

## Letter from NYeC Executive Director, Valerie Grey



Welcome to the fourth issue of the *SHIN-NY Spotlight*, a quarterly update on the progress the state is making in developing New York's health information exchange (HIE), the Statewide Health Information Network for New York (SHIN-NY).

As you'll recall from our [January issue](#), NYeC has been working closely with our stakeholders and the State to develop a multi-year roadmap to set the course for the continued evolution of the [SHIN-NY](#). Focused on increasing adoption, data contribution and quality, and usage of the SHIN-NY, the roadmap will move us towards our goal of a transformed healthcare system where health information exchange is universally used as a tool to make lives better. As a part of the roadmap's development, we continue to work with stakeholders to refine the

SHIN-NY, listening to them to better understand their needs to drive our development of long-term objectives, features, and operational plans. You can review a [summary of version 1.0 here](#).

This issue of the *SHIN-NY Spotlight* includes several exciting news items and features. We share updates on the Data Exchange Incentive Program (DEIP), which recently increased the potential incentive available for eligible organizations to connect to the SHIN-NY. You'll learn more about the core services offered through the HIE such as real-time alerts, which are now available across most of New York State. Additionally, we've included recent examples showcasing the value of HIE and the SHIN-NY as well as a number of featured successes and provider spotlights, highlighting accomplishments of several of the State's Qualified Entities.

Thank you for your ongoing collaboration!

Take care,



Valerie Grey

Executive Director

New York eHealth Collaborative

# What is the SHIN-NY?

Under the direction of the New York State Department of Health (NYS DOH), the [Statewide Health Information Network for New York \(SHIN-NY\)](#) was established to allow the electronic exchange of clinical records. The SHIN-NY is comprised of eight regional [Qualified Entities \(QEs\)](#) that together form a network where their participating providers, with patient consent, can search for and **exchange electronic health information in a timely and secure manner with any other participating provider in the state.**

The SHIN-NY interconnects the QEs' health information exchanges (HIEs). Each QE enrolls provider participants, including hospitals, clinics, labs, radiologists, and ambulatory physicians, so that they can **exchange patient information regardless of where the patient receives care.** QE participants may share data and services within and across regions using standard protocols. This enables collaboration and coordination of care, and helps to reduce duplicate tests or unnecessary and avoidable procedures.

## Data Exchange Incentive Program (DEIP) Update

### Funding Amount Increase

The New York State Department of Health (NYS DOH), with support from the Centers for Medicare & Medicaid Services (CMS), established the [Data Exchange Incentive Program \(DEIP\)](#) to increase HIE adoption across the state. Building electronic health record (EHR) interfaces to [Qualified Entities \(QEs\)](#) will increase the quantity and quality of data in the [Statewide Health Information Network for New York \(SHIN-NY\)](#) and build value for providers and patients at the point of care. This program is designed to help defray the cost for an organization when connecting to a QE by incentivizing the contribution of a pre-defined set of data elements. NYeC coordinates the program and the incentive payments on behalf of the DOH.

**The DOH and NYeC recently announced a few exciting updates to the DEIP.** Changes have been made to allow for streamlining and simplification of certain aspects of DEIP. Specifically, the payment associated with the establishment of a bi-directional interface between an organization's EHR and their QE (Milestone 2) has been increased by \$3,000 for all DEIP organizations. This change acknowledges the unique HIE funding needs of newly DEIP-eligible organizations, such as LTPAC and Behavioral Health, in helping to offset the one-time costs of connecting to the SHIN-NY through the QEs.

An additional change to the program relates specifically to Medicare and Medicaid Eligible Professionals (EPs). NYeC and NYS DOH are sunsetting the additional \$500 per EP portion of the incentive\*. The increase in the standard Milestone 2 payment is intended to help offset the elimination of the \$500 per EP.

Lastly, the data contribution requirements for organizations with Medicare or Medicaid EPs has been streamlined to be consistent with the requirement for most other DEIP-eligible organizations. EPs participating in the program shall now contribute the [common clinical data set](#) in C-CDA format, as the data is available and appropriate.

