

EDEN Onboarding Checklist



What is EDEN?

Emergency Encounter Notification (EDEN) unites hospitals, primary care providers, payers, and others responsible for coordinating patient care by providing real-time notifications of patient health care encounters. These notifications inform patient identified providers and subscribers of admissions and discharges from participating data source facilities and include information like patient status diagnosis code and the patient's current contact information. EDEN is a helpful tool for coordinating care, reducing costs, and improving patient outcomes.

How Does EDEN Work?

Participating data source facilities send Admit-Discharge-Transfer (ADT) messages about their patients to EDEN in real-time. For data source hospitals, these ADTs include inpatient, observation and emergency department encounters. To receive notice of these encounters, a patient identifies their PCP or a subscriber provides a panel of patients on whom they want to receive notifications. EDEN compares the patient demographic information included in the subscriber's panel to the patient demographic information included in each ADT message and when a match occurs EDEN sends the details of that encounter to the subscriber.

Patient Authorization

Per the terms of the EDEN Agreement, the subscriber must have patient authorization to access the protected health information of every individual included on the subscriber's panel, including authorization to access information about mental health and other sensitive conditions. Authorization does not need to be specific to EDEN. For details, see the EDEN Agreement.

Items to Think About:

1. How does your organization plan on integrating EDEN into your workflow in order to improve patient care?
2. If you would like information on how other subscribers have utilized EDEN alerts.
3. Have you identified the person(s) in your organization who will access your alerts, SFTP, PROMPT and THSA Service Desk regarding the EDEN subscription?
4. Make sure your organization determined a clear workflow on how to handle if a member leaves your team, who will notify the THSA HIE's Service Desk to remove their access to PHI information.
5. Is your organization participating in EDEN via one of our partner HIEs?

Onboarding to EDEN

To subscribe, an eligible Covered Entity with the necessary patient authorization must sign the standard EDEN Agreement. To begin onboarding, please contact THSA at info@thsa.org.

EDEN Onboarding Checklist

Checklist Completion Date	Date this checklist was completed
Subscribing Organization Name	
EDEN Project Manager POC	
Telephone number	
Email address	
EDEN Project Secondary POC	
Telephone number	
Email address	
Organization type (hospital, provider, ACO, payer, etc.)	
# of Providers in your organization	
# of Locations in your organization	
Organization ID (identify whether this is a Medicaid ID, ACO ID, CCN, etc.)	
NPPES NPI	
Medicaid ID (if applicable)	
Will your panel include Medicaid patients? Y/N	
What subset of patients within your organization will be included in your panel? (i.e. ACO, ambulatory, specific plan members, etc..)	
Briefly describe your EDEN business case/goal	

*Please note that all POC provided will be credentialed access to the THSA Service Desk (a JIRA product)

Billing Information

Invoice Recipient Name	
Employer Identification Number (EIN)	
Telephone number	
Email address	

Third-Party Vendor Information (if applicable)

EDEN is offered as a stand-alone service and does not require the use of a third-party vendor. However, some subscribers may choose to use the services of a third-party vendor to handle EDEN data. The THSA does not endorse or recommend the services of any specific third-party vendor. The THSA will work with a third-party vendor at a subscriber's direction but will not contract with the vendor or pay any vendor costs. If your organization plans to use a third-party vendor to handle EDEN data on your behalf, please provide the information requested below.

Vendor Name	
Vendor Point of Contact	
Telephone number	
Email address	

Sending the Patient Panel

The initial patient panel (and all subsequent updates) can be sent to the THSA by any DirectTrust-accredited secure messaging service or by Secure File Transfer Protocol (SFTP). Indicate your preferred delivery method by selecting a box below.

<input type="checkbox"/>	THSA SFTP
<input type="checkbox"/>	Subscriber (or third-party vendor) SFTP
<input type="checkbox"/>	PROMPT
<input type="checkbox"/>	Other Method

Panels uploaded to an SFTP site should be placed in the Outbound folder, as described in the **SFTP Setup** section below. An email should then be sent to THSA-EDEN-ServiceDesk@ainq.com to inform the THSA that a new panel has been uploaded and is ready for review.

Receiving Notifications

Standard delivery options for notifications include SFTP, Virtual Private Network (VPN), Direct, and the Proactive Management of Patient Transitions web portal. For THSA SFTP and PROMPT endpoints, notifications are hosted in the THSA vendor's environment solely for the use of the receiving subscriber. Indicate your preferred delivery option below. Select only one option here; additional endpoints can be specified in the **Additional Endpoints** section below.

<input type="checkbox"/>	THSA SFTP
<input type="checkbox"/>	Subscriber (or third-party vendor) SFTP
<input type="checkbox"/>	PROMPT
<input type="checkbox"/>	Direct Messaging
<input type="checkbox"/>	Direct address: _____
<input type="checkbox"/>	Other _____

Notification Frequency

Notifications can be delivered in real-time or batch delivered. Indicate your preferred notification frequency below. Select only one option here; additional endpoint configurations can be specified in the **Additional Endpoints** section below. There is no need to choose a frequency for PROMPT as notifications populate in PROMPT in real-time.

