HealthInfoNet Annual Report
January 2021 – December 2021

To create better, easier, and safer solutions is our guiding principle. We help our communities create lasting system-wide improvements in the value and quality of patient care and population health.

A Year In Review

This past year, HealthInfoNet tackled a number of new and exciting projects, programs, and partnerships that continued to demonstrate and expand the value of the statewide Health Information Exchange (HIE). From our integration with the statewide Prescription Monitoring Program, to our connection with the State of Maine Department of Corrections, to our collaboration with cross-sector stakeholders in the pursuit of expanding community information exchange – and everything in between – 2021 was a year of both challenges and successes as well as a preview to what lies ahead in 2022 for continued growth.

Established new HIE participant connections to diverse healthcare organizations located throughout the state.

Constantly reviewed and bolstered privacy and security protocols in response to new and emerging policies and standards.
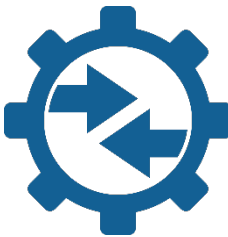
Integrated State and national data networks and services to enhance the HIE's utility among participant end users.
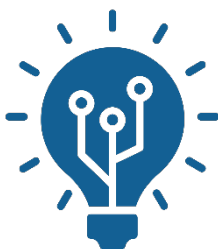
Worked with cross-sector stakeholders throughout the state to better understand community data sharing needs.
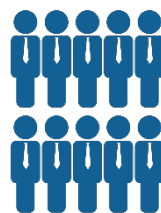
Expanded patient- and population-level data analytics and reporting capabilities in support of State use cases.

Built new and improved ways of communicating with and engaging end users within a virtual environment.

Strengthened internal and external systems and infrastructure to enable flexibility and responsiveness to participant requests.

**Invested in establishing a remote workplace and supporting our existing workforce.**

Technology & Infrastructure Enhancements

At the core of the statewide HIE are the many health information services that our participants rely on to effect change in their communities. Each year, we make significant enhancements to our technology stack and interoperability footprint to help our participants create lasting system wide improvements in the value of patient care and population health. Here are just a few of those efforts from the past year.

Prescription Monitoring Program Integration

Our electronic health record system, known as the HIE Clinical Portal, now allows clinicians to easily review their patients' controlled prescription drug use information in context to their longitudinal medical and social health histories. Integration with the statewide Prescription Monitoring Program (PMP) system was made possible through our partnership with the State of Maine's Office of Behavioral Health and Bamboo Health (the State's PMP system operator).The integration marks an important milestone for the State and HealthInfoNet in making comprehensive patient information easily available in existing clinical workflows to clinicians throughout the state. Read more here.
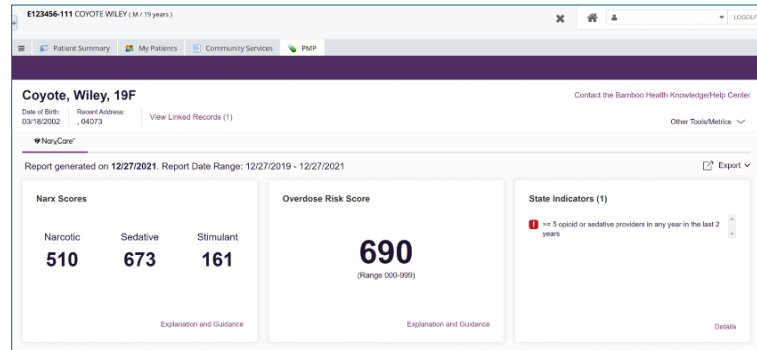
eHealth Exchange Connectivity

The HIE Clinical Portal has also established technical connectivity with the eHealth Exchange, a national HIE network spanning federal agencies and non-federal healthcare organizations. This integration will soon allow our participants (expected early 2022) to expand their patient searches to a national level, including the ability to identify health records stored in the Veterans Health Information Exchange, Indian Health Services, CommonWell, and Carequality networks.