The above changes went into effect May 30th, 2017.

**The new potential incentive for eligible healthcare organizations to connect to the SHIN-NY through DEIP is \$13,000 per organization.**

Please contact a [QE](#) or [deip@nyehealth.org](mailto:deip@nyehealth.org) with any questions or requests for additional information.

Details available online at:

<http://www.nyehealth.org/services/hie-adoption/>

\*An exception for FQHCS enrolled in the program will be made through 9/30/17

# Core Services Offered through the SHIN-NY

All QEs offer [basic services](#) free of charge to participating members. These include:

## Patient Record Lookup

Patient Record Lookup functions like a highly secure search engine, **allowing participating providers to retrieve individual patient records from across the network, after receiving consent from the patient.**

Statewide Patient Record Lookup (sPRL) allows a physician, for example, to readily look up a patient's records, no matter where they have received care in the state. This service makes information available to providers accessing the SHIN-NY via third party software (EHRs) and QE-provided clinical viewers.

## Secure Messaging

Secure Messaging gives clinicians the ability to **securely and seamlessly exchange authenticated, encrypted clinical data.** It's similar to highly secure email between doctors.

## Results Delivery

Results Delivery **provides diagnostic results and reports to ordering clinicians** and others designated to receive results.

## Public Health Integration

Public Health Integration **routes required public health reporting information** from primary sources to State aggregation points.

## Clinical Event Notifications/Alerts

Alerts allow physicians to subscribe and **receive real-time updates about their patients.** For example, if a patient enters or is discharged from a hospital, the subscribing provider can receive an ADT (Admittance, Discharge, Transfer) alert. Similarly, a hospital can instantly be alerted if one of its discharged patients subsequently goes to another emergency room. In short, the system operates as an **automatic subscription service that transmits valuable patient information** to authorized providers.

Alerts further **leverage enhanced coordinated care efforts** among physicians across New York State and act as an **additional resource to reduce readmissions statewide.**

## Consent Management

Consent management **tracks patient consent to access records** according to New York State law and other requirements defined by the federal and New York State law and HIPPA requirements.

## SHIN-NY Services for Payers

All Qualified Entities (QEs) in New York offer a consistent set of services to participating health plan members of the Statewide Health Information Exchange for New York (SHIN-NY). Many of the QEs also offer different value-added services that may be of interest to health plans. Fees and availability of these services vary.

For information on services the SHIN-NY offers to payer organizations, please see the [SHIN-NY Payer Services Document](#).

## Usage of Core Services Over the Past Year



**7.4 MILLION**

**alerts delivered to clinicians**

(e.g. emergency room visit, inpatient discharge)



**5.3 MILLION**

**patient record retrievals**

(via EHR and Clinical Viewer)



**36.7 MILLION**

**diagnostic and  
lab results delivered**

## Real-Time Alerts Now Available Across Most of New York State

Phase 2 of the Cross Qualified Entity Alerts (XQE) initiative has been completed. XQE enables providers to receive real-time notifications when their patients, with consent, are admitted to or discharged from hospitals across participating providers and QEs in the state.

NYeC launched a multi-phase onboarding approach in October 2016. In Phase 1, Healthix, Hixny, and NYCIG starting exchanging alerts across their regions. In Phase 2, two more regions, HealthlinkNY and HealthConnections, brought this capability live.

Phase 3 of the XQE initiative will bring the Bronx RHIO, Rochester RHIO, and HEALTHeLINK online with the entire state and is expected to be completed this year.

