

ENSURING QUALITY DATA

In light of value-based payments being implemented to reduce health care costs and improve efficiency, Rochester RHIO is central to ensuring quality data and adherence to federal and state guidelines.

RHIO has worked diligently to identify gaps between health care data currently collected by clinicians and community organizations, and the emerging data needs required for quality reporting.

Approximately 20% of clinical care documents (C-CDAs) are incomplete at the time of entry. Reporting can be arduous and repetitive for physicians and their clinical staff—and RHIO has stepped in to help its community, with great success.

Through its ever-deepening relationships with the community's healthcare providers, and grant support from the Greater

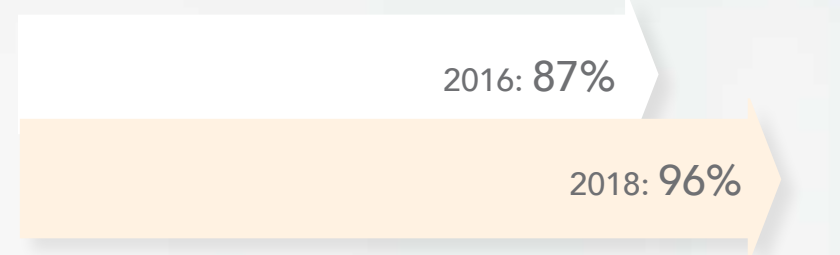
Rochester Health Foundation, RHIO's medical director flags missing data elements, then contacts physicians directly to help them understand the importance of data quality and operating requirements. In parallel, RHIO helps organizations identify data gaps where Common Clinical Data Set elements vary in electronic health records (EHR) systems and require a vendor correction.

Rochester RHIO: Established, Exceptional & Essential

96% of survey participants used positive words to describe the RHIO



ROCHESTER RHIO SURVEY 2018 PARTICIPANT SATISFACTION

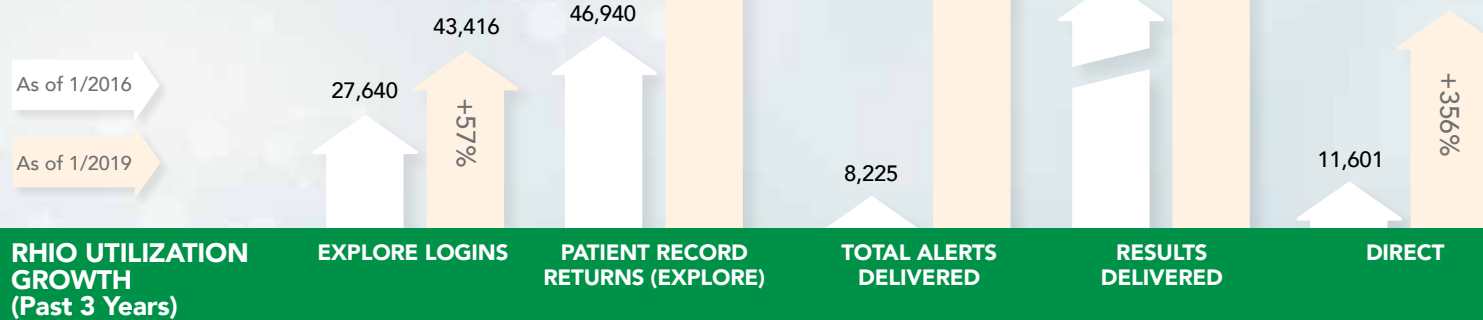


"RHIO has proved to be easy to use, saves time and customer service is excellent. It has been invaluable for our office."

– Nurse, Elmira, NY

"I wouldn't be able to do my job efficiently without RHIO, thank you."

– Case Manager, Rochester, NY



RHIO UTILIZATION GROWTH (Past 3 Years)

Rochester RHIO Participant Satisfaction 2018 Survey conducted 9/5/18 - 11/28/18.

