

# 2019 KeyHIE Annual Report



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## Fast facts

**6.9 million+** unique patients with health records in KeyHIE

**312K** accesses to patient records

**5,173** active KeyHIE users

**188** unique KeyHIE participants

**35,170** patients connected to MyKeyCare

**20** participating hospitals in Pennsylvania

**2** participating hospitals in New Jersey

**33** EHRs connected

## A message from leadership



**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

2019 was a banner year for KeyHIE, with our patient population now numbering more than 6.9 million covered lives. Our participating organizations include 22 hospitals, 375 physician practices, 35 home health agencies, 90 long-term care facilities, 19 urgent care facilities, 18 pharmacies, 4 EMS agencies and 4 insurance payors.

This past year saw an overall 50% capacity increase for KeyHIE's Information Delivery Service (IDS), allowing us to deliver even more relevant information to our participants. We have also improved our matching rate with the Pennsylvania Patient and Provider Network (P3N) significantly, allowing providers to easily locate the data they require.

KeyHIE is now able to query and retrieve clinical documents from external HIOs, enabling participants to obtain relevant information for patient care. Care teams ranging from doctors providing treatment to payor care coordination groups are able to leverage this increased data access to improve the patient experience and reduce costs. This access furthers KeyHIE's mission of providing the right information at the right time.

KeyHIE has continued to add even 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 critical connections enable additional incentive programs for participants, and allow them to improve patients' care experience and combat prescription drug abuse.

KeyHIE is leveraging its Insights™ platform to make a positive impact on Pennsylvania's opioid abuse epidemic through the Pennsylvania Coalition for Medication-Assisted Treatment (PacMAT). This in turn facilitates Pennsylvania's Health Maternal Opiate Medical Support (MOMS) program, empowering community healthcare providers to better care for expectant mothers suffering from opioid abuse.

On behalf of our board of directors, KeyHIE would like to thank our valued participants for making all of this possible. With your collaboration, we continue to make a positive impact on the lives of the patients we serve. We look forward to another impactful year in 2020, and we can't wait to partner with you to make that happen!