<input type="checkbox"/>	Real-time (within 15 minutes of event occurrence)
<input type="checkbox"/>	Batch delivery, once per day (6 amCST)
<input type="checkbox"/>	Batch delivery, twice per day (6 am CST and 1 pm CST)
<input type="checkbox"/>	Batch delivery, other: _____

Notification Format

The standard CSV and HL7 notification formatting options can be previewed by double-clicking on the icon below. Note that not all fields will be populated in all notifications due to dependency upon data sources to provide this information.

Indicate your preferred notification format below. Select only one option here; additional endpoint configurations can be specified in the **Additional Endpoints** section below. There is no need to choose a format if PROMPT delivery was specified.

<input type="checkbox"/>	CSV
<input type="checkbox"/>	HL7
<input type="checkbox"/>	Other format: _____

Additional Endpoints

If your organization would like notifications delivered to additional endpoints beyond the one set up above, use the boxes below to indicate how these additional endpoints should be set up.

Endpoint #2

Delivery Options

- THSA SFTP
- Subscriber (or third-party vendor) SFTP
- PROMPT

Frequency

- Real-time (within 15 minutes of event occurrence)
- Batch delivery, once per day (6 am CST)
- Batch delivery, twice per day (6 am CST and 1 pm CST)
- Batch delivery, other: _____

Format

- CSV
- HL7
- Other format: _____

Endpoint #3

Delivery Options

- THSA SFTP
- Subscriber (or third-party vendor) SFTP
- PROMPT

Frequency

- Real-time (within 15 minutes of event occurrence)
- Batch delivery, once per day (6 am CST)
- Batch delivery, twice per day (6 am CST and 1 pm CST)
- Batch delivery, other: _____

Format

- CSV

HL7

Other format:

If additional endpoints beyond the three specified above are desired, please indicate that via email when submitting this EDEN Onboarding Checklist to THSA-EDEN-ServiceDesk@ainq.com.

Notification Triggers

EDEN subscriptions can be customized to generate notifications based on specific triggers. A hospital, for example, could set up EDEN to generate notifications on the subset of matched ADTs that include a cardiac-related diagnosis code in order to route just those notifications to its owned cardiology practice. Or a physician practice could route all notifications to one endpoint and route a copy of a subset of notifications (for example, on those patients flagged as participating in a diabetes case management program in a custom field in the patient panel) to another endpoint. Any data element or set of data elements within a standard notification can be specified as triggers. If your organization would like to define specific notification triggers for your subscription, the THSA will reach out to discuss your request as part of the onboarding process.

	Yes, this organization would like to define notification triggers for EDEN
	List Notification Triggers:
	No, this organization would not like to define notification triggers at this time

Event Types

EDEN can be set up to deliver notifications on the recommended subset of event types or on the broader set of event types sent by participating hospitals. The set of recommended event types includes emergency department registrations and discharges and inpatient admissions and discharges. The broader set of event types includes transfers (for example, when a patient goes from the hospital ICU to the radiology department), pre-admissions, cancelled admissions, and other event types that may not be as actionable or as useful as the recommended event types.

Event Type	Description	Available	Recommended Subset
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A01	Admission	✓	✓
A02	Transfer	✓	
A03	Discharge	✓	✓
A04	Registration	✓	✓
A05	Pre-Admission	✓	
A06	Change an Outpatient to Inpatient	✓	
A07	Change an Inpatient to Outpatient	✓	
A08	Patient Information Update*	✓	✓
A11	Cancel Admission	✓	✓
A12	Cancel Transfer	✓	
A13	Cancel Discharge	✓	✓

**A08 Update messages are only delivered when containing pertinent encounter information not already conveyed in a previous notification.*

	Send notifications only on the recommended subset of event types (default)
	Send notifications on all available event types
	Neither of the above; please contact me so I can customize the event types received

SFTP Setup

If your organization has selected to upload the patient panel and/or receive notifications through SFTP – either through the THSA SFTP or subscriber (or third-party vendor) SFTP – the SFTP site should be set up with three folders, as follows –

1. Inbound – this folder is where EDEN notifications will be delivered.
2. Patient Panel – this folder is where your organization should upload the initial patient panel and any subsequent updates. You must email THSA-EDEN-ServiceDesk@ainq.com to inform the THSA that a new panel has been uploaded and is ready for review.
3. Test – this folder is for any ad hoc testing will occur or for other uses as needed.

SFTP Credentialing

If your organization has chosen to use the THSA SFTP to upload the patient panel and/or receive notifications, provide the contact information for the individual at your organization who should receive the SFTP site credentials.