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For generations, the Rochester region has been at the forefront of health care advances. Driven by a collaborative culture predicated on the relationship between business success and the well-being of its residents, the community has advanced new concepts, technologies and services.

In keeping with this distinctive spirit, the Rochester RHIO was conceived more than a decade ago, designed to be a trusted, essential resource to objectively and independently gather, store, analyze and distribute personal health data in a digitally-dependent society.

Today, this secure electronic health information exchange (HIE) is dedicated to serving the entire Greater Finger Lakes Region of Upstate New York, including Monroe, Allegany, Cayuga, Chemung, Genesee, Livingston, Ontario, Orleans, Schuyler, Seneca, Steuben, Wayne, Wyoming and Yates counties. Its suite of services allows health care professionals to securely and rapidly share records across institutions and practices, making patient information available wherever and whenever needed to provide the highest quality care. Patients benefit from fewer repeated tests, missing records and errors, while receiving more informed care during office visits and emergencies.

RHIO's health information exchange processes a staggering seven million clinical messages a month for 1.4 million area residents. As a Qualified Entity of the Statewide Health Information Network of New York (SHIN-NY), it serves as a vital partner to other HIEs across the State and a valued contributor to the national conversation through the Strategic Health Information Exchange Collaborative (SHIEC).



ROCHESTER RHIO

ROCHESTER RHIO HELPS FIGHT THE OPIOID EPIDEMIC

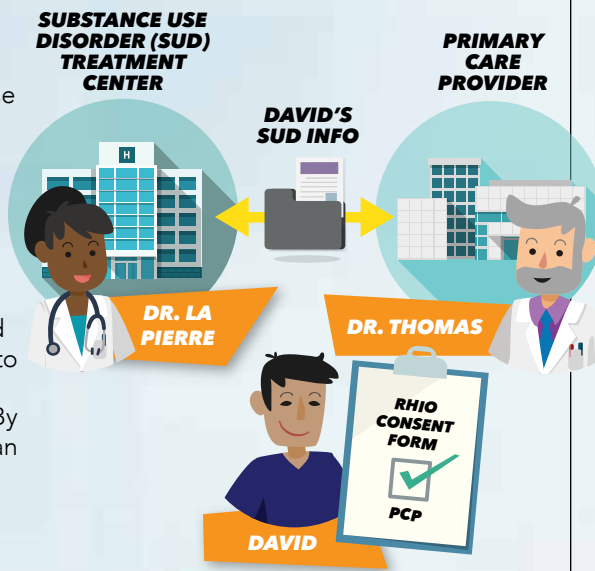
SPECIALLY PROTECTED PART 2 DATA

When New York State made a change to include specially protected substance use and behavioral health care data (SAMHSA, Part 2) in its health information exchange, Rochester RHIO began a comprehensive campaign to inform patients and providers.

Starting in March 2019, NYS required all regional health organizations that form the SHIN-NY, including Rochester RHIO, to begin including Part 2 data along with other healthcare records. Responsible, secure sharing and use of this specially protected health information is a critical step in helping combat the opioid epidemic.

RHIO created a toolkit to help providers and authorized users gain a better understanding of secure Part 2 data sharing and how this information should be handled and used appropriately. In addition, RHIO designed and distributed patient rack cards to help patients understand their rights and how their data would be used.

Continuing to build trust in the community is important to Rochester RHIO. By proactively sharing changes to data usage and responsibility, the RHIO can be an effective partner in health care crisis management.



TACKLING THE OPIOID CRISIS AND SUBSTANCE USE DISORDER THROUGH DATA EXCHANGE

Like communities nationwide, the Rochester region is working to better address impacts of the opioid crisis and substance use disorder. Through a NYeC grant, Rochester RHIO, Health Homes of Upstate NY (HHUNY), Huther Doyle and Monroe County are collaborating to provide better care coordination for Medicaid recipients receiving behavioral health services.

