

eMOLST Program Manual



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Overview

Medical Orders for Life-Sustaining Treatment (MOLST) is a clinical process that emphasizes discussion of the patient's goals for care and shared medical decision-making between health care professionals and patients who are seriously ill or frail, for whom their physician would not be surprised if they died within the next year. The result is a set of medical orders that reflect the patient's preference for life-sustaining treatment they wish to receive or avoid. MOLST is approved for use and must be followed by all providers in all clinical settings including the community. MOLST is the only medical order form approved under NYSPHL that EMS can follow both DNR and DNI orders in the community.

eMOLST is an electronic form completion and process documentation system for NYDOH-5003 MOLST form that serves as NY's eMOLST Registry. The web-based application includes programming to eliminate errors, guides conversations between clinicians and the medical decision-maker and family, the ethical framework & legal requirements for making decisions regarding CPR and life-sustaining treatment, and documentation of the discussion. At the end of the process a DOH-5003 MOLST form and the appropriate MOLST Chart Documentation Form for adults or minors, or the OPWDD Checklist for Individuals with Developmental Disabilities are created. The OPWDD Checklist must accompany the DOH-MOLST form.

eMOLST may be used with paper records, integrated in EMR or hybrid system, allows for electronic signature for providers and for the form to be printed for needed workflow in the paper world. It is a centralized system accessible to any health system. eMOLST ensures quality & patient safety, reduces patient harm and achieves the triple aim.

By moving the MOLST form to a readily accessible electronic format, health care providers, including EMS, will have access to MOLST forms at all sites of care including hospitals, nursing homes and the community. EMS will be able to view the MOLST in the event of an emergency. Other systems can access the MOLST at the time of need. The MOLST form and Chart Documentation Forms are shared across the care continuum. As a result, clinicians have access to both MOLST orders and goals for care discussion, (i.e. why the patient made the specific decisions at that point in time.)

Goals and Vision

- *Assure Accessibility* – Create an electronic registry. Provide statewide access to all users. Be available as a standalone web application, but also allow integration with EHRs and other health information systems.
- *Improve Quality Assurance* – Ensure accuracy of form completion through built-in quality controls.. eMOLST simplifies and improves the workflow around completing the information for a legal medical order with automated user feedback for quality review, notification of missing information and training tools for users.
- *Build Quality Metrics* – Integrate outcome measurement and trend reporting.

Benefits of eMOLST

eMOLST is:

- **Accessible:** eMOLST is web-based and therefore accessible anywhere there is an internet connection.
- **Secure:** Data are encrypted and held on secure servers maintained by Excellus BlueCross BlueShield. Data transmitted in eMOLST comply with HIPAA, NYSDOH privacy rules and public health law.
- **Compliant:** MOLST form completion through eMOLST ensures that all the correct clinical steps, the ethical framework for making decisions regarding life-sustaining treatment and legal requirements are completed.
- **Portable:** PDFs of the MOLST form and/or Chart Documentation Form can be saved to an EMR and printed for the patient and family.
- **Tablet-friendly:** The eMOLST application runs beautifully in iOS Safari and Android-based browsers.

