

impact of data



mission

Mobilizing health information across our communities to advance patient care.

Healthix securely aggregates patient health data, across New York State, from thousands of sites – hospitals, ambulatory care facilities, behavioral health organizations, labs and more. With a patient's consent, this information is shared among providers to improve clinical outcomes and enhance value-based care delivery.



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PRESIDENT & CEO'S MESSAGE



Todd M. Rogow, MPA, CHCIO
President & CEO

“Together with our healthcare community, New York has become a shining example of how medicine, technology and information exchange work in tandem to expedite care and improve outcomes.”

greetings!

Today we face an unprecedented time for our community as we continue life amid a prolonged worldwide pandemic. Newly integrated lab data from across the state, availability of vaccine immunization data, and delivery of care for the most vulnerable has driven our mission to help New Yorkers in this time of need.

Healthix has fulfilled a commitment to expand the breadth, depth, and quality of data from thousands of healthcare partners, including the Statewide Health Information Network of New York (SHIN-NY). We are proud of the collaboration with providers – from supporting their PCMH certification to increasing their data contribution in alignment with federal and state standards. Additionally, we have invested in services that address disparities in the quality of data, providing standardization across data points through terminology mapping and making social determinants of health an important component of care management through new care alerts. We are proud of our initial success with National Committee for Quality Assurance (NCQA) Data Aggregator Validation – and while there's more to do, we're off to a solid start.

Finally, as New Yorkers seek to become active partners in their own care, HIEs have become an important source for patients to access their own data. Healthix revised its policies to ensure that patients can receive their health information whenever and however they want it. Through our existing partnerships, thousands of patients are able to review their own data from their mobile device.

In this new year, we look forward to forging a stronger association with our participants, vendors and consumers, proving again the relevance health information exchange in advancing the national agenda on healthcare delivery and improvement.

A handwritten signature in blue ink that reads "Todd M. Rogow".

Todd M. Rogow, MPA, CHCIO
President & CEO

outlook

The past year has been an extraordinary one for us all. The pandemic called attention to the fragility of our healthcare and social support systems, highlighted the extent of health disparities, and underscored the importance of social determinants of health. A central theme in addressing these issues is the coordination of a broad range of services, and the availability of real-time actionable information is essential to achieving that goal.

Over the past several years, Healthix has made substantial progress in meeting the challenge of providing access to actionable health information wherever and whenever it is needed. Over the next year more data sources will be added that reflect the full range of services essential to improving the health of our communities. Working with our partners, we will identify new ways to structure medical, behavioral health, and social service data to support the provision of efficient and comprehensive care. We look forward to collaborating with our payer, provider, and consumer partners to improve our healthcare system, address disparities, and improve the health status of all New Yorkers.

Wishing you all the best for a Happy and Healthy New Year,



David I. Cohen, MD, MSc
Board Chair & Executive Committee Chair



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Board Chair & Executive Committee Chair

HEALTHIX BOARD

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Chief Information Officer
The Stepping Stones Group

data access

The value of Healthix data is proven hundreds of times each day, during patient care, outreach and care coordination. One factor remains the key to success: easy and secure access. In 2021, Healthix undertook several new initiatives to put essential data at the fingertips of healthcare professionals and consumers alike.

WORKFLOW INTEGRATION. In the harried world of clinical care, not having to learn new systems or navigate unfamiliar interfaces saves time, avoids frustration and drives usage. For years, Healthix has worked to make accessing patient data simple. This year the organization reached a new milestone with the introduction of its Concise app.

Designed to be used by physicians and patient care teams at the point of care, the new FHIR-based app automatically launches within the Epic user interface. Relevant HIE-housed data appears, tailored to the user's institution-designated role and scope of care. With a more complete on-screen record, professionals can then make faster, more informed decisions.

PATIENT UNDERSTANDING. The ongoing movement to have people understand their own health data is dependent on simplicity—no one wants to navigate technical hurdles in the pursuit of wellbeing. This past year, Healthix became part of the nationwide trend toward consumer ease of access, providing data to MDLand's iClinicHealth mobile app.

In addition to digitally interacting with their providers, patients can check lab reports, review visit histories, and request medication refills, among other functions. Through December 2021, the app has been downloaded nearly 70,000 times—an auspicious beginning for a first-of-its kind collaboration for Healthix.

2021 Notable Achievements

Efforts by Healthix to expand access never stop, whether through larger-scale projects, putting data in the hands of new public health partners, or continuing to expand alerting to help facilities comply with new federal requirements.



