

# EVOLVING DATA: Harnessing the Potential



# Mission

Healthix is leading the way in transforming data usage to advance patient care and manage population health. We are one of the largest public health information exchanges (HIE) in the nation, serving New York's downstate region, including New York City and Long Island. Healthix securely exchanges the data of more than 20 million people — aggregated from thousands of organizations such as large healthcare systems, small community health centers, and individual physician practices. With a patient's consent, this information is shared among providers to improve clinical outcomes and enhance value-based care delivery to improve people's lives.

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TODD M. ROGOW, MPA, CHCIO  
President & Chief Executive Officer

## Greetings

As we navigate the ever-evolving healthcare landscape, the use of data is undeniably the central force driving our progress. Healthix is committed to harnessing its potential through public health initiatives, research and analytics evolution, ultimately transforming the patient-provider experience. The tools at our disposal are continually advancing, ensuring information becomes more accessible and impactful across the spectrum of healthcare services.

One of the most significant transformations on the horizon is the application of generative artificial intelligence (AI). Generative AI not only promises to speed up processes, but also to elevate insights into actionable health interventions. Generative AI's integration into healthcare has already shown its power to aid diagnoses, improve communication between physicians and patients, and streamline medical documents transcription. Closer to home, Healthix is pioneering innovative approaches by leveraging our aggregated clinical data and delivering enhanced value – all within the highest standards of privacy and security.

2023 was an eventful year for our entire organization. We engaged an expert data consulting firm to assess the quality and completeness of our health data against State and Federal standards, based on United States Core Data for Interoperability (USCDI). This year also saw Healthix transition to utilizing high quality, expanded data sets to provide comprehensive patient reporting. Our strong commitment within our community through newly implemented services and our Innovations in Value Based Care Conference helped position and demonstrate ways Healthix will remain relevant and forward-thinking.

The future we envision is one where information transcends boundaries, revolutionizing how we understand, approach, and deliver healthcare. Let's create a better future together by championing the power of data-driven healthcare.

Many thanks,

Todd M. Rogow, MPA, CHCIO  
President & Chief Executive Officer

*Generative AI not only promises to speed up processes, but also to elevate insights into actionable health interventions.*

## HEALTHIX 2023 NOTABLES

- Value-based care dashboard, Focus 360°, launches to serve FQHCs.
- Seamless EHR FHIR-based app, Concise, launches with several key customers.
- Standardization of data among Hospitals reaches new highs, benefiting all participants.
- Surge in value-based service usage among Health Plans.
- NYC Public Health begins FHIR access to Healthix data.
- Healthix hosts successful innovations in value-based care conference.
- De-identified data warehouse launches to serve research and public health.
- Patient portal, My Health Record NY, provides whole view of individual's data.



**JASON HELGERSON**  
Founder & Chief Executive Officer,  
Helgerson Solutions Group

## Dear Stakeholders,

As a long-time Healthix champion, it has been a pleasure to watch the organization grow and evolve over the years. As one of the nation's largest HIEs, Healthix has been helping to lead the value-based care revolution by dismantling data silos, providing real-time access to critical patient information, and actively championing preventive care and patient engagement. Healthix is much more than an information exchange; it is a catalyst for positive change.

In 2023, Helgerson Solutions Group (HSG) was able to partner with Healthix to present the *Innovations in Value-Based Care Conference*. Apart from being a successful conference, this event demonstrated the increasing appetite among providers and plans for more advanced VBC arrangements across New York State. The discussion during and between sessions showed just how far the state has come in both its understanding of and interest in value-based care. Together, HSG and Healthix are excited to host another conference in 2024 – where we will once again invite national experts, and the state's brightest VBC minds to address a wide array of important and timely topics. I truly look forward to the event.

It is impossible to underestimate the importance of HIEs in the move to value-based healthcare. As a firm that works across the nation, HSG sees plans and providers struggle to implement exciting new care models because they lack access to actionable, timely, and accurate clinical data. While useful, claims data is often lagged and incomplete, which means that without clinical data providers and plans are often flying blind when it comes to performance. Healthix is filling this gap every single day for thousands of organizations across New York. We are all fortunate to have one of the nation's best HIEs serving our community.

I remain very excited about value-based care's promise, and I'm especially excited about the opportunity to build on past success during 2024. Together we can ensure that New York remains a beacon of light for those who seek to improve health outcomes and lower costs.

Let's get to work!

