

# 2024 Annual Report

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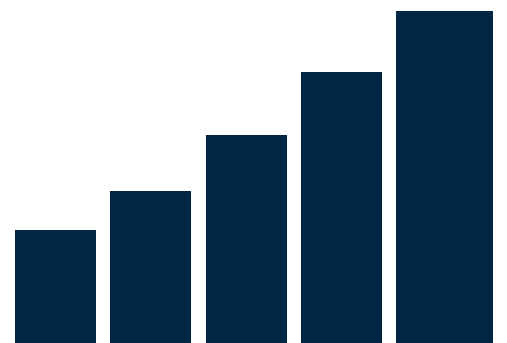
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# About KeyHIE

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 oldest, largest, and most advanced health information exchanges, KeyHIE connects 37 hospitals, 401 physician practices, 64 long-term care facilities, 21 home health agencies, 2 EMS agencies, 13 pharmacies, 39 urgent care facilities and 8 insurance carriers. It serves over 8 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 physician practices, hospitals, skilled nursing and long-term care, health plans, and more in Pennsylvania and the surrounding area. For more information, please visit us at [keyhie.org](http://keyhie.org).



# A Message from KeyHIE Leadership



## **KIMBERLY CHAUNDY**

AVP, APPLICATIONS & INTEROPERABILITY

As we enter 2025, we are so excited to celebrate our 20th year in existence as a health information exchange! KeyHIE has grown and evolved over the past two decades, and we look forward to the next 20 years of making health better for patients through robust information sharing.

KeyHIE also celebrated our 10<sup>th</sup> annual User Group Conference featuring Geisinger CEO Dr. Terry Gilliland as Keynote speaker. This yearly event is a great chance for attendees to learn more about health information exchange, industry trends, and to network with KeyHIE and other attending organizations.

KeyHIE continued to prioritize data quality by successfully completing a two-year revalidation of our Data Aggregator Validation (DAV) certification from the National Committee for Quality Assurance (NCQA). DAV certification helps to ensure that clinical data sent to KeyHIE accurately reflects the source system. Certified data enables our participating health plans to support quality measures and eliminate chart chasing. Furthermore, providers with certified data no longer need to send that data manually to participating health plans.

January 2024 witnessed the official kickoff of the PA Navigate platform, a tool designed to assist Pennsylvanians with Health-Related Social Needs (HRSN). 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 Community-Based Organizations (CBOs).

On behalf of the KeyHIE team, our Steering Committee, and our Board of Directors, I would like to thank all our participants for your hard work and diligence in serving our communities. As always, we are so grateful for the opportunity to partner with you to maximize information sharing and improve patient and member outcomes.