Healthix Alerts: During the first half of 2021, 206,000+ alerts were read in the Healthix portal, resulting in interventions at the point-of-care, and providing key information about patient or client encounters.



LIVEOnNY: How does Healthix data directly contribute to saving the lives of New Yorkers? A prominent organ procurement agency shares their story.



The CMS Rule and You: Designed to provide seamless and secure access, exchange and use of e-health information.



data expansion

In the pursuit of providing the most complete picture of a patient's health, Healthix continues to expand its data pool with increased sources, enhancements, and reach. These efforts span new types of facilities and organizations, as well as new data elements.

WELCOMING NEW FACILITIES & ORGANIZATIONS. This past year, Healthix grew its base and added hundreds of new facilities, including long-term care sites, laboratories, ambulatory practices, OMH facilities and behavioral health and community based organizations. In response to the pandemic, 60 new laboratory feeds also began populating Healthix data. With every new source, providers attain a more comprehensive view of patients; while public health officials gain new insights.

ENHANCED DATA CATEGORIES. Aiding the fight against COVID-19, Healthix not only began receiving test result data from previously unaffiliated laboratories, but also added essential records from immunization registries. Initial encounter and in-transport data from 17 emergency medical services and ambulance services became available, unlocking the potential of diagnostics and assessments before the patient arrives at the emergency room. And in partnership with WeSource, new alerting for social determinants of health factors—such as housing and food insufficiencies—provided a better view of patient health status.



2021 Notable Achievements

The wealth of data generated by health encounters offers staggering opportunities for advanced care—including preventative measures. Healthix is committed to obtaining and making sense of exponential information growth across multiple sources, creating more holistic and contextualized perspectives for providers.



Expanding Data: Healthix connected 39 reference labs to meet the governor's executive order in record time.



Integration with City Immunization Registry: Users are able to query the New York City Department of Health & Mental Hygiene (NYCDOHMH) Immunization Registry and provide participants with immunization data, including COVID-19 vaccinations.

integrity of data

When providers have accurate, consistent data available through health information exchange, patients receive better, more coordinated care. This past year, Healthix made further strides to deliver the highest quality, most complete data to thousands of healthcare organizations across the region.

PCMH RECOGNITION. Practices and providers seeking recognition by New York State as a Patient-Centered Medical Home (PCMH) to improve interactions between patients and their care teams, must now be connected to an HIE. By connecting, practices can better coordinate care, improve clinical outcomes, lessen duplications of costly labs and testing while achieving incentives.

TERMINOLOGY MAPPING. Ensuring standardized data is an important part of building data confidence—a foundation of true interoperability. Healthix took a significant step forward last year by mapping to established codes. The effort began with lab data followed by diagnosis data. Organizations will begin to see the impact of this work in Q1' 2022.

NCQA PARTNERSHIP. Healthix proudly partnered with the National Committee for Quality Assurance (NCQA) for its new Data Aggregator Validation program, becoming one of the nation's first organizations to enroll. The NCQA program allows health plans, government entities, and care delivery organizations confidence in the validity of Healthix clinical data to be used for quality reporting, value-based contracting, and closing gaps in care, among other initiatives.

2021 Notable Achievements

Data integrity is at the core of how Healthix operates. Every day, our teams work diligently to further strengthen our own systems and processes while helping educate partners, collectively increasing the quality and value of information shared.



Healthix Role in PCMH: Connecting to 113 new PCMH facilities and serving 471 PCMH participants, Healthix provided secure access to clinical information. This enhanced each organization's ability to manage complex patients.



Data Quality Initiatives in 2021: Healthix is working with customers on eMPI patient overlays to identify and de-duplicate patient demographic data, including MRNs, providing the foundation for standardization of ADT and HERDs feeds.



benefits

The benefits of Healthix data and services are often best explained by the organizations and care givers who use them. In 2021, there were no shortage of these stories.

ENHANCING A PATIENT-CENTERED

APPROACH: New York State primary care practices seeking PCMH recognition must connect to a Qualified Entity (HIE). Implementation of best practices and Healthix tools have streamlined multiple PCMH workflows and processes.

"Achieving PCMH recognition was made easier with Healthix as a partner. Securely connecting to providers and care managers around the region and across the state provides even better care for our patients."

