KeyHIE
Keystone Health Information Exchange®

KeyHIE.org

2022 KeyHIE
Annual Report

Table of contents

FAST FACTS

7 million unique patients with health records in KeyHIE

6.6 million patient documents viewed in KeyHIE

5,782 total KeyHIE users

251 unique KeyHIE participants

35 participating hospitals in Pennsylvania

2 participating hospitals in New Jersey

33 EHRs connected

A message from leadership

Last year marked a return to normalcy after years of battling the COVID-19 pandemic and the challenges it presented. In spite of this, KeyHIE experienced continued growth. Our patient population now numbers more than 7 million covered lives, and our participating organizations include 35 hospitals, 289 physician practices, 25 home health agencies, 77 long-term care facilities, 19 urgent care facilities, 18 pharmacies, 2 EMS agencies and 6 health plans.

KeyHIE facilitated the COVID-19 response for both Geisinger and the Commonwealth of Pennsylvania by displaying COVID-related information via a series of interactive dashboards used to allocate resources based on location-specific needs. We also developed a series of dashboards displaying demographic content for the Commonwealth that was summarized and sent to the Pennsylvania Department of Health and KeyHIE participants on a regular basis. KeyHIE also assisted with public health reporting by interfacing our participants with public health registries to report COVID vaccination data.

KeyHIE also took the necessary steps this past year to ensure the highest standard of data quality for our participants by successfully completing our Data Aggregator Validation (DAV) certification from NCQA. This certification enables our provider participants to ensure that the data being sent to KeyHIE accurately reflects the health information contained within their individual source systems and also allows our payer participants to use certified data for quality and audit measures such as HEDIS, eliminating the need for providers with certified data to send that data to payers.

Both state and federal governments have taken steps within the past year to bring current laws, rules, and regulations in line with HIPAA and increase data sharing opportunities for vulnerable populations. Modifications to both 42 CFR Part 2 and PA's Drug and Alcohol Abuse Control Act along with regulations promulgated under the 21st Century Cures Act represent the desire to foster a culture of information sharing to improve patient care. KeyHIE continues to stay abreast of these changes and offers our participants a HIPAA-compliant means of sharing data with the larger healthcare community.

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

Matt Walsh	Keystone Health Information Exchange

Health systems/hospitals

Cletis Earle	Penn State Health
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
Brenda Appel	Columbia/Montour Agency on Aging

Independent imaging/labs/EMS

Marc Ost	Eric's RX Shoppe

Health plans

Jim Michaels	Geisinger Health Plan
Brian Barrett	Highmark

Patient advocate

Vacant

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 populations

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 2022, KeyHIE received our Validated Data Stream designation in the new National Committee for Quality Assurance (NCQA) Data Aggregator Validation (DAV) program.

"This certification attests to our commitment to provide quality data to our community. We hope this certification will help our payer and provider members in their value-based care initiatives." said Sameerul Haque, Principal Enterprise Architect, KeyHIE.

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.

Joe Fisne, ACIO for Geisinger added, "KeyHIE's Data Aggregator Validation certification from NCQA further underscores our market position as one of the leading HIEs in the country today. We believe that our strategic priority of focusing on data quality will benefit both our payer and provider participants and will continue to improve the care of the members and patients they serve."

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 Data Aggregator Validation validated sources.

Information Delivery Service (IDS)

Since the launch of KeyHIE's Information Delivery Service (IDS) in fall 2016, we continue to deliver the most robust infrastructure possible to provide the right information at the right time for our participants. Data sent by IDS may include both inpatient and outpatient event notifications, laboratory results, and other critical patient documents. Real-time document delivery to KeyHIE participants enables rapid updates for situational awareness of patient care. By using IDS, doctors, healthcare providers and payers can determine the quantity of information they wish to receive. Additionally, KeyHIE can query the Pennsylvania Patient & Provider Network (P3N) on a proactive basis for our participants. These queries allow KeyHIE Participants to receive delivery of PHI sent to P3N from other organizations throughout the Commonwealth who share a mutual treatment relationship with the patient.

