



KeyHIE.org

2023 KeyHIE Annual Report



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FAST FACTS

7.5 million unique patients with health records in KeyHIE

610.9 million patient documents viewed in KeyHIE

5,457 total KeyHIE users

254 unique KeyHIE participants

35 participating hospitals in Pennsylvania

2 participating hospitals in New Jersey

35 EHRs connected



A message from leadership

2023 represented a year of continued growth for KeyHIE, with an increased focus on social determinants of health and data quality. Our patient population now numbers more than 7.5 million covered lives, and our participating organizations include 37 hospitals, 390 physician practices, 24 home health agencies, 78 long-term care facilities, 39 urgent care facilities, 13 pharmacies, 2 EMS agencies and 7 health plans.

KeyHIE continued to prioritize data quality by successfully completing revalidation for our Data Aggregator Validation (DAV) certification from the National Committee for Quality Assurance (NCQA). The certification enables our provider participants to ensure that data being sent to KeyHIE accurately reflects the health information contained within source systems. This allows our payer participants to use KeyHIE's DAV-certified data to support quality measures such as HEDIS, which eliminates the need for providers with certified data to send that data to payers.

We also maintained an increased focus on social determinants of health (SDOH), representing social needs such as food, housing, transportation, and other factors. By helping care teams to address these areas, we are able to connect patients with organizations who have the potential to improve the overall health of these patients. Part of the challenge with addressing SDOH needs is that when patients receive referrals to community-based organizations (CBOs), the referring provider is not always notified when the patient receives help. To address this gap in care and provide increased services to vulnerable populations, KeyHIE was one of four Pennsylvania health information organizations (HIOs) selected to receive grant funding through the Pennsylvania Department of Human Services to select a vendor and stand up a closed-loop resource and referral tool for Pennsylvania residents.

This new platform is known as PA Navigate, and represents the culmination of our efforts over the course of the past year. PA Navigate is a statewide community information network designed to address health and social care needs for Pennsylvanians by connecting them to community services. This secure web-based tool can be used by those seeking help and also by care team members or other organizations who refer them to CBOs.

On behalf of KeyHIE and our board of directors, I would like to thank our participants for all you do for our communities. We are grateful for the opportunity to partner with you to enable further information sharing and improve data exchange with the goal of improving care and improving the lives of the patients we serve. As we continue to advance health information exchange throughout the nation, we look forward to continuing our mutual efforts to provide the right information at the right time.



Kim Chaundy

AVP, Applications & Interoperability,
Keystone Health Information Exchange®

Steering Committee members

Chief executive officer

Mike Angelakos Keystone Health Information Exchange

Health systems/hospitals

Brian Wolfe Evangelical Community Hospital
Joe Fisne Geisinger

Independent physician groups

Selina Spade Family Practice Center
Dr. Jignesh Sheth The Wright Center

Long-term care systems/facilities

Bruce Shearer Presbyterian Senior Living
Brian Stever Independent

Behavioral health

Scott Constantini The Wright Center

Home health agencies

Joe Scopelliti VNA Health System

Independent imaging/labs/EMS

Marc Ost Eric's RX Shoppe

Health plans

Jim Michaels Geisinger Health Plan
Brian Barrett Highmark

Members-at-large

Stacy Reibsome Evangelical Community Hospital
Kim Crissinger Family Practice Center

PA nonprofit healthcare association

Cindy Yeager Geisinger



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 population

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

National Committee for Quality Assurance (NCQA) Data Aggregator Validation (DAV) certification

In December 2023, KeyHIE received our annual re-validation and Validated Data Stream designation as part of the Data Aggregator Validation (DAV) Program from the National Committee for Quality Assurance (NCQA).

The validation applies to certified Continuity of Care Document data. Data streams that earn validation undergo a rigorous, end-to-end look at the quality and integrity of data and the procedures used to manage and safeguard it. From ingestion at primary sources through transmission to end users, verifies adherence to NCQA process, system and data standards.

This validation makes aggregated clinical data streams more valuable to our KeyHIE participants. Leveraging the consensus-based Healthcare Effectiveness Data and Information Set (HEDIS®) audit process to prospectively validate clinical data flows, validation promotes trust in aggregated clinical data assets — and in the insights drawn from these data sources. This also allows health plans to utilize validated data from KeyHIE for HEDIS audits, eliminating the need for providers with certified data to send that data to the health plans.

