

2018 KeyHIE Annual Report



Fast facts*

5.8 million+ unique patients with health records in KeyHIE

283K accesses to patient records (December 2018)

4,984 active KeyHIE users

176 unique KeyHIE participants

32,725 patients connected to MyKeyCare

27 participating hospitals in Pennsylvania

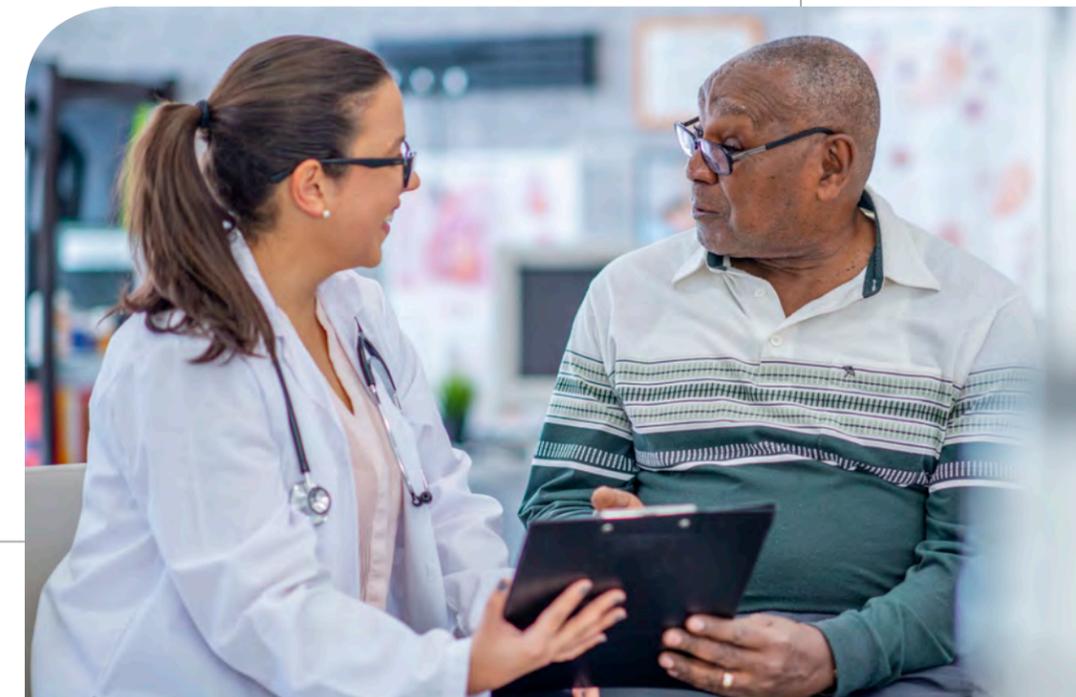
2 participating hospitals in New Jersey

29 EHRs connected

**as of Dec. 31, 2018*

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A message from our leadership team



John Kravitz
Chief Executive Officer
Keystone Health Information Exchange

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

Joe Fisne
VP/Associate Chief Information Officer
Keystone Health Information Exchange

2018 year in review

KeyHIE strives to grow and improve services to our participants, and 2018 was no exception. We now cover more than 5.8 million patients, and our partner organizations include 29 hospitals, 369 physician practices, 35 home health agencies, 90 long-term care facilities, 19 urgent-care facilities, 18 pharmacies, 4 EMS agencies and 4 insurance payers.

In fall 2018, KeyHIE successfully completed our migration from LogicWorks to Amazon Web Services as our database storage provider to ensure greater reliability and increased uptime for all our participant data. Amazon Web Services hosting allows KeyHIE to seamlessly scale our data with emerging needs, as we continue to offer the right information to our participants when and where they need it.

KeyHIE added more connections to Pennsylvania public health registries, including the Immunization Registry, Cancer Registry, Prescription Drug Monitoring Program and the Electronic Clinical Quality Measures Registry. These allow participants to benefit from the Electronic Health Registry (EHR) Incentive Program and provide greater data availability and support for clinical decision-making.

KeyHIE's Information Delivery Service (IDS) continues to grow, allowing us to proactively send real-time notifications and results to participating organizations or their connected EHRs. In December 2018 alone, IDS delivered 897,230 documents to requesting participants, with an overall estimated savings of \$224,300.

