HEALTHIX 2020-2021
IMPACT & INNOVATION

Advancing Patient Care

Mission

Mobilizing health information across our communities to advance patient care.
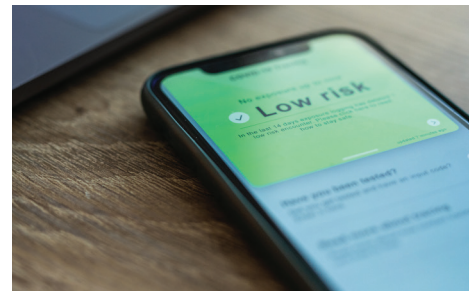
Healthix Meets the Challenges of 2020

It was an unprecedented year for New Yorkers, and those around the world. 2020 tested us all, but Healthix rose to the challenge. With your help, we managed to quickly respond to the crisis. The COVID-19 pandemic has demonstrated that Healthix is a growing and vital part of the healthcare ecosystem.

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President & CEO

President & CEO's Message

Healthix has continued to develop meaningful and timely data solutions to support frontline healthcare professionals and advance public health initiatives.

Greetings!

At the close of an extraordinary year, I, like most people, feel besieged, yet grateful. The COVID-19 pandemic has proven to be a test of our fortitude, our capacity for optimism, and our unyielding determination to forge ahead and make a difference. Never has community meant so much to so many.

As I complete my first full year as President & CEO in 2020, I could have never imagined that I would confront such a challenging environment. Yet I believe this experience has showcased the importance of Healthix and the Statewide Health Information Network of New York (SHIN-NY). SHIN-NY data was put to immediate use during COVID-19 in the form of alerts for our customers and critical reports for public health officials.

We discovered a new appreciation for our staff's adaptability as our offices went virtual. We were able to operate our business without missing a beat. Amidst all this, we successfully completed a merger with NYCIG, expanding our data, growing our customers, and welcoming two large hospital systems, NYC Health + Hospitals and Stony Brook Medicine, among others.

Through it all, Healthix has continued to develop meaningful and timely data solutions—enhancing our services and developing new ones to support frontline healthcare professionals and advance public health initiatives.

I would like to thank the Healthix Board of Directors for their guidance and leadership. The diversity of their expertise proved invaluable during this turbulent time.

This report is designed to inform you of 2020 milestone activities, but also serves as an inspirational reminder of what we can achieve together and how we can advance patient care. It was a year of tremendous challenge, but also of significant growth.

Stay well,

Todd M. Rogow

Todd M. Rogow
President & CEO

Healthix Board

2020 Milestones

Healthix Merges with New York Care Information Gateway (NYCIG)

The merger between these two leading public HIEs became effective March 13, 2020. As a merged entity, Healthix will leverage the combined data of over 80 hospitals and thousands of ambulatory practices, representing more than 20 million individuals. We will deliver a more comprehensive patient profile to providers, facilitating care and improving patient outcomes.

Virtual Office Implemented

Amid growing concerns about the coronavirus (COVID-19), Healthix implemented a virtual/telecommuting office in mid-March, and in June gave up its 40 Worth Street, NYC office location. We continue to support the safety of our staff, and deliver the highest quality of service to our customers. In 2021, Healthix plans to set up a new city office location. It will also operate a Long Island location to support Suffolk and Nassau county customers.

New Brand Launched

To mark our newly merged organization, Healthix launched a new logo and brand. The logo retains the identity colors, blue and green, of both Healthix and NYCIG. Yet the new branding provides a fresh look and feel. It speaks to how our data radiates outward, providing information to our community, when and where they need it.

VA-DoD Bi-Directional Exchange

A waiver for SHIN-NY affirmative written consent was granted for patients receiving care from the Veterans Administration or the Military Health System (MHS). This waiver allows the VA and MHS facilities to access information from the SHIN-NY and renders Healthix data more accessible and bi-directional, which is a clear benefit for the patients who serve or have served in the military.

Data Expanded to Neighboring States

Healthix users now have the capability to query data from Connecticut, New Jersey, Pennsylvania and other states, through our data repository. With significant overlap among these states and New York, Healthix customers can gain a broader insight into their patient's health. Through the eHealth Exchange Hub, the data is currently unidirectional and is not held in Healthix.

