



HealthInfoNet

Better. Easier. Safer.



Annual Report 2013



HealthInfoNet is an independent, nonprofit organization using information technology to improve patient care quality and safety. The organization's core service line is the management of a secure computer system, called a health information exchange (HIE), 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, which then allows authorized providers to see that record to support patient care. In an emergency, this helps providers quickly and more accurately diagnose and treat patients. In non-emergency situations, it can decrease ordering of repeat tests and give providers a more complete picture of their patients' care.

The HIE went live in 2009 and now contains records for 92 percent of all Maine residents and is connected to the 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.

Data categories managed by the HIE include: patient demographics, insurer, ACO membership, primary care provider, visit/encounter history, laboratory and microbiology results, radiology reports, adverse reactions/allergies, prescriptions, diagnosis/conditions/problems (primary and secondary), immunizations, vital signs, and dictated/transcribed documents like hospital discharge summaries and provider visit notes.

HealthInfoNet maintains an opt-out consent process for general medical information and an opt-in patient consent for certain behavioral health and HIV related information as required by Maine State law. The HIE has just over a 1% opt-out rate.

HealthInfoNet also provides a number of value added services including assisting providers with meaningful use, single sign on to the state prescription monitoring program, public health reporting, event of care notifications, and population analytics and reporting services. HealthInfoNet also provides tools to support the needs of Accountable Care Organizations such as event notifications and predictive modeling solutions.

The organization is funded through fees charged for products and services as well as state and federal grants or contracts. HealthInfoNet is the recipient of a number of federal grants that have helped to expand its services and extend access of the HIE to small, rural and specialty care providers across Maine.

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.



HealthInfoNet Voices

Ann Sullivan, Consumer Representative, HealthInfoNet Board of Directors

"I'm a baby boomer with multiple, chronic conditions. Having my medical information shared with all my health providers is very important to my care. I was explaining HealthInfoNet recently to a friend who is diabetic. She summed it up perfectly. 'To have all my doctors see my record across the different hospitals and providers I use would be a dream.' And, not only is HealthInfoNet helpful for those with chronic disease, it can be lifesaving in an emergency. Because of an injury or illness, you may not be able to tell the ER staff about your heart problems, medications, allergies, past surgeries or lab tests. Using HealthInfoNet they can quickly see your medical history and provide the best care."



Dear Friends and Colleagues,

The end of 2013 marked ten years since a group of Maine health care leaders first envisioned the statewide medical information exchange service that what would become HealthInfoNet. As HealthInfoNet enters its eighth year of incorporation (2006), it continues to experience growth, impact and innovation that reflect the vision and potential that nurtured the concept of forming a statewide health information exchange back in 2004. Therefore it was fitting as we entered the second decade of our history, that 2013 was a year of tremendous growth, change and transition.

— Arthur J. Blank
CEO, Mount Desert
Island Hospital and
HealthInfoNet Board
Chair

Growth in 2013

In 2013, HealthInfoNet tripled the number of patients whose records were accessed through the health information exchange (HIE) to support treatment. Eighty new care sites were added to the list of HIE participants. And, we added new services to our HIE portal including a care coordination notification function that allows providers and care managers to better monitor their patients' care in the community. The organization added 6 new employees in 2013 (with 2 more joining in early 2014), the biggest jump since 2010 when HealthInfoNet received funding through the Office of the National Coordinator for Health Information Technology's (ONC) HIE Cooperative Agreement Program. To support this and future growth, HealthInfoNet moved to a larger Portland office building in October of 2013.



— Devore S. Culver
Executive Director & CEO

Change in 2013

2013 was the last full year of funding for the ONC HIE and Regional Extension Center grants. These were funded out of the American Recovery and Reinvestment Act – often referred to as the “stimulus package”. As we close these programs with ONC, we welcome new initiatives like the State Innovation Model Testing Grant (SIM) from the Centers for Medicare and Medicaid Innovation as well as partnerships with new private companies like HBI Solutions. We're also working with new types of providers. In 2013, we connected our first behavioral health organizations, and expanded into long-term and home health care. Lastly, we're starting to offer new services such as comprehensive reporting and analytics.

