

New York eHealth Collaborative

2021 YEAR-END REPORT



NYeC

Letter from Dr. Bennett



On behalf of the New York eHealth Collaborative (NYeC) and my colleagues on the Board of Directors, I present you with our 2021 Year-End Report, which covers the 15-month period from January 1, 2021 through March 31, 2022.

As we continue to move forward through the unprecedented pandemic, it is clear that efficient, effective health information exchange is more important than ever. The SHIN-NY's impact and importance to the care and health of New Yorkers statewide has not gone unnoticed. As we move into 2022, I am gratified to see how the impressive contributions of NYeC and the SHIN-NY continue to strengthen our healthcare system.

I am confident 2022 will continue to be a transformative, successful year for NYeC and the SHIN-NY, thanks to the continued support of New York's healthcare community, the commitment from the Governor's office and administration, the State Legislature, State Department of Health, and all stakeholders who believe in the utility of the SHIN-NY and the importance of NYeC's work.

The NYeC Board of Directors recently welcomed NYeC's new CEO David Horrocks (former President and CEO of CRISP, the designated Health Information Exchange in Maryland and the District of Columbia) to succeed Val Grey. I know I speak for the entire Board when I say that we are honored and proud to have David with us in New York. David's expertise and leadership will be a massive benefit to NYeC and the SHIN-NY, and I look forward to a very bright future for NYeC and the SHIN-NY. With great leadership and a strong team, NYeC will continue to support healthcare for New Yorkers statewide, as you will see throughout this Year-End Report.

A handwritten signature in dark ink, reading "John D. Bennett MD". The signature is fluid and cursive.

John D. Bennett, MD, FACC, FACP

Chair, Board of Directors, New York eHealth Collaborative
President and CEO, Capital District Physicians' Health Plan, Inc.

Executive Summary



As we look back on 2021 and the first quarter of 2022, we are pleased to report that the [SHIN-NY](#) is stronger than ever and continues to help streamline care and support better patient experiences and outcomes while improving safety and lowering healthcare costs across New York.

Participation in the SHIN-NY, which now includes 100% of New York hospitals, has increased significantly, beyond traditional Meaningful Use providers. As it did in 2020, the network has continued to provide critical support to the NYS Department of Health and other stakeholders during the COVID-19 pandemic.

We continue to work with our partners to improve data quality statewide. Network policies and technology have been modernized, and security enhanced. In the last year, we have expanded and deepened our partnerships and shared the results of those partnerships with our colleagues in health care, business, government, and the media. In 2021, we produced and released three new videos with partners from the Bronx, Western New York, and Central New York to highlight the work of our regional QEs to improve healthcare in their communities through health information exchange.

We're proud of the difference we've made in improving healthcare for people and communities across New York. Helping doctors and healthcare providers obtain and share real-time information on patients not only allows for better patient care but helps New York State achieve its goals of better health outcomes and more effective use of healthcare dollars. We look forward to building on the accomplishments of 2021 and continuing our efforts to serve New York State and its patients in 2022 and beyond.

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Alison B. Bianchi

Chief Counsel & Operating Officer, New York eHealth Collaborative

A stylized, handwritten signature in grey ink, appearing to read 'Donald Juron'.

Donald Juron

Special Advisor to the CEO, New York eHealth Collaborative

About NYeC

New York eHealth Collaborative (NYeC) is a non-profit organization working to improve healthcare and patient health outcomes by collaboratively leading, connecting, and integrating health information exchange (HIE) across the state.

NYeC works with a diverse group of stakeholders from across the state, nation, and care continuum to advance health information technology (HIT) in New York, developing policies and standards that support the utilization of health technologies and data, and assisting providers, organizations, public health departments, and health plans in optimizing the use of these tools and functionalities in their workflows.

Our vision is a dramatically transformed healthcare system where HIE is universally used as a tool to make lives better. In pursuit of this vision, NYeC leads the Statewide Health Information Network for New York (SHIN-NY), on behalf of, and in partnership with, the New York State Department of Health (DOH).

About the SHIN-NY

The SHIN-NY was created by New York State to facilitate the electronic exchange of patient health information and connect care professionals statewide. It connects regional networks, or Qualified Entities (QEs), that provide users the ability to access and exchange data statewide.

Following over a decade of foundation-building and evolution, the SHIN-NY now connects all hospitals in New York State, is used by well over 100,000 healthcare and community-based professionals, and supports the care of millions of people who live in or receive care in New York.

