

# AT A GLANCE

As the New York State certified Qualified Entity (QE) serving the eight counties of Western New York, HEALTHeLINK enables the secure and efficient use and exchange of clinical information to improve the delivery of care, enhance patient outcomes, and help control medical costs. HEALTHeLINK was established through funding and collaboration of the region's major hospital systems and health plans including Catholic Health System, Erie County Medical Center Corporation, Highmark Western and Northeastern New York, Independent Health Association, Kaleida Health, Roswell Park Comprehensive Cancer Center, and Univera Healthcare in addition to New York State's consistent support.

## Why is it important?

With consent, HEALTHeLINK allows doctors immediate and secure access to their patients' clinical data, regardless of where they have been treated previously. This can lead to:



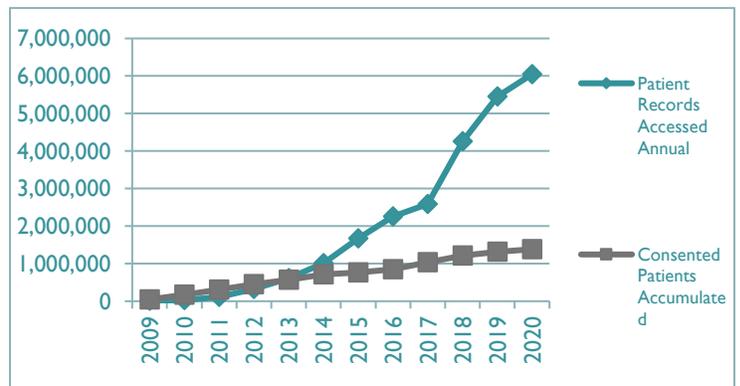
## HEALTHeLINK Usage and Consents

With increased utilization of HEALTHeLINK and its health information exchange (HIE), **nearly 6 million** patient records are securely accessed annually.

### Key Statistics

- **More than 575** data sources connected and providing information, including **100%** of WNY hospitals.
- **More than 88%** of WNY practices participating, representing approximately **6,500** providers.
- **95%** of WNY adult population consented.
- **Nearly 100%** of laboratory results available.
- **More than 90%** of radiology reports available.
- **Nearly 290 million** reports available with approximately **2 million** reports added monthly.
- **More than 1 million** results delivered monthly to participating providers.
- **More than 1.5 million** patients subscribed to by their doctors to receive alerts on hospital admissions or discharges.
- A provider securely accesses records via HEALTHeLINK every **four** seconds.

### Annual Usage and Consents Collected



## Helping Providers Get Easier Access to Data

- Results delivery helps practices and care coordination networks easily receive medical results directly into one's electronic health record (EHR) for their patients from any other linked source through HEALTHeLINK.

- In support of care coordination and care transitions, participating providers can be notified in real time with alert notifications of their consented patients' emergency visits, admissions, discharges, and transfers, or receive a file of all admissions and discharges in the previous 24 hours.
- Providers can elect to have a secure link included in radiology reports sent to their EHR through results delivery. This link provides one click access to the associated image or study.
- Query capability directly from a provider EHR is currently live with several participating hospitals. When providers are logged in to a patient chart, they can click the button, executing a single sign-on and no longer need to log in to HEALTHeLINK separately.
- HEALTHeLINK's community population health tool – HEALTHeOUTCOMES – utilizes both clinical and claims data to support value-based payment and reporting of quality measures.

## Proven Benefits

- HEALTHeLINK conducted an analysis to study the number of potentially unnecessary CT scans ordered for same body part, for same patient, within a 6-month timeframe. Findings demonstrated the value of HIE in reducing unnecessary tests, saving time, money, and radiation exposure for patients.
- Clinical liaisons were placed inside three emergency departments to shadow physicians for a 6-8 week period. According to study results, querying the HIE resulted in significant reduction in ordering labs and radiology exams.
- A practice workflow pilot explored opportunity for deeper adoption and HIE usage for practices to obtain patient information and proactively support office visits. A toolkit was developed to assist with increased integration of HEALTHeLINK, resulting in sustained utilization.
- Utilizing HEALTHeLINK for epidemiology and disease surveillance, Erie County Department of Health demonstrated significant improvements in many areas including tracking efforts, specifically for STD surveillance, treatment, and prevention.
- In times of crisis, HEALTHeLINK provides significant value to the community as demonstrated during cyber security ransomware attacks and the coronavirus pandemic.

**APPROXIMATELY 90%**  
OF THE POTENTIALLY UNNECESSARY DUPLICATIVE CT SCANS WERE ORDERED BY PHYSICIANS WHO EITHER NEVER OR INFREQUENTLY USED HEALTHeLINK.

**ABOUT 50%**  
OF THE PATIENTS WHO HAD A DUPLICATIVE CT SCAN HAD ALREADY CONSENTED TO HAVE THEIR INFORMATION ACCESSED THROUGH HEALTHeLINK.



UP TO **52%** REDUCTION IN LABORATORY TESTS



UP TO **47%** REDUCTION IN RADIOLOGY EXAMS



UP TO **7 HOURS A WEEK** SAVED WITH PATIENT CHART PREPARATION AND PRE-VISIT PLANNING BY UTILIZING HEALTHeLINK'S PATIENT RECORD LOOKUP



A REDUCTION OF UP TO **30 MINUTES** IN PATIENT CYCLE TIME BY ACCESSING TEST RESULTS AND RECORDS IN ADVANCE VIA HEALTHeLINK



THE DECREASE IN THE PERCENTAGE OF REPORTED CHLAMYDIA CASES WITH UNKNOWN TREATMENT IN ERIE COUNTY



THE DECREASE IN THE PERCENTAGE OF REPORTED GONORRHEA CASES WITH UNKNOWN TREATMENT IN ERIE COUNTY

## What's Ahead

- Increasing the quality of data available using the Inspector of Quality Healthcare Data (iQHD) tool which works with participants to optimize value of patient information sent to the HIE and ensure that providers uniformly complete EHRs with the correct data in the appropriate fields/categories.
- Targeted and intelligent delivery of patient information based on care setting and specialty, advancing the ability for patients' critical information to follow them wherever they seek treatment.
- Closure of significant gaps in data, specifically patient care plans, gaps in care, substance abuse data and medication initiatives. This includes working with providers and pharmacists to define the problem and develop potential solutions for utilizing HIE in medication management and reconciliation.

## Collaborating Beyond WNY

- HEALTHeLINK connects with New York State's other QEs through the Statewide Health Information Network for New York (SHIN-NY). When physicians access HEALTHeLINK, they are alerted if there is any clinical information on their consented patients from other state QEs.
- HEALTHeLINK is a founding member of Civitas Networks for Health, a national collaborative comprised of member organizations working to use HIE, health data, and multi-stakeholder, cross-sector approaches to improve health.