HealthInfoNet

**Maine's Statewide Health Information Exchange**

2017 Impact Report

HIN 2.0: *More than Health Data – Actionable Health Information*

HealthInfoNet has spent the last 5 years working with both the public and private sectors to find innovative ways to **gather, aggregate and transform data** to support varied health care use cases.

Services beyond HIE include **public health reporting, event of care notifications, and population analytics and reporting services.**

Number of Patient Records Accessed
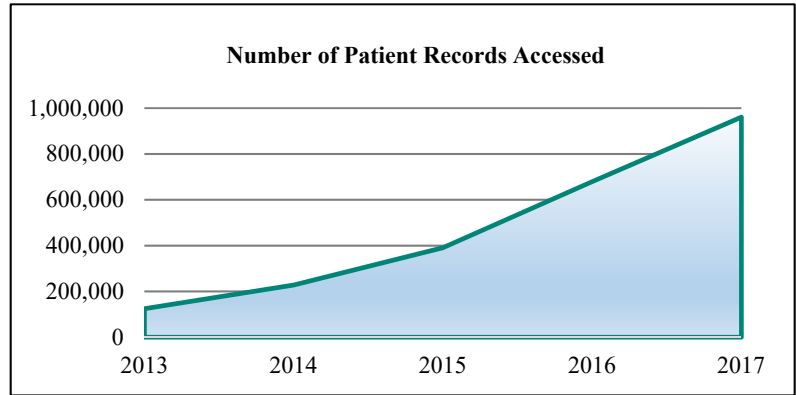
HealthInfoNet also provides tools to support the needs of Accountable Care Organizations such as **member aggregation and predictive modeling.** Our ongoing partnerships with key organizations have shown impressive outcomes in **reducing hospital and emergency department utilization and reduction in cost.**

2017 By the Numbers

960,000 Patient Records Accessed

$4,702,665 Annual Revenue

55,573 Real-Time Notifications

3,400 Average Users/Month

4.9 Million Messages sent to Maine CDC

1.3% Opt-Out Rate

267,534 Lives Managed in Analytics

15,000+ Mental Health Opt-In

Total Connections: 750+

Ambulatory **464**
Behavioral Health **151**
FQHCs **68**
Post-Acute Care **48**
VA Locations **12**
Laboratories **5**
EMS **3**

Acute Care Hospitals **18**
Critical Access Hospitals **16**
Mental Health Hospital **1**
Health Systems **5**
Pharmacies **2**
Payers **1**

Process Improvement: Client Services Brings New Implementation Strategies to Analytics and Reporting Platform

The Client Services team has taken a workflow-focused approach to implementing HealthInfoNet's Analytics and Reporting Platform (HARP) - a comprehensive analytics and reporting platform offered in partnership with HBI Solutions that can help clients understand market share, monitor performance and risk stratify their patient population.

Understanding Workflow

- We engage care management groups – from Health Systems and ACOs to FQHCs - with a focus on training to each service workflow.
- The approach is to work with both the technical and clinical groups to understand the data and how the platform can be used to reach their specific care management goals.

Customized Training

- Tailored training sessions provided by our Clinical Educators, customized learning materials, and consulting resources for process change management.

Post-Implemetation Follow-Up

- Allows for continual check-ins for data quality assessment, workflow evaluation and a venue for feedback on the platform's ease of use.

Outcomes: Behavioral Health Quality Improvement Project

The State Innovation Model (SIM) Grant allowed for a Quality Improvement Project with the objective to test if actionable, real-time data accessed by behavioral health providers could reduce unnecessary ED admissions while improving health outcomes for their most vulnerable populations. Through access to data available in HealthInfonet, select Behavioral Health clinical staff were able to respond to real-time HIE notifications and provide data-informed clinical interventions at the point of care.

Results

23% reduction of ED admissions

10 data-driven clinical workflows developed

160+ users leveraging acute care notifications on **418 patients**

260 users, 75,000 patient records

> "It's great to find out who's involved in the client's care and their utilization of outpatient care. We're able to see when they last saw that person and how engaged they are in their care.
>
> I don't know how we existed before HealthInfoNet; it's one of the greatest tools that I use in my practice."
>
> **- Nurse Care Manager, Behavioral Health Home**

Today, Behavioral Health Organizations in Maine—even those without a certified EHR—are not only viewing health care data from our health care providers across the state to improve quality outcomes but are also sharing health care data.