Spotlight: COVID-19 Activity

We moved swiftly to implement new COVID-19 Alerts, rapidly notifying providers of crucial results and added telehealth workflows to accommodate remote patient care.

Rapid Deployment of COVID-19 Alerts

By mid-March, we understood the seriousness of the pandemic, and its growing impact on NYC. Healthix fast-tracked the creation of the COVID-19 Alerts, designed to send the first alert when a patient was tested for COVID-19, and a second alert when the test came back as a negative or positive. These alerts were immediately pushed out to all Healthix customers receiving notifications, within a matter of days. The impact has been helping to engage, educate and manage patients.

Healthix COVID-19 Alerts Enable Health Plans' High-Touch Care

VillageCareMAX, a New York City Long-term Managed Care Plan, is more than a payer of services. During the COVID-19 pandemic, they joined the pantheon of healthcare heroes who have stepped up efforts to care for coronavirus patients, and they did so with the help of Healthix's COVID-19 Alerts. The alerts were sent to a cloud-based system, allowing staff to view a dashboard for members in their care. Following daily reviews of COVID-19 Alerts for members who tested positive, care managers spring into action with empathetic outreach.

Facilitating Transfers of Care for the Veterans Administration (VA)

Our data supports the transfer of patients from VA hospitals to non-VA hospitals, with the delivery of clinical data and demographic information.

Telehealth Access to HIE Data for COVID-19 Patients

Early on, it was apparent that telehealth was needed to relieve the burden on healthcare providers, while reducing the risk of disease transmission. The Governor's State of Emergency declaration provided an emergency waiver that allowed for verbal, rather than written patient consent, to access patient information through Healthix. With the waiver in effect, Healthix developed a special workflow in the portal to allow providers to access a patient's medical record based on the verbal consent. To comply with privacy policies, the Healthix audit team continues to monitor all access and activity.

DTC Succeeds with Healthix Alerts and Telehealth

Advantage Care Diagnostic and Treatment Center (DTC) points to Healthix's COVID-19 Alerts, and our modified telehealth workflow, as essential, aiding them in their continued delivery of medical and mental/behavioral healthcare services, when in-person visits were limited. "During the height of the pandemic, virtually 100 percent of visits were done via telehealth, and the COVID-19 Alerts rapidly notified providers of results."— Mary Fullam, RN, Clinical Nurse Manager. The COVID-19 Alerts also helped staff track confirmed cases and triage patients prior to appointments.

Working with the City and State to Address COVID-19

Provisioning for public health officials was expedited, allowing them to access data and identify trends. We also provided the New York City Department of Health and Mental Hygiene (NYCDOHMH) and the New York State Department of Health (NYSDOH) with daily reporting on patients infected with COVID-19.

Investigations to Identify Trends

Healthix delivered CCDs on COVID-19 patients to the NYSDOH. State health officials also accessed the portal for data to identify trends regarding medications and demographic and geographic impacts.

Data Helps Locate Missing Persons (311/UVIS)

NYCDOHMH officials scanned the Healthix portal to identify individuals matching their loved ones' descriptions, during the height of the pandemic outbreak. Matches identified were logged in the City's Unified Victim Identification System (UVIS) for police handling. UVIS was activated in mid-April for 39 days. Healthix data helped locate 62 missing persons in hospitals, and 38 who were deceased.

Contact Tracing

Healthix supports the NYCDOHMH and their hospital system, NYC Health + Hospitals, in their contact tracing efforts by matching a daily extract provided by the City against our portal data. For matches found, we provide additional demographic and contact information to supplement their data.

COVID-19 Field Hospital at Javits Center Retrieves Healthix Data

Northwell Health and Healthix, through its data-rich portal, provided the Javits Center staff with essential demographic and clinical information to simplify the outreach, validation and evaluation of patients, prior to their transfer to the temporary field hospital at the Javits facility.

Public Health

To meet the health needs of New Yorkers, we work with the City and State.

Healthix and City Put Funds to Good Use

Prior funds allocated through a Heal NY Phase 17 Grant, were recently used, in collaboration with NYCDOHMH, to connect ten new Community Based Organizations (CBOs). Additionally, a dozen alerts are being developed to address maternal and infant care.