## Steering Committee members



### Chief Executive Officer

**John Kravitz** – Keystone Health Information Exchange

### Health Systems/Hospitals

**Brad Adleman** – Endless Mountains Health Systems

**Joe Fisne** – Geisinger Health System

**Stacy Reibsome** – Evangelical Hospital

**Christopher Scanzera** – AtlantiCare

### Independent Physician Groups

**Jignesh Sheth, MD** – The Wright Center

**Selina Spade** – Family Practice Center

### Long-Term Care Systems/Facilities

**Jason Deater** – Maria Joseph Continuing Care Community

**Brian Stever** – Presbyterian Senior Living

### Behavioral Health

**Scott Constantini** – The Wright Center

### Home Health Agencies

**Brenda Appel** – Columbia/Montour Agency on Aging

**Joe Scopelliti** – VNA Health System

### Independent Imaging/Labs/EMS

**Everett Blanton** – Primary Care Health Services

### Health Plans

**Mitch Kwiatkowski** – Highmark

**Jim Michaels** – Geisinger Health Plan

### Patient Advocate

**Todd Gibson** – Geisinger Health Plan

### Members-at-Large

**Kathleen Barry** – The Wright Center

**Kim Crissinger** – Pagana & Pagana-DeFazio

### PA Nonprofit Healthcare Association

**Tara Gensemer** – PA Medical Society

**Jim Sullivan** – Public Health Gateway

# 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

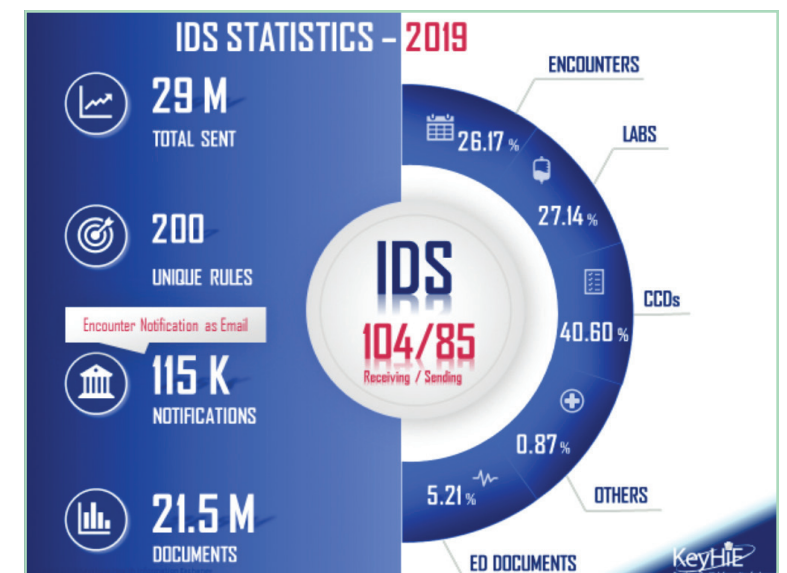
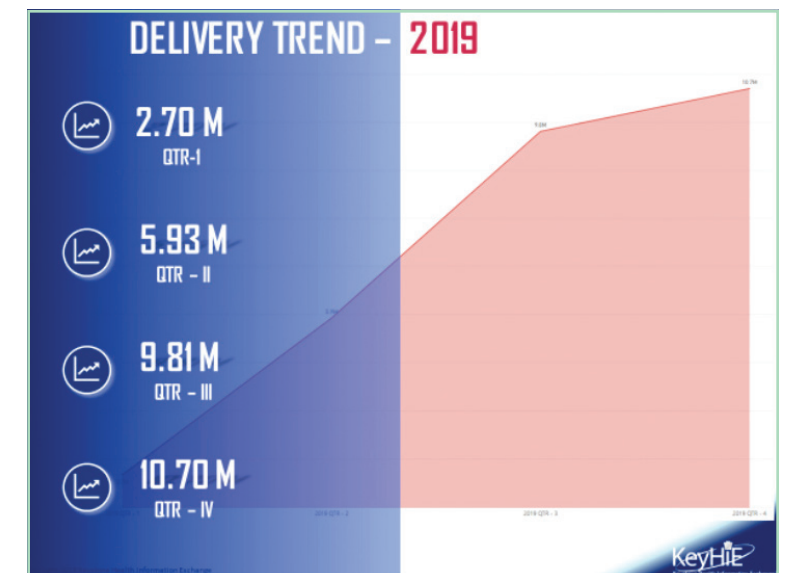
- **Quality** – Facilitating the exchange of meaningful healthcare information across all connected communities to improve care
- **Partnership** – Working collaboratively with KeyHIE stakeholders, healthcare providers and facilities to ensure all KeyHIE partners are engaged in KeyHIE's operation
- **Interoperability** – 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

# IDS statistics

Since the launch of KeyHIE's Information Delivery Service (IDS) 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 payors can decide 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.

2019 brought the following enhancements to IDS:

- Added 50% more capacity to process data
- Improved matching rates with P3N
- Onboarded 54 new facilities from other HIOs
- More robust workflow to retrieve documents from external HIO
- Added new use cases for acute kidney injury and machine learning



# KeyHIE Roadmap: 2019 in Review

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In **January 2019**, the first KeyHIE Insights project was started. KeyHIE has co-developed a PacMAT dashboard with the Wright Center to allow for the management of patients being treated for opioid use disorder and those being supported by the Healthy MOMs program.

KeyHIE Insights is a certified tool that leverages our immense data assets and quality management analytics platform to support care gap identification and closure and regulatory reporting.

## New Participants – January & February

- Buffalo Valley Lutheran Village
- Centre Volunteers in Medicine
- Cumberland Crossings
- Obesson Manor
- Rogan Family Medicine

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In **April**, KeyHIE held our 4th annual User Group Conference. The User Group is KeyHIE's annual gathering of current and prospective KeyHIE participants, giving community members an opportunity to learn more about relevant issues and contribute to KeyHIE's overall direction.

## New Participants – March & April

- North East Surgery Center
- Valley ENT, PC - Dr. David Barras

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## New Participants – May & June

- John F. Kasper, PC (DO)

In **June 2019**, KeyHIE and Life Image began working on Mammosphere. Mammosphere collaboration. Mammosphere was implemented in September to enable our patients to request and manage the sharing of breast health studies to promote image availability among clinicians involved in their preventive care.