The initiative is unique in engaging public health, law enforcement/corrections and health homes in the common goal of saving lives. Many jails have limited information about inmates' healthcare histories, making treatment a challenge. Likewise, health home care managers are rarely informed of their patients' incarcerations or release—vital for continuity of critical services. Under the program, HHUNY will extend its customized alerts function to include notifications when a patient is incarcerated.

Rochester RHIO is enabling a more connected community, where law enforcement data will help local case managers follow up with clients to ensure preventative opioid treatment and continuity of care upon release. In addition, through the creation of an opioid use related registry, public health will gain valuable insights, while more thoroughly understanding community resources required to address the opioid crisis—all while helping to keep residents on the best path to recovery.

BEHIND THE NUMBERS: RHIO FUELS POPULATION HEALTH GAINS

The increased availability of rich data is driving population health advances nationally and locally, with Rochester RHIO playing a central role in multiple initiatives. The breadth, accuracy and security of its clinically-derived information is essential for researchers and public health advocates alike.

For instance, consider how Rochester RHIO is playing a major role in assisting the Centers for Disease Control (CDC) to gauge the impact of HPV vaccinations. Working with the Center for Community Health and Prevention of the University of Rochester, Rochester RHIO has provided anonymized clinical information regarding cervical cancer screenings and trends. This feeds the

HPV Vaccine Impact Monitoring project alongside reporting from California, Connecticut, Oregon and Tennessee. It's little surprise that the RHIO data has been called the 'gold standard' by the CDC, playing a critical role in identifying public health trends that impact millions of people across the country.

That same accuracy and utility is just as important locally. Lifespan, which helps older adults and caregivers take on the challenges and opportunities of longer life, now receives RHIO data when one of its clients visits a hospital.

This real-time alerting allows them to move quickly to coordinate at-home support, monitor progress and reduce readmission rates, more closely integrating with the regional health systems to provide better care.

PIONEERING LEGAL FRAMEWORK FOR SYSTEMS INTEGRATION

In addition to actively participating in the Rochester Systems Integration Project, Rochester RHIO has been at the heart of developing a legal framework for addressing privacy and security of the data involved. A pioneering white paper commissioned by the RHIO, publishing in Spring 2019, is believed to be the nation's most comprehensive analysis of the legal issues and opportunities associated with cross-sector data exchange.

Ultimately, this unique work generates mechanisms for data sharing through systems integration, inclusive of but not limited to health, education and social services. In doing so, it also considers how to encourage stakeholder participation and engender trust.

With its public release, the *Cross-Sector Data Exchange: Data Use and Legal Privacy White Paper* will further cement Rochester and New York State as the unparalleled thought leader in intelligent, forward-looking and legally sound guidance for rich community data collection, analysis and dissemination that ultimately improves residents' lives.



CUSTOMIZED TOOLS FOR CARE COORDINATION: RESPONDING TO A COMMUNITY NEED

When the community served by Rochester RHIO needed a more comprehensive perspective of patient health experiences and treatment, the RHIO team engineered a custom visual tool for users of its clinical query portal, Explore.

Authorized Patient Care Network (PCN) users are able to access a single-screen chronology of a patient's clinical encounters with healthcare providers from across the Rochester RHIO region, including specific contact information for these providers. PCN facilitates a more complete understanding of patient health through a concise, ordered view of utilized facilities, encounter types, frequency, dates and diagnosis information. The tool enables users to visualize the care continuum without having to flip through multiple screens—giving health care

providers the ability to discern more insights about their patients, including utilization across the region that may indicate other issues or opportunities.

Supported by a grant from the Greater Rochester Health Foundation, the backbone of PCN is a community provider directory that improves communications and transitions of care among a patient's care network, even if they are at different locations. Physicians can sign into MyCommunity Profile to review and update their professional contact information, including phone number, e-mail address, communication preferences and affiliations. When physicians update their information in MyCommunity Profile, this provides accurate contact information that feeds into PCN.

