Healthix

2019–2020 HEALTHIX

IMPACT & INNOVATION

Exchanging information to transform patient care

PRESIDENT & CEO'S MESSAGE

Todd M. Rogow, MPA, CHCIO
President & CEO

2019: LOOKING BACK, AS WE MOVE FORWARD

Greetings!

It was an eventful year at Healthix, with exciting opportunities that set us on a firm path toward expansion—not only in healthcare, but in a variety of social service and technology sectors. Together, we worked diligently to enhance the overall quality of life for all New Yorkers.

Of course, one of the most personally rewarding high points in 2019 was being named President & CEO of Healthix, after serving as the organization's CIO for four years. I look forward to leading Healthix into the new decade—as we commit ourselves to innovation and serving our Participants. Our recently launched Innovation Fund will support the development of promising health technology ideas that serve the specific needs of our Participants. Additionally, new partnerships with organizations such as Fidelis Care, the Veterans' Administration, and independent physician associations allow us to stretch our vision for what is possible and create a bridge between technology and meaningful solutions to human problems.

Finally, we are thrilled to enter the final stages of a merger with the New York Care Information Gateway (NYCIG). The consolidation of our two HIEs will offer greater benefits for Participants and their patients and clients, while creating efficiencies and delivering quality. We look forward to embarking on this journey with amazing partners like you, helping us to chart the way!

Here's to a wonderfully productive and rewarding new year...

Warmly,

Todd M. Rogow
President & CEO

MISSION

Mobilizing health information across our communities to advance patient care.

VISION

The trusted partner, sharing health information to improve people's lives.

VALUES

Purpose: We are dedicated to improving the health of the community.

Innovation: We are passionate about building innovative and lasting solutions.

Respect: We respect the strengths that make each of us unique.

Accountability: We own what we do and share our success.

Teamwork: We think independently, speak openly, and act collectively.

Harmony: We foster joy and work-life balance.

Growth: We constantly learn and embrace challenges.

HEALTHIX BOARD

Healthix' success can be largely credited to the guidance provided by our dynamic, professionally diverse board of directors, led by Richard Donoghue, our outgoing board chair. During his 10 years of leadership, Healthix grew from several dozens of participating facilities to over 7,000, and a small core staff grew from 5 to over 70 employees. "I'm happy to have accomplished what was needed to establish Healthix' reputation and value among Participants and industry leaders" said Donoghue.

On January 2, 2020, Dr. David I. Cohen, an existing board member, stepped into the role as the board's new chair. Donoghue and Cohen represent different stretches of a strategic journey for Healthix, leading to greater Participant and consumer value. "The next phase of our work will be devoted to enhancing the value proposition of clinical data exchange in order to meet the specific objectives of our Participants," said Dr. Cohen. Given the emphasis on value-based care across the healthcare industry, Cohen adds, "The value of data exchange is not simply about volume but rather its use to benefit multiple populations and manage care efficiently and effectively."

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>
> Richard Donoghue

> "The value of data exchange is not simply about volume but rather its use to benefit multiple populations and manage care efficiently and effectively."
>
> Dr. David I. Cohen

HEALTHIX BOARD CHAIR

David I. Cohen, MD, MSc
Maimonides Medical Center

EXECUTIVE COMMITTEE

Richard Donoghue

Thomas Early

David Schimel
New York Medical Staff Leadership Council

Mitra Behroozi
1199SEIU Benefit and Pension Funds

Paul N. Casale, MD, MPH, FACC
Columbia and Weill Cornell Medicine

Louise Cohen, MPH
Primary Care Development Corporation

Arthur Gianelli
Mount Sinai Health System

Charles King
Housing Works

Joseph Lamantia
Northwell Health

David Leventhal
Pfizer

Larry McReynolds
NYU Langone Health System

Patrick M. O'Shaughnessy DO, MBA, MS-PopH, FACEP, CHCQM
Catholic Health Services of Long Island

Anup Vidyarthy
Acuity Link

WELCOMING NEW BOARD MEMBERS

Robert Chaloner
Stony Brook Southampton Hospital

Michael Guarino
IPA of Nassau/Suffolk Counties, Inc.

Israel Rocha, Jr
One City Health
NYC Health + Hospitals

Michael Bouton, MD
NYC Health + Hospital

Fred S. Sganga
Long Island State Veterans Home

Alexander Izaguirre PhD, MBA
NYC Health + Hospitals

BY THE NUMBERS IN 2019

The ever-increasing flow of data updated 24/7, with each and every patient encounter, provides essential information to providers and care coordinators. Healthix aims to manage that growth by exchanging the data specific to the providers' needs, whenever and wherever it's needed.