2022: A year in review

New KeyHIE Participants

- Eric's RX
- Lackawanna County Area Agency on Aging
- Pittsburgh Mercy Health System
- Primary Health Network
- Punxsutawney Area Hospital
- Somatus

KeyHIE User Group Meeting

This year's gathering featured a keynote address from John Squeo of CitiusTech, and included speakers Kim Chaundy (KeyHIE), Michelle Hasuga (KeyHIE), Anthony Eck (Geisinger), Josh Muchler (KeyHIE), Dana Kaplan (PA DHS), Sameer Haque (KeyHIE) and Martin Ciccocioppo (PA eHealth Partnership).

KeyHIE was pleased to host our annual User Group conference at the Pine Barn Inn in Danville on Oct. 13 following a brief hiatus due to the pandemic.

Our gathering this year featured keynote speaker John Squeo of CitiusTech, who gave an overview of medical data fragmentation, future healthcare interoperability, FHIR API integration, patient app experiences, and third-party application developer access to PHI. He also spoke about current regulations such as TEFCA, which include significant changes in how patients access their own data through smartphone-enabled applications.

Attendees learned about Geisinger's implementation of a social determinants of health platform from Anthony Eck of Geisinger.

KeyHIE's Kim Chaundy and Michelle Hasuga covered our annual year in review, and Josh Muchler presented information regarding KeyHIE's response to the pandemic and KeyHIE's efforts in data engineering and analytics.

Dana Kaplan from the state Department of Human Services and Martin Ciccocioppo of the PA eHealth Partnership gave an overview of statewide registries and initiatives, and we closed the day with an interactive panel discussion addressing questions from the audience.

KeyHIE COVID-19 response

KeyHIE created a digital dashboard tracking lab results and exposure by Pennsylvania county for COVID-19 surveillance. This dashboard was used by Geisinger to allocate resources during the pandemic.
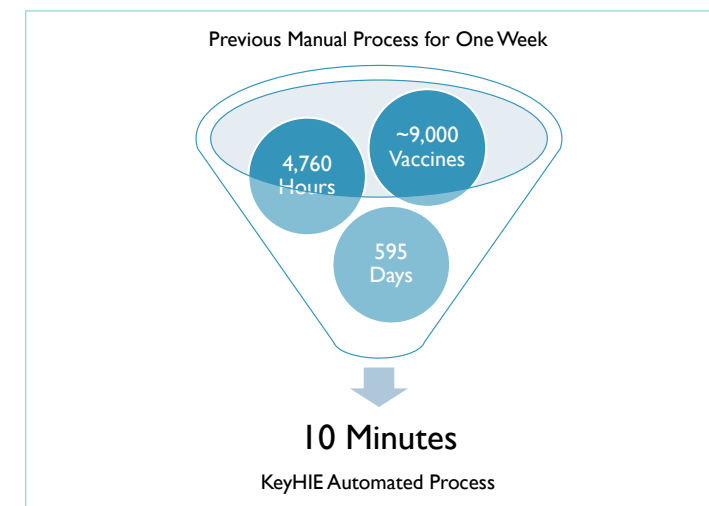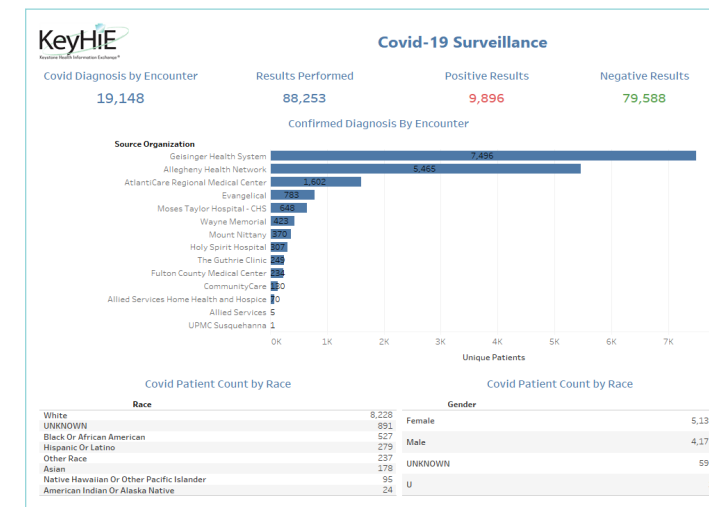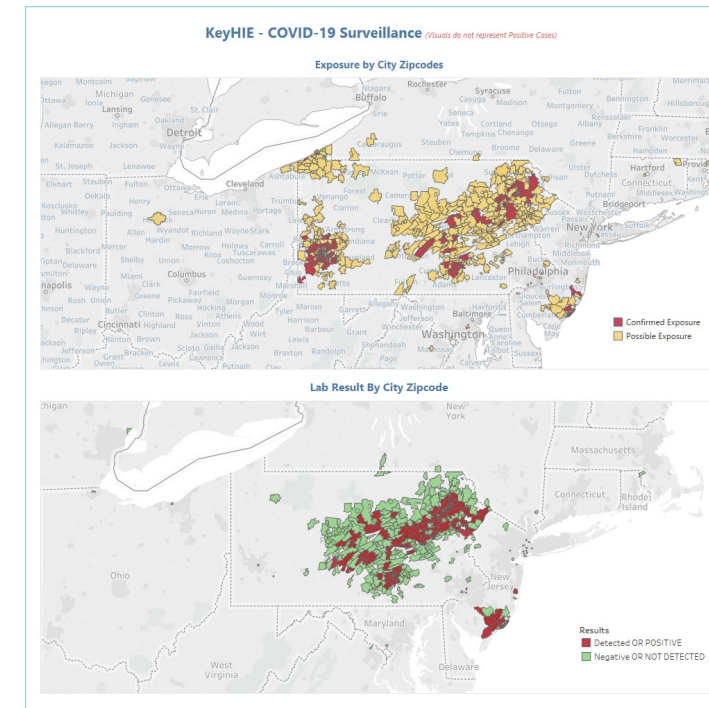
KeyHIE Implemented notifications from KeyHIE to Participants such as AtlantiCare and for COVID-19-related diagnoses and test results.

