HealthInfoNet

Our Strategic Direction
2015 – 2017

Who We Are

HealthInfoNet is an independent, 501c3 nonprofit organization using information technology to improve patient care quality and safety. The organization's core service line is the management of Maine's statewide health information exchange (HIE), a secure computer system for doctors, hospitals and other providers to share important health information and improve patient care. The HIE system links medical information from separate health care sites to create a single electronic patient health record. This record is made accessible to authorized providers to support patient care. This means a medical provider can access a patient's information regardless of where that patient was treated.

The HIE went live in 2009 and now contains records for close to all Maine residents and is connected to the vast majority of health care facilities in Maine. These facilities include hospitals, physician practices, federally qualified health centers, long-term care facilities, home health agencies, behavioral health providers, and independent laboratories. HealthInfoNet will also connect with Department of Veterans Affairs Maine care sites in 2015.

HealthInfoNet also provides a number of value added services to support providers in their adoption and use of health information technology as well as tools to support new and emerging models of care and care management. Examples include care manager ER and hospital admission/discharge notifications, predictive analytics based on real-time clinical data, ACO patient panel management, and single sign on for providers to connect to the State's Prescription Drug Monitoring Program. Each of these activities is aimed at driving improvements in health care efficiency, quality, costs, and value for all patients across the care continuum.

HealthInfoNet was incorporated in 2006 and is governed by a voluntary community-based board of directors and several board advisory committees run by Maine people serving on behalf of medical providers, public health, patients, government and business. The organization provides services across the State of Maine, and maintains its corporate office in Portland.

Visit www.hinfonet.org for more information.

Statistics as of 2014 Year End

Database

Individual Records	1,480,952
Maine Residents	1,266,777 (97%)
Patients opted out	1.13%

HIE Connections

Ambulatory* Sites Bi-directional	328
Ambulatory Sites View-only	117
Hospitals Bi-directional	31
Hospitals View-only	4

This includes physician practices, FQHCs, long term care sites and behavioral health agencies

HIE Usage

Accesses: 227,842
Times clinical users viewed patient records in the HIE

Notifications: 84,804
Real time event of care email notifications sent

Public Health Transmissions: 437,640
To the Maine CDC in support of Electronic Lab Reporting and Syndromic Surveillance

ACO Messages: 3,621,058
Clinical messages sent to support Accountable Care Organizations

Where We've Been

2004: With initial funding from the Maine Health Access Foundation, Maine Quality Forum, Maine CDC, and the MHIC a feasibility study and business planning process began.

2005: With the feasibility study complete, a design for the HIE and vendor review started, and the project was identified in the Maine State Health Plan.

2006: HealthInfoNet became an independent non-profit, the first Board of Directors meeting was held, the Consumer Advisory Committee was established, and Devore S. Culver was hired as Executive Director. Funding was received from Maine's four largest health care delivery systems, Anthem Blue Cross Blue Shield, and Key Bank, as well as a $1 million match grant from the Maine Health Access Foundation. Employee Count: 1.

2007: HealthInfoNet selected vendors and began building a central data repository model HIE. All four large delivery systems committed to participate in the HIE. Employee Count: 2.

Acronyms used in this section:

CDC – Centers for Disease Control and Prevention

HIE – Health Information Exchange

HRSA – Health Resources and Services Administration

MHIC – Maine Health Information Center

ONC – Office of the National Coordinator for Health Information Technology

OSC – Office of the State Coordinator for Health Information Technology

PDMP - Prescription Drug Monitoring Program

REC – Regional Extension Center

SAMHSA – Substance Abuse and Mental Health Services Administration

2008: HealthInfoNet signed a contract with the Maine CDC to support mandated disease reporting. The opt-out consent model for general medical information was adopted and consumer education began in demonstration sites. Employee Count: 4.

2009: HealthInfoNet began a 24-month HIE demonstration project and trained 1500 clinical users. Demonstration sites began sending patient demographic data to the HIE. Employee Count: 5. Hospitals and ambulatory sites connected: 84.

2010: HealthInfoNet received funding from three federal grants awarded by the ONC. These funded the HIE, the REC and the Bangor Beacon Community. The HealthInfoNet demonstration project was completed and statewide operation began. Employee Count: 13. Hospitals and ambulatory sites connected: 85

2011: State legislation passed to include behavioral health and HIV data in the HIE with patient consent. 1,000 primary care providers were enrolled in the REC to support their adoption of EHRs and achievement of Meaningful Use. Employee Count: 15. Hospitals and ambulatory sites connected: 212.