HEALTHIX PARTICIPATING ORGANIZATIONS
1,259

Hospitals	64
Ambulatory/MDs	735
FQHCs	65
LTC/SNF	175
BHO/CBO	128
Health Plans	16
Homecare	34
IPAs, ACOs, PPS	15
Other	27

ALERTS
2.47M
monthly average

NYS RESIDENTS
79.5%
PERCENTAGE OF MPI LIVING IN NEW YORK STATE
December 2019

SYSTEM
98.4%
LAST 6 MONTHS
monthly average

QUERY
1.74M
DELIVERED TO EHR
monthly average

CIU DATA
4.4M
CLINICAL INFORMATION DATA EXCHANGED
monthly average

PORTAL
5,343
LOGINS WITH PATIENT RECORDS VIEWED
monthly average

SERVICES EXPAND

In 2019, Healthix services continued to evolve from delivery and retrieval of patient data to more sophisticated methods of integration and SMART features that use logic-based capabilities. Discovery services such as predictive analytics and reporting lend valuable insight into patient health and gaps in care. At the same time, de-identified data continues to prove an asset to researchers citywide.

Data Delivery
- Healthix Alerts & Alerts+
- Healthix SMART Alerts
- Healthix Clinical Information Update (CIU)

Data Retrieval
- Healthix Query
- Healthix Query+
- Healthix SMART Query

Data Discovery
- Healthix Analytics
- Healthix Research Exchange
- Healthix Insights

SUCCESS STORIES

www.healthix.org/success

Physician Practice

"Health information exchange is critical to how we practice medicine. If you don't have this feature, it's going to be virtually impossible to maintain continuity of care with your patients."

Ryan Cahill, DO
Primary PartnerCare

Public Health

Healthix has worked with the AIDS Institute of the NYSDOH for nearly a decade, providing valuable data to support detection and improve the long-term care of people living with HIV/AIDS.

Mental Health Facilities

"Alerts are an important first step to inform and enhance care coordination, providing smarter care for vulnerable populations through data sharing."

Gerald Engel
New York State Office of Mental Health

HEALTHIX HISTORY

Growth in number of patients

10M · **12M** · **⁺17M**

2012	2013	2014	2015	2016	2017	2018	**2019**	2020
Healthix formed by merger of NYCLIX and LIPIX		Healthix merges with BHIX	Healthix moves IT resources in-house	Healthix offers Statewide Patient Record Lookup, Alerts & EHR Hub Models		Healthix earns HITRUST Certification	Healthix now has more than 1,250 participating organizations with +17 million patients	Healthix mergers with NYCIG

INNOVATION + ENGAGEMENT

GROWING THROUGH PARTNERS & GRANTS

Last year, Healthix partnerships created new revenue streams and reinforced the value proposition with our services across a broad spectrum of stakeholders.

Our newly launched Vendor Interoperability Program (VIP) supports vendors seeking to simplify interoperability with healthcare providers. Through secure connections with Healthix and in alignment of Healthix privacy policies, vendors can eliminate the expense and need to build and maintain costly aggregation platforms.

In 2019, Healthix received funding of $1.1 million for competitive and non-competitive grants offered through NYeC.

Finally, Healthix has supported a significant grant application in partnership with the Primary Care Development Corporation (PCDC). If awarded, PCDC will receive funds from CMS to leverage the HIE for practice transformation guidance and implement improvements of clinical quality outcomes.

Participants Asked, We Delivered!

Our Participants expressed interest in additional training and understanding of HIE, so last fall Healthix launched a Chat-N-Learn Series. These trainings provided useful tips for retrieving clinical data through the Healthix Portal and helped inform users about system changes. Topics included SMART Alerts, best practices, and tips for generating CCDs and C-CDAs. Participating organizations were also given an opportunity to share their stories and best practices. Based on the popularity of these events, Healthix is planning a full schedule of events in 2020.

The Healthix "Shark Tank"

"We're collaborating with our clinicians and social service agencies to deliver the specific data they want, in the way they want it, to deliver the care they must."

Tom Moore, Senior Vice President Innovation

During an all-day session last March with a dozen Participants, Healthix received key product insights. The invaluable feedback served as an idea incubator to help Healthix develop new data services and improve existing ones. The day concluded with three winning concepts for which Healthix developed pilot projects and is currently reviewing the data to determine next steps.

Meeting Legislators, Understanding Community Needs

Recognizing that local legislators have their fingers on the collective pulse of the Greater New York community, Healthix set out to connect with key leaders last summer and fall to learn how we might shape our future plans and collaborations around the most salient concerns of constituents. Discussions with top staff at borough president offices and with AIDS/HIV advocates resulted in new relationships and insights that are influencing our thoughts about the best path forward in 2020. This feedback is essential to the development of our future services.