# Vision, Mission, & Guiding Principles



## 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.

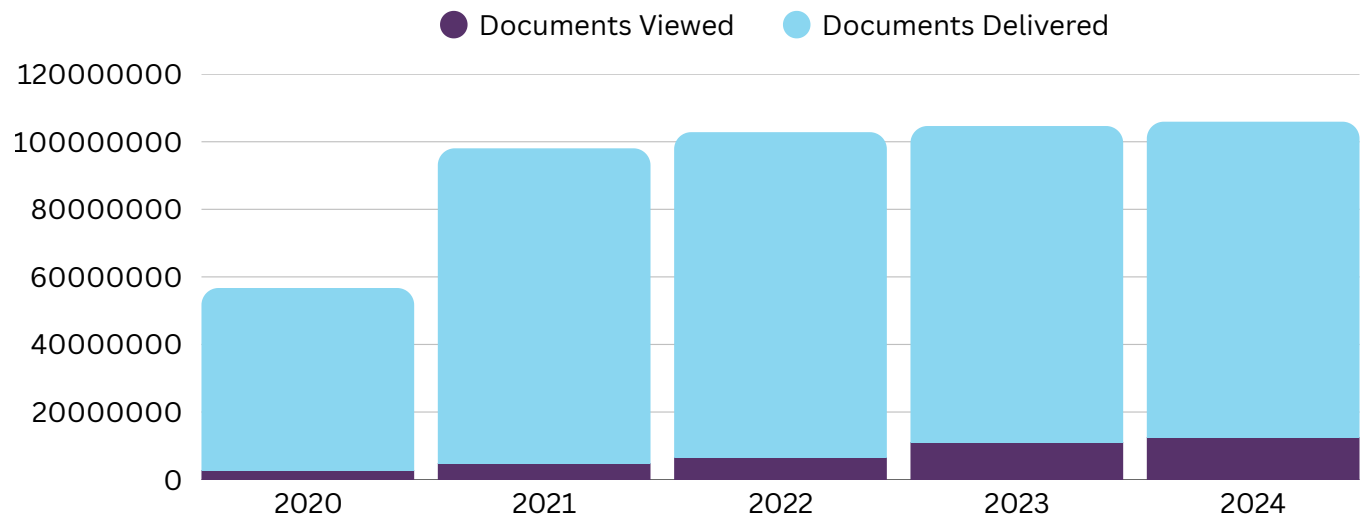
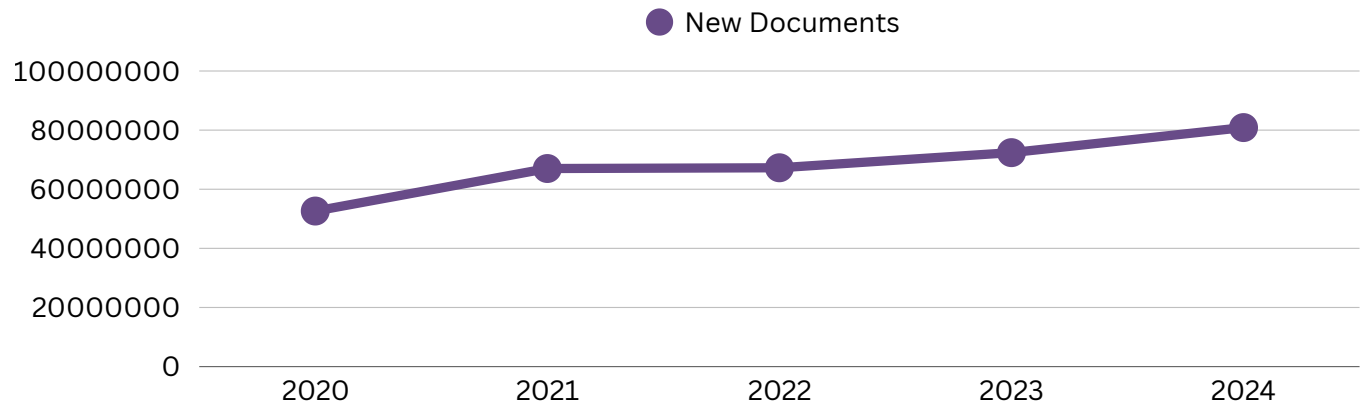
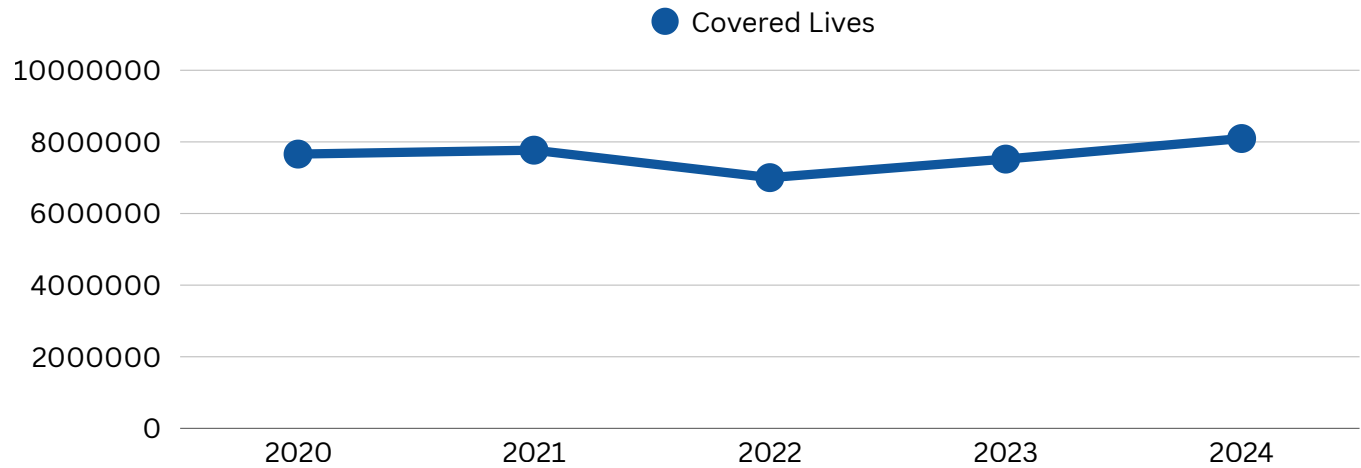
## Mission

