KeyHIE
Keystone Health Information Exchange®

2016 KeyHIE Annual Report

KeyHIE.org

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Fast facts*

4.7 million+ unique patients with health records in KeyHIE

80K accesses to patient records (December 2016)

3,739 linked healthcare providers

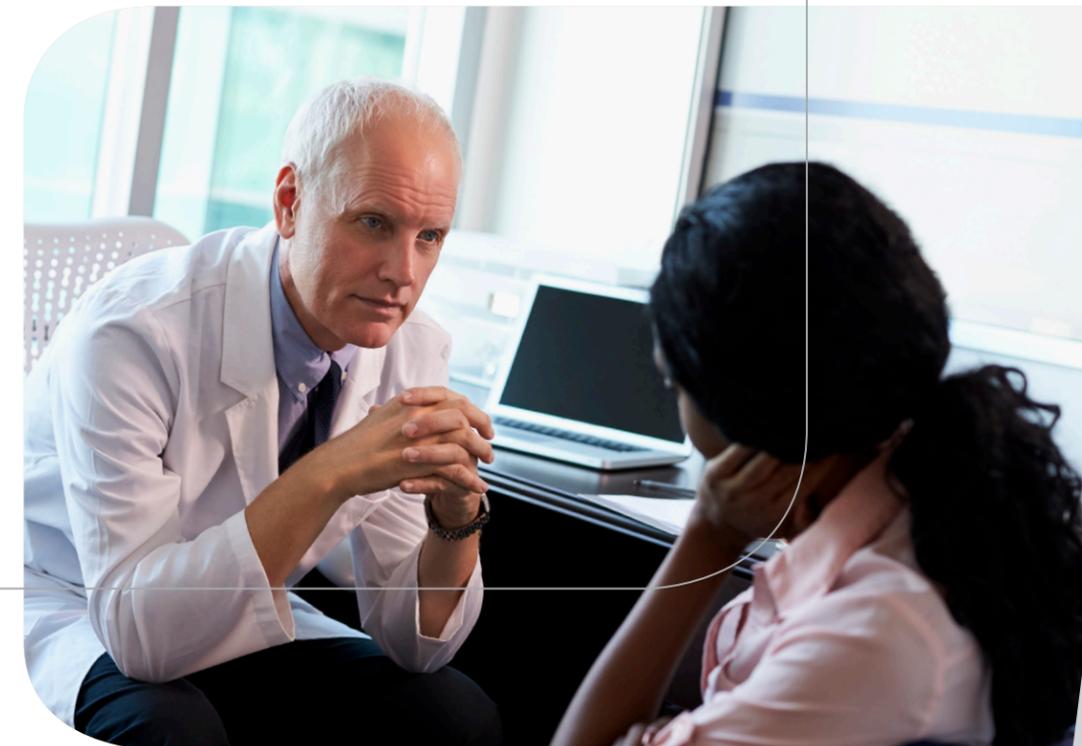24,301 patients connected to MyKeyCare

19 participating hospitals

18 EHRs connected

as of Dec. 31, 2016

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Leadership message

Reflecting on the past year, 2016 was a successful and challenging one for KeyHIE. We completed our huge migration to the Orion Health platform while adding new participants to our growing network and launching new services. We also connected to state and nationwide resources and brought nearly 15 sites to a "live" status in KeyHIE, making even more pertinent patient data available through the health information exchange (HIE). I am confident that this transition and expansion will allow us to better serve our customers moving forward.
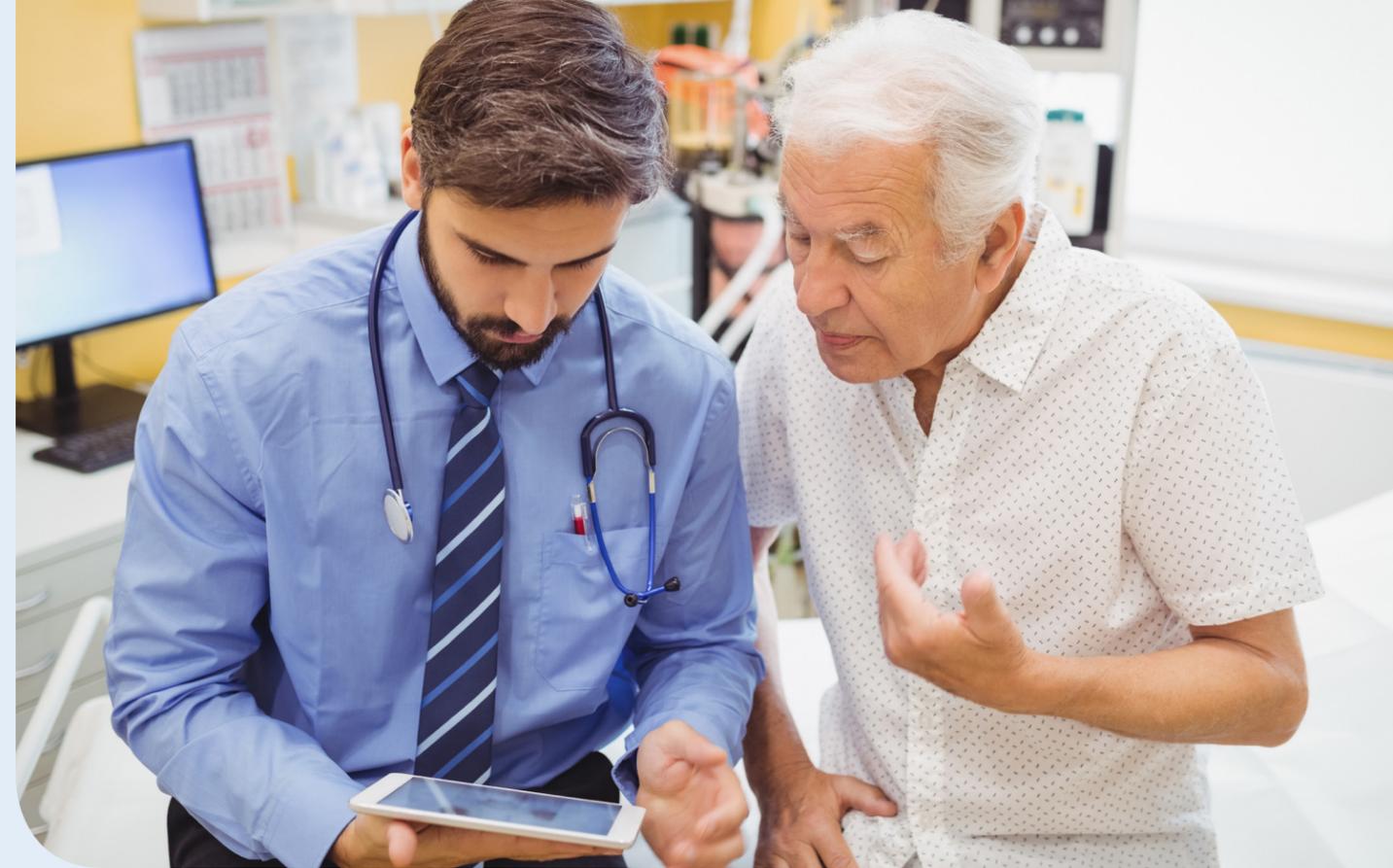
In 2016, KeyHIE became a certified health information organization and connected to the Pennsylvania Patient and Provider Network and the eHealth Exchange (The Sequoia Project). Both connections link our KeyHIE providers to important healthcare data across Pennsylvania and beyond Pennsylvania's borders to ensure that information is available when and where it is needed.

In an effort to provide our customers with more value, we launched our new Information Delivery Service (IDS). IDS is a KeyHIE-developed intelligent "push" technology that allows our participants to subscribe to receive real-time notifications and documents on their patients. Furthermore, this service is being used by a health plan and an Accountable Care Organization (ACO) to track and monitor patient populations. Alongside IDS, we expanded our KeyHIE Transform service to include emergency medical service (EMS) organizations, making healthcare data from EMS providers available in the HIE. Two EMS organizations connected to KeyHIE in 2016.