A handwritten signature in black ink, appearing to read 'J Helgerson', written in a cursive style.

Jason Helgerson  
Founder, CEO  
Helgerson Solutions Group  
Former New York State Medicaid Director

“  
*Healthix has been helping to lead the value-based care revolution by dismantling data silos, providing real-time access to critical patient information, and actively championing preventive care and patient engagement.*  
”

Drivers shaping a patient-centric healthcare landscape through data expansion.

Healthix evolving to meet the growing needs of the healthcare community.

NATIONAL AND STATE

2013-14

**Data Exchange Across the Nation**  
CommonWell founded by a handful of health IT companies to help solve interoperability in the health care industry.  
Secure data and increasing adoption of EHRs  
• Provisions for patients to have more control over their data.  
• HIPAA audits help safeguard patient data.

**Value-Based Care Takes Hold**  
Health plans shift towards value-based care models.  
National data on the extent of adoption of PCMH and health IT meaningful-use elements.

2015-16

**ICD-10 Codes Lead to Better Patient Information**  
**ICD Codes (International Classification of Diseases):** Widely adopted in healthcare systems, aiding in Medicaid billing and enabling health plans to gather more precise information, tied to reimbursement.  
**Non-Federal Acute Care Hospital Electronic Health Record Adoption**  
Over 4 in 5 of all non-federal acute care hospitals adopt a Basic EHR with clinician.  
**Electronic Health Records Become the Norm**  
Over 95% of all eligible and Critical Access Hospitals demonstrate use of certified health IT through participation in the Centers for Medicare & Medicaid Services (CMS) Electronic Health Record (EHR) Incentive Programs.  
The 21st Century Cures Act signed into law.

2017-18

**Data Improves Patient Care & Organizational Performance**  
• 95% of hospitals adopt an EHR.  
• 94% of hospitals use data to improve patient care and organizational performance.  
• **Workflow Changes in Healthcare:** Data-driven workflow adjustments change the way healthcare practitioners operate.  
**Security of Data Reaches New Heights**  
• NYS policy allows for clinical alerts to be sent to a provider with essential patient data only – a patient’s written consent is not required.  
• Enhanced Data – NYSDOH now mandates 16 core data elements for most organizations. This means more data, as organizations step up to contribute the entire data set.

2019-20

**Office Based Physicians Exchange Data**  
• 65% of physicians engage in some form of HIE.  
• Office-based physicians electronically finding or querying patient information increases by over 40 reaching 49%.  
• Interoperability among office-based physicians.  
**Pandemic Highlights Need for Real-Time Data**  
**Public Health:** The COVID-19 pandemic accelerates the need for data sharing and interoperability to manage patient care effectively across healthcare systems.  
**Patient-Centric Data Exchange:** Systems evolve to allow for patient-centric data sharing, enabling the transfer of (CCDs) or Excel files with customized styling (CSS) to enhance the viewing experience.

2021-22

**Data Quality Certification Begins (NCQA) as Data Demand Grows**  
**Real-Time CCD Querying:** On-demand access to patient records via CCD queries becomes more common, allowing for quick retrieval of necessary health information.  
The CMS Innovation Center (CMMI) introduces a new strategy created with a vision for a health system that achieves equitable outcomes.  
Telehealth experiences tremendous growth. Prior to 2020, telehealth was only used by about 4% of the population.  
FHIR, apps and new services refine and expand data access.  
Hospital use of APIs enables data sharing between EHRs and apps.  
Social determinants of health data expands – 83% of hospitals report collecting social needs data, and 54% do so routinely.

2023

**The Data You Need, When You Need it (Standardized, Complete)**  
AI and Predictive Analytics Integration to derive insights and improve patient outcomes based on comprehensive data analysis.  
The U.S. Department of Health and Human Services (HHS), through the Office of the National Coordinator for Health Information Technology (ONC), announces that nationwide health data exchange governed by the Trusted Exchange Framework and Common Agreement (TEFCA) is now operational.  
**Data Analytics**  
Big data analytics becomes a hot topic as healthcare systems transition to EHRs and begin pursuing digital transformation.  
Analytics can support preventive health, find gaps in chronic disease management, and improve population health management.

HEALTHIX

Healthix merges with BHIX, delivering a great deal of expertise in HIE services, access to clinical data, and the tools to support care coordination for over 9 million patients and over 100 participant organizations serving over 400 locations in New York City and Nassau and Suffolk Counties.