Use Case: Penobscot Community Health Center uses Analytics to Prevent Readmissions

Penobscot Community Health Care (PCHC) and The Hope House in Bangor began a unique collaboration between health care and homelessness services utilizing HealthInfoNet's Analytics and Reporting Platform (HARP) to create a list of patients at high-risk for readmissions. This list is used by both PCHC's *High Utilizer Group* and by Hope House's *Services Connect Team*.

> "This partnership between PCHC and Hope House is innovative and unique in our field. You don't see this type of collaboration often between the healthcare providers and the homelessness services. We are using predictive analytics to inform comprehensive care for our most vulnerable population, and its making a real difference."
>
> – Joshua B. D'Alessio, Manager of Homeless Initiatives

Service Spotlight: Public Health and Medicaid Reporting

MaineCare Utilization Reporting Tool

MaineCare Care Managers evaluate inappropriate use of the ED and unnecessary hospital admissions with a customized view of clinical and MaineCare claims data.

Due to the tool's success in providing useful and actionable data to manage this high-cost, high-utilizer population, MaineCare awarded HealthInfoNet a 2-year contract to provide this tool.
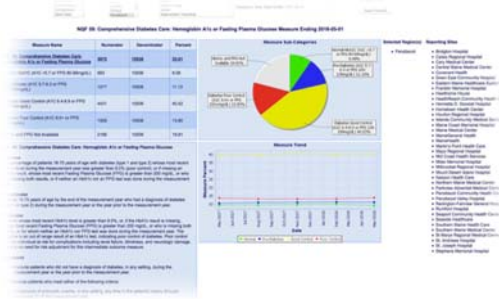
Maine CDC Statewide Quality Measures Dashboard

This dashboard provides a statewide view of all Maine residents for the National Quality Foundation (NQF) measures for Diabetes, Hypertension and Child and Adult Obesity, helping the CDC track incidence and trends across Maine for these Chronic Diseases. In 2018, measures for Colon, Cervical, and Breast Cancer will be added.

Quotes From the Field: Using HealthInfoNet for Population Health

> "It is useful that I can be notified in real time of an admission/discharge from the hospital/ED for a group of high ED utilizer patients with COPD I am tracking. Also, when a patient is discharged to another hospital outside our system, I can check to see when they have been discharged and if they are still appropriate for a referral to a Care Manager."
>
> – MaineHealth Nurse Care Manager

2017 Accomplishments

- **Robert Wood Johnson Foundation Grant:** To build shared knowledge and recommendations for data integration between the Maine Homeless Information System and HIN.
- **SIM Grant Projects:** Connected 20 Behavioral Health Organizations, Quality Improvement Project completed, and MaineCare Utilization Reporting Tool deployed.
- **Organizational Restructure:** New CEO and CFO appointments, re-alignment of directors' roles and responsibilities, and change in the financial business model.
- In partnership with Maine Quality Counts, developed a dashboard to measure acute care utilization in the **Maine NNEPTN** to simplify CMS feedback by Quality Counts.
- **New Connections:** 4 Behavioral Health, 4 FQHCs, and 8 Post-Acute Care facilities.

2018 Priorities

- **3 Year Strategic Plan:** Developed following staff and Board of Directors planning retreats.
- **IT Infrastructure Improvements:** Server and storage upgrades, data center consolidation and move, data security, Cloud review, new Clinical Portal release.
- Enhance the **CDC Statewide Quality Measures Dashboard**.
- **New Business Development:** Efforts around clinical trials, substance use, and social determinants of health.
- **Commonwell Partnership:** A vendor-led interoperability framework that enables seamless nationwide access to health care information.
- **Connections and Data:** Increase number of specialty practices connected to the HIE and enhance data connections from current connections.

"The Board is excited to work with Shaun, as the new CEO, and the team to develop a 3-Year Strategic Plan that aims to improve the technical infrastructure, build programmatic capacity and quality improvement while keeping a keen eye to new business development opportunities that will help the organization continue to be a national leader in the Health IT space."

- Nona Boyink, Chair, Board of Directors

"2017 was a significant year for HealthInfoNet. We are developing innovative services to support comprehensive care management and improve patient outcomes statewide. The combination of our partnership with the provider community and the innovative nature of our health leaders are driving forces for this change and we look forward to continuing this trajectory of continuous improvement through 2018 and beyond."

– Shaun Alfreds, CEO & Executive Director

HealthInfoNet Leadership Team *From L:* **Katie Sendze,** Director of Client Services; **Allison McBrierty,** CFO; **Shaun Alfreds,** CEO & Executive Director; **Phil Profenno**, Director of Information Services, **Allison Kenty,** Director of Communications; **Jennifer Beedy,** Corporate Counsel
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