KeyHIE provided an Executive Summary of the KeyHIE COVID-19 Dashboard every-other-day to the PA Department of Health.

ONC STAR HIE grant

In 2021 KeyHIE received federal funding through the Strengthening the Technical Advancement and Readiness of Public Health via Health Information Exchange (STAR HIE) program from the Office of the National Coordinator for Health Information Technology (ONC). The STAR HIE Program was designed to strengthen and expand the ability of health information exchanges (HIEs) to support public health agencies in their response to public health emergencies and pandemics. KeyHIE's participation in this grant aimed to fulfill the following objectives: build innovative health information exchange services that benefit public health agencies and improve the health information exchange services available to support communities disproportionately impacted by the COVID-19 pandemic.

As Pennsylvania sought to disperse the vaccine to as many Pennsylvanians as possible, vaccine administrations needed to be recorded to provide effective and equitable vaccine distribution. The STAR HIE Program enabled KeyHIE to connect to a total of 14 small pharmacies administering the COVID-19 vaccine who did not have automatic reporting capability to send COVID-19 vaccination data to PA-SIIS. KeyHIE's partnership with these smaller pharmacies enabled successful administration of the vaccine to vulnerable patients and fulfilled Commonwealth requirements to submit vaccine administration data to PA-SIIS within 24 hours.

KeyHIE transition to TPO

In an effort to align our operations with industry standards and best practices, KeyHIE has taken the necessary steps to expand our contractual use case from Treatment purposes only, to all permitted purposes under HIPAA, including Treatment, Payment and Health Care Operations (TPO). This move to TPO is both consistent with HIPAA and our peers in the marketplace.

Following KeyHIE's move to TPO, all KeyHIE participants sending data to KeyHIE are now automatically able to share patient data for all permitted purposes under HIPAA, including Treatment, Payment, and Health Care Operations. This will enable better care for patients and improved information sharing among their care teams.

KeyHIE API access

Application Programming Interface (API) access in healthcare is becoming increasingly important, especially given the upcoming requirements governing APIs contained in the 21st Century Cures Act, which was signed into law in 2016. One of the main goals of the Cures Act API requirement is to foster rapid and standardized information sharing among healthcare entities.

KeyHIE will offer FHIR-based APIs including provider directory data, claims data and clinical encounter data. This will allow participants to view and access electronic health information through these secure APIs, which are compliant with Health Level 7 (HL7 FHIR Release 4.01).

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 rrganizations (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 who 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 Exchange 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 35 hospitals, 289 physician practices, 77 long-term care facilities, 25 home health agencies, 2 EMS agencies, 18 Pharmacies, 19 Urgent Care facilities and 6 insurance carriers. It serves over 7 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, please visit us at keyhie.org.