MaineCare Analytics Platform Expansion

We recently expanded our analytics and reporting use cases for the State of Maine's Office of MaineCare Services (OMS) to meet emerging public and population health needs in addition to their traditional care management functions. While retaining its initial purpose of identifying emergent and non-emergent utilization among MaineCare members, the tool has been iteratively developed over the last two years to present descriptive population health trends, incorporate an array of utilization-, condition-, and event-based predictive risk measures, and integrate various components from MaineCare's medical and pharmacy claims files in order to tell the most comprehensive story of a member's activities within and across systems of care. Read more here.
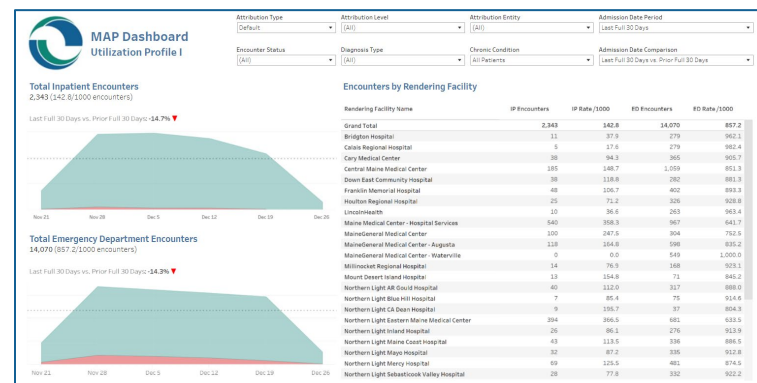
Participant Onboarding Highlights

Our team of project managers and integration analysts have been hard at work over the last several months in continuing to make connections to healthcare locations serving diverse communities throughout the state. The HIE now connects more than 850 provider organizations statewide, encompassing approximately 98% of all Maine residents, in the value of improving the timeliness, safety, and quality of care delivered. Here are some of our highlights from the past year. Read more here.

Long-Term Care Providers

In support of OMS's Medicare Advantage Dual-Eligible Special Needs Plan (D-SNP) data-sharing requirements, we are actively connecting to more than 50 additional long-term care providers throughout the state. These requirements aim to facilitate greater care coordination among high-risk individuals. Notable new participants include National Healthcare Associates, North Country Associates, and Pinnacle Health and Rehabilitation. Additionally, the effort marks an important milestone of integrating information collected through the PointClickCare cloud-based electronic health record (EHR) system, a system used by the majority of D-SNP-participating long-term care providers in Maine.

Service Coordinating Agencies

As part of OMS's D-SNP requirements, we are also now connecting the State's three Service Coordinating Agency (SCA) organizations – Seniors Plus, Alpha One, and Care Lync Maine – as HIE viewing participants. These organizations promote independent living and help Maine residents remain in their homes longer into life by connecting them with funding opportunities and resources necessary to improve their at-home living conditions. Connection to the SCAs hope to further bolster care coordination activities among D-SNP-participating long-term care providers and their high-risk patients.

Maine Department of Corrections

The State of Maine Department of Corrections is now connected as a viewing participant – and soon to be a data-sharing participant. This implementation of the Department includes each of its adult facilities (Bolduc Correctional Facility, Mountain View Correctional Facility, Maine Correctional Center, Maine State Prison, and Southern Maine Women's Reentry Center) as well as its juvenile facility (Long Creek Youth Development Center). As a result of this connection, we will not only be able to help support greater quality of health services offered and provisioned by the Department's clinical teams, but also coordination of care and benefits for persons transitioning in and out of incarceration.

eClinicalWorks Organizations

We are now able to accept Consolidated Clinical Document Architecture (CCDA) formatted data from provider organizations that use the eClinicalWorks (eCW) EHR system at their healthcare locations. This added functionality marks an important step for our eCW participants who have previously been unable to share data with the HIE due to the complexities related to exchanging/accepting CCDA-formatted data sources. CCDA information collected from participants can now be found in the "CCDA Documents" folder within patients' respective document libraries in the HIE Clinical Portal. In 2022, we hope to continue to expand our CCDA capabilities by onboarding additional participants both within and beyond the eCW network that utilize the format. Read more here.

Social Health Data Exploration

As the care delivery model paradigm shifts from the clinical to the community setting by placing a greater emphasis on identifying societal issues and collective impacts contributing to an individual's health-related risks, conditions, and outcomes, it is important that the HIE adapts and advances with these trends to ensure that the critical health information services we provide are encompassing of all systems of care. Here is what we have been up to in the past year to help begin to bridge these settings.