We have also reached a new financial milestone, as KeyHIE is now fully sustainable independent of grant funding. We continue to maintain a high standard of fiscal responsibility and deliver the highest possible value to our customers.

Once again, we would like to thank our valued participants for your dedicated support and your care for the patients we serve. With great anticipation, we look forward to making 2019 even better!

KeyHIE Steering Committee members

Chief Executive Officer

John Kravitz, Keystone Health Information Exchange

Health Systems/Hospitals

Joe Fisne – Geisinger

Tim Schoener – UPMC Susquehanna

Stacy Reibsome – Evangelical Hospital

Christopher Scanzera – AtlantiCare, a member of Geisinger

Independent Physician Groups

Jignesh Sheth, MD – The Wright Center

Selina Spade – Family Practice Center

Long Term Care Systems/Facilities

Brian Stever – Presbyterian Senior Living

Jason Deater – Maria Joseph Continuing Care Community

Behavioral Health

Scott Constantini – The Wright Center

Home Health Agencies

Joe Scopelliti – VNA Health System

Dave Reeder – Columbia/Montour Aging Office

Independent Imaging/Labs/EMS

Bruce Beauvais – PA Ambulance

Health Plans

Jim Michaels – Geisinger Health Plan

Mitch Kwiatkowski – Highmark

Patient Advocate

Lynn Keltz, MA

Member-at-Large

Kim Crissinger – Pagana & Pagana-DeFazio

Kathleen Barry – The Wright Center

PA Nonprofit Healthcare Association

Tara Gensemer – PA Medical Society

Pam Zemaitis – PA Department of Health

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

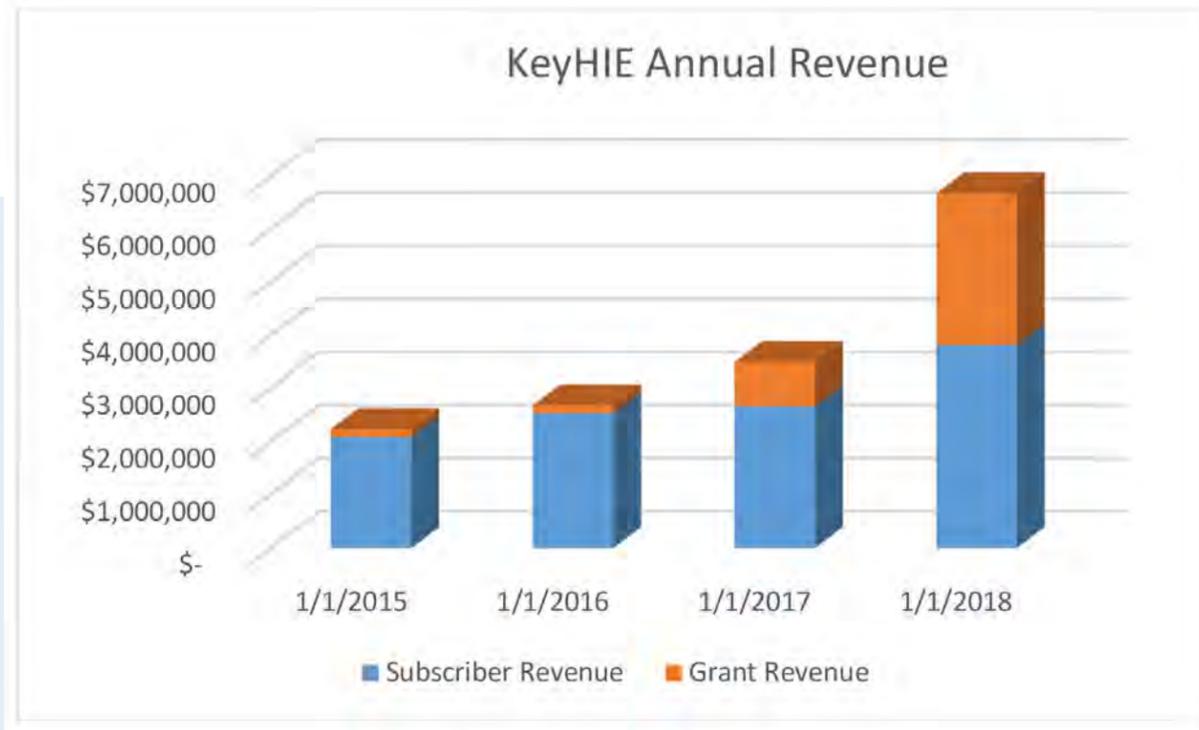
To be the health information exchange (HIE) of choice in Pennsylvania and surrounding states, connecting communities through the timely access of health information when it's needed, while improving healthcare quality and outcomes for the patients we serve

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

KeyHIE builds upon past success to ensure financial sustainability

Through sound fiscal management and clear direction, KeyHIE has built upon a history of sustained growth to reach a milestone of sustainability. KeyHIE will continue to leverage this success to ensure future growth, allowing more participants to have the data necessary to provide the best possible care for our patients.