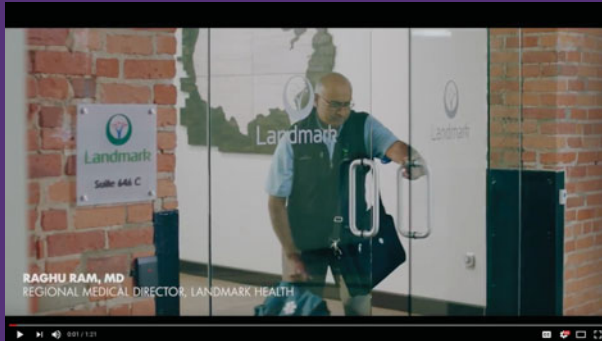
## The Value of Health Information Exchange

Health information exchange (HIE), the sharing of clinical and administrative data across the boundaries of health-care institutions and other health data repositories, is imperative to recent efforts to achieve the Triple Aim of healthcare: improving care for individuals, bettering health for populations, and reducing costs.

Many stakeholder groups (payers, patients, providers, and others) realize when data is shared, healthcare delivery improves with respect to safety, quality, cost, and other indicators.

Explore recent examples showcasing the value of health information exchange, including the [Statewide Health Information Exchange for New York \(SHIN-NY\)](#), on our new page, [The Value of Health Information Exchange](#).

## Provider Spotlight: HEALTHeLINK



In a [recent video](#), Dr. Raghu Ram with Landmark Health highlights how health information exchange is used by home health care providers. Using real-time alerts helps clinicians have the most recent information to optimally manage patients, even from their own home.

*“The patients that Landmark Health cares for are the most vulnerable patients and they have the most amount of medical information that is in disparate parts of the healthcare community. HEALTHeLINK brings that all together for us right in one spot and that helps us give them the best care.”* –Dr. Raghu Ram

## Provider Spotlight: HealthConnections



In a [recent interview](#), Dr. Martin Stallone, the Medical Director of the Hospitalist Program at Cayuga Medical Center and the Medical Director of the Cayuga Area Physicians (CAP) Clinical Integrated Network Alliance details how health information exchange helps their providers deliver high-quality, comprehensive care. HealthConnections partners to facilitate efficient regional clinical document exchange which supports value based payment programs.

*“It’s better informed care. The more I know about a patient, the better decisions I can make.”*  
—Dr. Martin Stallone



### Healthix Integration with Private HIEs Run by Northwell Health, Mount Sinai

Healthix has connected its public HIE system to private HIEs operated by Northwell Health and the Mount Sinai Health System. All three HIEs are built on HealthShare, a robust health information exchange platform that allows them to leverage shared technology to exchange richer and more comprehensive patient data.

Typically, clinicians are limited to seeing their own health system's data, even though patients may be treated outside the health system. As a result, there may be gaps in a patient's electronic health record (EHR). With the tight integration of three HIEs spanning public and private systems, clinicians have a more complete and trustworthy data set for enhanced decision-making.

Data from two of the largest health systems in New York will greatly expand patient information available to care providers and payers, taking them a significant step forward along the path to true interoperability and connected healthcare. With New York State's support and guidance, QEs like Healthix have been tasked with expanding the number and type of data elements available to support DSRIP and other value-based care programs. The robust set of clinical data generated by Northwell Health and Mount Sinai Health System is available in real time to every other organization in the Healthix network and across the SHIN-NY.

"Connecting our information systems with others was challenging with traditional interfaces, and ongoing maintenance was expensive; we had over 40 interfaces to manage. Now with just one interface we can easily send all the data from our systems to Healthix and the SHIN-NY, it is less expensive to operate, and we have richer clinical data for care coordination," says Dr. Vish Anantraman, Chief Information Architect, in Northwell Health's Information Technology group.

"In just a couple months, we are already seeing a deep integration, and the efficiency of providers has increased dramatically," adds Donny Patel, Director of Interoperability and IT at Mount Sinai Health System. "Not just providers, but also health plans will be using the HealthShare platform. One of our insurance partners is looking at it from a care management perspective."

Healthix brings together data from healthcare organizations throughout greater New York City and Long Island. Healthix data contributors include hospitals, health insurance plans, physician practices, behavioral health facilities, long-term care facilities, Medicaid health homes, New York City correctional facilities, independent labs and radiology centers, independent pharmacies, community-based care organizations, as well as data available from other QEs in the Statewide Health Information Network for New York (SHIN-NY).