Getting Started Checklist for eMOLST Implementation

1. Get institutional buy-in.
2. Identify an institutional leader and team.
3. Assign a project manager (may also serve as the HIPAA Covered Entity eMOLST Administrator.)
4. Read the [eMOLST Manual](#) to understand eMOLST roles, policies and procedures.
5. Submit a copy of the [eMOLST Participation Agreement](#) to your normal contract review process. Send completed eMOLST Agreement to Katie Orem (katie.orem@excellus.com).
6. Identify at least two HIPAA Covered Entity eMOLST Administrators and connect those Administrators with Katie Orem (katie.orem@excellus.com). For large systems, considering identifying at least 2 (or more) Administrators per site.
7. Identify users who need to be enrolled in the eMOLST application. Batch enrollment is done by the eMOLST Administrator ([Katie Orem](#)). Please complete the [eMOLST Enrollment Template](#) with the information needed for each user; see tab 1 for further instructions.
8. Identify where eMOLST implementation will occur first within your health care institution.
9. Discuss your organization's unique workflow for creating and signing eMOLST forms.
10. If you have paper MOLST forms, identify key users who will be converting existing paper MOLST forms to eMOLST forms in the application. Often a nurses and social workers do this task and gain confidence in using eMOLST.
 - a. Create a list of patients who need to be converted from paper MOLST to eMOLST.
 - b. Digital transformation of paper MOLST is a quality improvement project. A process for converting patients from paper MOLST to eMOLST has been developed with NYSDOH legal counsel. eMOLST guides users through the process. Have patient charts handy (not just the MOLST forms) so you can be sure to enter content of the MOLST discussion where pertinent in the eMOLST application. When entering patient data remember that informed consent does not need to be obtained again.
 - c. Use the eMOLST To Do List features to assign converted MOLST forms to physicians for signature.
 - d. Ensure paper MOLST forms converted into eMOLST are signed by physicians in a timely manner.
11. Coordinate a time for training with clinical eMOLST users at your organization and HIPAA Covered Entity eMOLST Administrator(s.) Training should include physicians, NPs, social workers, and nurses. If available, please schedule the training for a computer lab so each user can have a hands-on experience with the application. Please bring several copies of charts with real MOLST forms that can be entered during the training. It is helpful to begin with staff members who are familiar with MOLST.
12. Once clinicians are trained, all "new" MOLST forms should be created in the eMOLST application.

eMOLST User Roles

Administrative Roles

eMOLST Program Director

The eMOLST Program Director is responsible for the overall vision, the management of the eMOLST application development, implementation, and lifecycle. Additionally the Program Director is responsible for marketing and advancement of the MOLST program, and the subject matter expert on MOLST. The eMOLST Program Director is currently Dr. Patricia Bomba (patricia.bomba@lifethc.com).

eMOLST Administrator

The eMOLST Administrator is responsible for the proper setup, configuration, and administration of the entire eMOLST application. The Administrator creates Unaffiliated Facilities, HIPAA Covered Entities, and provides support/training to the HIPAA Covered Entity Administrators. The eMOLST Administrator is currently Katie Orem (katie.orem@excellus.com).

HIPAA Covered Entity Administrator

The HIPAA Covered Entity Administrators are representatives from entities that use the eMOLST application. There must be at least two HIPAA Covered Entity Administrators at each participating entity.

HIPAA Covered Entity Administrators are responsible for:

- Enrolling users*
- Enforcing the policies and procedures in this document
- Assigning other HIPAA Covered Entity Administrators to assist with eMOLST administration
- Interfacing with the eMOLST Administrator
- Interfacing with and supporting the entity's eMOLST users

HIPAA Covered Entity Administrators have access to:

- Administrative sections of the eMOLST application for their entity
- Analytics dashboard for their entity
- eMOLST audit logs for their entity

Choosing the Right HIPAA Covered Entity Administrator

HIPAA Covered Entity Administrators should be:

- Comfortable with computers
- Accessible in case a user needs application support
- Knowledgeable about the MOLST Program and use of the eMOLST application
- In a position where they will be respected as an authority on eMOLST by eMOLST users, including physicians and any other staff
- Available to interface frequently/comfortably with the eMOLST Administrator

HIPAA Covered Entity Administrators are created by the eMOLST Administrator. Accounts must be requested by contacting the eMOLST Administrator (katie.orem@excellus.com). All HIPAA Covered Entity Administrators at participating entities must be trained before they are issued eMOLST login credentials.

***The eMOLST Administrator can coordinate batch importing of users to simplify this process for the HIPAA Covered Entity Administrator.**

QA/QI Administrator

The QA/QI Administrators role in the eMOLST application can be assigned by the HIPAA Covered Entity Administrator upon user enrollment or added at any point in the future.

QA/QI Administrators have access to:

- Analytics dashboard for their entity

Within the analytics dashboard various reports may be created and accessed. All reports show de-identified, aggregate trends of eMOLST forms completed over time within an entity. They may use the eMOLST analytics to identify specific facilities or professional populations where additional training or assistance may be necessary to effectively and/or legally comply with the MOLST program.

Professionals responsible for QA/QI at an entity would be appropriate QA/QI Administrators in eMOLST.

A QA/QI administrator may also have a clinical role in addition to their administrative role.