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

## 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

# Exchange Statistics





# 2024: A Year in Review



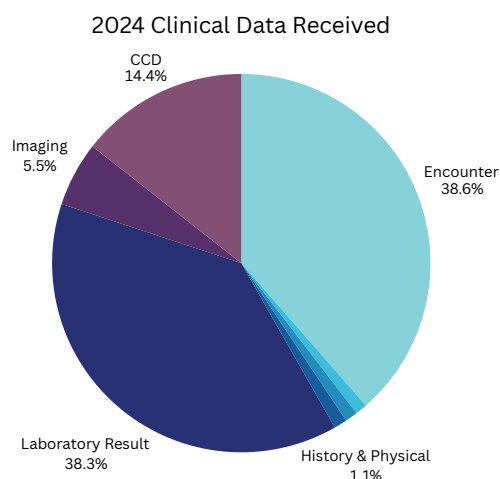
On October 16, 2024, KeyHIE was pleased to host our 10<sup>th</sup> annual User Group Conference at the Pine Barn Inn in Danville, PA. This yearly event brings together KeyHIE participants and other voices in healthcare for informative and interactive sessions. The 2024 User Group featured Keynote speaker Dr. Terry Gilliland, CEO of Geisinger.

Guest speakers included representatives from CitiusTech, Orion, KeyHIE, and the Commonwealth of Pennsylvania. Interactive sessions such as the Knowledge Cafe and informative skits rounded out our 2024 event, marking the 10<sup>th</sup> anniversary of this special gathering. We look forward to the upcoming year, where we will celebrate our 20<sup>th</sup> anniversary as a health information exchange!

To assist with public health in Pennsylvania, the Pennsylvania Department of Labor & Industry and its Bureau of Disability Determination partnered with KeyHIE to provide authorization-based disclosures of patient health information to assist disabled Pennsylvanians applying to receive disability benefits through the Social Security Administration. Applicants complete a HIPAA-compliant authorization form through the Social Security Administration, which is then used to make a benefits determination in a timely manner.

KeyHIE continues to work cooperatively with the Pennsylvania Patient and Provider Network (P3N) to make P3N data exchange as robust and expedient as possible for our participants. KeyHIE participates in the Health Information Exchange Trust Community Committee as well as the P3N Performance Workgroup and the Sensitive Data Workgroup, ensuring that we have an active voice in the P3N governance process.

KeyHIE has also developed a solution to deliver Pathology results automatically using multiple delivery methods, including automated faxing, depending on participant workflows. Our goal is to make information sharing as seamless as possible for our participating members and care teams.