### Rochester RHIO and Department of Veterans Affairs Partner to Support Better Patient Care

The Department of Veterans Affairs' Canandaigua VA Medical Center is now participating in the Rochester RHIO's (Regional Health Information Organization) community Health Information Exchange (HIE). Rochester RHIO supports better patient care for the region's veterans by connecting VA providers to their HIE services.

Many veterans receive care from both VA and community providers. Utilization of RHIO services will allow authorized VA users to securely look up medical information from community provider visits in the RHIO's clinical query tool (with patient consent). Clinicians will have access to a more comprehensive patient health record, which is important in determining care and treatment plans.

Nationally-recognized studies have shown that access to Rochester RHIO services results in more seamless patient care with fewer repeated tests, faster treatment, lower medical costs, and a decreased risk of medical errors due to incomplete patient records.

"Our partnership with the VA represents the culmination of considerable perseverance and foresight by both organizations," says Jill Eisenstein, Chief Executive Officer and President of Rochester RHIO. "This is our first step in expanding connectivity between VA and community healthcare providers. We look forward to collaborating with regional VA staff to help improve the quality and efficiency of healthcare for our veterans."

"After years of working through various barriers, we are excited to partner with RHIO to provide secure health information access to VA providers. This will allow for improved continuity of care and help to reduce duplication of testing and services; with the ultimate goal being improved patient care for our Veterans, and reduced healthcare costs," says Thomas A. Rocco, Jr., MD, FACP, FACC, Research Program Coordinator and Research Integrity Officer at the Canandaigua VA Medical Center.

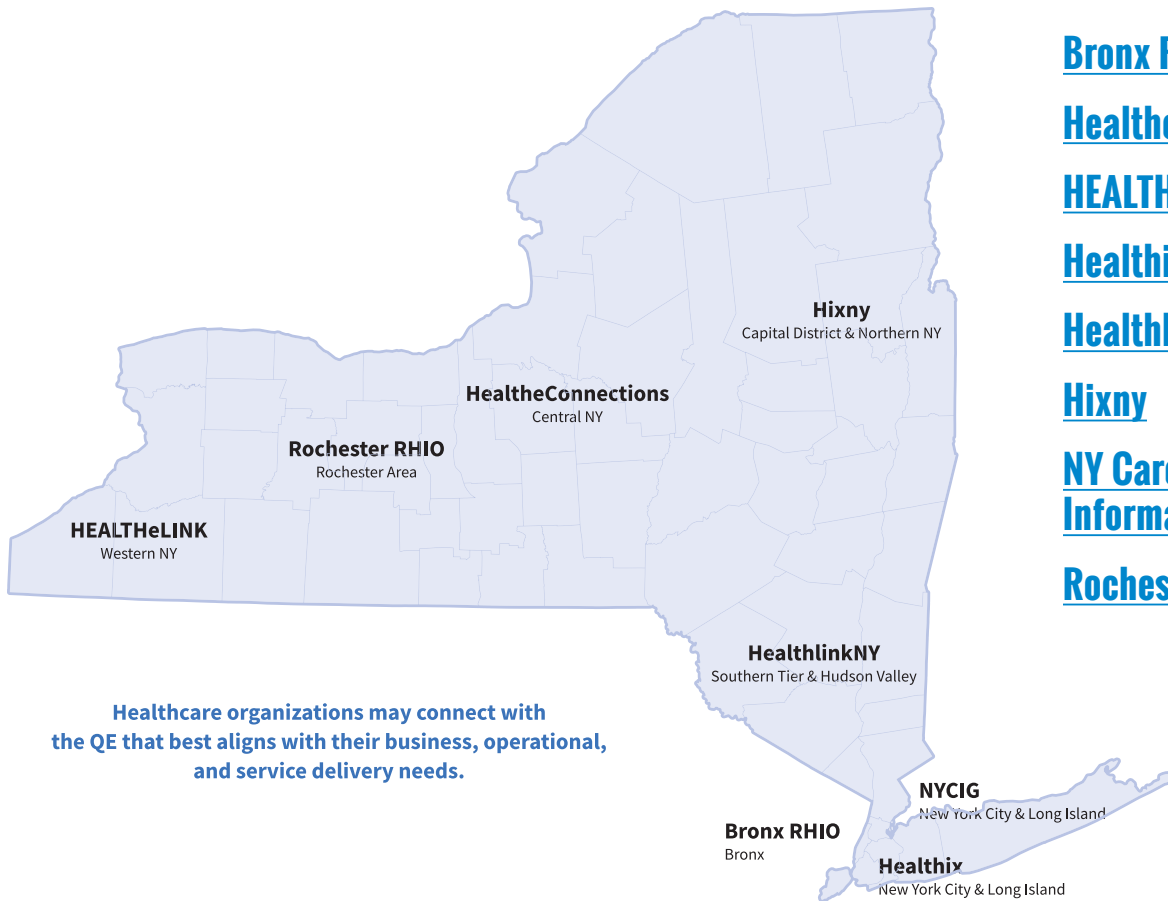
Data available through the RHIO's health information exchange includes radiology reports and images, hospital admission and discharge transactions, hospital reports, medication history, lab reports, and basic demographic information. Other services available through Rochester RHIO include digital image exchange, hospitalization alerts, direct messaging, electronic results delivery, and public health reporting.