Healthix patient data expands with all Healthix users on one unified, upgraded platform.

Healthix offers automatic queries in a Statewide Patient Record Look-Up (sPRL) to gain a full picture of your patient’s medical details.

Healthix offers Statewide Patient Record Look-Up, alerts & EHR Hub Models.

Two-factor security verification begins for Healthix portal users.

Exchange of Healthix minor data begins October 16, 2017.

Article 28, 36 and 40 facilities are mandated to connect to a SHIN-NY HIE.

Healthix earns HITRUST Certification.

FHIR response to Healthix queries.

Essential alerts launch, assisting in patient care.

Healthix Analytics provides predictive risk scores, dashboards and reports to support population health management and readmission management.

Healthix now has more than 8,000 participating organizations with +17 million patients.

Healthix Alerts now include messages from psychiatric centers.

Healthix merges with NYCIG.

Healthix provides COVID-19 data to public health.

Four large Healthix providers take advantage of CIU.

Healthix connects NYC Emergency Patient Search portal (NYCEPS) with UVIS.

Healthix launches Gaps in Care reporting service.

Onboard reference labs per governor’s orders.

Integration with Citywide Immunization Registry (CIR).

Assist with contact tracing and vaccination reporting.

Healthix NCQA Data Aggregator Validation (DAV) Certification.

Healthix partners with HIXNY on FHIR-based Concise.

Healthix launches:  
• Health Plans HEDIS 360°.   
• Real-time eMOLST alerts.

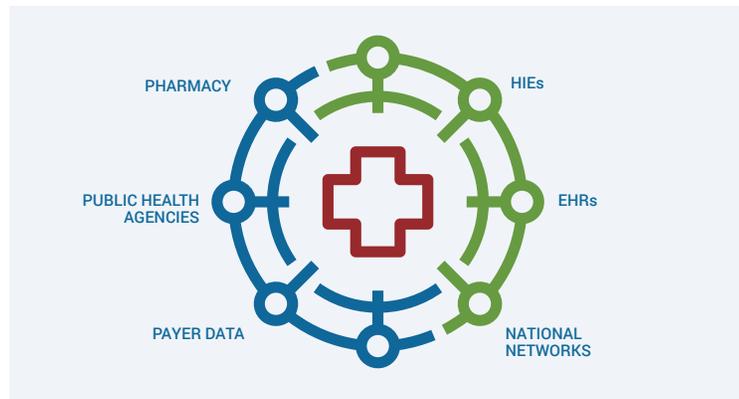
Connects 15 EMS agencies.

Healthix Terminology Project works to standardize data across healthcare systems.

# Data Ecosystem

Data is the foundation driving healthcare quality, efficiency, and outcomes. It's pulled in from a complex number of sources, feeding technologies that allow us to gather, analyze, and share the data in a more impactful way.

From Electronic Health Records (EHRs) to nationwide networks like CommonWell Health Alliance, Centers for Medicare and Medicaid Services (CMS), pharmacies, payer data, and Health Information Exchange (HIEs), these varied sources of information and interconnectivity help generate a fuller picture of individual, population, and public health. This data drives a multitude of use cases that help better identify gaps in care across communities, generating insights to address the inequities of today and create solutions for the future.



## Transforming the Data Ecosystem

The healthcare data ecosystem is rapidly transforming, set in motion by several key events:

- The widespread adoption of Electronic Health Records (EHRs).
- About 3 in 5 individuals nationwide reported they were offered and accessed their online medical record or patient portal in 2022 — this represents a 50 percent increase since 2020<sup>1</sup>.
- Medicare Advantage enrollment soaring from 8 million in 2007 to 31 million in 2023<sup>2</sup>.
- Telemedicine's expansion in 2022, especially in the area of mental health treatment.
- Artificial Intelligence's breakout in 2023 will further reshape care delivery and how healthcare data is managed and utilized.

<sup>1</sup> ONC Data Brief No. 69

<sup>2</sup> Nancy Ochieng, Jeannie Fuglesten Biniek, Meredith Freed, Anthony Damico, and Tricia Neuman, "Medicare Advantage in 2023: Enrollment Update and Key Trends," Kaiser Family Foundation, Published: Aug 09, 2023, <https://www.kff.org/medicare/issue-brief/medicare-advantage-in-2023-enrollment-update-and-key-trends/>

## Healthix Develops New Tools to Improve Insights

- **HEDIS 360°** provides a full longitudinal record, followed by encounter data in the current year. This NCQA certified data assists the payer population in filling key gaps in care.
- **Focus 360°** gives insights into the patient, client or members of an organization by providing global reporting, quality metrics and more.
- **De-identified data warehouse** supports researchers with aggregated patient data.
- **My Health Record NY:** Healthix's new patient portal empowers New Yorkers to access their aggregated clinical data.