Maine Council on Aging's Municipal Data Dashboards

For the past three years, we have partnered with the Maine Council on Aging (MCOA) to support their Municipal Data Across Sectors for Healthy Aging pilot program with the City of South Portland. This program is intended to develop a municipal-focused, population-level data dashboard designed to highlight trends among older adult residents related to the following domains of livability: housing stability and quality, transportation access, and food security. This past year, the program's stakeholders identified falls risk as a critical element impacting the city's success in each of the domains and, as such, several data-driven intervention and prevention activities were planned – and some implemented – to backfill necessary resources, programs, and other support systems in the community.

Maine Primary Care Association's Social Health Data Action Plan for Maine's FQHCs

Over the course of a 6-month convening effort in partnership with the Maine Primary Care Association (MPCA) and its network of Federally Qualified Health Center (FQHC) organizations, we devised a unified set of strategies for collecting, exchanging, and operationalizing social health information among the MPCA's FQHC network. The recommendations provided in the Social Health Data Action Plan represent an initial phase of social health data innovation in the state, with hopes that the plan can become a foundation from which other like-minded efforts can continue to learn, evolve, and adopt over time. Read more here.

Social Health Data Action Plan for Maine's Federally Qualified Health Centers

August 2021

HealthInfoNet   Maine Primary Care Association
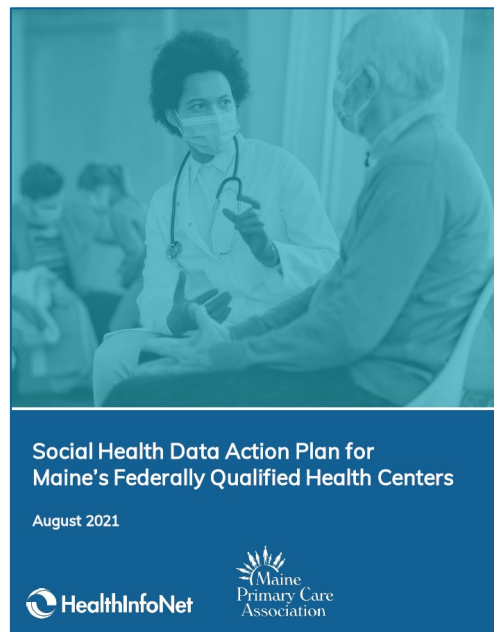
Community Information Exchange Workgroup

As the need strengthens to expand the way care is delivered to individuals who overlap diverse systems of care, stakeholders across the state have assembled to determine how multidisciplinary network partners can work together to bridge clinical and community settings. This effort has advanced as a result of increased recognition that medical care alone cannot always account for what makes us sick. Known as the Community Information Exchange Workgroup, which we helped to found and now co-lead alongside the Maine Department of Health and Human Services, Maine Health Access Foundation, Maine Medical Association's Center for Quality Improvement, MCOA, and Healthy Living for ME, the committee is tasked with helping to craft a vision and plan for creating a statewide integrated clinical/community infrastructure to support patient care and population health.

Education Resource Expansion

As our working world has turned virtual, our education and outreach strategies have undergone modifications in order to bring more training materials and engagement opportunities online. That way, our participants can continue to get the support they need in ways convenient to them. Our newly redesigned corporate website and expanded learning platform enable enhanced usage and understanding by helping our end users unlock the potential of the HIE's services.

HealthInfoNet Academy Online Learning Platform

HealthInfoNet Academy is our online learning platform for participants and their end-user communities. The platform is a public-facing website that provides online-based learning of the data, tools, and resources offered by the statewide HIE and is curated by the familiar voices of our educators. HealthInfoNet Academy currently includes full-length video courses with options for contact hour credits, webinar registrations and recordings, wiki-formatted user guides and technical documentation, end-user testimonials, and ways to contact our Clinical Education team.

