KeyHiE
Keystone Health Information Exchange ®

2017 KeyHIE Annual Report

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KeyHIE.org

Fast facts*

5.5 million+ unique patients with health records in KeyHIE

90K accesses to patient records (December 2017)

5,133 linked healthcare providers

29,104 patients connected to MyKeyCare

26 participating hospitals in Pennsylvania

2 participating hospitals in New Jersey

28 EHRs connected

*as of Dec. 31, 2017

Table of contents

A message from our leadership team

We'd like to take the opportunity to sincerely thank Frank Richards for his guidance as KeyHIE's CEO over the years and wish him the best of luck in his retirement. Moving forward, John Kravitz will be assuming the role of KeyHIE's CEO and is challenging the staff at KeyHIE to embrace innovative thinking.

2017 year in review

KeyHIE has reached an epic milestone as we now partner with more than 100 unique healthcare organizations. These organizations include 26 hospitals, 335 physician practices, 29 home health agencies, 89 long-term care facilities, 1 pharmacy, 4 EMS agencies and 3 insurance payers in Pennsylvania. Furthermore, KeyHIE officially crossed the state line into New Jersey when AtlantiCare, a member of Geisinger, joined the KeyHIE network. We would like to thank our participants for supporting our growth and success of sharing health information in Pennsylvania and neighboring states.

KeyHIE's Information Delivery Service (IDS), a tool that allows us to proactively "push" real-time notifications and documents on patients to participating healthcare organizations and providers, was developed last year. Today, this service is being used by a health plan and an accountable care organization (ACO) to track and monitor patient populations. As of Dec. 31, 2017, IDS delivered a total of 259,167 documents and we hope to continue to grow the use of this service.

MyKeyCare, our HIE-connected patient portal, now offers a mobile app for iPhone and Android. With an internet connection, patients can securely access their health-related information when and where it is needed, regardless of their location. In addition, when creating a MyKeyCare account, patients' identities are securely verified and authenticated using LexisNexis. We take pride in providing secure access to our patients' health information and are looking forward to continuing to improve this tool.

Again, thank you to our participants for your support. We look forward to working with you to continuing to grow our network in 2018.

John Kravitz
Chief Executive Officer
Keystone Health Information Exchange

Joe Fisne
Associate CIO
Keystone Health Information Exchange

Kim Chaundy
Senior Director of Health Information Exchange & Interoperability
Keystone Health Information Exchange

Pictured above are the elected members of the KeyHIE Steering Committee: *From left, back row:* Jignesh Sheth, MD, The Wright Center; Joe Fisne, Geisinger Health; Frank Richards, Geisinger Health; Martin Ciccocioppo, Hospital & Health Systems Association of PA; Tim Schoener, Susquehanna Health; Joe Scopelliti, VNA Health System; Brian Stever, Presbyterian Senior Living. *From left, front row:* Lynn Keltz, PA Mental Health Consumers' Association; Selina Spade, Family Practice Center; Stacy Reibsome, Evangelical Community Hospital; Dave Reeder, Columbia/Montour Aging; Christine Haas, Geisinger Jersey Shore Hospital

Our mission, vision and guiding principles

Mission

To enhance healthcare delivery through a collaborative platform that provides a timely and secure patient-focused exchange of meaningful health information

Vision

To be the health information exchange (HIE) of choice in Pennsylvania and surrounding states, connecting communities through the timely access of health information when it's needed, while improving healthcare quality and outcomes for the patients we serve

Values/guiding principles

- **Quality** – Facilitating the exchange of meaningful healthcare information across all connected communities to improve care

- **Partnership** – Working collaboratively with KeyHIE stakeholders, healthcare providers and facilities to ensure all KeyHIE partners are engaged in KeyHIE's operation

- **Interoperability** – Building a state-of-the-art, easily accessible and robust health information exchange to improve healthcare delivery in underserved populations

- **Security** – Protecting the confidentiality of the patients we serve through diligent compliance with all state and federal regulations

Pennsylvania Department of Health and Department of Human Services registries

KeyHIE is now connected to the Electronic Lab Reporting registry via the Public Health Gateway. During 2018, we plan to connect to the Pennsylvania Statewide Immunization Information System, the statewide registry that collects vaccination history information. In addition, we plan to connect to the Pennsylvania Cancer Registry, the statewide data system responsible for collecting information on all new cases of cancer diagnosed or treated in Pennsylvania, and the electronic Clinical Quality Measures registry maintained by the Department of Human Services.

New on KeyHIE.org: Service catalog and participant contributions

You asked for a catalog of all the services KeyHIE offers. At KeyHIE.org/products-services, you'll find our current list of services. Furthermore, on the participating providers page, you'll find a chart listing all the information that our participants contribute to the HIE.

PARTICIPANTS	ENCOUNTERS	INPATIENT / ER DOCUMENTS	OUTPATIENT CLINICAL DOCUMENTS	LONG TERM POST ACUTE CARE ADMISSION	LONG TERM POST ACUTE CARE DOCUMENTS	HOME HEALTH / HOSPICE ADMISSION & DOCUMENTS	LAB RESULTS	PATHOLOGY	RADIOLOGY REPORTS	EKG RESULTS
Ahmad Wardeh, MD	Patient Registration Only									
Albright Care - Normandie Ridge	✓			✓	✓					
Albright Care - Riverwoods Senior Living	✓			✓	✓					
Albright Care - LIFE Lebanon	✓			✓						
Albright Care - LIFE Lycoming	✓			✓						

27 Pennsylvania healthcare organizations join the KeyHIE network

With available grant funding from the state, several healthcare organizations signed Memorandums of Understanding to join KeyHIE in 2017. To date, KeyHIE has over 100 unique participating healthcare organizations in its network. Below is a list of new KeyHIE participants by organization type:

Health plan: Gateway Health Plan

Home health & hospice: Allied Services Home Health and Hospice, Clarion Hospice

Hospital: Select Medical

Long-term care: Albright Care – Normandie Ridge, Albright Care – Riverwoods Senior Living, Albright Care – LIFE Lebanon, Albright Care – LIFE Lycoming, Albright Care – LIFE Lancaster, Guardian Brookline Healthcare and Rehabilitation Center, Guardian Carleton Healthcare and Rehabilitation Center, Guardian Darway Healthcare and Rehabilitation Center, Guardian Epworth Healthcare and Rehabilitation Center, Guardian Healthcare and Rehabilitation Center (Nanticoke), Guardian Hillview Healthcare and Rehabilitation Center, Guardian Marion Manor, Guardian Meadowview Healthcare and Rehabilitation Center, Guardian Milford Healthcare and Rehabilitation Center, Guardian Richfield Healthcare and Rehabilitation Center, Guardian Richland Healthcare and Rehabilitation Center, Guardian Ridgeview Healthcare and Rehabilitation Center, Presbyterian Senior Living (PSL) Cathedral Village, PSL Greenridge Village, PSL Kirkland Village, PSL Ware Presbyterian Village, PSL Westminster Village in Allentown, PSL Village at Hollidaysburg, Albright Care – Riverwoods Senior Living, and Valley View Retirement Community

Physician practice: Ricardo Carter, Professional Orthopaedics Associates, and West Shore Family Practice

AtlantiCare joins KeyHIE

AtlantiCare, a member of Geisinger, is now contributing data to KeyHIE. AtlantiCare provides health and wellness services to the community at nearly 70 locations throughout southeast New Jersey. During 2017, we successfully completed the first onboarding phase and KeyHIE is now receiving ADTs and CCDs from AtlantiCare's 2 hospitals and 106 ambulatory locations. In 2018, we plan to continue to expand their HIE contributions to lab results and radiology reports.

IDS continues to deliver patient information real-time

Since the launch of KeyHIE's Information Delivery Service (IDS) in fall 2016, we continue to provide alerts, notifications and critical patient documents to participating healthcare providers so they know when and where their patients receive care within the KeyHIE network. With IDS, doctors and healthcare providers can decide the quantity of information they wish to receive, including inpatient admission and discharge notifications, emergency admission and discharge notifications, and lab results/clinical documents delivery.

In 2017, we added the following new features to IDS:

- Support to provide additional members of the care team with patient information
- Support for non-KeyHIE participating facilities
- Support to handle messages from external systems (e.g., the PA Patient and Provider Network [P3N])
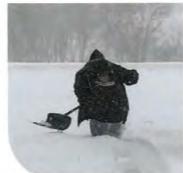- Support for sending to PA Electronic laboratory registry

In 2018, we plan to expand the features offered from our IDS.

3.11 M
TOTAL SENT

65
UNIQUE RULES

84 K
NOTIFICATIONS

3.03 M
DOCUMENTS

Why KeyHIE is the HIO of choice

- Provides secure access to important healthcare information, when and where it is needed to care for patients
- Integrates with electronic health record (EHR) systems or access through secure web portal
- Delivers real-time notifications and clinical documents on patients to healthcare professionals, ACOs and payers
- Certified health information organization (HIO), linking healthcare professionals to more information through to the P3N, the eHealth Exchange and the VA
- Access to Pennsylvania Department of Health and Department of Human Services registries via the public health gateway

KeyHIE's connections to national resources are live

In 2016, KeyHIE completed certification and connected to the Sequoia Project (eHealth Exchange), which enabled nationwide electronic health information exchange. In June 2017, KeyHIE connected with the U.S. Department of Veterans Affairs (VA). Today, clinicians can access information from the eHealth Exchange and VA on the "external record" tab in the KeyHIE Provider Portal.

Pictured here are the members of the KeyHIE team: From left, back row: Clinton Campbell, Michelle Hasuga, Amanda McCollum, Christine Corona, Amy Schultz, Josh Muchler, Mary Honicker, Jim Morrison. From left, front row: Joe Fisne, Kim Chaundy, Rani Crozier, Gabrielle Karmilowicz, Brian Reade, Sameerul Haque, Kim Auman

Mother Nature couldn't stop the 2017 User Group Conference

Despite Storm Stella in March, the 2017 User Group Conference — our third — was a success. Attendees learned about the future of health information exchange, including connections to state and national HIE resources. The conference also highlighted successes and growth throughout the last year and provided updates on current and upcoming KeyHIE services. Attendees participated in a breakout session, which allowed them to voice their opinions on current services and what they would like to see from KeyHIE in the future. We plan to present our accomplishments and updates over the past year at the 2018 User Group Conference on Wednesday, March 21, at the Pine Barn Inn in Danville, Pa.

About the Keystone Health Information Exchange

KeyHIE was founded in April 2005, via a memorandum of understanding signed by eight hospitals throughout central Pennsylvania. One of the nation's largest and most advanced health information exchanges, KeyHIE connects 26 hospitals, 355 physician practices, 39 long-term care facilities, 29 home health agencies, 4 EMS agencies, 13 urgent care facilities and 3 insurance carriers in Pennsylvania. It serves over 5.5 million patients over a 53-county presence in Pennsylvania and a 6-county presence in New Jersey through AtlantiCare to ensure health information follows patients, regardless of where they receive care. KeyHIE offers a wide range of services to physician practices, hospitals, nursing homes and other healthcare organizations in Pennsylvania and surrounding areas. For more information, visit KeyHIE.org.