Each month the SHIN-NY sends over **10 million alerts** to care team members about patient Emergency Department or hospital visits, supporting care transitions.

Use of the SHIN-NY to access patient information is associated with a **26% reduction** in the rate of emergency department visits, a **50% reduction** in the rate of hospital readmissions, and an estimated **\$160 - \$195 million** reduction in unnecessary healthcare spending—including significant Medicaid and Medicare savings.

Introduction

NYeC's strategic mission is to collaboratively lead and coordinate New York's health information exchange network to drive better health outcomes, lower costs, and improve patient and clinician experiences. To advance our mission in 2021, NYeC focused on key initiatives designed to support public health, measure and incentivize SHIN-NY performance, resolve state consent policy and impact federal rules, transform technology, and prepare for the future.

To build the path for the future of the SHIN-NY and NYeC, in February 2021, NYeC's Board of Directors and CEO Val Grey began a comprehensive process to envision NYeC's strategic direction, convening a Strategic Redesign and Analysis Workgroup to guide and advance strategic redesign actions and recommendations to support robust health information exchange for the future.

Also in 2021, like many other organizations across the country, NYeC experienced significant changes and transitions, including the search for a new CEO to replace Ms. Grey, who served NYeC for more than five years. She led NYeC with exemplary professionalism and leaves behind an impressive list of accomplishments and a strong foundation for a bright future for the SHIN-NY and NYeC.

On February 22, 2022, NYeC's Board of Directors announced that David Horrocks, most recently President and CEO of CRISP (Chesapeake Regional Information System for Our Patients), would lead the organization as CEO beginning in April 2022. NYeC has leveraged this period of transition to continue driving the organization's strategic development and mission and to make key choices about the organization's long-term strategic direction.



Progress on Key 2021-2022 Initiatives

Support for Public Health

From the onset of the COVID-19 pandemic in early 2020, NYeC and the SHIN-NY have prioritized supporting healthcare providers and New York State and local public health departments in their COVID-19 response efforts, including studying ways in which the SHIN-NY can support critical hospital reporting, providing QEs with confirmed COVID-19 positive laboratory and vaccine data, sending the Department of Health influenza surveillance reporting, and creating innovative data sets. These activities will continue to evolve to meet the needs of the state and its patients.

SHIN-NY Performance

Since 2017, NYeC has prioritized measuring and incentivizing SHIN-NY performance through QE Performance Based Contracting (PBC), which helps to drive SHIN-NY participation and use. In 2021, NYeC continued to work with the QEs to envision a new PBC metric for data quality. The work on this initiative continues in 2022 and aims to capture QE efforts in improving SHIN-NY data in a meaningful way. NYeC will continue tracking and analysis of SHIN-NY participation through a SHIN-NY Usage and Customer Satisfaction Survey, SHIN-NY Salesforce data, and other metrics.

Policy

In 2021, the SHIN-NY Policy Committee advanced several important policy changes that were approved by both the Policy Committee and the NYeC Board and submitted to NYS DOH for incorporation into the next version of the [SHIN-NY Privacy and Security Policies and Procedures for QEs and their Participants v3.9](#), which was released on March 4, 2022. The changes continue the Committee's efforts to update and draft proposed SHIN-NY policy measures to protect personal health information while expanding the state's ability to share electronic health records between healthcare providers, consumers, and other community resources. The 2021 changes relate to: OMH Public Health Access; De-identified Data (use and disclosures); Cross QE Disclosures and Research; Patient Engagement and Access; and SHIN-NY Password Requirements.

The Policy Committee's work for 2022 kicked off in February and its 2022 Policy Agenda will focus on issues aligned with the strategic priorities of NYeC and the SHIN-NY: discussions and recommendations on policies related to the All-In Consent Framework; the federal landscape and SHIN-NY policies (TEFCA exchange purposes policy alignment as needed for participation in the National Network); consumer mediated exchange (patient access); and addressing health equity issues (expansion of policies for inclusion of social determinants of health data and policies in support of health plan participation).

NYeC also continued to lead the initiative to develop the technical architecture that would be required to implement a statewide "All-In Consent" model that allows for a patient to provide consent to all treating providers (current and future). This project is a multi-year initiative that will enable NYeC and QEs to develop a secure and efficient means to share a given patient's consent status across the SHIN-NY enterprise.