2012: HealthInfoNet received SAMHSA funding to plan for expanded connection of behavioral health providers to the HIE. HealthInfoNet began a demonstration effort with HBI Solutions to test use of HIE clinical data for real time analytics. Employee Count: 17. Hospitals and ambulatory sites connected: 317.

2013: The first behavioral health facilities connected to the HIE in a view-only status. The State Innovation Model Testing Grant (SIM) was awarded to the State of Maine with HealthInfoNet named as one of three primary sub-contractor partners. HRSA awarded a grant to HealthInfoNet to support connecting the HIE to the Veterans Administration. HealthInfoNet and HBI Solutions developed a reporting and analytics offering and testing began. Employee Count: 23. Hospitals and ambulatory sites connected: 437.

2014: HealthInfoNet launched its reporting and analytics service and executed contracts with five organizations, delivered single sign on to the State PDMP, and made progress on its SIM grant deliverables. HealthInfoNet received certification as an eHealth Exchange participant. Employee Count 24. Hospitals and ambulatory sites connected: 480

- Maine's elderly population is growing and will require real time clinical data to support coordinated patient care management.

- Increased financial pressure on Maine's hospitals and providers has led to further consolidation. This will require integrated systems across unaligned providers.

- A more coordinated approach to patient care means clinical data including behavioral health across all settings will be needed to support initiatives.

- Federal funding to support HIEs will decrease over the next few years. This puts more pressure on HealthInfoNet to continue to develop a sustainable business model that does not include federal funds.

- Expanded user friendly technology will require access to clinical data to support on demand decision-making.

- Data security and privacy will continue to be major issues, requiring HealthInfoNet to continue to invest in state-of-the-art security protections.

Our Strategic Planning Process

It has been ten years since HealthInfoNet developed a mission and vision for the organization. In early 2014, the HealthInfoNet Board agreed to undertake a formal process to gather input from hospital leaders and HealthInfoNet Board members, health care community stakeholders, HealthInfoNet staff, and leading HIE organizations throughout the country to assist in developing a road map for the organization over the next three to five years.

Input from all parties was reviewed and discussed by the HealthInfoNet Board and key recommendations and insights have been incorporated into a new strategic plan.

2014 Planning Tasks and Timetable

Jan/Feb– Planning process approved

Feb – Benchmark comparison to eight leading HIEs in the country

March – Staff Interviews

April – HIN Board and hospital questionnaire distributed

May/June – Interviews with 13 health care leaders

July – Agenda and Plans for Board retreat finalized

Aug – Board retreat materials finalized

Sep – HealthInfoNet Board Retreat held

Nov – Revised Mission, Vision and Strategic Goals Finalized

January 2015 – New Strategic Plan with Action Plan finalized

Mission Statement

To deliver trusted health information exchange services that help the healthcare community create lasting system-wide improvements in the value of patient care.

HealthInfoNet Vision Statement (2015 – 2017)

To be the leading resource of health information exchange services in Northern New England. Partnering with the healthcare community, HealthInfoNet will deliver innovative technical tools built on comprehensive, timely and actionable information. Services will be responsive to changing clinical decision-making and operational needs across the care continuum.

2015–2017 Strategic Focus Areas

To craft the new vision, HealthInfoNet staff and members of the Board of Directors identified a number of areas in which to focus future efforts at the organization's annual retreat held in September, 2014. These focus areas will drive HealthInfoNet annual work plan and action over the next few years.

Develop Service/Product Infrastructure
Identify the technical and financial implications of providing existing and new services and/or products.

Expand HealthInfoNet HIE and analytic products into national and regional markets
Leverage national connectivity to support and expand work with the Veterans Administration, Social Security Administration and other authorized parties. Serve as a potential broker with national partners to provide analytic and other HIE tools.

Maintain and Expand HIE and Related Services
Maintain existing services and retain current HIE customers. Expand notification services and prescription drug data collection. Serve as an agent for providers in releasing their data to other covered entities. Explore opportunities to provide HIE services to neighboring communities, serve as a medical record source for chart audits, and help members to reduce and/or simplify their administrative data management burden and meet operational data reporting needs.