INFANT + MATERNAL CARE ALERTS

A portfolio of new alerts will be used to monitor screenings for certain infectious diseases that impact infants and mothers:

- Young Children:
  Hep C, TB, Herpes, Syphilis

- Pregnant Women:
  Hep C, Hep B, Syphilis, Zika, Listeria, HIV

Antimicrobial Resistance Growing and Dangerous

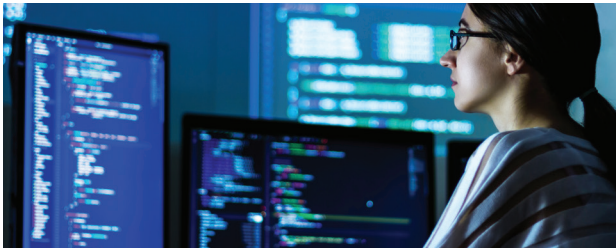### REPORTING, TRACKING AND SURVEILLANCE CAN FIGHT SPREAD

NY LEADS initiative, powered by Healthix data, has launched. Antimicrobial resistance (AR) is on the rise globally, and these threats are becoming commonplace in healthcare facilities, significantly impacting medically fragile populations. To address the infectious spread, NYSDOH and Healthix are working collaboratively with industry partner, Infectious Disease Connect Inc., to deliver a sustainable and flexible reporting, tracking and surveillance system for AR and other infections. This system can later be applied across New York State. Currently, Northwell Health and NYU Langone Health, are contributing and participating in the health initiative, with more facilities coming online in 2021.

HEALTHIX IN THE NEWS

How a NY HIE Transformed Healthcare for Its Homeless Population

—EHR Intelligence

In March, roughly 61,000 people in New York City were reported homeless, a number that rivaled the Great Depression. As a result of this staggering number, Healthix used a coordinated approach to improve the health outcomes of individuals without stable housing. "We began to use proxies for homeless patients," Tom Moore, SVP of Innovation at Healthix, stated. "These are addresses that are shelters, places of worship, government facilities or healthcare facilities. When the patient gives one of those proxies as an address, that's an indication that they're homeless. Proxies help us identify the homeless population to let our customers know when the patient shows up to the hospital." Healthix now can send alerts to providers when their patients become homeless. "It could be a trigger for them to try to reach out to the individual or get the individual involved with types of care assistance."
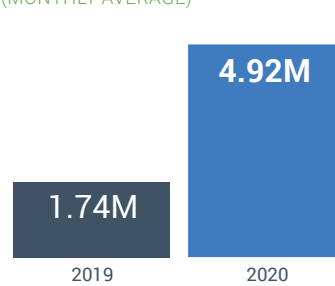
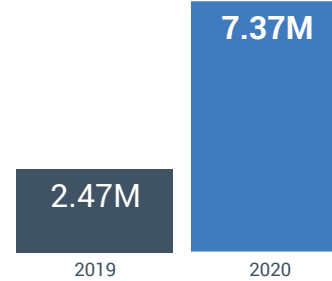**FULL STORY**

2020: A Year of Growth

Healthix displays growth by the numbers. These numbers are key indicators that vital data is getting into the hands of providers, where it can impact patient care and clinical outcomes.
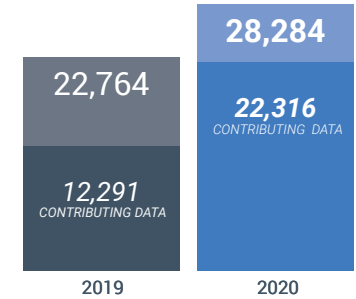
PATIENT RECORDS VIA EHR
(MONTHLY AVERAGE)

4.92M — 2020
1.74M — 2019

ALERTS
(MONTHLY AVERAGE)

7.37M — 2020
2.47M — 2019

HEALTHIX PARTICIPATING CUSTOMERS

28,284 — 2020
22,316 CONTRIBUTING DATA
22,764 — 2019
12,291 CONTRIBUTING DATA

	2019	2020
Hospitals	65	81
OREs	448	731
Physicians	22,065	27,246
CBOs/BHOs	128	159
Health Plans	16	19
IPA, ACO, PPS	15	15
Other	27	33
TOTAL	22,764	28,284

