eHealth Exchange

Operating Policy and Procedure

Subject: eHealth Exchange Service Levels and Operating Monitoring		
Status: Final – Approved by CC	Policy #: OPP-11	
Effective Date: 8/1/2020	Version: 2.1	Page 1 of 5

I.   *Purpose*

The eHealth Exchange currently operates as a hybrid network that needs to provide quality assurance about Participant system availability, performance, content quality, conformance, etc. This type of operational monitoring is based on each use case and is important for the eHealth Exchange network to assist Participants in proactively identifying issues and in developing strategies and solutions to minimize system timeouts and unpredictable response times.

The eHealth Exchange Hub is a centralized solution that operationalizes many of the Performance and Service Specifications that have been adopted by the eHealth Exchange. It employs shared infrastructure used to facilitate the transmission of messages for the eHealth Exchange network that may include, but is not limited to, gateway services, healthcare directory, and record locator services.
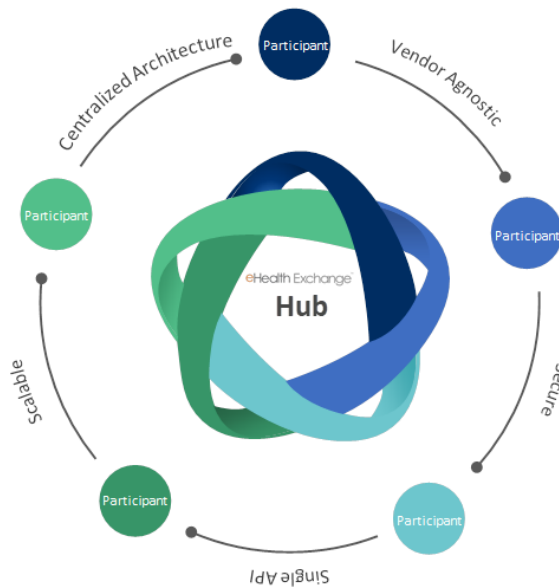
Participants are obligated, in Section 15.08 of the DURSA, to transmit information to other Participants in a timely manner and in accordance with the Performance and Service Specifications and Operating Policies and Procedures. The eHealth Exchange Coordinating Committee has established a solution to monitor Participant's system performance to improve the reliability and responsiveness of the transmissions across the eHealth Exchange network. To that end, the Coordinating Committee delegates responsibility to Healtheway, Inc. (d/b/a The eHealth Exchange) and its eHealth Exchange Support Staff ("Staff"), to provide operational support to eHealth Exchange Participants and the Coordinating Committee,

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including but not limited to the set of responsibilities outlined in OPP #1 and OPP #9 as well as facilitating the operational monitoring necessary to implement OPP #11, described below.

The purpose of this OPP is to capture key operational metrics including, but not limited to, Participant gateway availability and response time. These metrics will be captured via the eHealth Exchange Hub and will be made available via an operational dashboard called the "Hub Dashboard". The Hub Dashboard will be accessible by both eHealth Exchange Support Staff and Participant representatives. The metrics may also be provided to the Coordinating Committee to aid their determination of the need for, and nature of, any future requirements related to eHealth Exchange Service Levels. *It is important to note that any point-to-point, non-Hub based connectivity and messaging metrics are not included in the Hub Dashboard metrics.*

II.   *Policy*

eHealth Exchange Support Staff will pro-actively monitor the availability and performance of all responding Participant gateways in the PRODUCTION environment. Related gateway availability and messaging metrics will be made available in an operational dashboard. In the event of a Participant gateway outage or significant error event, eHealth Exchange Support Staff will contact respective Participant(s) to report the outage and request investigation and remediation. Real-time monitoring may also be conducted in the VALIDATION environment.

An operational dashboard is available to Participants. This dashboard is referred to as the "Hub Dashboard". Participants are able to view status of all Participants' Hub-integrated gateways via the Hub Dashboard. Point-to-point, non-Hub based connectivity and messaging metrics are not included in the Hub Dashboard metrics. Participants can view metrics related to their data exchange with other Participants (i.e. Cross-Participant messaging). Participants and other authorized individuals are not able to view data exchange metrics for which they are neither the initiator nor responder unless the initiating or responding Participant authorizes the eHealth Exchange to provide them access. The Hub itself does not send PHI/PII to the Hub Dashboard, and therefore the Hub Dashboard does not contain PHI nor PII. The Hub Dashboard will be available 24/7/365. Each Participant should designate one or more individuals they authorize to access the dashboard and to provide access to additional individuals within their organization by notifying servicedesk@hub.ehealthexchange.org.
eHealth Exchange Support Staff will verify and approve the request prior to account provisioning.

