



Healthix Keeps Healthcare Costs Down by Connecting More Than 16 Million Patient Records

Vertical

Healthcare IT

Problem Solved

Healthix uses NetApp FAS8080 to give providers access to more than 360TB of personal health data in real time, improving care for 16 million patients.

Factoids

- 100TB annual data growth
- Supports health information exchange for 16 million NYC area patients
- Process 50 million messages monthly
- Respond to 750,000 information requests monthly in real time

Emergency physicians often "fly blind," not knowing a patient's history, medications, or allergies. But Healthix, the largest public health information exchange (HIE) in the U.S., is helping New York area ERs and other providers save or improve lives and prevent unnecessary hospital stays by providing real-time access to patient data.

A leader in health information exchange

Healthix serves a comprehensive range of organizations in New York from the largest hospital systems to the smallest community health centers and physician practices. Every month, Healthix processes 50 million messages to build its patient data archive, and fulfills 750,000 queries from providers.

For complex technical, operational, and regulatory reasons, it's historically been difficult for unrelated healthcare organizations to arrange to share patient data: HIEs work behind the scenes to bridge those gaps with the patient's consent. As a key partner in the Statewide Health Information Network for NY (SHIN-NY), Healthix connects hundreds of organizations, with nearly 1,500 facilities across New York City and Long Island. Healthix stores and delivers the data of more than 16 million patients, and the performance and reliability of its data storage is essential to its mission.

"We like to leverage vendors that we see are in a growing position in the marketplace, and that really attracted us to NetApp and where they're going strategically," says Healthix Chief Information Officer and Senior Vice President, Todd Rogow. NetApp FAS8080 systems at Healthix's primary and secondary data centers currently store more than 360TB of data.

With data growing at a rate of 100TB per year, Healthix looks to NetApp as a strategic partner to help it continue to improve efficiency. "NetApp is our primary storage, and we

depend on NetApp to help this whole engine work very smoothly," says Rogow. "Moving data is at the core of our business, and NetApp gives us the performance we need to move huge volumes of data in and out at real-time speed."

Patient data in real time

Healthix integrates with every commonly used electronic health record (EHR) system, including Epic and Cerner, to send and receive information in real time. With the consent of the patient, physicians affiliated with different hospitals can access a patient's complete medical history and receive real-time alerts on patient health.

"If I go to the emergency room, an alert will go out to my care manager or primary care physician, and they can call right away and say, 'Hey, I know Todd. I treat him every day, and I have his care plan,'" says Rogow. "Bringing together my caregivers in real time is very powerful."

The ER physician can also use Healthix to get the patient's holistic view of medical history, including medication lists and allergies. With Healthix, ER physicians can readily determine whether they're dealing with an existing problem or something new, and whether the patient should be admitted or would be better off at home with perhaps a change of medication.

And it's not just ERs that benefit from access to Healthix, which makes it easier for primary care physicians and specialists to share information. Both physicians and patients save valuable time and can trust that no vital information is "falling through the cracks."

NetApp also helps Healthix remain compliant with patient privacy laws and regulations by tracking usage logs and audits to show exactly who has accessed which data.

Healthix must collect and distribute data around the clock and cannot afford downtime. With non-disruptive operations enabled by NetApp ONTAP, Healthix has eliminated planned and unplanned downtime.

Tracking the health of populations

Healthix also aggregates all its data to help its participating providers manage their patient populations and measure their performance. Healthix provides accurate risk analysis for 30-day readmission—a key metric that can affect whether hospitals get paid for a given patient's stay—and can track a provider's effectiveness at treating conditions like diabetes, hypertension, asthma, COPD, or sepsis.

Healthix's analytics engines update risk scores every night for all 16 million patients, using the most recent data. Early intervention is the key to keeping patients healthy and healthcare costs down, and failures or lags in the availability of the data could cause a patient at risk to slip through the cracks. "That analytical data-crunching is where we really need the horsepower, and that's where NetApp shines the most," says Rogow.

Solution Components

- NetApp FAS8080
- NetApp ONTAP

NetApp AFF A300 Product Page

<http://www.netapp.com/us/products/storage-systems/hybrid-flash-array/fas8000.aspx>

<http://www.netapp.com/us/products/data-management-software/ontap.aspx>

Business Benefits

- Real-time access to hundreds of terabytes of data
- Ability to expand storage capacity rapidly without losing performance
- Ability to recalculate health risk data for 16 million patients every night
- 24/7/365 access to potentially life-saving data with no downtime
- Ability to protect patient privacy with full user logging and tracking

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—Todd Rogow, MPA, CHCIO, Chief Information Officer and Senior Vice President, Healthix