* ORE includes articles 28, 36, 40
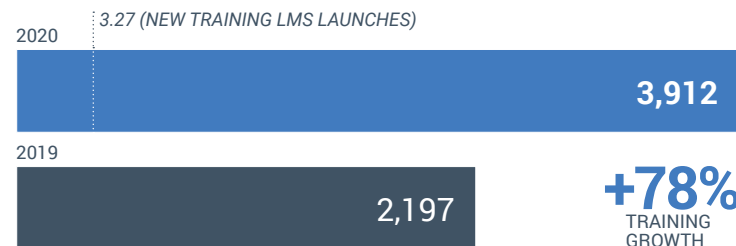** Other includes Public Health, EMS, Pharmacies, etc.

GROWTH IN NUMBER OF PATIENTS

2020 **20+M**
2019 **17M**

PATIENT RECORDS VIEWED IN PORTAL
(MONTHLY AVERAGE)

10,206 — 2020
5,343 — 2019
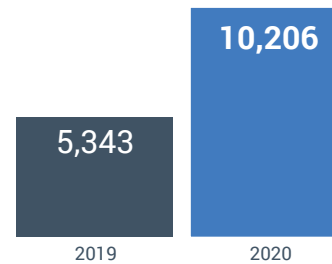
HEALTHIX CORE TRAINING COMPLETIONS

2020 — *3.27 (NEW TRAINING LMS LAUNCHES)* — 3,912
2019 — 2,197

+78% TRAINING GROWTH

PATIENTS IN HEALTHIX

STATE RESIDENCY	TOTAL NUMBER
New York	29,490,323
New Jersey	1,912,045
Florida	471,941
Connecticut	386,511
Texas	324,887
California	318,727
Pennsylvania	199,932
Ohio	86,713
Nevada	79,254
Massachusetts	69,951

*Data for top 10 states collected 2019-2020

Service Enhancements

With customer input, we improved our systems to be more accessible, while enhancing the overall customer experience.
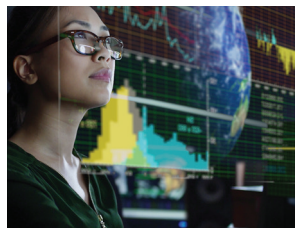
Working to Improve Data Access

We have simplified our patient portal login process by simplifying MFA, while ensuring HITRUST security standards. Healthix MFA uses a text-base security code many use everyday with online financial services. This user-friendly, straightforward experience was a direct result of customer feedback.

IMPROVED ONLINE SUPPORT

Taking the Next Step in Customer Support

When you need assistance, you want the right answer at the right time. You can now log a support case online at Healthix.org. By using the contact form, your support case is immediately opened, tied to your organization, triaged and routed to the individuals needed to address your issue. Your contact information is readily available, allowing our support staff to be fully informed before they reach out to solve your problem.

Additionally, we've listed a series of FAQs, which we will continue to expand, to speed up simple do-it-yourself fixes.

TOOL TO FIND YOUR RELATIONSHIP MANAGER

Enhancing Customer Service

Whether your organization is looking to expand its use of Healthix services (e.g., clinical alerts, reporting) or you have a non-technical question, your customer support team is your guide and resource. We've created a simple tool on our website that allows you to select your organization and get the contact information for your relationship manager and support team.

ENHANCED TRAINING AND PROVISIONING

Creating a Better Customer Experience

When a new user joins Healthix, they receive an onboarding email and training invite with a link that takes them directly into their required learning path, tailored to their role. When training is complete, their account is automatically created, and they can begin to access data. The training is web-based and can be taken on any device, at any time, and allows the user to pause and resume until finished. The user can also print out their certificate as proof of training.

Service Enhancements

Despite the accelerating demands caused by the current crisis, we improved our technical foundation, ensuring reliability.
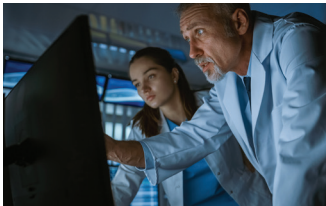
ALERT FILTERING ENHANCEMENT IN THE PORTAL

A Faster Way to Find the Alert Data You Need

We have implemented a filter bar in the Clinical Message Center (CMC), allowing providers to quickly search by a patient's name, a particular date range, or a specific type of alert. Alert types include: ED admit or discharge, inpatient admit or discharge, skilled nursing facility admit or discharge, incarceration, deceased or COVID-19. This enhancement was a direct response to customer requests.