III.   *Procedure*

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1. eHealth Exchange Support Staff will pro-actively monitor the availability of Participant gateways in the PRODUCTION environment via the eHealth Exchange Hub.
2. In the event of a gateway availability issue or any other issue that affects the ability for a gateway to successfully respond to requests via the eHealth Exchange Hub, eHealth Exchange Support Staff will contact Participant to report the issue.
3. The eHealth Exchange Hub Dashboard will provide on-demand, near real-time status of Participant gateways along with data exchange metrics, including transaction type, timing, volume, size, and status.
   a. The Hub Dashboard will be available to both eHealth Exchange Support Staff and Participant representatives.
   b. The Hub Dashboard will be available 24/7/365.
   c. The Hub also does not send PHI/PII to the Hub Dashboard, and therefore the Hub Dashboard does not contain PHI nor PII.
   d. While auditing transaction logs stored in the Hub are purged after 30 calendar days, at the time of this writing, the Hub Dashboard does not purge its de-identified transaction data since it is used for Participants' analytical purposes.
   e. Each Participant should designate one or more individuals they authorize to access the dashboard and to provide access to additional individuals within their organization by notifying Servicedesk@hub.ehealthexchange.org. eHealth Exchange Support Staff will verify and approve the request prior to account provisioning.
   f. A detailed online User Guide is available to assist with usage of the Hub Dashboard. Additional questions and/or requests for training can be made to Servicedesk@hub.ehealthexchange.org.
4. Participants can view status of all Participants' hub-integrated gateways via the Hub Dashboard. Participants can view metrics related to their data exchange with other Participants (i.e. Cross-Participant messaging). Participants and other authorized individuals can not view data exchange metrics for which they are neither the initiator nor responder unless the initiating or responding Participant authorizes the eHealth Exchange to provide them access.
5. Participants are able to define scheduled maintenance/downtime windows to inform the eHealth Exchange of periods of expected gateway unavailability. These downtime windows can be specified and maintained by the Participants themselves within the eHealth Exchange Directory, or they can be reported via email to techsupport@ehealthexchange.org.
6. eHealth Exchange Support Staff will analyze the collected data and publish it in aggregated format to inform the Coordinating Committee on a routine basis.

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V.   *Definitions*

DURSA: Data Use and Reciprocal Support Agreement

eHealth Exchange Hub: A centralized solution that operationalizes many of the Performance and Service Specifications that have been adopted by the eHealth Exchange. It employs shared infrastructure used to facilitate the transmission of messages for the eHealth Exchange network that may include, but is not limited to, gateway services, healthcare directory, and record locator services.

Hub Dashboard: An analytics dashboard built into the eHealth Exchange Hub solution that captures key operational metrics for Participants who initiate or respond over the Hub. The dashboard does not include data or metrics for point-to-point data exchange between Participants, as those transactions do not flow through the Hub and therefore the Hub and the Hub Dashboard have no knowledge of them.

All other capitalized terms, if not defined herein, shall have the same meaning as set forth in the DURSA.

V.   *References*

"Restatement II of the Data Use and Reciprocal Support Agreement (DURSA)", Version Date: August 13, 2019

- Section 14, Privacy and Security
- Section 15, Representations and Warranties
- Section 17.01, Disclaimers-Reliance on a System
- Section 19, Term, Suspension and Termination
- Section 21, Dispute Resolution

eHealth Exchange / Hub Dashboard User Guide

VI.   *Related Policies and Procedures*

- OPP #1, Participation – Review and Disposition of Applications for Participation
- OPP #3, Participation – Changes, Suspension, Termination
- OPP #9, eHealth Exchange Digital Credentials

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VII. *Version History*

ID	Date	Author	Status	Comment
1	5/17/2016	Jennifer Rosas/Eric Heflin	Published	First eHealth Exchange Coordinating Committee approved version.
2	6/2020	Jay Nakashima		Updated language to reflect newest DURSA amendment changes; Updated formatting for consistency and readability; Updated to reflect current environment and operations of eHealth Exchange
3	08/13/2020	Pat Russell	Updated	Updated email for Hub Service Desk
4	8/23/2021	Pat Russell	Updated	Updated future tense statements to present tense