Transition in 2013

All this growth and change means HealthInfoNet is in a period of transition, from a small not-for-profit organization focused on one goal (building the HIE), to a mission-driven business developing and managing multiple projects and services. Much of our transition mirrors that of the providers we support. As providers set up Accountable Care Organizations and implement the provisions of the Affordable Care Act, there is a greater need for nimble and advanced health information technology to support coordination across care settings. And so HealthInfoNet continues to grow, change and transition so that we can meet the needs of providers and other health care stakeholders in the years ahead.

Arthur J. Blank

Devore S. Culver



State Innovation Model Testing Grant Partner

HealthInfoNet was selected as one of three partners in the State Innovation Model (SIM) Testing Grant awarded to the State of Maine by the Federal Centers for Medicare and Medicaid Services Center for Innovation (CMMI). Announced in early 2013, the three-year grant with total funding of \$33 million will be used to help improve care and reduce health costs in Maine. HealthInfoNet specific objectives include:

- Providing automated email notifications to MaineCare and participating provider care managers when MaineCare patients are admitted to Emergency Departments and Inpatient settings.
- Providing direct financial support to 20 behavioral health organizations to support adoption of health information technology, including the HIE, to help better integrate general medical and behavioral health data.
- Allowing patients to access a summary of the information contained in their HealthInfoNet record through their existing health care provider's patient portal, using Blue Button standards.
- Supporting MaineCare population health initiatives by providing a clinical dashboard of member health care utilization captured in the HIE.

Connecting to the Veterans Administration

The State of Maine in partnership with HealthInfoNet, was awarded a 3 year grant to improve care coordination for Maine's veterans. Awarded by the Health Research and Services Administration (HRSA), the funding will be used to connect the VA Maine Healthcare System to the HIE, including the medical center in Augusta and 9 outpatient clinics.

New Reporting and Analytics Services

HealthInfoNet developed and launched a reporting and analytics service in 2013. The service was piloted by four hospitals and was offered for purchase to all hospitals in early 2014. These reporting tools support ACO patient management, risk identification, and population/market utilization, and performance measurement. When used appropriately, health care organizations may be able to avoid some CMS and other payer penalties for readmissions and repeat tests. The service is offered in partnership with HBI Solutions of Palo Alto, California, and made up of five modules including Hospital Performance, Volume and Market Share, Population Risk, 30-Day Readmission Risk and Variation Management.

New Tools for Care Management

The HIE has always been a valuable tool for clinicians at the time of care. But the data contained in the HIE database can also be used for care coordination, quality analysis and reporting. In 2013, HealthInfoNet developed and rolled out a number of new tools to help providers better manage the health of their patients. The new tools include: email notifications for admission/discharge to ER and inpatient settings, receipt of lab and radiology tests and discharge from a skilled nursing facility; a report of all emergency room encounters at participating hospitals for an individual patient; a report of 30-day readmissions for any condition by patient or all readmissions for any procedure; and a report of repeat tests and procedures filtered by time period, patient, and individual or categories of tests. This includes a list of patients with repeat tests within a single facility or in the community.



HealthInfoNet Voices

Deirdre Nielsen, RPh
Clinical Pharmacist, Maine Medical Center

"I often work the evening shift when many pharmacies and doctors offices are closed and families have gone home for the day. I use HealthInfoNet to find accurate and current medication histories for our patients, check their drug allergies, and see if they've had any recent lab tests that might affect what I verify for them. It's great to have all this information in one place and available right when I need it."