## A Focus on SDoH

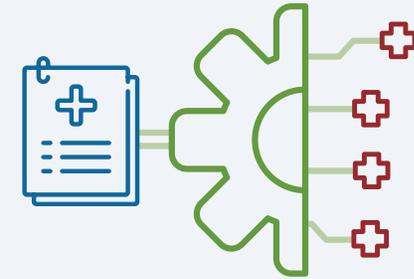
Healthcare equity is taking on a greater focus, including ensuring resource accessibility and treatment availability to key populations. Ultimately, data helps spotlight areas of current and potential inequality so they can be recognized and acted upon.

By adding Social Determinants of Health (SDoH) data from our partnerships (e.g., Unite Us, Channels360, Findhelp), we provide data insights on poverty, housing, and food access, so Healthix can assist in advancing healthcare in an equitable way.

# Public Health Driving Innovation

Healthix recognizes the need for vital information in real-time, particularly within the context of public health. Healthix is working with our public health partners to drive innovation in healthcare, making it easier not only to collect and analyze the information but also to pinpoint chronic disease trends across the community – including cardiovascular disease, cancer, pre-diabetes, and mental health disorders, among others.

Healthix is focused on developing new processes and programs to increase the quality and efficiency of healthcare. Addressing market needs for faster, easier, and better methods to exchange the rapidly growing amount of targeted health data. Our efforts are informed by close collaboration with the needs of public health and the productive dialogue between local and state health departments.



## Healthix Revolutionizes Access to Data with FHIR

A core function of public health is investigating reportable conditions. For instance, one major health agency in New York City receives thousands of cases and dedicates substantial resources to investigations. Traditionally, case investigators used the clinical portals of Healthix and its health information exchange (HIE) partners in the Bronx. With two-way communication based on FHIR standards, clinical data is electronically transferred to and from Healthix, its partners, and public health officials. When case investigators are notified of a reportable condition, they automatically query Healthix for the clinical history of the patient of interest. Healthix, in turn, queries its HIE partners in the Bronx, and a single response is delivered to the health agency and stored in its systems. Leveraging these bi-directional capabilities, Healthix uses its clinical data warehouse and the agency's algorithms to detect reportable conditions in real-time and push the clinical information to the agency automatically, thus supporting public health by providing data.

# Without Healthix, You're Not Seeing the Whole Picture

## Clinical Data & SDoH Data Coming Together

It's well established that social determinants of health (SDoH) play a significant role in determining the overall health of a population. Medical care is just one piece of the puzzle. Addressing SDoH factors, such as socioeconomic status, environmental dynamics, access to resources, education, and more, is critical. At Healthix, we are striving to seamlessly incorporate SDoH data into the daily patient healthcare interactions to provide a more complete picture of their total health.

Various studies suggest medical care accounts for roughly 20% of the variation in health outcomes. The remaining 80% is often attributed to SDoH factors. The County Health Ranking model underscores this, breaking down determinants of health outcomes into four categories: health behaviors, clinical care, social and economic factors, and physical environment. Socioeconomic factors hold the greatest sway, comprising 47% of health outcomes.

Source: Hood CM, Gennuso KP, Swain GR, Catlin BB. County Health Rankings: Relationships Between Determinant Factors and Health Outcomes. *Am J Prev Med.* 2016;50(2):129-135. doi:10.1016/j.amepre.2015.08.024 <https://pubmed.ncbi.nlm.nih.gov/26526164/>

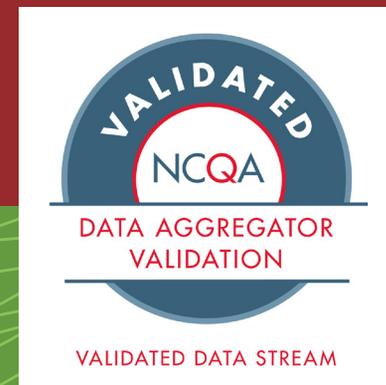
## The Gravity Project

The Gravity Project is a national public collaborative dedicated to establishing consensus-driven data standards, which are crucial for collecting, utilizing, and exchanging SDoH in a practical format optimized for health information exchanges. Two examples are:

- **Z-Codes** are used by clinicians to document SDoH, noting stressors impacting health and providing additional encounter-related information for areas such as housing, employment, food insecurity, and education.
- **Logical Observation Identifiers Names and Codes (LOINC)** serve as a global standard to identify health measurements and documents, aiding seamless electronic exchange among labs, healthcare providers, researchers, and more.

