

# 2018 IMPACT REPORT

## MISSION AND VISION

Mission: To support lasting improvements for the health care community in the quality of patient care, population health, and overall health care value with data.

Vision: To be a trusted information services leader and partner with the health care community providing independent convening of stakeholders, timely access to data resources, and innovative solutions-oriented technical tools that leverage and enhance HealthInfoNet's unique value in support of improving health outcomes.

HealthInfoNet serves as the Health Information Exchange (HIE) for the State of Maine.

## NOTABLE NUMBERS



1.7 Million+ Patient Records Managed



1.2 Million+ Patient Look Ups in Statewide HIE



4,000+ HIE Monthly Users



74% Cross Over Rate Statewide\*



700,000+ Monthly CDC Messages Sent



504,000+ Notifications Sent



5,300+ New Mental Health Opt-Ins



555 Health Care Professionals Trained



10 New Organizations Onboarded



\$4,398,535 Annual Revenue

\*% of patients who have been to two or more different facilities participating in the HIE

## INVESTMENT IN INFRASTRUCTURE

In order to sustain the growth of our client-base, product/service offerings, and performance needs, we invested earnings and time in upgrading HIN's equipment and moving to a new data center. Because of this investment, we've seen:


- Over 300% increase in the speed of information availability for HIN users
- Improved storage and networking capabilities across the HIN platform

## EXPANSION OF SERVICES & PRODUCTS

Providing products and services that meet and exceed the expectations of our clients is incredibly important to our mission at HealthInfoNet. In 2018 we:

- Developed and deployed a new product called TermAtlas™ that synthesizes varied terminology in EHRs to a common language
- Secured funding to convene stakeholders and expand our data intake capabilities for social determinants of health and substance use disorder
- Enhanced our notification tool abilities to allow for easier tracking of high-risk patients

## TESTIMONIAL: REWRITING THE STORY FOR BEHAVIORAL HEALTH PATIENTS



*"We use HealthInfoNet to develop a timeline of ED and hospital admissions so that we can see a pattern. We can then see what's causing these admissions (e.g., a new medication), and put prevention measures in place. Hidden within the data points is a story. We look for that story, and by doing that, by looking at the data and acting on it, we change the story."*

Testimonial provided by a Director at Northern Light Acadia Hospital, client of HealthInfoNet

## FUTURE PLANS

As we continue exploring ways to improve and expand our health IT services, we are listening to our clients, seeking opportunities outside of Maine, and seeing how new and existing partnerships will take us into 2019 and beyond. Our Strategic Plan incorporates creative and innovative strategies to achieve these goals. We look forward to what the future holds and encourage you to stay connected with us to learn more.