The REC Helps Providers Attest and Connect

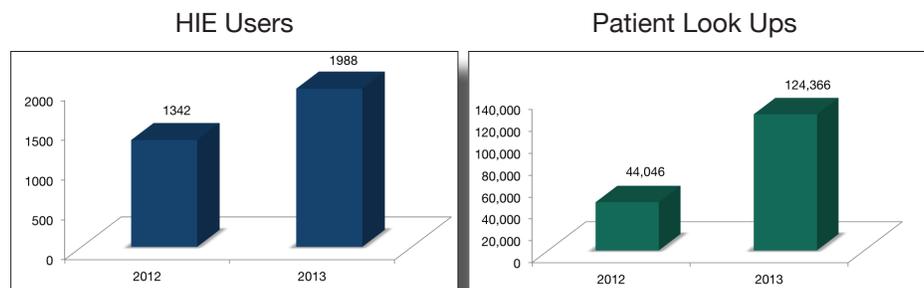
Funded with federal stimulus dollars, HealthInfoNet has operated the Maine Regional Extension Center (REC) since 2010. The goal was to assist primary care providers and critical access hospitals in adopting, implementing and becoming meaningful users of electronic health record systems and qualifying them for federal incentive dollars through the Centers for Medicare and Medicaid Services (CMS). In 2013, the last full year of the grant, HealthInfoNet staff helped these hospitals and providers attest to Meaningful Use, connect to the HIE, and prepare for the CMS audits that began later in the year. Now that the project has come to a close, HealthInfoNet has helped almost 1,000 primary care providers and 19 of Maine's critical access and rural hospitals achieve Meaningful Use and connect to the HIE. Now that the grant is complete, HealthInfoNet will continue to serve these providers and hospitals as customers of the health information exchange and support them in attesting to Meaningful Use Stage 2 and beyond.

All Maine Hospitals Under Contract to Connect to HIE

HealthInfoNet reached a major milestone in 2013, bringing all of Maine's 37 acute care hospitals under contract to connect to the HIE. Once all are connected, Maine will be one of only a few states in the country to have all of its hospitals connected to a query-based HIE like HealthInfoNet. 34 are currently connected with the remaining three expected to connect by the end of 2014.

Growth in HIE Usage

2013 has brought explosive growth in usage, thanks to more widespread awareness of the HIE and its many benefits. The number of clinicians using the HIE increased by close to 150%, and the number of times those users looked up a patient record increased by 282% over 2012.



New Connections in 2013

HealthInfoNet went into the year with the majority of Maine hospitals and many physician practices connected to the HIE. While HealthInfoNet focused heavily on including new types of medical information from existing facilities, its staff also added a number of new facilities. In 2013, HealthInfoNet added:

- 92 ambulatory sites, which included primary and specialty care practices for a total of 363 as of April 2014.
- 4 hospitals for a total of 34 out of 37 acute care hospitals as of April 2014.
- 1 long term care facility for a total of 6 as of April 2014.
- 11 federally qualified health center sites for a total of 34 as of April 2014.
- 12 behavioral health sites (our first!!) for a total of 12 as of April 2014.



HealthInfoNet Voices

Franklin E. Bragg, M.D., FACP
Eastern Maine Healthcare Systems

"I've been doing performance improvement in primary care for many years. We spend a great deal of time collecting PAP smear and mammogram results from our patients' OB/GYN providers. We recently noticed we were missing mammogram reports for 49 patients. Instead of getting on the phone, we checked HealthInfoNet and found 13 mammogram reports. That is more than a 25% return on our time investment! We determined the other patients were overdue and sent them reminders."



While this is the first formal annual report from HealthInfoNet, the work to develop a statewide health information exchange started a decade ago this year. Here is a list of some of the most important milestones.

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

MHINT - Maine Health Information Network Technology Project

ONC – Office of the National Coordinator for Health Information Technology

OSC – Office of the State Coordinator for Health Information Technology

REC – Regional Extension Center

SAMHSA – Substance Abuse and Mental Health Services Administration

2004

- MHINT (which would become HealthInfoNet) began at the MHIC. This feasibility study resulted in the initial business plan for HealthInfoNet
- Initial funding provided by Maine Health Access Foundation, Maine Quality Forum, Maine CDC, and the MHIC

2005

- Feasibility study completed and implementation began
- HIE design and vendor review began
- MHINT identified in Maine State Health Plan

2006

- First HealthInfoNet Board of Directors meeting held
- MHINT renamed to HealthInfoNet and established as independent non-profit organization
- Funding received from Maine's four largest healthcare delivery systems, Anthem Blue Cross Blue Shield and Key Bank as well as \$1 million match grant from the Maine Health Access Foundation
- Devore S. Culver hired as Executive Director
- Consumer Advisory Committee established
- Consumer focus groups and interviews conducted
- Employee Count: 1