Seen as a vital, early step in achieving NCQA's vision of a digital measurement ecosystem, validated data flows also improve the efficiency of today's quality



measurement processes. Uniquely accepted as standard supplemental data in HEDIS audits, no primary source verification is required for HEDIS reporting when health plans report data from DAV-validated sources.



2023: A year in review

New KeyHIE Participants

- Asti's South Hills Pharmacy
- Centennial Pharmacy Services
- Henry's Pharmacy
- Hershey Pharmacy
- Humana
- Lackawanna Medical Group
- Livingston Pharmacy
- Mainline Pharmacy
- Millersburg Pharmacy
- Parkway Pharmacy
- Skippack Pharmacy
- Springfield Pharmacy

Annual KeyHIE User Group Meeting

KeyHIE held our most recent User Group Conference at the Pine Barn Inn in Danville, Pa., on October 18th, 2023. The 2023 event featured keynote speaker Dr. Linda Thomas-Hemak from The Wright Center for Community Health in Scranton. Dr. Thomas-Hemak addressed the role that social determinants of health (SDOH) play in combating opioid abuse in Pennsylvania. This effort will also be augmented by the work that KeyHIE is performing with the PA Navigate resource and referral platform.

Kim Chaundy and Michelle Hasuga presented a KeyHIE Year in Review, and Chris Lucas of Orion Health spoke about how the use of health information technologies can improve the overall experience of healthcare providers. Speakers Martin Ciccocioppo and Dana Kaplan from the Pennsylvania Department of Human Services showed attendees an overview of available P3N services, SDOH, and the transition from the PA-SIIS platform to PIERS.

Rhapsody's Dre Ivan discussed a variety of current trends in Health Information Technology. Kim Chaundy, Mary Honicker, and Josh Muchler presented an overview of KeyHIE's future plans to User Group attendees. In a lighthearted moment, 2023's User Group featured skits illustrating the value of KeyHIE and offered participants a chance to participate in a Wellness activity. To wrap up the day, conference attendees gathered with the KeyHIE team to conduct an interactive whiteboarding session where attendees could share their thoughts and input with the team and join with KeyHIE in shaping strategy for the upcoming year.



PA Navigate

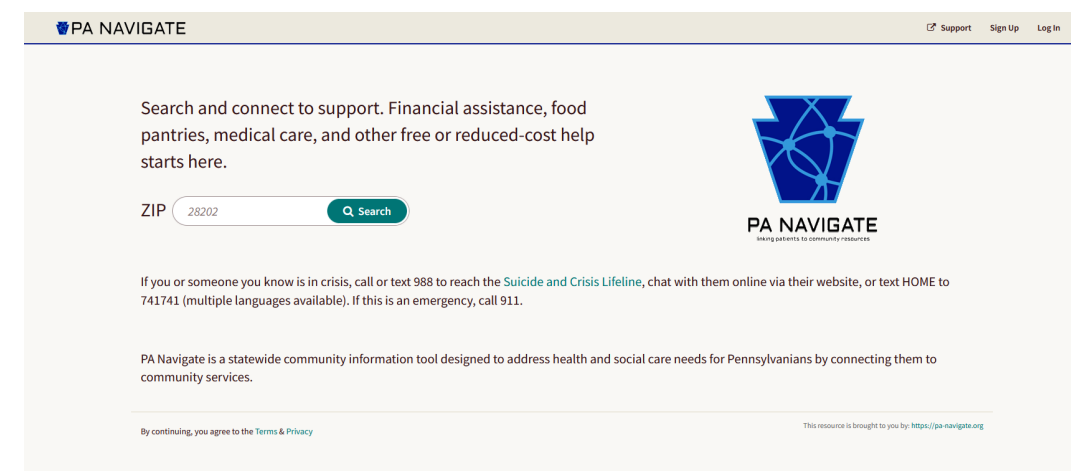
Social Determinants of Health Effort

The Commonwealth of Pennsylvania originally began its journey with social determinants of health (SDOH) with the former RISE PA initiative. KeyHIE, along with three other P3N-certified HIOs, received funding from the Pennsylvania Department of Human Services under a new grant opportunity that was born out of the former RISE PA initiative. This project sought to address SDOH or health-related social needs (HRSN) for Pennsylvania residents; however, it was not able to come to fruition. In late 2022, the Pennsylvania Department of Human Services was able to offer a grant opportunity to Pennsylvania HIOs to create a closed-loop resource and referral platform that would address these social needs for PA residents and would offset the cost for integrating this tool into their existing EMR-based workflow.

