few weeks each partner in each state will begin to receive envelopes of inventory tags for Health Passport equipment. Please affix the tags securely in a place that can be somewhat easily seen yet are not an invitation for children and adults to pick at them. The tags will serve two purposes, one) they will assist the repair technicians in identifying Health Passport equipment for warranty and HPP repair and two) we are required to have documentation of equipment purchased with grants and special funding sources. So, in other words, for auditing purposes.

At the time you receive your tags you will also receive an inventory log to cross-reference and return to Bertie Bishop. Please call if you have questions once you receive the tags.

For More Information

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If you have information or ideas to share in this newsletter, please contact your local HPP Site Manager. The Health Passport newsletter is published quarterly.

**You can also visit the Western Governors'
Association Web site at:
www.westgov.org/wga/initiatives/hpp**