STELLAR SYSTEM PERFORMANCE

A Strong Technical Foundation

Even with a merger, onboarding of hundreds of new customers, and increased alerts due to additional COVID-19 data activities, Healthix is proud to report a 99.4% monthly average of reliability. This success rate is due to the improvements and focus we have made to our infrastructure to address the ever-growing data needs.

IMPROVING CUSTOMER SATISFACTION

Customer Feedback and the NORC Survey

To fully understand how our customers take advantage of our services and data to improve patient care and coordination, we must have a way to gather customer feedback.

The NORC survey is a very important customer response channel. This survey, conducted by the NYSDOH and NYeC, takes a sampling of Healthix customers and requests their participation in an online survey to determine customer satisfaction levels and usage.

In turn, we at Healthix use the findings of the NORC survey to enhance and expand our service offerings.

We give a special thank you to all of our customers for their assistance in helping us reach our response goal for the NORC Survey. In spite of a pandemic, you took valuable time to let us know how you feel and we appreciate it.

HEALTHIX IN THE NEWS

SHIN-NY data key to COVID-19 treatment study
—Journal of the American Medical Association (JAMA)

A NYSDOH study, Association of Treatment with Hydroxychloroquine or Azithromycin with In-Hospital Mortality in Patients with COVID-19 in New York State, recently published in the Journal of the American Medical Association (JAMA), demonstrates the expanding value and importance of the SHIN-NY, especially during the COVID-19 pandemic. Data contributed from Healthix and the QEs has the potential to make an impact on treatment and care during these challenging times.

FULL STORY

2021 Looking Forward

We look ahead toward continued growth in customer base, data depth and service expansion. All with the goal of meeting the health needs of New Yorkers.

Collaborating with the City on Data Needs

SCHOOL HEALTH MONITORING

Healthix is working to provide health facility encounter information on school-age children, in order to help the Office of School Health monitor the health effects—both clinical and mental—that the pandemic is having on the health outcomes of our children.

EPIDEMIOLOGY ANALYTICS

The Epidemiology Department at NYCDOHMH is evaluating Healthix Analytics to help them confirm the accuracy of their data as well as gain new insights into predictive outcomes.

IMMUNIZATION REGISTRY

Healthix is developing an application that will allow us to query the NYCDOHMH Citywide Immunization Registry to close any gaps in vaccinations for COVID-19 and other diseases.

TAKE THE PRESSURE OFF NYC

We are teaming with NYCDOHMH to help identify early indicators of hypertension or high blood pressure, a leading indicator of other chronic diseases. Healthix has developed a unique database with relevant data and has facilitated access to health surveyors to monitor factors contributing to hypertension.

Future Focus Areas

Healthix will continue its efforts to expand the depth, breadth and quality of data. We will forge new relationships to enhance data access and maximize usability. Also, for the first time, patients will have access to their own information.

• Broader availability to claims data

• Improve data quality & standardization

• New partnerships to expedite delivery of innovative services

• Making clinical data available to individuals

HEALTHIX IN THE NEWS

Some HIEs Stepping Up to Play Key Role in COVID-19 Response

—healthcare innovation

Healthix, the largest HIE in New York, is working with the City and State Departments of Health to assist in daily reporting of new COVID-19 cases. It is providing an understanding of patients' clinical conditions, as well as helping to identify high-risk patient populations to support prevention efforts.

• Alerts for existing participant patient subscription lists when a COVID-19 lab has been ordered

• Alerts when COVID-19 lab results are obtained

FULL STORY

Thank You!

Healthix thanks our customers for their tireless commitment to treating patients and saving lives throughout the COVID-19 pandemic and every day. Many of your organizations endured financial and operational struggles, but that did not deter your heroic efforts. Through long, arduous hours of patient care, you sacrificed your own comfort and safety in service to others.

We appreciate your continued partnership, as we work to innovate the delivery of vital information when and where it is needed. Always, with a clear eye on improving lives and helping to serve the chronically ill, high-risk and most vulnerable New Yorkers.

HEALTHIX

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Healthix