Healthix

HEALTHIX | PROBLEM SOLVED

Healthix gives providers instant and continuous access to more than 300TB of personal health data, improving care and preventing unnecessary hospital stays for more than 16 million patients.

Helping Doctors Save Lives by Connecting Records of More Than 16 Million Patients

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 lives and prevent unnecessary hospital stays by providing real-time access to patient data.

27%
quicker retrieval of patient information from clinical portal

45%
increase in data consumption rate within Health Insight reporting platform

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> "The ability to quickly move, manage, and protect data is at the core of our business, and makes a direct and immediate difference in people's lives. NetApp gives us the performance we need to reliably move huge volumes of data in and out at real-time speed, which in turn enables us to quickly deliver data to caregivers when and where they need it."

Todd Rogow
Chief Information Officer, Healthix

A LEADER IN HEALTH INFORMATION EXCHANGE

Healthix serves all types of organizations in the greater New York City region, 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 monthly requests from providers.

BUSINESS BENEFITS

- Real-time access to hundreds of terabytes of data so patient information is updated with each encounter
- Ability to protect patient privacy by authenticating each user and tracking usage
- Ability to recalculate health risk data for 16 million patients nightly
- 24/7/365 access to potentially life-saving data with no downtime

For technical, operational, and legal reasons, it has historically been difficult for disparate health-care organizations to arrange the sharing of 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 a matrix of thousands of sites 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.

"If I go to the emergency room, an alert will go out to my primary care physician, and they can call right away and say, 'Hey, I know Todd. I treat him regularly, and I have his care plan,'" says Healthix Chief Information Officer and Senior VP Todd Rogow. "Bringing together my caregivers in real-time is very powerful."

With data growing at a rate of 100TB per year, Healthix seeks to continually improve efficiency and performance. "The ability to quickly move, manage, and protect data is at the core of our business and makes a direct and immediate difference in people's lives," says Rogow. "NetApp gives us the performance we need to reliably move huge volumes of data in and out at real-time speed, which in turn enables us to quickly deliver data to caregivers when and where they need it."

PATIENT DATA IN REAL-TIME

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

The ER physician can also use Healthix to get the patient's medical history, including medication lists and allergies. With Healthix, ER physicians can readily determine whether they're dealing with an

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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.

Emergency Room providers are not the only ones to benefit from access to patient information to Healthix. 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 nondisruptive operations enabled by NetApp ONTAP, Healthix has minimized planned and unplanned downtime.

TRACKING THE HEALTH OF POPULATIONS

Healthix also aggregates all of its data to help its member providers manage their patient populations and measure their performance. Healthix provides accurate risk analysis for 30-day readmissions—a key metric that can impact on hospital reimbursement—and can track a provider's effectiveness at treating conditions like diabetes, hypertension, asthma, COPD, or sepsis.

Analytics engines update risk scores nightly for all 16 million patients, using the most recent data. For shared-risk models of care, early intervention and coordinated care is the key to keeping patients healthy and healthcare costs down. "That analytical data-crunching is where we really need the horsepower, and that's where NetApp shines the most," says Rogow.

Regardless of how much patient data grows in the future, Healthix is well-positioned to continue to use data to improve the lives of patients in the community. "We're a 24/7/365 organization," Rogow says. "By having reliable access to the information, we can give providers the most complete patient data at the point of care—which means patients get the best care possible."

SOLUTION COMPONENTS

NETAPP PRODUCTS

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