

11/23/2021 - Annual Meeting
Meeting of the Rochester RHIO Board
Public Minutes

Attendees: Ann Marie Cook, Peter Robinson, Larry Becker, Roger Benn, Kesha Carter, Jake Flaitz, John Glynn, Adrian Hale, Wade Norwood, Chris Wagner, Carl Cameron, Kathy Johnson, John Sheehan, Sara Abrams, Denise DiNoto, Oren Harary, Hardick Kapadia, Judy Mendoza, Ted Wright, Elizabeth Waye

Meeting Opens @ 4:03 p.m.

Board Chair Ann Marie Cook welcomes everyone to the public Annual Meeting.

Cook: I wanted to take a moment on behalf of the board to thank all of the RHIO team from John all the way down. You've had a crazy year. I don't know what the right word is, but really, you've been a year in transition. And I have to say that the staff has risen to the occasion, and on behalf of the board, we want to thank you because we know each day has not been easy during a transition, and you've had a lot going on, but it has been remarkable what you've been able to do and just really from the bottom of our hearts. Thank you for hanging in there--for sticking with this and really for making sure that our community has the health information they need to function.

Cook makes a motion to approve the meeting minutes of the previous meeting (September 2021).
Larry Becker makes a motion to approve.

CEO John Sheehan also welcomes everyone to the Annual Meeting and talks about the resilience and strength of the Rochester RHIO team.

Judy Mendoza, vice president administration, goes through the 2021 Annual Report, which is located at rochesterrhio.org. This year's theme is "15 stories for 15 years." Many of the stories include testimonials and stats about how Rochester RHIO benefits the health and well-being of the regional community and population. Three stories were highlighted for the Annual Meeting: FLACRA, Wayne County Public Health, and Catholic Charities.

Ann Marie Cook shares an additional story/testimonial from Lifespan of how Rochester RHIO and health information exchange benefit their clients.

"Lifespan's connected to the Alerts [service], and every morning I see my team huddling after receiving their RHIO Alerts because they know they have to jump on those older adults, help them get out of the hospital. Create support systems. Honestly, our work has completely changed because of the RHIO. It's a community asset and I really appreciate it. I love the 15 stories for 15 years."

Denise DiNoto, Community Engagement Officer, reviews some day-to-day service operations numbers from the Community Services team. The team processed over 3,000 service applications in 2021, the majority for Explore+ clinical query portal. The team also does training for specific services. There were over 3,300 trainings taken by users year-to-date.

DiNoto also reviews HIE utilization numbers and comments how the data volume is "astonishing". Over 8 million RHIO Alerts were delivered over the previous 12 months. There is also over 500,000 unique patient Alerts.

John Sheehan: "2021 has been a year of change. The board made a great decision and hired a new CEO who everybody is adjusting to. We're also looking at a reorganization of the technical team. We have created four vice president positions. Essentially, Sara, Hardick, Judy and Elizabeth Waye have all been promoted to Vice President. Judy got the first promotion. Sara has taken on project management and data analytics. Hardick is going to be VP of development and operations and Elizabeth is going to be our VP of network operations and product development. We feel this new structure is flatter and much better. "

John also talks about how organization structure has changed with the resignation of the CIO after the October data outage. In October, Ted Wright became interim CIO. John said he reached out to Ted because he knew that Ted was transitioning from an EHR vendor that was bought out.

John also talks about the October outage and how the organization is very focused on stabilizing the HIE network and strengthening infrastructure. Outside vendors were brought in to help stabilize the network.

Additionally, John talks about how the company is very focused on meeting year-end performance measures. "We're looking at the low-hanging fruit to help meet those measurable objects with the state to bring in revenue."

John also goes on to talk about grants the company is writing to help shore up capital dollars.

"I think going forward, health care is about to get better at using data than it is at collecting data, which is saying something, right? We've all gotten really good at collecting data over the last 10 or 15 years. The next 10 or 15 years, I think are about how we take that data and use it for the benefit of an individual patient, getting what they need, when they need it and getting from where they are to where they need to be that beneficial wellness, right? So, that's, that's the beginning of an ongoing theme in terms of our strategy moving forward. "

RHIO Board Treasurer Peter Robinson reviews the 2021 Treasurer's Report for Rochester RHIO.

Bottom line: "I think that in a tough, tough year, it really is quite amazing that the RHIO was actually able to perform with only a 1.4 million dollar deficit. That's obviously a concern, and there's a lot of things around this that need to be fixed going forward. In terms of looking at both revenue and expenses." Peter Robinson also acknowledges Oren's hard work as CFO. "I think he's been doing a great job in managing this deficit."

Peter says the company has had a clean audit for the eighth year in a row.

John Sheehan: Sara Abrams is celebrating a 10-year work anniversary.

Ann Marie Cook comments about how there are no new board members this year. The Board made a decision not to switch out members because it is a transition year for the company.

Peter Robinson talks about Ann Marie's leadership during this transition year. "I think you've brought the RHIO, as board chair, through one of the most difficult years its 15 year existence. You've done an amazing job."

Public Annual Meeting adjourned at 4:29 p.m.