KeyHIE supporting Geisinger/GSK study to improve patient outcomes for kidney disease

Geisinger is partnering with GSK to conduct a groundbreaking research study, using KeyHIE as its method of data transfer, to improve the outcomes and life expectancies for patients suffering from chronic kidney disease. With informed patient consent, data passes from Geisinger through KeyHIE to a data repository to analyze trends in patient characteristics and predictively tailor care and follow-up based on individual histories. This initiative will enable providers to improve survival outcomes and quality of life for patients with kidney disease.

Patients benefit from payer integration into KeyHIE

Through clinical data integration for covered patients, Geisinger Health Plan (GHP) has been able to leverage its connection with KeyHIE on several levels. According to W. Todd Gibson, GHP chart compliance lead, "KeyHIE has proliferated the ability to transform health data for us." Automated delivery through the KeyHIE Information Delivery Service allows case managers to see a medical record as it appears in the provider's electronic health record. This feed is then sent to a data repository, with records flowing into Talix for risk adjustment coding. By eliminating a time-consuming manual process that required case managers to request records from individual providers, GHP's improved workflow closes gaps in care for high-risk patients and increases quality and treatment for all covered by the plan.

26 Pennsylvania healthcare organizations join KeyHIE network

With the support of state grant funding, several healthcare organizations signed memorandums of understanding to join KeyHIE in 2018. To date, KeyHIE has 176 unique participating healthcare organizations in its network. Following is a list of new KeyHIE participants by organization type:

Health plan: AmeriHealth Caritas Health Plan and Highmark

Home health and hospice: Andrew Brown's, BSST Area Agency on Aging and Northumberland County Area Agency on Aging

Long-term care: Birchwood Nursing and Rehabilitation, Grandview Nursing and Rehabilitation, Jewish Home of Eastern Pennsylvania, Milton Health and Rehabilitation Center, Nottingham Village, the Manor at Penn Village, Timber Ridge Healthcare Center, Watsontown Health and Rehabilitation Center and Wesley Village