Auditor

The Auditor role in the eMOLST application can be assigned by the HIPAA Covered Entity Administrator upon user enrollment or added at any point in the future.

Auditors have access to:

- eMOLST event and audit logs for their entity

These logs may be accessed to obtain detailed information about any transaction that takes place within eMOLST. Professionals responsible for the safety and security of patient data at a participating entity would be appropriate Auditors.

An Auditor may also have a clinical role in addition to their administrative role.

Clinical Roles

All eMOLST users must be set up and configured by the HIPAA Covered Entity Administrator. eMOLST users may have both an administrative role and a clinical role. Every eMOLST user must be assigned one of the following roles:

No Clinical Role: this role is for eMOLST users that do not have any clinical role, and they would not have access to patient records and eMOLST forms. This role would be appropriate for IT staff, administrative staff, or any QA/QI staff that do not have patients under their care.

Form Viewer (Non-Editor): This roles is for clinicians who have access to patient records and eMOLST forms but are not authorized to change the content of the forms. This role may be appropriate for floor nurses who need to view and act on the MOLST orders, but don't need to edit anything.

Form Access (Non-Signer): This role is for a properly trained and qualified health care provider, who would have access to patient records and eMOLST forms, but who is not authorized to sign forms. This role is appropriate for midlevel providers, nurse practitioners, physician assistants, nurses, social workers, and other health care professionals engaged in thoughtful advance care planning discussions leading to completion of the eMOLST.

Form Signer: this role is for a properly trained and qualified physician, who would have access to patient records, eMOLST forms, and is authorized by the entity to sign MOLST forms.

eMOLST Users

Enrolling eMOLST Users

Enrollment Procedure

- eMOLST Users must be properly credentialed by their HIPAA Covered Entity before they are enrolled in eMOLST.
- The HIPAA Covered Entity Administrator or other key staff at the Covered Entity will provide the eMOLST Administrator with the completed [eMOLST User Enrollment Template](#). For more details on template completion, please see the section below.
- When the user is successfully enrolled their username and initial login instructions will be emailed to them by the eMOLST Administrator. The eMOLST Administrator will send a separate email with the user's temporary password.
- Upon first login, new users must change this temporary password to one of their choice. If they have "Form Signer" access, they must also provide answers to security questions and choose security images for the eSignature functionality.

eMOLST User Enrollment Template Completion

- For a user to be enrolled, all required fields on the [eMOLST User Enrollment Template](#) must be properly completed. General instructions for completing the template, including the list of required fields per user, can be found on the first tab of the enrollment template document.
- As part of the template completion the facilities & locations where the users work must be indicated, as well as if they see patients in a home setting. If the staff member practices at a facility that is under a different HIPAA Covered Entity those care settings may be listed and will be configured in the user's account by the eMOLST Administrator.
- All clinical and administrative roles must be indicated for each user on the enrollment template. If no administrative role is indicated then no administrative access will be given.
- When the template is completed you can return it to the eMOLST Administrator, who will randomly verify license numbers and NPIs for the intended users as a quality check.

Disenrolling Users

Disenrollment

- Users must be properly disenrolled if they no longer require access to eMOLST – for example, if they are terminated, reassigned, or retire. An effective notification system will help make this process easier to track. Contact the eMOLST Administrator for disenrollment.

Re-enrollment

- Users may be re-enrolled if they have been disenrolled but new circumstances require access to eMOLST. Contact the eMOLST Administrator for re-enrollment.

Login Profiles

- Login profiles must be created for users to define where they are allowed to use eMOLST. A policy must be created to help HIPAA Covered Entity Administrators identify and verify where a physician practices. A human resources department/division may be of assistance in the development or enforcement of this policy, and will vary depending on the size of the entity.
- Login profiles may contain facilities that are not affiliated with an entity, for example a nursing home where a staff member practices but is not an employee. These facilities are called "Unaffiliated Facilities" and must be created by the eMOLST Administrator before they can be used in a login profile.
- The proper setup and enforcement of a login profile for each user will inherently ensure that only properly credentialed and verified users can use eMOLST to practice.