# NCQA DAV Certification



VALIDATED DATA STREAM

**KeyHIE has once again achieved recertification under the National Committee for Quality Assurance (NCQA) Data Aggregator Validation (DAV) program. This certification began in December of 2024 and is valid until December 2026.**

**The DAV Certification process includes a thorough evaluation of clinical data streams being ingested into KeyHIE to ensure the accuracy of clinical data for use in Healthcare Effectiveness Data and Information Set (HEDIS) reporting, and other quality improvement efforts.**

**This service allows KeyHIE's health plan participants to meet quality measures without the need to perform Primary Source Verification (PSV). Our certified providers no longer need to send data to insurers who utilize certified KeyHIE data.**

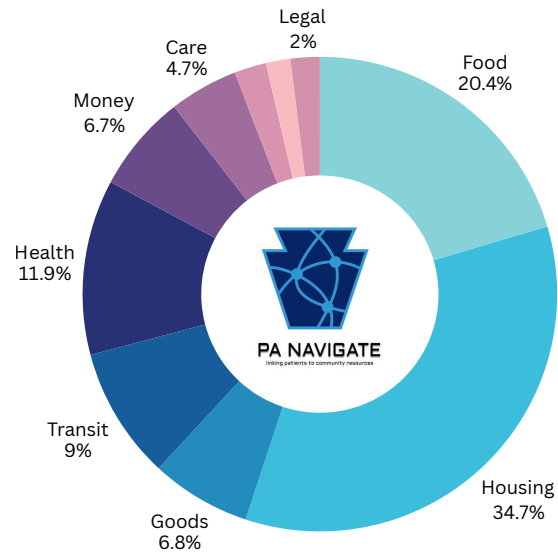
**If you would like to learn about how to utilize DAV-certified data feeds or have any questions, please contact us at [KeyHIEAdmin@KeyHIE.org](mailto:KeyHIEAdmin@KeyHIE.org).**

# PA Navigate



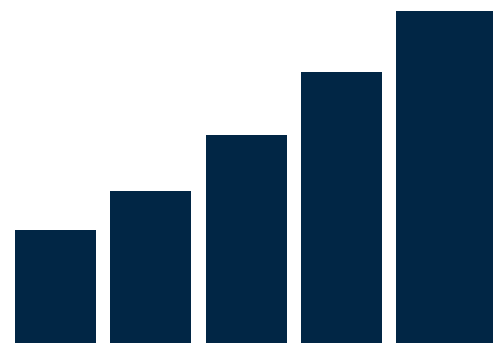
PA Navigate is a statewide community information network, designed to address health and social care needs for individuals, by connecting them to community organizations that can help, while keeping care teams in the loop. Findhelp is the technology system that powers PA Navigate.

Officially launched on January 23, 2024, PA Navigate is made possible through funding from the Pennsylvania Department of Human Services. It is managed by four state-certified health information exchanges, all of which are members of the PA Patient and Provider Network (P3N). The P3N exchanges data among the certified HIEs across Pennsylvania and the Pennsylvania Department of Corrections.



The Community Action Association of Pennsylvania (CAAP) has partnered with PA Navigate to facilitate community engagement. CAAP is a Community Based Organization (CBO) that has been addressing social determinants of health and fighting poverty since 1964. CAAP currently represents 42 Community Action Agencies working throughout the 67 counties of Pennsylvania. Their work is specific to the area they serve and is based on regular Community Needs Assessments gathered by CAAP. These assessments are used to pinpoint needs and population vulnerabilities within the community. CAAP will be an invaluable resource as we grow and develop the PA Navigate CBO network, due to their existing partnerships throughout the Commonwealth and their work with healthcare organizations.

To find out more about how CBOs can connect to PA Navigate, please visit the Community Engagement site at <https://www.panavigatehelp.org>.





# Contact Us



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[www.keyhie.org](http://www.keyhie.org)

**Joining KeyHIE unlocks the possibility of electronic access to patient data from multiple care teams.**

**KeyHIE offers robust data exchange for not only laboratory data, but also other clinical data as well. KeyHIE participants are able to submit data to the KeyHIE repository, as well as consuming data from other KeyHIE participants who have a mutual treatment relationship with patients.**