The HIEs receiving grant funding from DHS under this program banded together to create what is now known as the PA Navigate Coalition (Central PA Connect, ClinicalConnect, HSX, and KeyHIE), which is a collaborative effort among the group to deploy and manage this new platform. PA Navigate Coalition HIEs worked together to select Findhelp (formerly Aunt Bertha) as the vendor who would create the backbone of this closed-loop resource and referral tool that aims to address social needs such as food security, housing security, transportation, utilities, and many others. The overall goal of the effort is to improve health outcomes for Commonwealth residents in need by connecting them with local organizations who are able to help with their particular needs.

KeyHIE, along with the PA Navigate Coalition HIOs, named the platform “PA Navigate” because the goal of the new platform is to help PA residents with unmet social needs navigate to and connect with organizations in the community who can help. PA Navigate allows Pennsylvania providers to improve patient care by screening and providing referrals to services associated with SDOH, such as food insecurity, housing, transportation, and many others. The goal of this integration is to assist individuals with obtaining meaningful information and access to the services they need to achieve overall well-being, positive health outcomes, and financial self-sufficiency through connections and referrals to community-based organizations (CBOs).

Following the launch event on January 23, 2024, PA Navigate is now live, and can be found at PA-Navigate.org. Through the course of 2023, KeyHIE will be working collaboratively with Findhelp and our participants to implement native connections to this platform through the existing EMR-based workflows.





Future of KeyHIE

Successfully completing our Data Aggregator Validation certification from NCQA represents a significant step forward for KeyHIE in terms of the value that we offer to our participants, whether they represent providers or health plans. This certification allows our payer participants to use KeyHIE for their HEDIS measures without performing primary source verification with the ingestion site, which further reduces the burden on providers to deliver that information as well. We look forward to certifying additional clusters and data sources as we strive to achieve the highest standard of data quality possible for our participants.

During the past year, KeyHIE was also awarded grant funding under a new grant opportunity offered by P3N to connect to a statewide Resource & Referral Tool, allowing Pennsylvania providers to improve patient care by screening and providing referrals to services associated with social determinants of health (SDOH). The goal of this integration is to assist individuals with obtaining meaningful information and access to the services they need to achieve overall well-being, positive health outcomes, and financial self-sufficiency through connections and referrals to community-based organizations (CBOs). We will begin our efforts with implementing SDOH tools for our participants availing themselves of this unique opportunity.

Nationwide Health Information Exchange is set to expand in the future under requirements set forth by the 21st Century Cures Act and regulations promulgated by the Office of the National Coordinator for Health Information Technology (ONC) in the form of the Trusted Exchange Framework and Common Agreement (TEFCA). The eHealth Exchange, which provides nationwide connectivity to KeyHIE participants, has been recognized as the Root Coordinating Entity (RCE) by ONC for implementing standardized exchange of information across the nation. As part of that effort, KeyHIE will be connecting to one the Qualified Health Information Networks (QHINs) to provide additional opportunities for exchanging data among patients' care teams throughout the United States.

KeyHIE is prepared to continue being a vital part of both regional and national health information exchanges in 2023 and beyond. Our future efforts include building upon the existing foundation of KeyHIE services and augmenting those with additional value and functionality for the participants we serve.

About KeyHIE

The Keystone Health Information Exchange® (KeyHIE) was founded in April 2005 via a memorandum of understanding signed by 8 hospitals throughout central Pennsylvania.

One of the nation's largest and most advanced health information exchanges, KeyHIE connects 37 hospitals, 390 physician practices, 78 long-term care facilities, 24 home health agencies, 2 EMS agencies, 13 pharmacies, 39 urgent care facilities and 7 insurance carriers. It serves over 7.5 million patients over a 55-county presence in Pennsylvania and a 7-county presence in New Jersey through to ensure 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, please visit us at keyhie.org.