All of these successes wouldn't have been possible without our hardworking, dedicated team. We're looking forward to more growth in 2017, including some beyond Pennsylvania's borders. I am certain that KeyHIE will continue to provide our participants with the important data they need to deliver the best quality of care to the patients that they serve. On behalf of everyone at KeyHIE, I would like to thank you for your continued support and trust.

Kim Chaundy
Senior Director
HIE & Interoperability

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, 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

Sporting a refreshed design, the KeyHIE provider portal still offers the same secure access to important clinical information.

KeyHIE's migration to Orion Health is complete

In summer 2016, KeyHIE completed its migration from the Caradigm platform to the Orion Health platform, which provides our customers a more robust collection of services. During the transition, the KeyHIE team successfully connected all existing (and new) KeyHIE participants to the Orion Health platform, while ensuring that all appropriate staff received training and access to the new provider portal.

7 healthcare organizations join the KeyHIE network

With state grant funding available, several healthcare organizations signed memorandums of understanding to join KeyHIE in 2016. To date, KeyHIE has 57 unique participating healthcare organizations in its network.

Below is a list of new KeyHIE participants by organization type:

Health plan: AmeriHealth Caritas Pennsylvania

Hospital: OSS Orthopaedic Hospital

Physician practices: Ricardo Carter, MD, Tiffany Griffiths, PsyD, & Associates, Professional Orthopaedic Associates, Scranton Orthopaedic Specialists, West Shore Family Practice

KeyHIE develops technology for real-time delivery of patient information

In fall 2016, KeyHIE launched its Information Delivery Service (IDS). IDS provides 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 emergency admission, inpatient admission and discharge notifications and lab results/clinical documents delivery.