Security Policies

- **Passwords:** All eMOLST passwords will expire every 180 days. You must change your eMOLST password after 181 days to continue using the system. You cannot use the same password more than once. **It is imperative that users do not to share their password with any third-party. Your account is only approved for use by you.**
- **Forgot Password:** If you can't remember your password and your email address is stored in your eMOLST account, you can use the "Forgot Password" button to reset your password (and security question if you are a "Form Signer"). A temporary password will be emailed to you. Once you login to eMOLST with the temporary password you'll be required to set your new password to something you can remember. Password complexity and history requirements apply.
- **One Location of Use:** You cannot log in from more than one physical location or from more than one computer system at the same time.
- **Session Expiration:** User sessions expire after 15 minutes of browser inactivity. When sessions expire, you are logged out and must log back in to continue using eMOLST.

Clinical Training Resources for eMOLST

MOLST is a process that includes clinical steps and legal requirements. Through a conversation, or series of thoughtful discussions, with a patient, health care agent or surrogate, the MOLST program enables physicians and other health care professionals to assess and convey the wishes of patients with serious life-limiting illness who may have a life expectancy of less than one year, or anyone with advanced age interested in further defining their end-of-life care wishes. MOLST orders must be followed by all health care professionals.

All eMOLST users should complete training by viewing the eMOLST tutorials on the [eMOLST page](#) located in the [MOLST Training Center](#) on [CompassionAndSupport.org](#). The eMOLST tutorials include an overview, instructions on completing an eMOLST form, as well as the Review and Renew section. Additional eMOLST videos, as well as videos illustrating Thoughtful MOLST Discussions in different care settings, are helpful training resources found in the [CompassionAndSupport YouTube Channel](#).

The eMOLST integrates the clinical steps and legal requirements under New York State Public Health Law for adult patients, for minor patients and for patients with developmental disabilities who lack the ability to decide. Further information on the MOLST process can be found on-line:

- [8-Step MOLST Protocol](#)
- [MOLST Discussion](#)
- [Checklists for Adult Patients](#)
- [Checklists for Minor Patients](#)
- [Checklist for Individuals with Developmental Disabilities who Lack Medical Decision-Making Capacity](#)
- [MOLST FAQs](#)
- [MOLST and FHCDA webinar series](#)
- [MOLST Training Center](#)
- [MOLST for Professionals](#)
- [MOLST for Patients and Families](#)

Advance Care Planning begins with completion of a health care proxy for all adults 18 years of age and older. The [Five Easy Steps of the Community Conversations on Compassionate Care \(CCCC\)](#) program successfully helps individuals complete their health care proxy. [CompassionAndSupport.org](#) contains additional information on the [two-step advance care planning process](#), including web links and an electronic registry for traditional advance directives like the health care proxy for New York State.

Policies and procedures for advance care planning should integrate the process and work flow for documenting an individual's values, beliefs, goals for care, as well as their health care agent and MOLST, if appropriate. For more information on policies and procedures, contact the eMOLST Program Director.

Audits, Analytics & QA/QI

Auditing

- The purpose of auditing is to understand specific events or track activities over time.
- Virtually every activity is logged on the backend.
- The activity of individual users is available on the Administrative Backend of the eMOLST website on the user's screen.
- Key audit log activities that impact patients are visible in the "eMOLST History" table in the patient's profile and visible to the patient's custodian(s).
- The entire audit log is available to the eMOLST Administrator.
- For assistance in understanding the Audit Log to support auditing policies at an entity, contact the eMOLST Administrator at Excellus Health Plan. **See HIPAA Entity Administrator & Auditor user roles, above.**

Analytics & QA/QI

- The Analytics section of eMOLST is still being built. Once Analytics become available a tutorial video will be posted on YouTube with basic instructions on how to use the new features.
- When Analytics are available, users with the QA/QI Administrator role or the HIPAA Entity Administrator role will be able to access de-identified aggregate reports showing eMOLST usage over time at their facility/HIPAA Entity.
- Participating entities should ensure that individuals who are responsible for QA/QI activities are assigned the appropriate QA/QI Administrator role within the eMOLST system. **See the QA/QI Administrator role, above.**

eMOLST Technical Details

System Requirements

- An internet capable computer or tablet device with a supported browser:
 - The current version of Internet Explorer, or up to two versions back.
 - The current version of Mozilla Firefox.
 - The current version of Apple Safari.
 - The current version of Google Chrome.
- Cookies and JavaScript must be enabled for proper functionality.
- A reliable Internet connection to access <https://www.nysemolstregistry.com>

