New Data Sources

Crystal Spring Medical

Integrative Pain and Wellness Associates

Pediatric Urgent Care

Southtowns Ear Nose and Throat

Timothy F. Gabryel, MD

Town and Village Pediatrics

Workflow pilot study published in *Information Systems Frontiers*

A recent study conducted by HEALTHeLINK in cooperation with a researcher at University of Connecticut and Brookings Institute's Center for Technology Innovation, demonstrates that provider offices effectively utilizing health information exchange (HIE) technology can help save their patients and the greater health care community both time and money. The results of the study of integrating HIE into workflow practice were published in the January 2020 Information Systems Frontiers.

The study examined whether integration of HIE services into medical practices' workflow would have an impact on emergency department (ED) visits and unplanned 30-day readmission amongst patients who were treated at the practice. When practices were trained on how to efficiently utilize and integrate the HIE into their daily workflow, the pilot concluded that the rate of **unplanned hospital readmissions was reduced 10.2% and the rate of ED visits was reduced 13.3%.**

Additional coverage: EHR Intelligence - HIE integration cuts ED visits, hospital readmissions by over 10%

2019 Report to the Community

As we usher in a new decade, HEALTHeLINK continues to connect health care organizations throughout Western New York, allowing for the seamless exchange of clinical information to improve the quality of care, enhance patient outcomes, and mitigate health care costs. With the foundation of the health information exchange well established in Western New York, HEALTHeLINK is now taking the next steps to further leverage the clinical data already shared and adding claims data to enable growth areas such as population health and value-based care to better support health care providers and the patients they serve.

HEALTHeLINK and Elmwood Health Center featured in NYeC's "SHIN-NY Spotlight" series

To highlight those championing the use of HIE to advance care delivery and improve patient outcomes, the New York eHealth Collaborative (NYeC) recently introduced the "SHIN-NY Spotlight" series. Elmwood Health Center was the first in the series, which launched in January. A long-time user of HEALTHeLINK, Elmwood Health Center uses clinical access to boost care for its patients and reduce health care costs.

[Learn more in this video, which features Barbara Johnson, RN-BC, MS, director of clinical services at Elmwood Health Center.](#)

Migration to computer generated consent forms

To improve efficiencies for your practice, the patient, and HEALTHeLINK, we are moving to computer generated forms exclusively. The MI004-1 consent form type will become obsolete mid-year and any hand printed consent forms received after that will be deemed invalid. Please contact your account manager to schedule training to convert you to our Consent Management Application, or discuss other consent options. With this functionality, you will know real-time whether a patient has already signed a HEALTHeLINK consent form. It also enables immediate update of a patient's consent status once the system generated consent form is signed by the patient.

Windows 7 update

As of January 14, Microsoft has discontinued support for Windows 7, which means that the machines running the operating system will no longer receive technical support, software updates, or security patches. If you are using a Windows 7 machine, please encourage your IT team to upgrade to a stable operating system as soon as possible. While Microsoft is offering extended support to those who pay, it is a fallback for those who need extended time to transition to a stable operating system. Since HEALTHeLINK is not able to identify which Windows 7 machines are receiving extended support, we will be blocking access to the HEALTHeCOMMUNITY Portal and its associated applications from Windows 7 machines. We are coordinating with participants to understand the timeline for removing Windows 7 access, but plan on blocking access within the next 3 to 6 months.

Please click here for updated information as we improve our Windows 7 strategy. If you have specific questions, please reach out to your account manager.

HEALTHeLINK promotes deeper HIE utilization

As part of its ongoing efforts to promote deeper HIE adoption, HEALTHeLINK has introduced new window clings to highlight the different levels of current utilization among its participants. Silver is a participating practice/provider using at least one service (i.e. patient record lookup, results delivery, alert notifications), gold for a participant using at least two services, and platinum is a HEALTHeLINK participant using at least two services and contributing data to the HIE. Participants are encouraged to display the new window clings. For questions, or to obtain yours, please contact your account manager.

Business First's Excellence in Health Care Award

Congratulations to HEALTHeLINK's Executive Director Dan Porreca. He was chosen as one of Buffalo Business First's Excellence in Health Care Award winners and will be recognized at an awards dinner March 26.

HEALTHeLINK Medical Minutes

The HEALTHeLINK Medical Minutes continue to air Wednesdays on Fox 29 during the 10 p.m. newscast. Tune in or check out HEALTHeLINK on Facebook, Twitter, LinkedIn, or YouTube to view the latest minutes. Recent Medical Minutes have included:

- BestSelf Behavioral Health

You can always hear firsthand from various local health care leaders about the value and benefits of health information exchange in Western New York by viewing all of our medical minutes here.

HEALTHeLINK in the News

- Buffalo Business First - HEALTHeLINK study shows savings of time, money
- Buffalo Healthy Living - Study shows decreases in patient re-admissions and hospital visits
- Buffalo News - Another Voice: Clinical data sharing is saving our health system money
- Healthcare Innovation - Study: HIE reduced unplanned hospital readmissions, ED visits in Western NY
- Lockport Union Sun & Journal - Clinical data sharing saving health system money
- WBEN - Buffalo Business Report

Resources

>>*Website* >>*HEALTHeCOMMUNITY* >>*Board of Directors*

>>*Participants* >>*Data Sources* >>*Training Videos*

>>*Consent Forms* >>*How To Join* >>*Policies*

℮ HEALTHeLINK™ **IT'S WORKING.**

Proud member of

Proud to be part of the Statewide Health Information Network of New York (SHIN-NY)