Participant Education Campaigns

This past year, our educators developed quarterly strategies for targeting specific types of healthcare provider organizations and their end users by building tailored use cases that take deeper dives into the usage and function of the HIE's services within diverse workflows. To date, we have crafted case studies for Behavioral Health Care, Long-Term Care, Primary Care, Specialty Care, and Walk-In Care teams. These campaigns offer a balanced variety of digital and print mediums in response to the changing landscape in which we do our work and interact with others. In the upcoming year, these Education Campaigns will focus on public and population health needs and quality reporting program use cases.
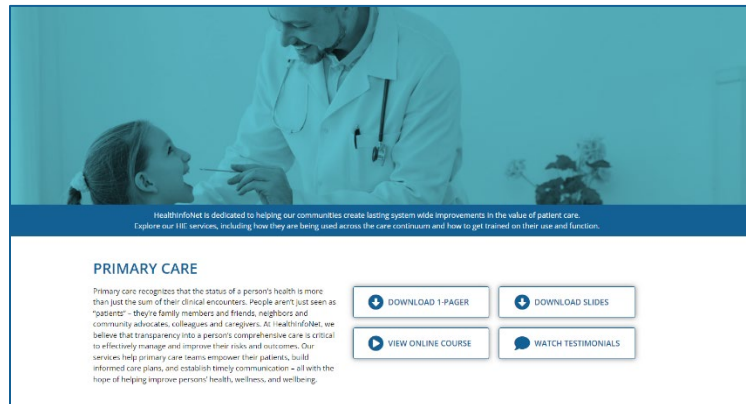
Digital Communication Package Materials

Our Communication Package includes materials that provide a high-level overview of HealthInfoNet and the statewide HIE's suite of services, articulates the value proposition and purpose of the HIE for providers and patients alike, and shares most recent patient consent forms, staff talking points, and legal references for participating organizations to use in their internal intake procedures. These materials are now available on our HealthInfoNet Academy platform and include new digital patient consent forms that can be submitted online in addition to just via mail or fax.

HIE Program & Service Statistics

We measure the success of our health information services in a number of ways, including the breadth and depth of their utilization by our participants and their end-user communities. Here is a brief snapshot of some of our key usage statistics.

2021 At A Glance	
Organizations Participating in the HIE *The unique number of organizations connected to the HIE*	**862**
Patients Included in the HIE *The unique number of patients included in the HIE*	**1,730,598**
General Medical Opt-Out Rate *The percentage of patients who have opted-out of sharing general medical information*	**1.41%**
Sensitive Health Opt-In Count *The unique number of patients who have opted-in to sharing sensitive health information*	**26,764**
Crossover Rate *The percentage of patients included in the HIE who have visited more than one corporately unaffiliated HIE-participating organization in the last 12 months*	**81%**

December 2020/2021 Comparison	December 2020	December 2021	Δ
Organizations Participating in the HIE *The unique number of organizations connected to the HIE in the reported month*	**848**	**862**	**↑14**
Patients Accessed per Month *The unique number of patients accessed in the HIE's systems in the reported month*	**151,513**	**174,955**	**↑15%**
Unique Users per Month *The unique number of users accessing the HIE's systems in the reported month*	**6,165**	**6,876**	**↑12%**
Public Health Reporting per Month *The number of public health messages sent to Maine CDC in the reported month*	**1,152,668**	**1,452,837**	**↑26%**
Real-Time Notifications per Month *The number of attributed patients included in notification services in the reported month*	**47,347**	**45,798**	**↓3%**

Closing Statements

This Annual Report is meant to serve as a reminder of all of the fantastic projects, programs, and partnerships that we have worked on over the course of this past year. It also demonstrates how we continue to serve as a trusted convener, innovative thinker, and reliable technology services partner for Maine's healthcare community. Our successes reflect our stakeholders' investment and observed value in the statewide HIE's infrastructure as well as our ongoing efforts to constantly adapt and advance to respond to their ever-evolving needs and use cases.

As we recap our 2021 activities, we are also looking ahead to plan our next portfolio of projects, programs, and partnerships. We invite you to review the goals and objectives that we have set for our company over the next 18 months in our latest Strategic Plan (January 2022 – June 2023). During this time, we look forward to continuing to serve our mission of creating lasting improvements in the value and quality of patient care and population health.

Should you have any questions, comments, or feedback for us related to this plan or the activities described herein, please reach out to us at any time. The following points of contact are ready to assist depending on your area of interest:

- For engagement and partnership opportunities: Delaney Paterson, Client Engagement Manager

- For training and education opportunities: Nicole Yeo-Fisher, Clinical Education Manager