MOVING FORWARD
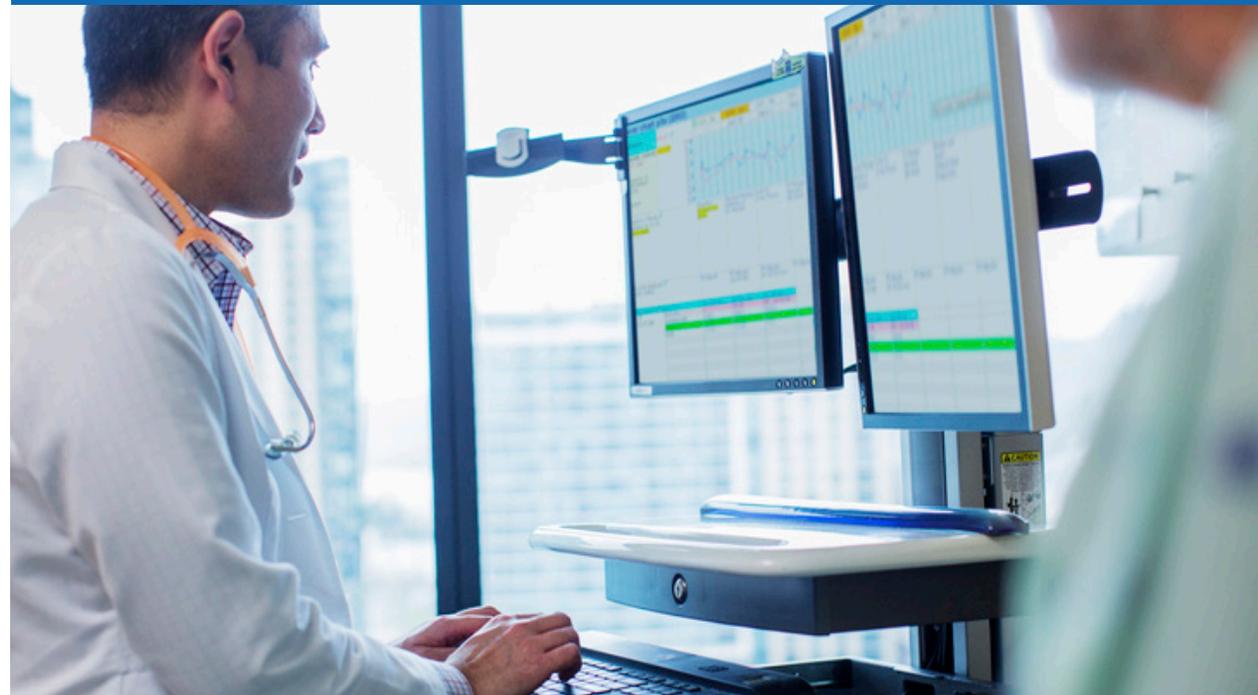
HEALTHIX & NYCIG TO MERGE

Healthix and NYCIG await pending approval by the New York State Attorney General's office. The merger of the New York City and Long Island RHIOs will result in operating efficiencies, upgraded services, and a vast expansion of available data—resulting in better service to the thousands of organizations, providers, and patients currently served by the RHIOs.

2020: A YEAR OF EXPANSION & OPPORTUNITY

Our goals set by the New York eHealth Collaborative to support the SHIN-NY include participation and consent expansion, data completeness and enhancement, systems reliability, strengthened security, and improved customer satisfaction. Healthix is pleased to announce that it reached its 2019 SHIN-NY goals and will renew its efforts to do so in 2020.

Additionally, Healthix has its own organizational goals: increasing customer and staff engagement, and the enhancement and evolution of new Healthix services to meet the needs of our customers. Healthix is actively pursuing new grants and business opportunities that align with the changing healthcare landscape, and provide value for our participating organizations.

MOVING FORWARD

INNOVATION TO IMPROVE HEALTH

"We're collaborating with our Participants to identify challenges and develop solutions to bring value and improve patient care and outcomes." —Todd M. Rogow

In 2019, Healthix established a fund to invest in the creation of new or enhanced services that bring value to our participant organizations. Allocated from projected earnings, the Innovation Fund has served as a resource for projects that are important to our customers. Funded projects strive to advance care coordination, drive better patient outcomes, and support initiatives that assist New Yorkers in accessing personal healthcare data.

Integration of social determinants of health (SDOH) into HIE from systems used by FQHCs to collect SDOH data is an example of a vital project to identify the most vulnerable populations (e.g., homeless individuals) and provide a fuller picture so providers and health plans can improve clinical outcomes.

WHAT'S NEXT?: VALUE-BASED CARE

As we work with Participants and partners to extract clinical significance from our data, value-based care initiatives are an important focus for Healthix in 2020.

This effort will involve standardizing alerts to further support the 16 health insurance plans that are in our network. These plans will also collaborate with Healthix, CHCANYS, and several FQHCs on social determinants of health tools.

Work with City and State Departments of Health on quality care and measures will also be a major focus, especially those related to chronic care issues. Finally, we look forward to the expansion of our analytics products, as we develop our qualitative measure calculations and prepare to enhance our population health services.

SECURITY

PROTECTING DATA; PROVIDING SECURITY

In 2018, Healthix achieved HITRUST CSF® Certification and HITRUST Certification of the NIST Cybersecurity Framework, specifically for InterSystems' HealthShare, HBI Solutions' Spotlight Analytics Platform, and supporting infrastructure. The certification process, designed to manage risk, improve security, and meet compliance requirements for public HIEs in New York State, is part of an evolving process to meet rigorous state and federal security requirements.

Today, Healthix remains committed to meeting stringent security standards by achieving another security milestone, MARS-E (Minimum Acceptable Risk Standards for Exchanges). Established by the Centers for Medicare and Medicaid Services (CMS), MARS-E adds many new controls specific to HIEs and the protection of PHI, PII, and FTI. Attestation is required by CMS before an HIE can be considered as a recipient of Medicaid Confidential Data.