KeyHIE began receiving data from MedVirginia, Davita Dialysis and the VA hospitals through the eHealth Exchange, which is the largest query-based health information network in the country. It's the principal network that connects federal agencies and non-federal organizations, allowing them to work together to improve patient care and public health.

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In **August** and **September**, KeyHIE and its HIE vendor, Orion Health, collaborated with Life Image to develop a first-of-its-kind integration allowing DICOM images to be accessible via the KeyHIE Provider Portal. This integration uses a SMART on FHIR application embedded in the KeyHIE Provider Portal to allow the clinician to view reports and visualize images seamlessly in one location.

## 4,966 KeyHIE User Accounts

## New Participants – July & August

- Community Care Hazleton
- Community Care Kistler
- Our Lady's Center for Rehabilitation & Healthcare
- Mountain View Nursing & Rehabilitation Center

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## New Participants – September & October

- Allegheny General Hospital
- Allegheny Valley Hospital
- Canonsburg Hospital
- Encompass Health Hospital of Mechanicsburg (LABS ONLY)
- Forbes Hospital
- Jefferson Hospital
- Mystic Meadows Rehab & Nursing Center
- Saint Vincent Hospital
- West Penn Hospital
- Westfield Memorial Hospital

The Pennsylvania eHealth Partnership is responsible for the creation and maintenance of the Pennsylvania Patient and Provider Network (P3N). P3N improves and coordinates patient care by helping providers locate their patients' medical records in real time anywhere on the P3N network by exchanging data among five HIO members across Pennsylvania.

As one of the five certified HIOs in Pennsylvania, KeyHIE received \$867,000 to onboard 49 facilities this year. In addition, KeyHIE connected seven facilities to the Electronic Clinical Quality Measures (eCQM) state registry and received \$300,000 to implement the electronic sharing of mammograms for the radiology grant.

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In 2019, KeyHIE continued to lead the way in providing value for our participants and providing critical data that is needed at the point of care. One way IDs accomplish this is through our ever-expanding lab delivery via KeyHIE's Information Delivery Service. KeyHIE partners with a variety of clinical laboratories and electronic medical record vendors to enable a direct interface by which lab orders and results may be delivered. This replaces time consuming and inefficient manual processes and allows more time for patient care.

In **November**, the HEDIS supplemental data extract from KeyHIE Insights was implemented for Geisinger Health Plan. We are now providing data on additional data points including mammogram, pap smear, HPV testing and colonoscopy dates of service in addition to BMI, blood pressure and HgbA1C values.

## 7,911,941 Labs delivered in 2019!

## New Participants – November & December

- Greater Vision Eye Associates, LLC

## Future of KeyHIE

KeyHIE is excited about the future of Health Information Exchange, with 2019 further cementing HIEs as a driving force of innovation in healthcare. We serve as a crucial player in this space, and we continue to forge ahead with new directions and service offerings for our participants.

KeyHIE has played a crucial role in advanced initiatives such as Geisinger's Acute Kidney Injury (AKI) program, which seeks to prevent kidney injuries in the most susceptible patients. KeyHIE enables advanced machine learning to provide better coordination of care and plans to increase this capability going forward.

KeyHIE Insights™ is an exciting new service from KeyHIE that is poised to expand in 2020. Insights™ is a business intelligence (BI) solution that allows participants to access their data in a meaningful way through customizable dashboards that not only illustrate relevant data to providers to make informed decisions regarding patient care, but also facilitate quality measures for health plans as well. We are constantly improving this service and look forward to bringing even more capabilities to you in the coming year.

KeyHIE received a radiology grant to implement Mammosphere from Life Image, a consumer-focused software service that allows women access to their breast health imaging, which eliminates duplicate testing and gives women the ability to share their images with their care team. KeyHIE continues to leverage the capabilities of Life Image and now allows participants to view DICOM images via SMART on FHIR in the KeyHIE Portal, making it even easier for doctors to treat their patients.

We also continue to expand our connections through the nationwide eHealth Exchange, formerly known as the Sequoia Project. We are now connected with not only the Veterans Administration, but also MedVirginia and DaVita. Our participants will be able to have access to even more sources in the future as we expand this crucial connection to healthcare entities across the United States.



## 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 22 hospitals, 375 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 6.9 million patients over a 55-county presence in Pennsylvania and a 7-county presence in New Jersey through AtlantiCare 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, visit [keyhie.org](http://keyhie.org).