2007

- Central data repository model selected for HIE database
- HIE vendors selected and system build-out started
- All four large delivery systems commit to participate in HIE
- Employee Count: 2

2008

- Maine CDC contract started – reporting on 30 mandated diseases
- Opt-out patient consent for general medical information adopted and implemented
- Consumer education started in demonstration sites
- Employee Count: 4

2009

- HIE go-live started, termed a 24-month Demonstration Project
- Demonstration sites (Central Maine Healthcare, Eastern Maine Healthcare Systems, Franklin Memorial Hospital, MaineGeneral Health, MaineHealth and Martin's Point Health Care) began sending patient demographic data to HIE
- 1500 clinical users trained to use HIE



- OSC established within Maine State government
- Employee Count: 5
- Hospitals and ambulatory sites connected: 84

2010

- HealthInfoNet identified as state's designated statewide HIE in Governor's Executive Order
- ONC HIE grant awarded to the OSC with HealthInfoNet as primary implementation contractor
- REC grant awarded to HealthInfoNet
- Bangor Beacon Community grant awarded to Eastern Maine Healthcare Systems
- HealthInfoNet Demonstration Project completed and statewide operation begins
- Employee Count: 13
- Hospitals and ambulatory sites connected: 85

2011

- Legislation passed to include behavioral health and HIV data in HIE with patient consent
- 1,000 providers enrolled in REC
- Immunization data added to the HIE database
- Employee Count: 15
- Hospitals and ambulatory sites connected: 212

2012

- One-year contract with SAMHSA awarded to HealthInfoNet to support expanded connection of behavioral health providers to general medical providers via the HIE
- Care manager emergency room and hospital admission/discharge notifications added to HIE
- Demonstration effort with HBI Solutions to test use of HIE clinical data for real time reporting for risk analysis and patient care management started
- Data warehouse architecture built for HealthInfoNet
- Employee Count: 17
- Hospitals and ambulatory sites connected: 317

2013

- Adopted Blue Button strategy for patient access to the HIE from within provider patient portals
- First behavioral health facilities connected
- State Innovations Model Testing Grant awarded to the State of Maine with HealthInfoNet named as one of three primary sub-contractor partners
- HRSA grant to connect HIE to the Veterans Administration awarded
- HealthInfoNet and HBI Solutions develop reporting and analytics offering
- Policy for clinical data use and access adopted
- Employee Count: 23
- Hospitals and ambulatory sites connected: 437



HealthInfoNet Voices

Wendy Wolf, MD, MPH
President & CEO, Maine Health Access Foundation

"HealthInfoNet is just one more example of how Maine is leading the nation in our efforts to transform health care to be more patient-centered, cost effective and data-driven. The ability to access complete and contemporaneous patient data at the point of care is critical in providing high quality care for Maine's most vulnerable people, including those who are uninsured. This was one of the most compelling features that drove MeHAF's support for HealthInfoNet."



April 10, Shaun T. Alfreds, Chief Operating Officer, presented “Bridging the Digital Divide Using Health IT to Integrate Mental Health and Physical Health Care in Maine” to the National Council for Community Behavioral Health in Las Vegas, NV.

April 25, Todd Rogow, Chief Technology Officer, presented “Understanding HIPAA Regulations & How They Impact Your Organization”, at the Maine Nurse Practitioner Association 2013 Spring Conference.

April 26, Devore Culver, CEO, presented, “HealthInfoNet HIE 2.0, What’s New and What’s Next” at the Northern New England HIMSS Summit.

May 3, Devore Culver, CEO, presented, “Innovations in Health Information Exchange” at the 2013 Massachusetts Governor’s Health IT Conference.

May 10, Devore Culver, CEO, presented, “HealthInfoNet- Positioning a Statewide Health Information Exchange for Success” to the HIMSS Innovation Community.

June 3, Shaun T. Alfreds, Chief Operating Officer, and Phil Profenno, Director of Implementation and Client Services, gave a presentation titled “HealthInfoNet: Maine’s Health Information Exchange as a Platform for Health Reform” at the Maine Health Information Management Association’s Annual Conference.