Rochester RHIO is part of the Statewide Health Information Network for New York (SHIN-NY), a "network of networks" that links it to New York's seven other regional Qualified Entities (QEs) – from Buffalo to the Bronx. This allows healthcare providers from each QE to exchange and access records securely across the State. As a RHIO participant, VA users will also have this capability.

"Our providers will begin RHIO training in May of this year," says Dr. Rocco. "Ultimately, if the federal administration allows, we would like to see availability of secure two-way health information viewing between community and VA providers, to enhance patient care even more in the Rochester/Monroe/Finger Lakes communities."

# Who is Connected to the SHIN-NY?

Each QE enrolls a diverse set of participants within their community, based on the community's unique needs and patterns of care. QEs maintain complete and up-to-date lists of participants on their website, per NYS requirements.



**TO FIND OUT WHICH PROVIDERS IN YOUR REGION ARE CONNECTED TO THE SHIN-NY, PLEASE FOLLOW THE LINKS BELOW:**

[Bronx RHIO](#)

[HealthConnections](#)

[HEALTHeLINK](#)

[Healthix](#)

[HealthlinkNY](#)

[Hixny](#)

[NY Care Information Gateway](#)

[Rochester RHIO](#)

## Contact Information

If you are interested in learning more please contact one of the State's QEs:

Bronx RHIO	Charles Scaglione, Executive Director	<a href="mailto:cscaglio@bronxrhio.org">cscaglio@bronxrhio.org</a>
HealthConnections	Rob Hack, President and CEO	<a href="mailto:rhack@healthconnections.org">rhack@healthconnections.org</a>
HEALTHeLINK	Dan Porreca, Executive Director	<a href="mailto:dporreca@wnyhealthelink.com">dporreca@wnyhealthelink.com</a>
Healthix	Tom Check, President and CEO	<a href="mailto:tcheck@healthix.org">tcheck@healthix.org</a>
HealthlinkNY	Christina Galanis, President and CEO	<a href="mailto:cgalanis@healthlinkny.com">cgalanis@healthlinkny.com</a>
Hixny	Mark McKinney, Chief Executive Officer	<a href="mailto:mmckinney@hixny.org">mmckinney@hixny.org</a>
NY Care Information Gateway (NYCIG)	Nick VanDuyne, Executive Director	<a href="mailto:nick.vanduyne@nycig.org">nick.vanduyne@nycig.org</a>
Rochester RHIO	Jill Eisenstein, Executive Director	<a href="mailto:info@grrhio.org">info@grrhio.org</a>