"This technology allows doctors and healthcare providers from different healthcare organizations within the KeyHIE network to work collaboratively and efficiently to smoothly transition patients from one care setting to another," explained Kim Chaundy, KeyHIE's director.

Since its launch, KeyHIE IDS has delivered pertinent patient information via Direct Secure Messaging and directly into electronic health record (EHR) systems. Additionally, IDS provides an ACO and a health plan with the critical patient information needed to better manage chronically ill patients and reduce readmissions. In 2017, KeyHIE plans to expand IDS capabilities.

KeyHIE's connections to state and national resources are live

In 2016, KeyHIE became a certified health information organization (HIO), enabling KeyHIE's connection to the Pennsylvania Patient & Provider Network (P3N) in the spring. The P3N enables statewide connections for electronic health information exchange to benefit patients through improved care coordination and real-time access to patient information. This means that healthcare providers connected to KeyHIE can search for patient information from other health information organizations, such as St. Luke's University Health Network's eVantage Health, ClinicalConnect HIE, HealthShare Exchange of Southeastern PA and Mt. Nittany Exchange.

In addition, KeyHIE completed certification and connected to the Sequoia Project (eHealth Exchange) which enables nationwide electronic health information exchange. To date, KeyHIE-connected healthcare providers can search for patient information available from Guthrie. Additional connections are anticipated in 2017 to make more healthcare information available through KeyHIE.

Andrea Helwig, associate executive assistant at Geisinger Health System, documents attendees' suggestions for KeyHIE during the conference breakout session.

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 EHR systems or access through secure web portal

• Delivers real-time notifications and clinical documents on patients to healthcare professionals, ACOs and payers

• Links healthcare professionals to more information through the P3N and The Sequoia Project (nationwide HIE)

KeyHIE Transform expanded to include emergency medical services, clinical summaries

Developed in 2013, KeyHIE Transform allows nursing homes and home health agencies, with or without an EHR, to contribute patient assessment information to KeyHIE. An expansion in fall 2016 now makes it easier for EMS providers to use KeyHIE Transform EMS to transmit critical patient information to hospitals for use in emergency situations.

KeyHIE Transform EMS extracts National Emergency Medical Services Information System data from the patient care report and converts it into a standardized CDA document, or clinical summary, which meets HL7 standards. The CDA document is easily incorporated into KeyHIE for access by participating clinicians.

In addition to EMS, KeyHIE now offers continuity of care document (CCD or clinical summary) exchange services. KeyHIE Transform CCD Exchange provides the ability to send CCDs to KeyHIE without the need for traditional point-to-point integration. This service eliminates the need for organizations to involve their EHR vendors, which means healthcare information is sent to the HIE quicker and at a reduced cost.

KeyHIE Transform, available nationwide, connects nearly 40 nursing homes and home health agencies and two EMS agencies.

2016 KeyHIE user group conference a success

KeyHIE held its second user group conference in March 2016, with over 50 attendees from nearly 30 healthcare organizations throughout Pennsylvania. Attendees learned about the future of HIE, including connections to state and national HIE resources. The conference also highlighted successes and growth within the last year and provided updates on current and upcoming KeyHIE services. Attendees participated in a breakout session, where they voiced their opinions on current KeyHIE services and what they would like to see from KeyHIE within the next year. KeyHIE plans to present its accomplishments and updates over the past year at the 2017 user group conference, planned for March 16 at the Geisinger Medical Center campus in Danville, Pa.

During the 2016 User Group Conference, attendees elected members to establish the KeyHIE Steering Committee. This committee was established in an effort to include participants in important strategic planning for KeyHIE.

Pictured above are the elected members of the KeyHIE Steering Committee. From left, back row: Tim Schoener, Susquehanna Health; Joe Fisne, Geisinger Health System; Bruce Beauvis, PA Ambulance and Joe Scopelliti, VNA Health System. From left, front row: Brian Stever, Presbyterian Senior Living; Dave Reeder, Columbia-Montour Area Agency on Aging; Stacy Reibsome, Evangelical Community Hospital and Selina Spade, Family Practice Center.

Missing from the photo are: Frank Richards, Geisinger Health System; Jignesh Sheth, MD, The Wright Center; Sonny Taragin, Mid-Atlantic Healthcare; Janet Tomcavage, Geisinger Health Plan; Martin Ciccocioppo, Hospital & Health Systems Association of PA; and Lynn Keltz, patient advocate.

About the Keystone Health Information Exchange

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, today KeyHIE connects 18 hospitals, 251 physician practices, 95 long-term care facilities, 30 home health agencies and other healthcare organizations. It serves over 4.7 million patients over a 53-county presence in Pennsylvania to ensure that health information follows patients, regardless of where they receive care. KeyHIE offers a wide range of services to doctor's offices, hospitals, nursing homes and other healthcare organizations in Pennsylvania and surrounding areas. For more information, visit KeyHIE.org.