



Complete Patient Data: A Key Element to New York's Response to COVID-19

July 14, 2020

Agenda

Welcome and Introductions

- Jennifer Covich Bordenick, Chief Executive Officer, eHealth Initiative and Foundation

Discussion with:

- Joaquim Neto, Chief Product Officer, Verato
- Tamer Hadi, Sr. Dir. of Technology, Data and Communications, Office of Emergency Preparedness and Response, Department of Health and Mental Hygiene, New York City
- Todd Rogow, President and CEO, Healthix



Housekeeping

- **All participants are muted**
- Use the **Q&A** box to ask a question related to the presentation
- Use the chat box is for *technical difficulties* and other questions / comments



Presentation slides are in the eHI resource Center
<https://www.ehidc.org/resources>

Our Mission

Convene executives who are transforming healthcare through technology and innovation.





Our Leadership



Booz | Allen | Hamilton



Areas of Focus



Interoperability



Transparency



Analytics



Privacy





- **Covid-19 And Beyond – Telepsychiatry Best Practices and Regulatory Priorities**
(<https://www.ehidc.org/resources/webinar-covid-19-and-beyond-telepsychiatry-best-practices-and-regulatory-priorities>)
- **Executive Insights: Patrick James, Chief Clinical Officer, Quest Diagnostics**
(<https://www.ehidc.org/resources/executive-insights-conversation-quest-diagnostic%E2%80%99s-chief-clinical-officer-patrick-james>)
- **Executive Insights: Joe Ganley, Vice President, Government Affairs, athenahealth**
(<https://www.ehidc.org/resources/executive-insights-health-technology-policy-joe-ganley-athenahealth>)
- **COVID-19 Contact Tracing: Status, Challenges and Lessons Learned**, July 28,
https://eHealthInitiative.zoom.us/webinar/register/WN_6KP5bCtaTeGAfRB3ssDthQ

Interested in sponsoring a COVID-19 program? Email Amy@ehidc.org



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Containing COVID-19 Presents a Person Data Problem

The pandemic is changing the way we think about patient identity. Personal Health intersects with Public Health and both require more complete and accessible data.



Achieving this Complete Picture of Person Data is Complex



Contact Data

Data like:

- Name
- Phone
- Address
- Birthdate

Health Data

Data like:

- Clinical
- Claims
- Labs
- Prescriptions

SDOH Data

Data like:

- Race
- Ethnicity
- Occupation
- Household

Sourced from and used by:



Hospitals



Insurance



Labs

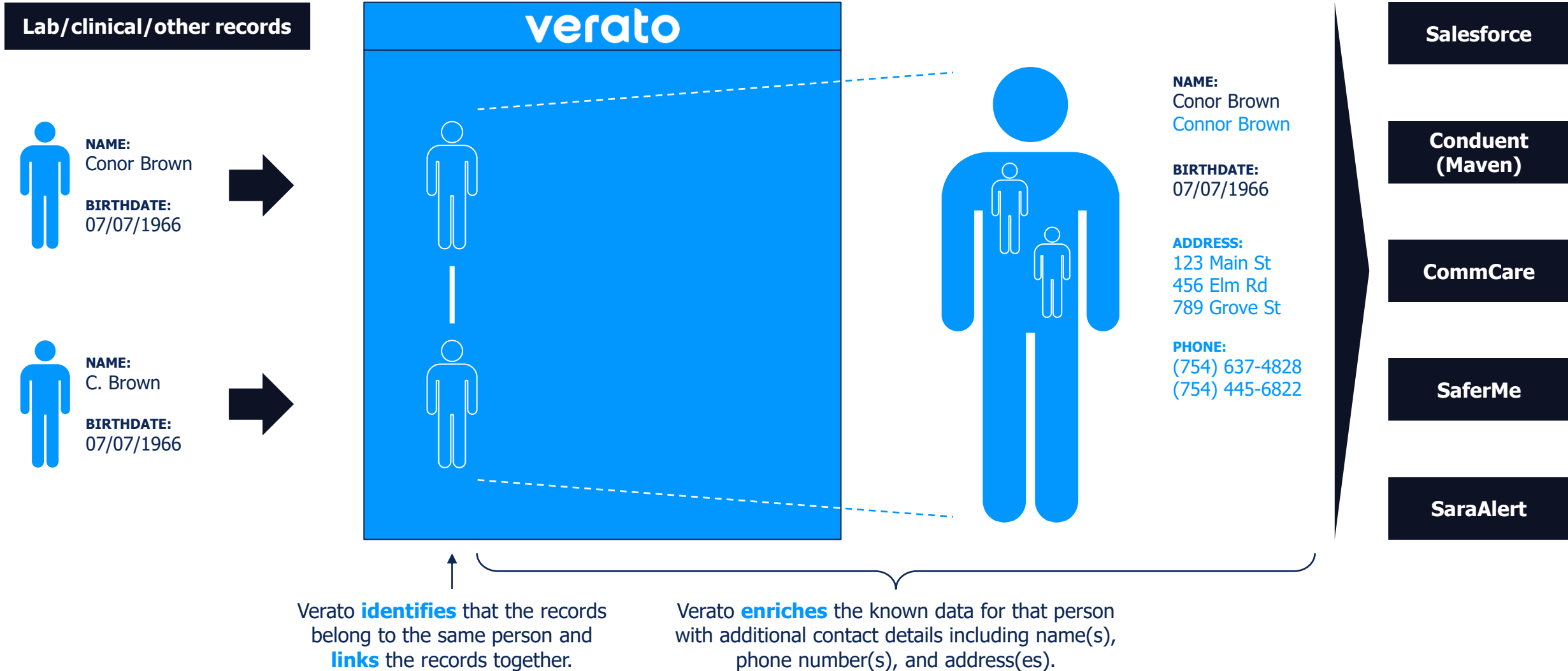


Public Health

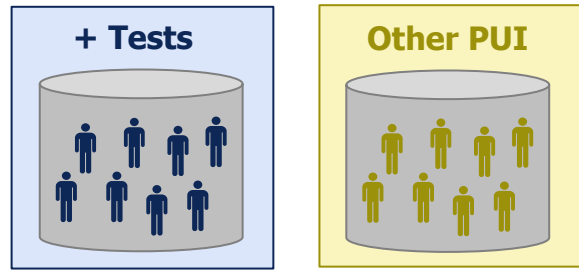


Social Services

Verato Helps Complete Person Data



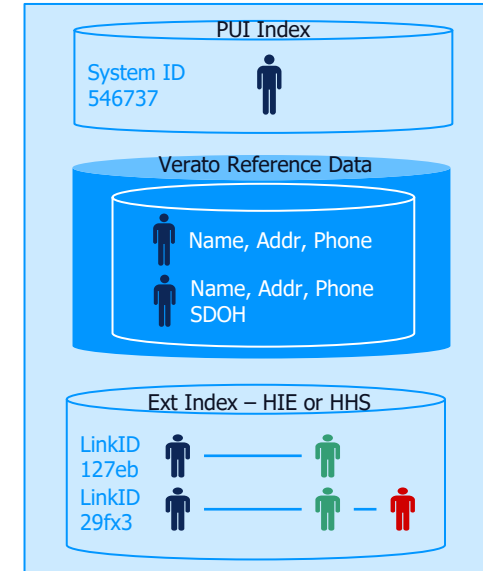
Identity Data Services for Public Health



VERATO IDENTITY SERVICES:

- DUPLICATE PREVENTION
- SEARCH
- ENRICH SDOH
- AUGMENT WITH HIE DATA

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Analyzing Epidemiology



Contact Tracing

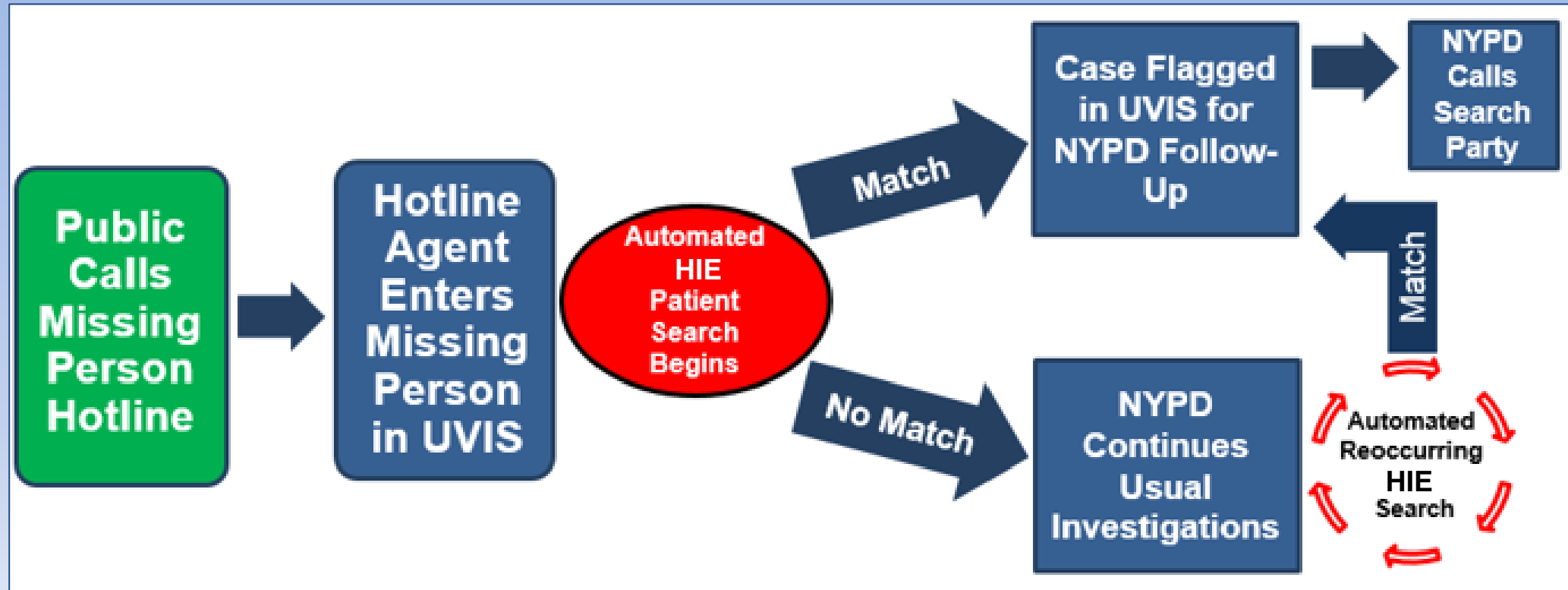


Coordinating Care



Tracking and Engaging

Using HIE to Facilitate Family Reunification Post-Disaster



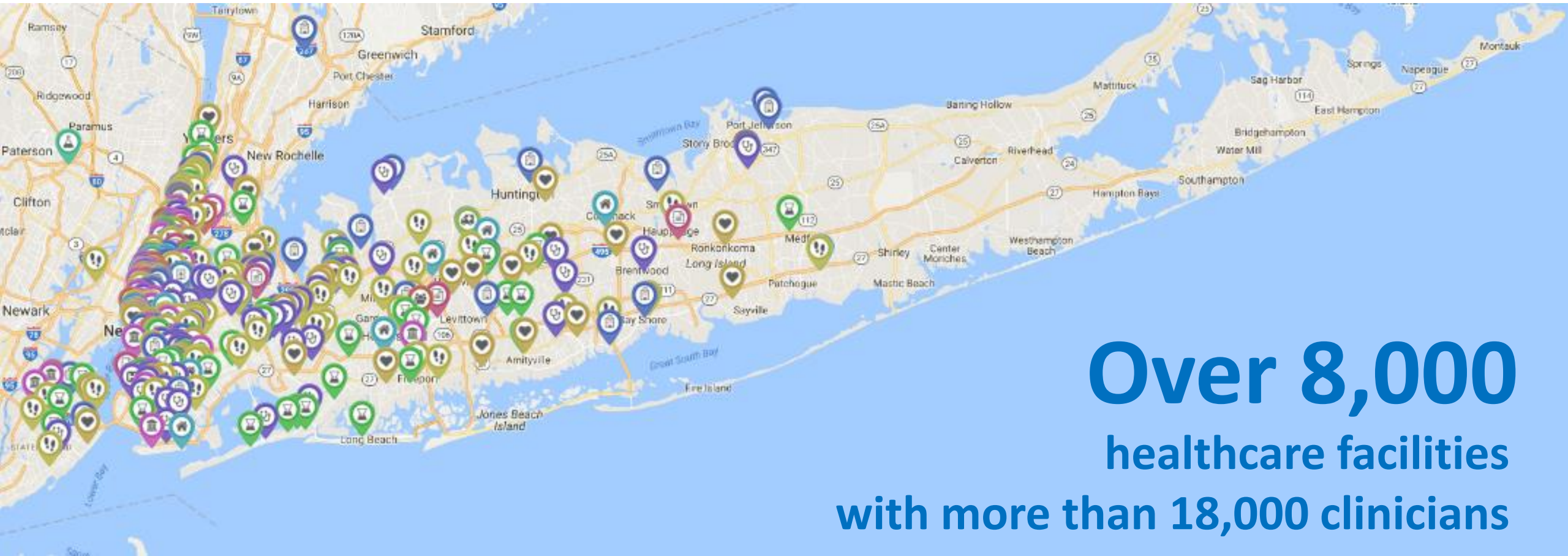
Left to Right: Missing Person Search Process

- Public calls 311. Agent captures missing person information in UVIS. Public gets report # and call ends.
- Data entered triggers an initial HIE patient search based on last, first, gender and age
- Automated recurring searches if there is no match
- NYPD Missing Persons Detective notified in UVIS upon match to reach out to search party immediately.