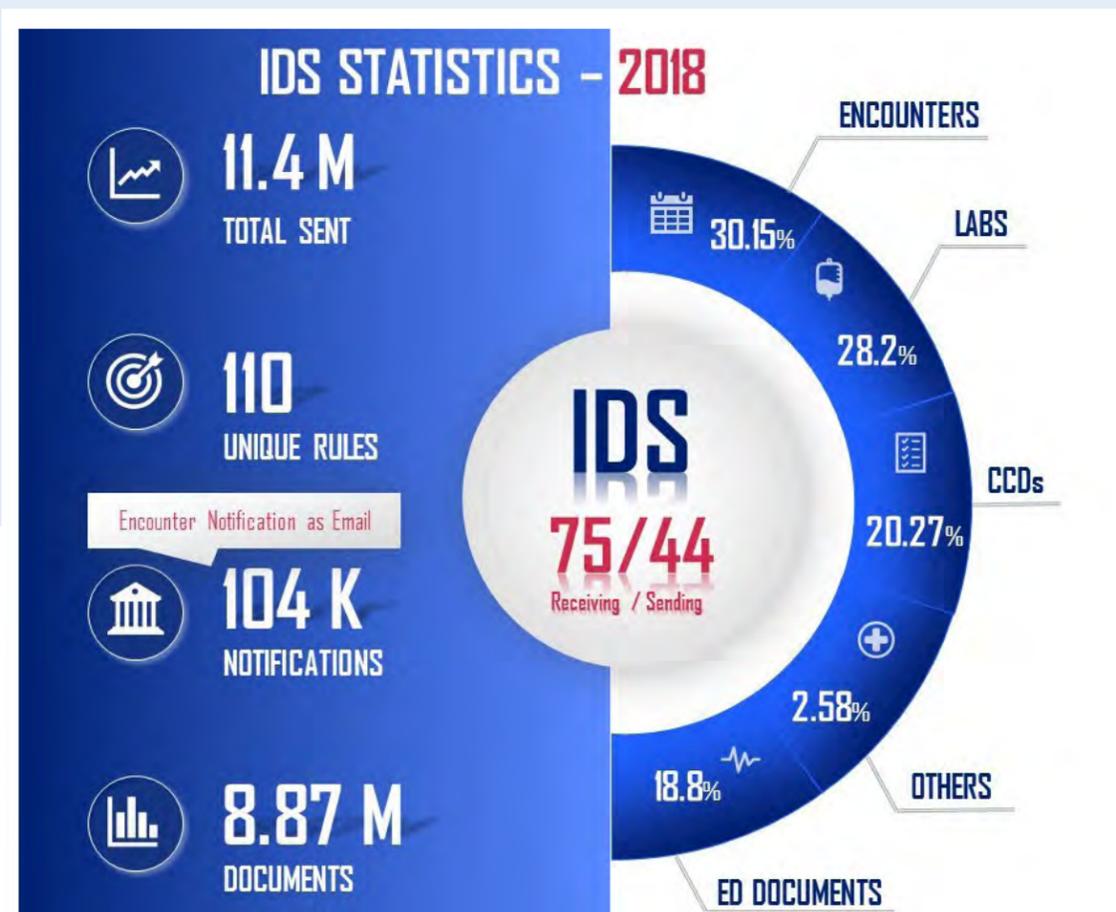
Physician practice: All About Children Pediatric Partners, Crumay Parnes Associates, Greentown Medical Center, Guy M. Fasciana, MD, Keystone Rural Health Center, Landmark, Maternal and Family Health Services, Medicus Urgent Care, Mulberry Medical Center, Ramos Rheumatology, Dr. David J. Silverstein Associates, River Valley Health & Dental Center and Sto-Rox Neighborhood Health Council

IDS continues to deliver patient information in real time

Since the launch of KeyHIE's Information Delivery Service in fall 2016, we continue to deliver alerts, notifications and critical patient documents and results to KeyHIE participants, so they are constantly aware of the time and location their patients receive care within the KeyHIE network. By using IDS, doctors, healthcare providers and payers can choose 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.

2018 brought the following enhancements to IDS:

- Upgraded internal components
- Support for provider bulk uploads
- Upgraded user interface
- MFN feed SOAP services



KeyHIE expanding data interoperability with the Social Security Administration

Through integration with the nationwide eHealth Exchange, KeyHIE is building upon successful interoperability with federal agencies. The effort began with the U.S. Department of Veterans Affairs and is expanding to include the Social Security Administration. When complete, this functionality will enable more efficient disability benefit claims, improved public health reporting and improved patient care.



Why KeyHIE is the health information organization of choice

- Provides secure access to important healthcare information when and where it is needed to care for patients
- Integrates with electronic health record systems or through a secure web portal
- Delivers real-time notifications and clinical documents on patients to healthcare professionals, accountable care organizations and payers
- Is a certified health information organization linking healthcare professionals to more information through the PA Patient & Provider Network and the Sequoia Project (eHealth Exchange)
- Gives access to Pennsylvania Department of Health and Department of Human Services registries via the public health gateway

2018 KeyHIE User Group Conference

Braving the weather yet again, KeyHIE participants gathered at the third annual User Group Conference on March 21, 2018. Topics included a KeyHIE lifesaving moment; an address by keynote speaker Kay Shaffer, from the state Department of Human Services; and an update on KeyHIE growth and expansion, including connections to state and national HIE resources. Attendees heard diverse perspectives during the KeyHIE panel discussion and participated in breakout sessions as part of strategic planning. The day ended with a discussion on health highlights from Washington, D.C., including MIPA/MACRA, reimbursement, TEFCO and USCDI.



KeyHIE Steering Committee members, left to right, Joe Fisne, Dave Reeder, Stacy Reibsome, Bruce Beauvais, Scott Constantini and Kathleen Barry.



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 29 hospitals, 369 physician practices, 90 long-term care facilities, 35 home health agencies, 4 EMS agencies, 18 pharmacies, 19 urgent care facilities and 4 insurance carriers. It serves over 5.8 million patients over a 53-county area in Pennsylvania and a 6-county area in New Jersey through AtlantiCare, a member of Geisinger, 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.