Who We Are

One of six regional health information exchanges in New York State, serving the 8 counties of Western New York (WNY) (Erie, Niagara, Cattaraugus, Chautauqua, Alleghany, Wyoming, Orleans, and Genesee).

Founded in 2006 via collaboration and funding from the region's major hospital systems and health plans including Catholic Health System, Erie County Medical Center, Highmark Blue Cross Blue Shield of Western New York, Independent Health, Kaleida Health, Roswell Park Comprehensive Cancer Center, and Univera Healthcare.

A central hub of regional clinical data accessible via patient consent by community providers to improve patient care. HEALTHeLINK enjoys high participation within the region it serves. The more than 500 data sources include:

- ❖ **100% of regional hospitals**
- ❖ **70% of physician practices, representing approximately 5,000 providers**
- ❖ **90% of the radiology studies performed**
- ❖ **95+% of lab results**

Approximately 85% of the WNY community is consented for access of their records

What We Do

Provide core HIE services:
- ❖ Individual patient record lookup
- ❖ Deliver Admission/Discharge/Transfer (ADT) alerts to providers for their current patients
- ❖ Results Delivery to the EHR

Provide HEDIS data to local health plans as an NCQA Certified Data Validator:
- ❖ Rigorous certification process HEALTHeLINK participates in annually
- ❖ Intense focus on data quality policies and procedures and ensuring that incoming data aligns with data within a data source's EHR

Provide population health, public health, and research reporting:

- ❖ A robust population health data warehouse that combines clinical data from community data contributors and claims data from regional managed care organizations
- ❖ Data is staged to pull key clinical quality metrics, risk scoring, SDOH data, hospital/ED utilization on a specific population within the 8 counties of WNY using demographic, clinical, or treating relationship criteria
- ❖ HEALTHeLINK studies found here, https://wnyhealthelink.com/studies/

HEALTHeLINK™

Enhanced Services

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HEALTHeLINK Services

HEALTHeLINK offers a variety of technology and reporting based solutions to support practices managing key clinical quality measures, utilization measures, timely and targeted transitions of care, and robust care management programs.

HEALTHeLINK continues to offer a standard set of core Health Information Exchange (HIE) services.

- ❖ *Patient Record Lookup (PRL)*
  Web based access to HEALTHeLINK via the HEALTHeCOMMUNITY Portal

- ❖ *Results Delivery*
  Provider ordered patient results received directly into an EHR

- ❖ *AdmissionDischargeTransfer (ADT) Alerts* from hospitals, EDs, and long term care facilities

- ❖ *Patient Consent Management*

Beyond our core services, we can combine new technology with our clinical data to enhance the **HEALTHeLINK** experience, create efficiencies, and deliver more targeted actionable data based on the use case, such as:

- ❖ Alerts on your patients based on diagnosis or other clinical data/triggers

- ❖ Historical ADT data for trending and analysis

- ❖ Aggregate CCDs to be used for quality measure reporting or to be used within a population health tool

- ❖ Near real time medication history query to manage medication adherence

- ❖ System to system queries to pull specific patient data that supports different practice workflows

- ❖ Providing historical patient data to practices switching EHR vendors

Powered by NextGen®, our **HEALTHeOUTCOMES and Population Health data warehouse** combines **clinical and claims data** from patients, providers and payers that offers infinite reporting options to support Value Based Payment contracting. **Examples of reporting and services available include:**

- ❖ Identifying patients that are high risk or likely to become high risk using ACG and HCC risk scoring
- ❖ Quality Gap Results Delivery, end of year gap closure reporting and workflow support
- ❖ Social Determinants of Health, social needs reporting
- ❖ Chronic condition registries and admission/readmissions reports
- ❖ Medicare Advantage support – HCC dropoff, patients with frailty, high risk scores and hospital utilization reporting
- ❖ Patient Centered Medical Home reporting for vulnerable populations and Quality Improvement (QI) reporting
- ❖ Targeted child and adolescent immunization reporting to support pro-active outreach
- ❖ Development of practice specific criteria to identify patients for care management
- ❖ Patients disconnected from primary care
- ❖ Transitions of care alerting paired with risk scores and liklihood of readmission
- ❖ **Custom Reports** – contact our business development team for more informtation!

READY TO GET STARTED? HAVE QUESTIONS?
Please contact businessdevelopment@wnyhealthelink.com if you need help maximizing core services, if you're interested in enhanced services or if you have questions.

6/12/2023