Additional reading:

"Using Health Information Exchange to Improve Family Reunification After a Mass Casualty Incident"

<https://doi.org/10.1089/hs.2018.0110>



Over 8,000
healthcare facilities
with more than 18,000 clinicians

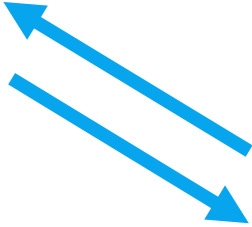
Healthix

New York City and Long Island

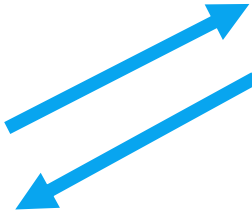
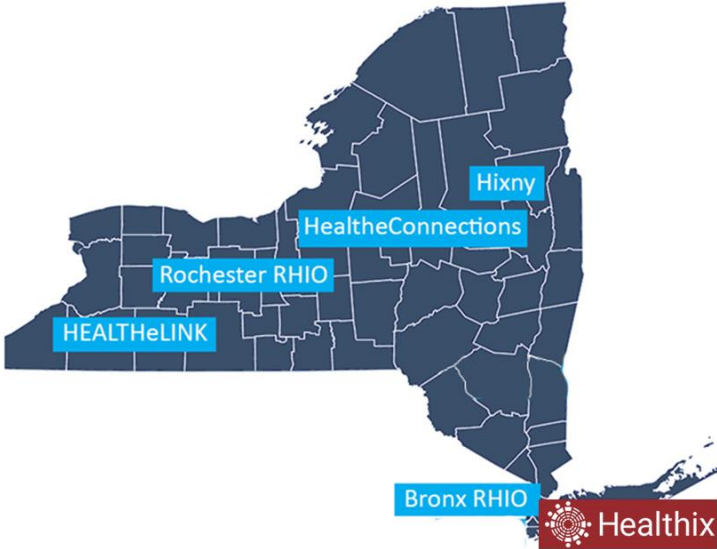
- Hospitals (76)
- Amb/MD Practices (1,339)
- FQHCs (66)
- Long-Term Care (200)
- Behavioral Health (87)
- Health Plans (20)
and More

Role of Healthix


8,000+ facilities



HEALTHIX

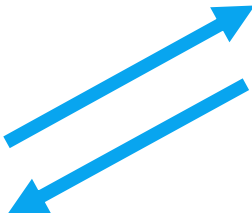


PRIVATE HIEs

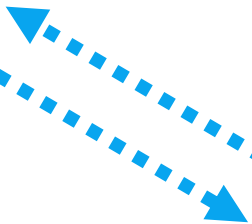
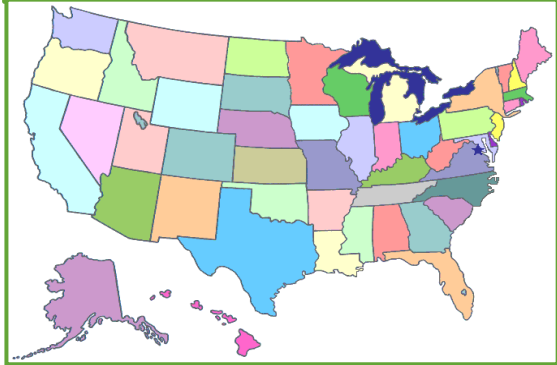


PRIVATE HIEs INCLUDE:

- Health Plans
- Large Provider Systems
- PPSs
- More



eHealth exchange and SHIEC



HEALTHIX: A QUICK SNAPSHOT

As of May 2020

7+ Million
Patient Record
Returns via
EHR

31
EHRs
Hub Model
Integrations
Now Available

183+
Million
Inbound Messages
Received

9+
Million
Unique Patient
Consents on
Record

9+
Million
Clinical Alerts
Delivered



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Questions?

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