



Improving Clinical Care

Managing Chronically Ill Patients with Clinical Event Notifications

Providers who have patients with serious medical conditions can better coordinate their care with Clinical Event Notifications. They are notified in real-time that a patient has been admitted to the ER or hospital and they can intervene with the attending or follow up with the patient.

"We get an alert in our EHR that tells us that the patient is in the emergency room. When I have a complex patient, who has HIV, mental illness and multiple clinical problems, they may be unable to explain what's going on with them. Because of the CENs I'm able, at that moment to contact the ER."

*Sarah Nosal, MD, Chief Medical Director
The Institute for Family Health*

"Having a view of the whole person through Healthix can help us identify problems and patterns that emerge when behavioral and physical health conditions are fully integrated and cared for together. With predictive analytics, we can forestall medical crises and allow the consumer to benefit from earlier interventions."

Chris Copeland, Chief Operating Officer, ICL

Connecting DSRIP PPS Leads

Healthix is assisting DSRIP PPS lead partners in connecting and exchanging data with their community providers. We are also working on the transmission and updating of care plans using national standards.

Discovering a Deeper Understanding of Behavioral Health Consumers

ICL, a large New York City behavioral health organization, uses the Healthix Predictive Risk Analytics to deepen their understanding of the client. As the information in Healthix grows, improvements in care management will continue to evolve.

"Knowing when patients have a clinical event anywhere in New York City, helps the care team to manage their patients more effectively and facilitates targeted interventions."

*Salvatore Volpe, MD Chief Medical Officer,
Staten Island Performing Provider System, LLC*

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Accessing Patient Data in an Emergency Situation

Several regional hospitals use Healthix data in their emergency rooms. This protected health information (PHI) can be lifesaving in an emergency, where the patient is unable to provide a medical history. Physicians have access to medications, allergies, prior encounters and more to help treat the patient.

Having access to a health information exchange... can make the difference between life and death. We actually had a patient here that came in unresponsive, unable to give a history of medications. We were able to get the information and administer the correct treatment in a timely fashion and the patient survived.

*Lewis W. Marshall Jr., MD, JD
Chairman,
Ambulatory Care & Community Health
Brookdale Hospital and Medical Center*

Watch the Healthix Video Success Stories Visit Healthix.org

Using Technology to Improve the Member Experience

Oscar is a relatively new insurance company, based in New York City, that has leveraged its use of technology to make healthcare more accessible, and user-friendly for its members. Oscar has integrated with Healthix to enhance the member experience, improve the quality of care and lower costs.

We have transformed the velocity and effectiveness of care. In an old school world... the health plan finds out a patient is discharged, 60-90-120 days later when the bill comes in. In the new model...when that member goes to the ER, we get a triggered alert from Healthix, where we can respond right away... to intervene and help the member. We think re-admissions and costs will go down... quality of care and member experience will improve.

*Mary Ellen Connington, RN,
SVP, Quality and Medical Management
Oscar*

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Supporting Public & Population Health

Helping in Public Health Outbreaks (e.g. Zika, Legionella)

Healthix provided information to the NYC DOHMH during their investigation of the Legionnaire's disease outbreak and also in the surveillance of the Zika virus. In cases of a health outbreak in NYC, the data can easily be accessed, and searched -- saving vital time.

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There is a lag from the time when the cases start, when they get reported to us and then when we can intervene. So if we can move that time up at all, then we can be more effective in preventing additional cases and saving lives.

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*Anne Fine, MD, Medical Director
Reportable Disease Data, Informatics
and Analysis Unit of
the Bureau of Communicable Disease NYCDOHMH*

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Healthix assists in identifying and treating patients living with HIV/AIDS. Without Healthix, there is no efficient way to ascertain if a patient is receiving care across multiple institutions. A new pilot project is aimed at those with unstable housing. By using HASA data in combination with Healthix clinical alerts, outreach teams will be informed and can coordinate care to this vulnerable population.

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*Peter Gordon, MD, Medical Director,
Comprehensive Health Program,
Columbia University NewYork Presbyterian*

Providing Data for Emergency Patient Search (NYCEPS)

In a mass casualty event, NYCDOH can now query in real-time, a patient's data from Healthix to locate missing persons in EDs or hospitals in the region. The system will soon expand for use in the Office of the Chief Medical Examiner and the New York City Police Department's missing persons bureau.

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We're leveraging Healthix data to try and assist with family reunification after a mass casualty incident....we can search all the hospitals to see if a person has come to one of the emergency rooms...

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*Tamer Hadi, Strategic Initiatives Coordinator
Office of Emergency Preparedness and Response
NYC Department of Health and Mental Hygiene*

Facilitating Research Using De-Identified Data

Helping the Medical Research Community Conduct Research Studies

Healthix enables the medical research community conduct research studies across organizations and facility types in the Greater New York, using the HIE de-identified real-time data on more than 16 million patients. The clinical studies must meet a stringent standards and be approved by the Healthix Research Committee.

De-identified data obtained through the health information exchange helped our research on care delivery for people with epilepsy in NYC. With the breadth of data available to us, we were able to investigate the care provided for epileptic patients. I am incredibly grateful for the rich data that HIE provides, especially if it helps to better care.

*Zachary Grinspan MD, MS, Assistant Professor
Nanette Laitman Clinical Scholar in Public Health
Director, Clinical Research, Div. Child Neurology
Weill Cornell Medicine | NewYork-Presbyterian*

Learn More About Public Health and Research Initiatives at Healthix.org

Identifying Homelessness and So Much More, Using HIE Data

Researchers have used data from Healthix to identify homeless patients. Since homeless patients experience far worse clinical outcomes and consume four times the amount of healthcare resources compared with the average Medicaid patient, being able to identify this population is an essential step to improving care for this fragile population. The HIE data is poised to aid in numerous other research initiatives that will benefit the health of New Yorkers in years to come.

Health information exchange provides, for the first time, a real-time community-wide clinical data set, which hasn't existed before. Data was trapped in the silos of various providers in any given region. Now, Healthix aggregates all that data ... and while health information exchange was designed to help the individual clinician take care of a patient...it now provides data from across provider organizations that can be leveraged for innovative secondary uses, and we are only seeing the tip of the iceberg

*Jason Shapiro, MD, FACEP,
Professor of Emergency Medicine at Mount Sinai
Icahn School of Medicine at Mount Sinai*

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