## Healthix Data Achieves NCQA Validation

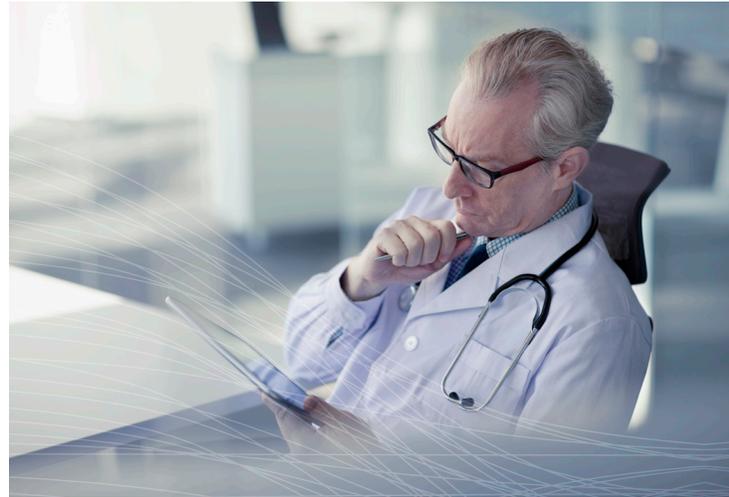
For the third straight year, Healthix data was validated through NCQA's Data Aggregator Validation (DAV) Program. The program evaluates clinical data streams to help ensure that health plans, providers, government organizations, and others can trust the accuracy of aggregated clinical data — bolstering confidence in its validity for quality reporting, value-based dashboards like Healthix Focus 360° and HEDIS 360° utilize certified data to close care gaps.



# Continuous Data Improvement

Continuous data improvement is a cornerstone of enhancing healthcare efficacy and outcomes. The goal is to ensure comprehensiveness, standardization, and accessibility of health information in user-friendly formats. Subsequent availability of data-driven insights at the touch of a button enables swift and informed decision-making.

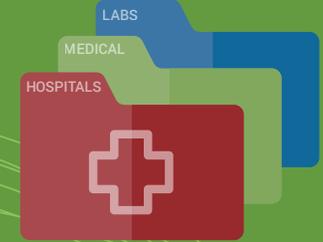
At Healthix, we are committed to data enhancement, turning sometimes disparate records into usable information for payers and participants. This includes the transformation of diagnoses in Continuity of Care Documents (CCDs) into actionable alerts, alongside the integration of discharge summaries and physician notes, amplifying the depth and relevance of available data for improved healthcare delivery.



## Expansion of Data

The Office of the National Coordinator for Health Information Technology (ONC) continues to increase the number of data elements collected. Currently NYS mandates 16 data elements while ONC has expanded to 72 for higher specifications. This focus on being more discrete in our data collection reporting provides better granularity for each individual. Healthix aligns to the highest standards for The United States Core Data for Interoperability (USCDI).

Healthix has invested in data code set standardization that conforms to national standards and results in impactful data exchange. Normalization of data drives usage and improves services.



## Healthix Terminology Project

Healthix collaborates with health systems and hospitals across New York and Long Island to receive patient encounters and outcomes detail. We're working to align the data using standardized codes, allowing the information to be better ingested and understood across all facilities. Healthix began implementing the J2 Managed Technology platform in 2022. It standardizes and translates medical data elements across various sources for Healthix, ensuring a common language in patient records shared among participants within the exchange.

[Click to learn more >](#)

# Empowerment of Data

The collaborative efforts among providers, care coordination teams, and health plans mark a transformative shift in healthcare delivery, fostering partnerships to utilize HEDIS services, close care gaps, and elevate care quality.

For instance, embracing Value-Based Care (VBC) models empowers all participants by fundamentally altering how healthcare is approached, shifting the focus from quantity to quality. VBC encourages accountability for patient outcomes and incentivizes improvements while offering flexibility to tailor treatments to individual patient needs. In essence, it solves problems at a lower cost with better care.

