

2015 Annual Report





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Information Exchange*

Leadership message

The past year was a busy and challenging one for KeyHIE as we focused on migrating and connecting our new and existing participants to the Orion Health platform, while expanding our services. We are confident that this transition and expansion will allow us to better serve our customers. In addition, KeyHIE has welcomed nearly 20 new participants to the KeyHIE network.

In an effort to continue to provide the right information, right now, we are adding connections to two key information sources: the Pennsylvania Patient and Provider Network (P3N) and the Sequoia Project. Both connections will increase the flow of pertinent patient information to improve the quality of care and ensure information is available when and where it is needed.

Through the P3N connection, KeyHIE participants will have access to clinical information from connected Health Information Organizations (HIOs) across Pennsylvania. While the Sequoia Project (formerly known as Healtheways) will provide KeyHIE participants access to clinical information from a national network of HIE.

I am confident that KeyHIE will continue to grow as we work to expand health care connectivity to provide our participants with the information they need to deliver the best quality of care to the patients that we serve. On behalf of everyone at KeyHIE, I would like to thank you for your continued support and trust.

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.



KeyHIE's connections to state and national resources are on the radar

KeyHIE recently signed the P3N Participation Agreement to connect to the P3N. By mid-year, we expect final certification which will enable KeyHIE-connected providers to exchange clinical data across P3N.

The P3N enables statewide connections for electronic health information exchange to benefit patients through improved care coordination and real-time access to patient information. In addition, KeyHIE is in the midst of technically and legally reviewing all items needed to prepare for connection to the Sequoia Project (national HIE connection) which we anticipate being live by spring 2016.

Why KeyHIE is the HIE of choice

- Founded in 2005, KeyHIE is one of the oldest established health information exchanges in the U.S.
- Secure access to important healthcare information, when and where it is needed to care for the patient; HIE-connect portal for patients to track their healthcare
- Connect healthcare professionals to the PA Patient & Provider Network (P3N) and The Sequoia Project (nationwide HIE efforts)
- Integrate with electronic health record (EHR) systems or access through secure web portal

Fast Facts*

4.3 million +
unique patients with health records in KeyHIE

254K
monthly accesses to patient records

3,153
linked healthcare providers

18,104
patients connected to MyKeyCare

18
participating hospitals

16
EHRs connected

**as of December 31, 2015*

18 healthcare organizations join KeyHIE network

With Cargill as well as Health Resources and Services Administration (HRSA) grant funding available, several health care organizations signed Memorandums of Understanding (MOU) to join KeyHIE in 2015. To date, KeyHIE has 52 unique participating healthcare organizations in its network. Below is a list of new KeyHIE participants by type:

Hospital: Endless Mountains Health System

Physician Practice: Northeastern Eye Institute, PrimeMed, PC

Nursing Home & Rehabilitation: Ecumenical Enterprises, Inc. (Meadows Nursing & Rehab Center); Forest City Nursing & Rehab Center; Hometown Nursing & Rehab Center; Mid-Atlantic Healthcare, LLC; Mount Carmel Nursing & Rehab Center; Northeastern Rehabilitation Associates, PC; Reliant Senior Care; Shenandoah Manor Nursing Center; Sunbury Community Health and Rehab Center (Kling Center)

Home Health: Traditional Home Health & Hospice, United Neighborhood Centers of NEPA

Emergency Medical Services: PA Ambulance

Other Healthcare Organizations: Columbia-Montour Aging Office, Philadelphia College of Osteopathic Medicine - Sullivan County (PA location only), Scranton Counseling Center



Enhancements made to MyKeyCare increase patient engagement, ease of use

MyKeyCare, a personal health record for patients, allows patients to access and track their health information from KeyHIE-participating healthcare facilities and upload health information from non-participating facilities using a tablet, smart phone or computer. Listed below are enhancements made to MyKeyCare in 2015 to increase patient engagement and ease of use:

- A splash page, or initial website page, that provides the user with instructions for receiving email notifications and reminders. These notifications and reminders increase patient logins and notify/remind patients when they receive a new message from their care team and/or medical document to view in their account.

- Added functionality that allows patients to request a prescription renewal from participating healthcare organizations through their MyKeyCare account.

KeyHIE Transform expands connectivity to emergency medical services

In 2013, KeyHIE Transform was developed to allow nursing homes and long-term care facilities, with or without an EHR, to contribute patient assessment information to KeyHIE. In 2015, we expanded KeyHIE Transform to extract National Emergency Medical Services Information System (NEMSIS) data from the Patient Care Report (PCR) and convert it into a standardized CDA document, or clinical summary, which meets HL-7 standards. The CDA document is easily incorporated into KeyHIE for access by KeyHIE-participating clinicians.



KeyHIE's first user conference a success

In 2015, KeyHIE held its first user group conference with more than 50 health care-related professionals in attendance from 23 different regional healthcare organizations. Keynote speakers included Alexandra Goss, Executive Director PA eHealth Partnership; Jignesh Sheth, MD, The Wright Center; Tim Schoener, Vice President and Chief Information Officer, Susquehanna Health; and Christina Caraballo, Health care Strategist, Get Real Health. Attendees learned about state, regional and local efforts to improve both functionality and ease of use for providers and the patients they serve. In addition, attendees had the opportunity to provide input on KeyHIE updates and features they would like to see in the future.

The 2016 user group conference is planned for March 16th at the Geisinger Medical Center campus.



Tiffany Elkins, Senior Applications Specialist at the Wright Center, writes down enhancements her group suggests for KeyHIE in the upcoming year at the 2015 user group conference.

LTPAC expert panel discuss benefits of health information exchange

Long-term post-acute care (LTPAC) experts from organizations throughout Pennsylvania met to discuss the current involvement of HIE with the LTPAC community and the benefits HIE could bring to LTPAC organizations in the future.



Back (l-r): Joseph Scopelliti, Jim Younkin, Mary Honicker, Ron Cowan, Robb McQuillan Front (l-r): Gary Zack, Lisa Davis, Brian Stever, Brandi Karpew, Jennifer Haggerty, Kim Chaundy

About the Keystone Health Information Exchange

The Keystone Health Information Exchange® (KeyHIE) was founded by Geisinger Health System in 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 18 hospitals, 251 physician practices, 95 long-term care facilities, 30 home health agencies and other health care organizations, such as EMS agencies,

pharmacies and federally qualified health centers (FQHCs). It serves 4.3 million patients over a 53-county presence in Pennsylvania to ensure health information follows patients, regardless of where they receive care. KeyHIE also offers a wide range of services to doctors' offices, hospitals, nursing homes and other health care organizations in Pennsylvania and surrounding states.



keyhie.org