July 9, Devore Culver, CEO, presented, “Health Information Exchange Based Laboratory Interoperability in Maine” to the Laboratory Interoperability Community of Practice.

October 11, Todd Rogow, Chief Technology Officer, presented “Maine’s Health Information Exchange”, at the New England HIMSS 1st Vermont & New Hampshire Annual Fall Event, in Lebanon, NH.

October 10, Katie Sendze, Program Director, presented “SIM and the Future of Healthcare in Maine”, at the Maine Health Management Coalition Annual Symposium.

October 23, Todd Rogow, Chief Technology Officer, presented “The Path to Achieving Meaningful Use & Information Driven Quality Outcomes”, at the Maine Primary Care Association 2013 Annual Conference.

November 14, Devore Culver, CEO, presented, “Show Me The Data! -Update on the HealthInfoNet Story” to the Maine Community Care Teams Summit.

November 22, Shaun T. Alfreds, Chief Operating Officer, presented “HealthInfoNet - Maine’s HIE and Value Added Activities to Support Health Reform” at the Autumn Logic Annual Conference in Manchester, NH.

December 6, Phil Profenno, Director of Implementation and Client Services, presented “Maine’s Healthcare Information Exchange: The Use Of Clinical Information From HealthInfoNet” at the Maine Medical Association’s First Fridays Educational Meeting.



HealthInfoNet Voices

Molly Stevens, RN, Specialty Nurse
Martin’s Point Health Care

“I use HealthInfoNet every day and open it as soon as I open our internal electronic health record. A lot goes on beyond the primary care office. HealthInfoNet gives me real time access to information I don’t have in our own system like lab results, imaging, hospital discharge and emergency room information, and consultations from specialists. No more waiting for a facility to call me back with results. I’m able to share information with the patient right there in the visit or when I have them on the phone.”



New Customers, Services and Programs

Connecting More Care Settings: HealthInfoNet will continue to connect new providers of care including behavioral health, long-term care, home health, emergency management services, speciality care and others.

Reporting and Analytics: With the launch of the new Reporting and Analytics product, HealthInfoNet is expanding its capabilities to provide customers with timely access to up-to-date performance metrics. The pilot phase completed in 2013 and HealthInfoNet signed up several new customers in early 2014. HealthInfoNet will continue to improve and expand this service throughout the year.

eHealth Exchange Participation: HealthInfoNet is now a participant with the eHealth Exchange (formally the Nationwide Health Information Network participant) allowing the organization to connect the HIE with medical records systems at the Veteran's Administration, as well as other federal agencies such as the Social Security Administration and Department of Defense.

Giving Patients Access to their HIE Record: As part of the State Innovations Model Grant, HealthInfoNet will work with pilot partner Eastern Maine Healthcare Systems to give patients access to a summary of their records contained in the HIE database.

Increasing HIE Usage

In the first 6 months of the year (1/1-6/30):

- 689,000 Maine residents received care transition support because their medical providers participated in the HIE. (52% of Maine's population)
- 135,320 patients had information included in the HIE from two or more health care organizations.

On average, each month:

- 13 million clinical messages are added to the HIE
- 61,000 data transmissions are sent to Maine CDC in support of Electronic Lab Reporting and Syndromic Surveillance, supporting separate Meaningful Use measures
- Over 30,000 patient queries are made by clinical users of the HIE
- Over 8,000 real-time email care notifications are sent for care management