Interoperability Capabilities

- For participating entities using an Electronic Health Record or Electronic Medical Record System, we facilitate interoperability to ensure that patient wishes are honored, and that there is no loss in transition of care. Two major types of interoperability are:
 - Single Sign On (SSO). eMOLST implements a standard SAML-based SSO capability. Any identity provider, such as an EHR or other health system, can implement this and allow pre-authenticated users to flow directly into eMOLST without managing separate credentials.
 - Web service integration. eMOLST can provide medical orders noted on eMOLST or other data directly to a trusted EHR for display in its native interface. We recommend that forms are not downloaded and cached in any other system to reduce the risk of someone acting on an outdated form.

In regard to form creation, validation and generation, eMOLST is the best solution to assist providers in the discussion, documentation of clinical steps and legal requirements under New York State Public Health Law. At the end of the process, an electronic DOH-5003 MOLST form and a MOLST Chart Documentation Form for adult and minor patients and OPWDD checklist for individuals with developmental disabilities who lack medical decision-making capacity are created. The inherent Quality Assurance and interoperability features of eMOLST reduce overall liability and risk. **Systems which generate MOLST forms electronically within a third-party system are NOT endorsed and should not be used.**

eMOLST System Maintenance

Updates and patches will be applied to eMOLST outside of normal business hours (8am-5pm EST) when possible to ensure that traffic to eMOLST is not disrupted. In the event that services need to be performed during normal business hours, the eMOLST administrator will email users about the disruption.

Business Continuity Plan/Disaster Recovery

Excellus Health Plan, Inc. is responsible for creating and maintaining a business continuity plan for the eMOLST application. In the event of a business interruption, we have plans designed to allow us to continue operations of critical business functions that allows health professionals to access the application to create, and review and renew eMOLST forms for patients. These users can keep track of eMOLST forms completed for their patients, and receive messages about which patients are ready for review and renewal of orders. We accomplish this in part by:

- Relocating impacted business units to designated recovery locations.
- Using redundant processing capacity at other Excellus Health Plan, Inc. locations.
- Designing our technology and systems to support the recovery process for critical business functions.
- Using business technology teams responsible for activating and managing the recovery process
- Adopting a communication plan to ensure that eMOLST providers and participants receive emergency notifications and instructions via a variety of sources.
- Rehearsing our recovery procedures and testing those procedures on a regular basis

In the event of a business interruption impacting Excellus Health Plan, Inc., its communities, and/or key stakeholders, all business units directly or indirectly involved in ensuring notification to providers will assess the impact, develop the message, obtain executive approval and deploy the message to providers and/or participants. Additionally, updates will be available on CompassionAndSupport.org, and/or New York State Department of Health (NYSDOH) website.

Troubleshooting

The HIPAA Covered Entity Administrator(s) should attempt to answer all user questions and issues before submitting them to the eMOLST Administrator.

Issues Handled by the HIPAA Entity Administrator

- Password Expiration/Reset
- Forgotten Passwords
- Issues with Internet Connectivity
- Issues with Printer Connectivity

Issues Handled by the eMOLST Administrator

- eMOLST Application Not Responding (Error 404 or Error 500, only when **not** related to Internet connectivity problems)
- Set-Up and Configuration of HIPAA Entities & Facilities
- Questions about MOLST/eMOLST use that may not be able to be answered by the HIPAA Entity Administrator or clinicians in your facility can be asked of the eMOLST Administrator and may be answered by the Administrator or eMOLST Program Director.

Policies and Procedures

As referenced in the [eMOLST Participation Agreement](#), this manual provides suggestions for appropriate policies and procedures for HIPAA Covered Entities for the effective and optimal use of eMOLST. Creating and enforcing effective policies will help reduce risk by clarifying responsibilities and creating accountability. Effective use of eMOLST also advances the mission of creating an effective electronic registry for MOLST in New York State. The HIPAA Covered Entities using eMOLST must develop and enforce appropriate policies and procedures for optimal eMOLST use.