In 2021, NYeC continued its engagement at the federal level with the ongoing participation of our CEO in HITAC. Throughout 2021, NYeC actively monitored and analyzed developments related to the Trusted Exchange Framework and Common Agreement (TEFCA) and its value to the SHIN-NY enterprise. In January 2022, the final version of the TEFCA was released by ONC. NYeC continues to work with NYS DOH to determine the best path forward for the SHIN-NY.

NYeC continued to carefully review and submit comments on several proposed federal rules throughout 2021, including [CMS's Prior Authorization and Patient Access Proposed Rule](#), its [Inpatient Prospective Payment System Proposed Year 2022 Rule](#), and its [Physician Fee Schedule Proposed Year 2022 Rule](#). NYeC also submitted comments on [OCR's Proposed Modifications to the HIPAA Privacy Rule](#).

Technology Transformation

NYeC has prioritized technology infrastructure upgrades and use of FHIR. Use of FHIR will allow for discrete data to be shared widely and more efficiently.

NYeC has prioritized upgrading SHIN-NY technology infrastructure through the upgrade of the system responsible for patient matching. This system supports the Statewide Patient Record look Up (sPRL) gateway. On January 14, 2022, NYeC successfully completed the upgrade of its IBM Initiate environment to IBM Initiate 12.0. The upgrade brings several key benefits to the SHIN-NY:

- Improves sPRL performance times by over 10 times (from an average of 0.76 seconds to 0.07 seconds)
- Reduces processing backlog so that all transactions are now processed in real time
- Remediates vulnerabilities
- Removes strategic risk associated with the older system no longer being supported by software vendor (IBM)
- Serves as platform for future capabilities, including improvements to the matching algorithm
- Increases rate of processing – back-end processes now take 1/3 as long to process

In 2021, NYeC issued and awarded a Request for Proposals (RFP) to four QEs to pursue projects that will advance the use of interoperability standards in their local service area, with a partner QE. This is an opportunity for QEs to leverage the investments they have made in FHIR servers, showcase new and improved capabilities, and their projects' aim to share data and/or fill data gaps by expanding their current FHIR capabilities for cross-QE information exchange.

Each month patient health records are accessed over **8.1 million** times across the state by provider and public health participants, supporting the care of over **614,000 patients**.

Preparation for the Future

NYeC is constantly monitoring the ever-changing health information technology landscape and is continuously seeking ways to demonstrate and enhance the value of the SHIN-NY to stakeholders across the state. This past year, NYeC continued to study existing state and national initiatives, pilots, and other efforts to expand Social Determinants of Health (SDOH) data to achieve greater interoperability to accelerate standards-based information exchange. In March 2021, NYeC and 2-1-1 New York, Inc., a subsidiary of United Way of New York State, announced joint receipt of the Social Care Referrals Challenge grant from the United States Department of Health and Human Services' (HHS) Administration for Community Living to improve exchange of community information across the 2-1-1 New York, Inc. and SHIN-NY networks and their users. The goal of this partnership is to create a foundation for statewide collaboration to address social risk factors and support information exchange in New York. Since the award, NYeC and 2-1-1 have engaged in discussions regarding the operating principles and the trust framework components of a partnership. Development of a trust framework is being approached as a continuous process through open dialogue to best determine and incorporate the most accountable and efficient principles and practices. Additionally, NYeC remains engaged in active research on emerging data governance solutions and trust framework examples to enhance cross-sector partnerships.

Communications and Engagement

As the health information technology landscape evolves, NYeC continues its efforts to ensure that stakeholders are educated about the work and impact of NYeC and the SHIN-NY.

In 2021, NYeC produced and released three new videos with partners from the Bronx, Western New York, and Central New York to highlight the work of our regional QEs to improve healthcare in their communities through health information exchange. For each video, we issued a news release to local media in the three regions as well as to healthcare media across New York State.

In February 2022, NYeC unveiled its [newly redesigned website](#), which was made to be more user-friendly and streamlined to increase awareness of and support the adoption of tools that help improve patient outcomes, reduce needless and avoidable tests and procedures, and reduce healthcare costs. We issued a news release statewide on this as well.