Collaboration is also fundamental in addressing health inequalities by identifying at-risk individuals and offering preventive measures through comprehensive health data analysis.



Dr. Andrew Knecht, Deputy Commissioner of Nassau County DOH, Dr. Tavora Buchman, Director of Epidemiology and Planning, Nassau County DOH, Todd Rogow, President and CEO, Healthix and Tom Moore, SVP of Strategy and Partnerships, Healthix

## Healthix Conference

Our Innovations in Value-Based Care conference took place on September 27, 2023, and attracted hundreds of attendees from across New York and the nation. It brought industry professionals together to stress the importance of reducing health inequities among vulnerable populations. Keynote speakers included Amanda Lothrop, chief operating officer, State of New York Medicaid Program, and Jonathan Bush, founder, Zus Health and former CEO of Athenahealth.



*Physician engagement in value-based care requires deep collaboration and partnership. It extends to unique relationships with hospitals, community healthcare providers, and federally qualified health centers, among others. We focus on data exchange, achieving outcomes, measuring success, and nurturing innovation.*

Dr. Susan Beane, MD Executive Medical Director, Partnership for Medical Outcomes, Healthfirst, Speaker, Innovations in Value-Based Care Conference

## Healthix Toolkit Supports Value-Based Care

Healthix recently developed a toolkit, Focus 360°, to empower healthcare providers. Focus 360° provides comprehensive patient insights through an easy-to-use dashboard for FQHCs.

## My Health Record NY

Healthix's new patient portal, created in partnership with Hixny, provides patients across the region with safe and secure access to their electronic medical records as part of the Statewide Health Information Network for New York (SHIN-NY).



# Impact of Data

The impact of health data extends beyond mere information. It serves as a catalyst for investment and innovation, driving advancements that redefine clinical outcomes and close critical gaps in care.

Healthix provides several tools to bring records, results, observations, and other material together, paving the way for a more efficient, patient-centric healthcare ecosystem. We collaborate with key stakeholders to better the lives of New Yorkers through innovative research.



## Investment and Innovation

Healthix is collaborating with two other health information exchanges (HIE) and New York State on public health reporting in Nassau and Suffolk counties, utilizing the Statewide Health Information Network for NY (SHIN-NY) for dissemination. These reports aim to address disease prevalence, particularly those posing significant challenges in emergency departments. They also explore underlying factors of demographics and, eventually, SDoH and other complicated conditions. The intention is to share this wealth of information with the public and private sectors.

Healthix received statewide funding to assess and support the NYHER 1115 Waiver, which includes four distinct projects to expand access to SDoH and engage supportive housing providers.

## Healthix Launches De-Identified Data Warehouse

Our visionary de-identified data warehouse supports researchers with aggregated data of more than 20 million patients through Healthix. It captures the overall health picture of New Yorkers, breaking down chronic disease information across diverse demographics, including race, ethnicity, age, gender, and more. Users have the advanced capability to specify highly specific data sets, focusing on particular diagnoses, treatments, and medications.

[Click to learn more >](#)

# Looking Ahead

Health information exchanges (HIEs) are poised to support the rapid growth and evolution of health information. Healthix stands at the forefront, leading the way toward data optimization in healthcare.

Integrating generative AI is already starting to revolutionize diagnostics, treatment, and operational efficiency while transforming the patient and provider experience. Health Information Exchanges such as Healthix are instrumental in advancing patient care and outcomes by providing a secure platform for healthcare entities to access, collect, and seamlessly share these insights.

As we look ahead, Healthix is being strategic in its plans to transform into a health data utility, serving as a community platform to manage diverse health-related information. This forward-thinking approach ensures the organization remains pivotal in the evolving landscape of healthcare, promising enhanced efficiency and improved patient outcomes in the years to come. Healthix plays a crucial role in modern healthcare, leading the way in data delivery to enhance healthcare for all.



DAVID I. COHEN, MD, MSc  
Board Chair & Executive  
Committee Chair

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*With CMS's recent approval of a groundbreaking amendment to New York's Medicaid Section 1115 Demonstration, today more than ever, the ability to share health information will be core to the program's success. As we look to the new year, Healthix and the SHIN-NY stand ready to fulfill our mission by improving the lives of New Yorkers through the availability, application and exchange of valuable healthcare data. Together we will improve our healthcare system, address disparities, and improve the health status of all New Yorkers.*

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