HealthInfoNet Voices

Mary Prybylo MSN, FACHE
President and CEO, St. Joseph Healthcare

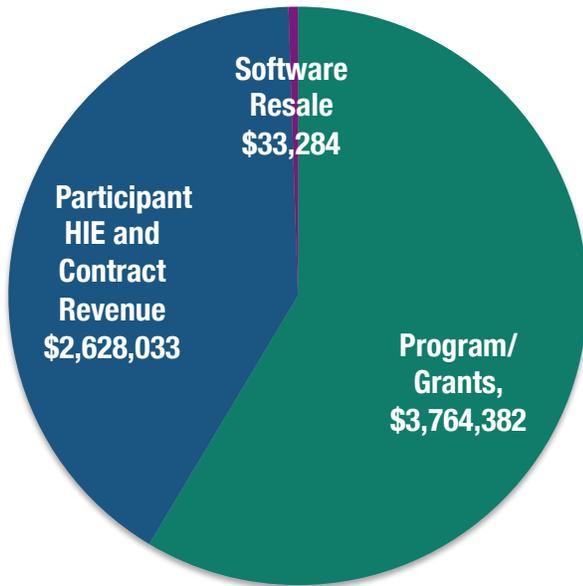
"Being a recent newcomer to Maine, I've been so impressed with HealthInfoNet. I understand why Maine has the #1 HIE in the country. HealthInfoNet has been on the cutting edge since its beginnings. Now, with the widespread adoption of EMR and electronic exchange of information, the HIE is an indispensable tool in the day-to-day care of the patient across the care continuum. HealthInfoNet is continuing to push forward with new opportunities to enhance patient care. St. Joseph Healthcare is very excited to be a part of these innovative projects."



As anyone in the health information exchange business knows, achieving any amount of margin is no small feat. HealthInfoNet was able to realize \$1.2 million revenue in excess of expense in 2013. This will **allow HealthInfoNet to invest in improving the core HIE service and develop new value added products and services in 2014.**