SFTP Credential Recipient's Name	
Telephone number	
Email address	
IP Address(es) User's Public IP Address (found from https://whatismyipaddress.com/)	

PROMPT Credentialing

If your organization has chosen to use the THSA PROMPT portal to view notifications, provide the contact information for the individual at your organization who should receive the PROMPT site access.

PROMPT Recipient's Name	
Telephone number	
Email address	

Care Team Information

The EDEN Agreement allows the THSA to provide a data source facility with copies of subscriber notifications which originate from that facility. This allows a data source hospital, for example, to know which subscribers have received encounter notifications from that hospital. To improve care coordination efforts, EDEN can also share the fact that an organization is subscribed to a specific patient with other subscribers who have the same patient on their panel. In practical terms, EDEN can let subscribers know who else has received the same alert on the same patient, allowing subscribers to coordinate efforts with others who are also responsible for that patient's care. Note that Care Team information will not be disclosed for behavioral health providers.

<input type="checkbox"/>	Yes, this organization would like to share Care Team information as described above
<input type="checkbox"/>	No, this organization would not like to share Care Team information at this time

Is your organization a behavioral health provider? Y/N	
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Go Live

Your organization can begin receiving notifications approximately three weeks after providing a signed EDEN Agreement, completed EDEN Onboarding Checklist, and full patient panel. Pricing information is included in the EDEN Agreement. Invoices are sent at the beginning of each quarter and are based on the average number of patients included on your panel during

the preceding quarter. Indicate your estimated number of patients and target start date below.

Estimated number of patients on initial EDEN panel	
Target start date (at least 30 days from now)	

Preparing the Patient Panel

As part of the onboarding process, your organization will need to provide a panel of all patients (or members) on whom it is subscribing to receive encounter notifications.

The Medical Record Number (MRN) provided by your organization in column C of the panel must be unique to each patient and should remain consistent across panel updates. The optional custom fields in columns S, T, and U can be used to provide information specific to each patient that your organization wants included as part of your notifications. For example, a custom field can be used to flag certain patients as participating in a diabetes case management program, allowing that information to be included in future notifications. Subscribers can add additional custom field columns on the right-hand side of the template as needed.

Once your organization has created its patient panel using this template, the panel can be submitted to the THSA for review. Subscribers should provide as much of the requested information as possible to ensure a good match rate and appropriate volume of notifications. Panels without patient addresses are not eligible for troubleshooting on missed notifications. Your organization will be notified if your panel requires any changes.

An updated panel should be provided to the THSA monthly to EDEN, that patient demographics remain up-to-date, to remove any patients for whom the subscriber no longer has authorization, and to add new patients. The updated panel will completely overwrite or replace any previously provided panel. Subscription panels which are deemed out-of-date (six months for health plans, 12 months for all other subscribers) will be deleted and no additional notifications will then be generated for that subscriber until a new patient panel is provided.

Appendix A

Please keep the patient panel template exactly as it appears – do not adjust any column headers, the order of the headers or remove any headers. If your organization cannot populate a certain column leave it blank – do not enter 'NULL'.

Column a.	Member Status – this should read “ADD” for every row.
Column b.	Facility Code – this should either be the name of the Participating Organization or it can be a specific sub-organization with which the individual person is affiliated.
Column c.	MRN – this is the Medical Record Number or other unique identifier that the Participation Organization uses to identify individuals. This number must be unique for each individual. Duplicate values will not be processed.
Column d.	First Name – individual’s first name
Column e.	Middle Name – individual’s middle name or initial, if available
Column f.	Last Name – individual’s last name
Column g.	Address Line 1 – individual’s street address; very important – please add as much information as is available but do not enter anything that is not a specific address (i.e. “last house on the left”)
Column h.	Address Line 2 – individual’s apartment number; very important – please add as much information as is available but do not enter anything that is not a specific address (i.e. “last house on the left”)
Column i.	City – individual’s city of residence
Column j.	State – individual’s state of residence
Column k.	Zip Code – individual’s zip code of residence
Column l.	Date of Birth – individual’s date of birth; specifically, must be in YYYYMMDD format (do not enter “67 years old”)
Column m.	Gender – individual’s gender (“M”, “F”, or “U”)
Column n.	SSN – individual’s social security number, full SSN or last 4 digits – OPTIONAL
Column o.	Insurance ID – individual’s insurance number – OPTIONAL
Column p, q, r.	Home/Work/Cell Phone – individual’s phone numbers; enter up to three phone numbers; all three are treated similarly; submitting only one phone number is sufficient and it does not matter which of the three-options a given number is categorized as.

Custom Fields:

These fields are for a subscribing organization to provide additional patient details that will not be used in the patient matching but returned to the EDEN subscriber in context of a notification. If your organization is not planning to use custom fields, please remove the columns from the panel submission.