In November 2021, NYeC's Board of Directors held its 10th Annual Gala and Awards, at which we recognized and honored the achievements of three unique individuals who have made it their mission to transform healthcare through groundbreaking leadership and innovation—Kristin Myers, MPH (Executive VP, CIO and Dean for IT at Mount Sinai Health System), Dr. Herbert Pardes (Executive Vice Chairman of the Board, NewYork-Presbyterian Hospital), and Dr. Wayne J. Riley (President of SUNY Downstate Health Sciences University). Through their deep and meaningful contributions to healthcare, 2021's honorees reflected the core elements of the public mission of the SHIN-NY and the efforts to which we must continue to commit: the importance of health IT in improving the quality of care and patient safety, the need to support public health initiatives, and the urgency with which we must address and eliminate health disparities and inequities.

Each month diagnostic lab results for over **576,000 patients** are electronically exchanged between treating providers.

Strategic Planning & Direction

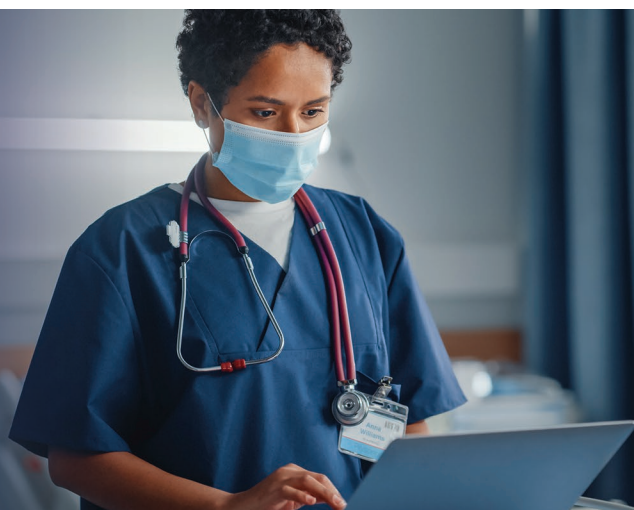
Throughout 2021, NYeC continued to move forward on key initiatives and strategic planning, setting the stage for new NYeC CEO David Horrocks to continue to build on the strong foundation of NYeC and the SHIN-NY. In November 2021, the NYeC Board of Directors approved a conceptual strategic framework that focuses our future path on the work and issues where NYeC and the SHIN-NY will have the most impact for New York State and its residents. Those areas will serve as a guiding roadmap for new leadership and include the following:

- **Medicaid Support**
- **Public Health Reporting and Preparedness**
- **Data Breadth and Access to All Stakeholders**
- **Data Depth, Quality, and Governance**

Conclusion

The past year has continued to be a transformative time for the New York eHealth Collaborative and health information exchange. The SHIN-NY continues to be leveraged statewide to promote faster, quality care and patient outcomes. NYeC's mission to improve healthcare by collaboratively leading, connecting, and integrating health information exchange across the state continues to be of fundamental importance as we shift our focus to 2022 and beyond.

As always, NYeC and the SHIN-NY will continue to deliver critical support statewide, both to state and local health departments. We remain committed to strengthening New York's health information exchange, the SHIN-NY, through growing participation and provider types, expanded data, and enhanced services. NYeC looks forward to further innovation and breakthroughs in technology and policy. We extend sincere gratitude to our generous and engaged stakeholders and supporters for their dedication to our mission year after year.





Letter from NYeC's Incoming CEO, David Horrocks

I humbly thank the New York eHealth Collaborative Board of Directors for their dedication in the search to replace former CEO Val Grey and I am honored to have accepted the position of Chief Executive Officer of NYeC. This is an exciting time for new ideas and strategies to emerge, but moreover, a time to hold fast to the roots and the vision of NYeC and the SHIN-NY. Our goals must always further our shared vision: a “dramatically transformed healthcare system where health information exchange is universally used as a tool to make lives better”. At the fundamental level, the SHIN-NY, comprised of six Qualified Entities from around the state, together with NYeC, all exist for the sole purpose of better health for all people who call New York their home. Our work must continue to nurture this important vision.

As I step into this new role at NYeC, I am eager to bring knowledge and learnings from my tenure as President and CEO at CRISP (Chesapeake Regional Information System for Our Patients), knowing that there is much more from which to learn and grow here at NYeC. I strongly believe the path forward will be paved by continuing to align ourselves with our mission and purpose—better healthcare for New Yorkers. I look forward to helping NYeC and the SHIN-NY continue to transform healthcare in the years to come.

A handwritten signature in grey ink, appearing to read 'David Horrocks'.

David Horrocks

Chief Executive Officer, New York eHealth Collaborative

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