*Mercedes Barré-Williams,
Site Administrator, Shinnecock
Health Center*

CLOSING GAPS IN CARE: Northwell Health, one of the largest healthcare systems in the nation, uses Healthix Gaps in Care reporting to gain insight into care delivered across providers, hospital networks, and geographies. Shedding light on services provided for common, acute, and chronic conditions, the report helps providers achieve key performance incentives for value-based models.

"The significance of Healthix information is not in the mass volume of data available, but in its meaningfulness to close specific gaps for keystone patients. Simultaneously, it creates greater understanding of these patients, including where and when they receive care, which allows us to adjust resources and strategies. It has proven very cost effective and well worth the investment."

*Kimon Stathakos, Senior Director,
Operations, Northwell Health Solutions.*

WHEN MINUTES MATTER: Healthix provides critical real-time data to LiveOnNY that helps save New Yorkers' lives every day. The non-profit organ procurement agency has immediate access to the clinical history and health conditions of more than 20 million patients across the five boroughs, Long Island and the lower Hudson Valley—a capability that helps medical staff determine if a patient is medically suitable for organ or tissue donation.

"With organ and tissue donation, timing is vital. Instead of a lengthy data discovery process that would slow our efforts, we turn to Healthix. LiveOnNY has immediate access to the all the in-depth information we need to act quickly."

*Richard Budke, Assistant Director of
Clinical Services, LiveOnNY*

EMPOWERING SOCIAL DETERMINANTS OF HEALTH

UTILIZATION: Healthix Alerts give care teams key information about patient encounters to enable interventions at the point of care—triggered by ED admissions or discharges from a hospital, rehab, or long-term care. Healthix Alerts can even be incorporated into predictive models to more quickly identify, intervene, and treat complex patients at increased risk for adverse health outcomes.

"A lot of our high utilizers have significant social determinants impacting their use of the healthcare. With the help of Healthix Alerts, we can coordinate care for our neediest patients by offering benefits such as nutrition, employment and housing referrals. Healthix Alerts help us reach the right people with the right services."

*Michaela Frazier, LMSW, Vice President,
Social Support Services, The Institute
for Family Health*

SEAMLESS, SUPPORTIVE CARE:

Healthix Alerts support point of care interventions and follow-up care after a medical emergency. During the first half of 2021, 206,000+ alerts were read in the Healthix Portal, many by small ambulatory practices, community-based providers, independent hospitals and behavioral health organizations.

"We use emergency department alerts to assist care teams in patient outreach and engagement. Thank you for giving us what we need to take care of people in need."

Dr. Warria Esmond, Settlement Health

FACILITATING END-OF-LIFE

CONVERSATIONS: Communicating end-of-life care preferences can be a difficult process for patients, family members, and care givers faced with interpreting and implementing them. Healthix eMOLST offers a secure, sharable, standardized web-based method for providers—based on patient input—to document orders regarding life-sustaining treatments such as resuscitation.

"Healthix was the missing piece we leveraged to make our existing eMOLST integration even more robust"

*Jonathan Austrian, MD, Associate Chief
Medical Information Officer, Inpatient
Clinical Informatics, NYU Langone
Health*

public health

“

As a public agency, and as holders of public knowledge, we believe strongly in the importance of sharing that knowledge in ways that most New Yorkers can access and understand.”

— Commissioner David A. Chokshi, MD

ONE MILLION STUDENTS STRONG. Healthix is improving care quality for New York City children ages 6-18 who have asthma, diabetes or severe mental health conditions. Through a partnership with the New York City Department of Health and Mental Hygiene, Healthix provided emergency department and inpatient data to support patient outreach and surveillance for more than one million students, plus COVID encounter, diagnosis, and mortality risk data on a monthly basis.

IMMUNIZATION OUTREACH. Healthix compiles vaccination data for consented patients from across its participants, New York State Department of Health and the Citywide Immunization Registry into a single report that has become vital to patient outreach efforts and risk assessments by public health officials.

INFANT AND MATERNAL CARE ALERTS IN DEVELOPMENT. A portfolio of ten new alerts will be used to monitor screenings for certain infectious diseases, including hepatitis, pertussis, syphilis and Zika. The alerts are live in production and will be put in operations in early 2022.



data security

As the trusted steward of health information for 20 million residents in the greater New York area, Healthix places the utmost importance on security. The organization steadfastly follows Federal HIPAA and Hi Tech requirements plus SHIN-NY guidance—but its commitment doesn't stop there.