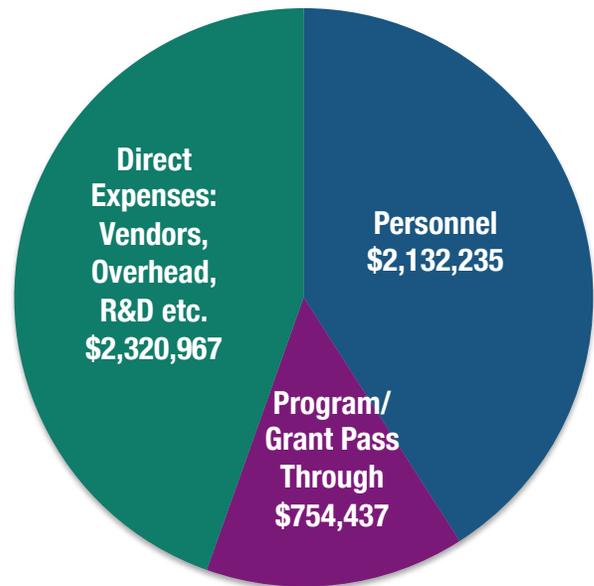
2013 Revenue

Total: \$6,425,699

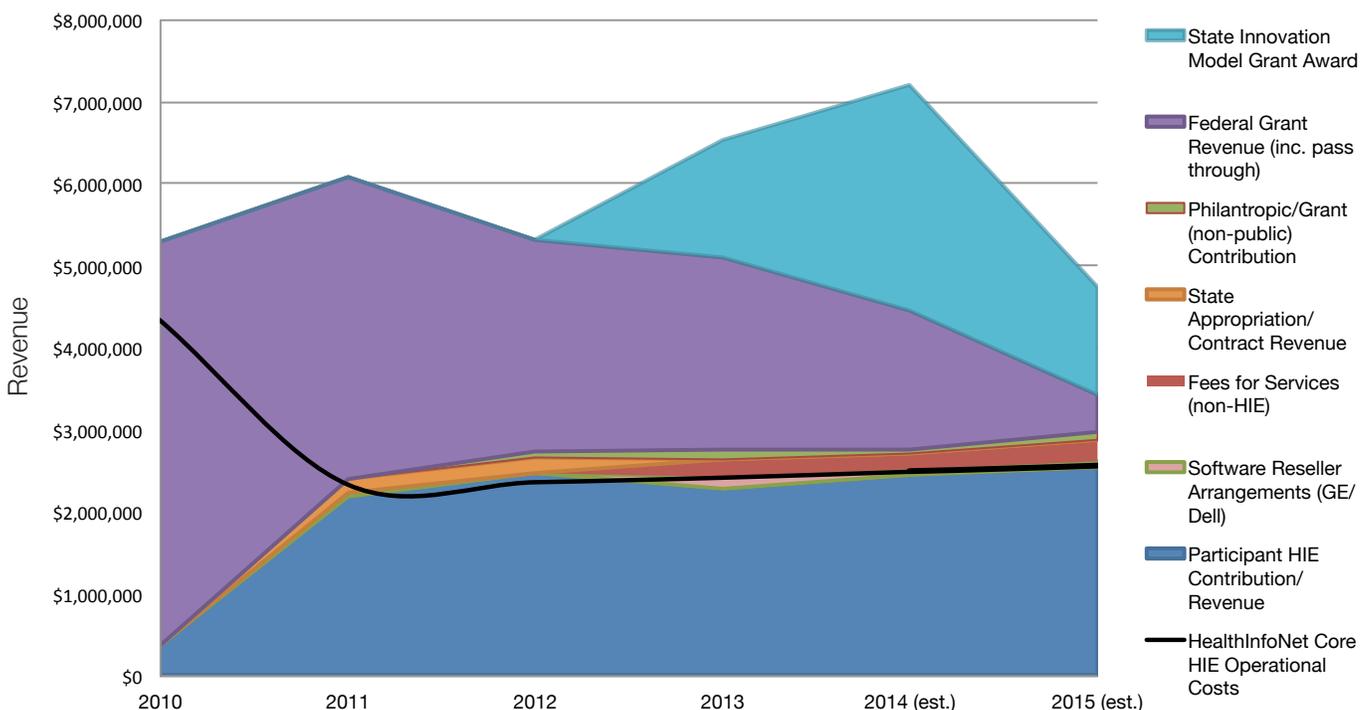


2013 Expenses

Total: \$5,207,639



HealthInfoNet is one of only a few truly sustainable HIE organizations in the country. The **chart below shows the different sources of revenue received or projected 2010 through 2015. It illustrates** that since 2011, HealthInfoNet has been able to cover the costs of operating the core HIE service through participant fees alone.





2014 Board of Directors

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Vice-Chairperson: **Richard White**, Portland

Treasurer: **Peter Mills, J.D.**, Executive Director, Maine Turnpike Authority Augusta

Secretary: **Ann Sullivan**, Kennebunkport

Immediate Past Chair: **Nona Boyink**, Senior Vice President, Maine General Health, Augusta

Karen M. Bell, MD, MMS, Director, Center for Sustainable Health and Care, JBS International, Inc, Boston, MA

Joshua Broder, President, Tilson Technology Management, Portland

William L. Caron, Jr., CEO, MaineHealth, Portland

Lynn F. Duby, CEO, Crisis and Counseling Centers, Inc, Augusta

Richard Freeman, MD, Chief Transformation Officer Eastern Maine Healthcare Systems, Brewer

Ralph Johnson, CHCIO, Chief Information Officer, Franklin Community Health Network, Farmington

Donald W. Krause, MD, Medical Director for Quality Improvement, St. Joseph Hospital, Bangor

Richard Marston, Madawaska

Mary Mayhew, Commissioner, Department of Health and Human Services, Augusta

Sheila G. Pinette, D.O., Director, Maine Center for Disease Control and Prevention, Augusta

Rod Prior, MD, Health IT Consultant, Farmington

Stephen Sears, MD, MPH, Chief of Staff, VA Maine Healthcare System, Augusta

Karl Turner, Self-Employed Businessman, Cumberland

HealthInfoNet Management Staff

Shaun Alfreds, Chief Operating Officer

Kim Bustamante, Director of Administration and Finance

Devore Culver, Executive Director and CEO

Amy Landry, Communications Manager

Phil Profenno, Director of Implementation and Client Support

Todd Rogow, Chief Technology Officer

Katie Sendze, Program Director



HealthInfoNet Voices

David H. Howes, MD (Past HealthInfoNet Board Chair)
President and CEO, Martin's Point Health Care

"HealthInfoNet is a remarkable accomplishment. It creates a non-propriety statewide platform for sharing medical information to support improvements in care. It allows enhanced point of care access to patient information, enhanced understanding of public health issues and events, and numerous quality improvement and cost reduction opportunities. HealthInfoNet is a superb example of the type of progress that can be made when a community determines to work cooperatively for improved statewide health."



125 Presumpscot Street, Box 8
Portland, Maine 04103
207-541-9250 info@hinfonet.org
www.hinfonet.org