HITRUST CERTIFICATION. Healthix is among an elite group of organizations worldwide that have completed the highest level security standards audit to achieve HiTrust CSF Certification. Awarded to Healthix once again in 2021, the designation confirms that evolving challenges are addressed through a comprehensive and flexible framework of prescriptive and scalable security controls.

QE CERTIFICATION. The Qualified Entity Certification Program (QECF) is the certification arm of the Medicare Data Sharing Program. Healthix's QE status signals its compliance with rigorous New York State Department of Health requirements regarding reviews, reporting, and program administration, adding another layer of confidence for the facilities and users supported across the region.

At a time when personal data privacy is part of everyday conversation, Healthix is devoted to protecting sensitive information, employing a range of technologies, protocols, and partnerships to bolster an already secure infrastructure.

by the numbers

Healthix utilizes data to drive improvements both internally and externally. The ultimate goal is to enhance the customer experience and improve the value of the data.

Terminology Project

81

STANDARDIZATION OF HOSPITAL DATA	LABS	DIAGNOSES
Level 1 – Strong Level of Standardization	39	58
Level 2 – Low Level of Standardization	5	15
Level 3 – Not Sending Standardized Codes	33	3
Level 4 – Not Sending Data	4	3
Hospitals in Healthix	81	81

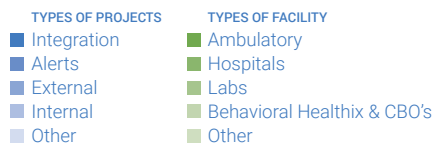
Core Training

2,671



Projects Complete

682



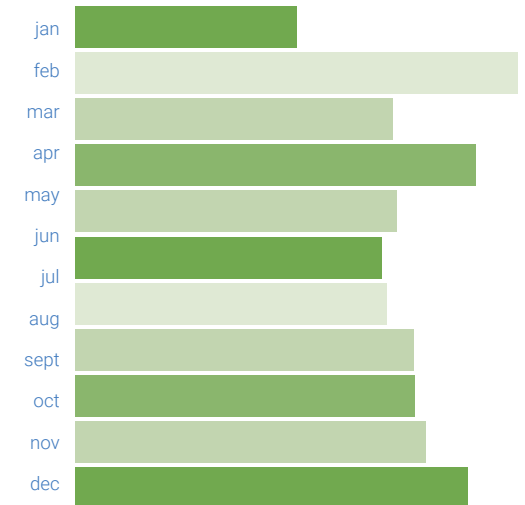
Customer Support

8,021



Alerts

116m



2022 & beyond

The challenges experienced over the past two years have made Healthix stronger, helping the organization focus on how it can best serve the region today and well into the future. Our team is working on future plans, including the following:

CUSTOMER EXPERIENCE. Healthix is focused on creating the best possible experiences for partners and participants. That's why we will collaborate with customers on the enhancements and innovations they value the most.

SERVICES EXPANSION. Healthix consistently seeks to enhance its services. It will build on digital tools such as the FHIR-based Concise app, which leads to faster and better decision support. It will educate the community about eMOLST, giving providers and patients peace of mind with documented end-of-life planning. And it will continue closing Gaps in Care through more insightful, data-rich reporting.

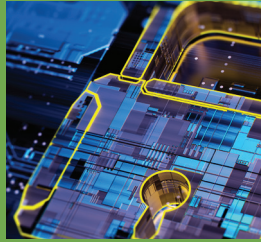
TRAINING SUPPORT. Expanded training opportunities will help users become familiar with new products and service enhancements, heightening their day-to-day impact on care.

NEW DATA SOURCES. When a broader range of data is shared securely across providers and healthcare organizations, care teams gain a more complete view of patient health. Healthix will build on its efforts to increase organization participation and expand data volume and types.

PARTICIPANT-IDENTIFIED ENHANCEMENTS. Each year, Healthix receives feedback through the NORC survey commissioned by the New York State Department of Health on behalf of the SHIN-NY. In 2022, Healthix will roll out improvements based on customer feedback. Stay tuned for the exciting new developments ahead.

For more than a decade, Healthix has continuously evolved to remain ahead of participant needs, listening and innovating to securely manage and deliver high quality and high value data in the pursuit of better patient care. With our staff of 70 individuals we look to exceed expectations once again in 2022.





Exchanging information to transform patient care.

“

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,
Medical Director,
Advanced AfterCare*



Healthix

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