



ANNUAL 2018 REPORT

FISCAL YEAR 2018



MiHIN
Michigan Health Information Network

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INTRODUCTION FROM THE EXECUTIVE DIRECTOR

A reflection on 2018 leaves MiHIN feeling proud. Proud of its successes, lessons learned, and its continued relationships with key stakeholders across the state of Michigan and beyond.

Our core components, ACRS, CKS and Health Directory (HD) have been the perfect building blocks from which we can continue to expand on, create more depth within, and modify in ways our stakeholders can utilize in the most efficient ways to continue to reduce administrative burden and costs. With even more development on MIDIGATE, we are confident it will help to bridge the gaps in data while allowing one, simple sign-on from its users.

MiHIN will be more focused than ever on Shared Services. While we've always been known as the technology behind data exchange, and don't underestimate that we are thankful to be thought of as such, MiHIN wants to also expand our services beyond technology and infrastructure.

There are many exciting things in the works at MiHIN. Our quest for interoperability is coming to life in a new development known as Interoperability Land™ in which it encompasses various components, including FHIR®.

MiHIN is continuously humbled by the support of our stakeholders, the engagement and collaboration on a daily basis, and for the knowledge that is shared across industries as we all have a hand in this pot. Together, we will continue to make strides in interoperability and keeping the focus on the patients, their families, and reducing burden and costs. To each of you, thank you!



**MIHIN WANTS TO ALSO EXPAND OUR
SERVICES BEYOND TECHNOLOGY
AND INFRASTRUCTURE.**



ABOUT MiHIN

For nine years now, the Michigan Health Information Network Shared Services (MiHIN) has stayed focused on its mission to create efficient, accurate, and reliable ways of sharing critical patient data.

With every new organization onboarded to one of MiHIN's Use Cases, we are one step closer to the successful exchange of patient data allowing everyone to remain focused on what's most important: **patients and their families.**

Remaining focused on interoperability and expanding our network, MiHIN had a very successful 2018 fiscal year. The launch of new services such as MIDIGATE®, as well as continuing to expand our proven tools like Active Care Relationship Service® (ACRS), MiHIN continues to be a leader in the health information technology space with much more on the horizon.

OUR MISSION

MIHIN is dedicated to improving the healthcare experience, improving quality and decreasing cost for Michigan's people by supporting the statewide exchange of health information and making valuable data available at the point of care.

FEATURED SERVICES

Statewide Labs

The coordination of lab results across organizations can be very challenging and can have a negative impact on healthcare costs as well as patient care. Lab results must be presented in a timely manner and in a usable, actionable format so recipients can deliver efficient and effective patient care.

The Statewide Lab Orders-Results scenario helps participating organizations electronically send and receive lab results via the statewide health information network.

In 2018, MiHIN received over 73 billion lab messages from 83 sending facilities. The total number of inbound messages increased from just over 1.3 million per week to over 1.8 million per week.

In addition, MiHIN expanded the Use Case to begin a pilot with receiving organizations. Five organizations were onboarded and have now received over 1.1 million messages total and over 120,000 messages per week.

In 2019, MiHIN will be focusing on moving the current pilot for receivers into production and establishing conformance for lab messages to help improve the overall quality of the data available.

Admission, Discharge, & Transfer (ADT) Conformance

In 2018, there was continued support of the Statewide ADT Notification Service through its Pay for Performance incentives. The HIE component of P4P focused on improving the quality of data transmitted through the Michigan Health Information Network and organizations continued to make strides in improving the quality of ADT data.

From March 2018 through December 13th, the number of Peer 1 (large) hospitals whose ADTs contained complete mapping data increased by 40 percent while Peer 2 hospitals showed a 20 percent increase. In addition, 9 percent of Peer 3-5 (medium to small) hospitals moved from scoring 0 percent in their adherence to coding standards to at least 50 percent.

More information can be found in the included reports.

In 2019, MiHIN will continue to partner with BCBSM on improving ADT conformance while also expanding into Discharge Medication Reconciliation messages.

MiHIN'S CULTURE & BRAND

MiHIN has made great strides in becoming a culture to be proud of. The introduction of core values is a platform used to create a cohesive and unified culture that is driven towards the same common goals. A newly formed Office of Corporate Culture has also made an impact on bringing the company together to remember why the staff feel so passionately about the work they do.

MiHIN held its first employee gala, where we recognized numerous staff for their above and beyond daily efforts as well as a few of our outstanding interns that have contributed more than we can possibly thank them for. It was a time of laughter, reflection, memory making, and a time to be proud of what's been accomplished as well as look ahead to all that is left to conquer.



RESPECTFUL & HUMBLE

*Build a Positiv Team Environment
Drive Integrity and Trust*



INVENTIVE & INSPIRING

*Drive Diversity of Thought
Be Curious, Adenturous & Have Fun*



PASSIONATE & DETERMINED

*High Performing Focused Problem Solvers
Pursue Growth & Learning*

Not only has the staff had time to reflect on what they've accomplished and the perhaps unpaved road ahead, but MiHIN as a company has also done some reflection. Asking ourselves, "what has our focus been and where do we want it to be?". Our brand and logo reflected a strong emphasis on the HIN component of our name: Health Information Network. While make no mistake that will in fact, always be our identity, a new, re-emphasis on the Shared Services component is where MiHIN is looking to start paving.

With a new logo, new website and materials, a strong focus will be placed on utilizing the Shared Services that MiHIN has been building behind the scenes.



STAKEHOLDER ENGAGEMENT

Stakeholder engagement continued to be a top priority for MiHIN in FY18. Engaging with healthcare organizations from across the industry is an important part of understanding the day-to-day challenges of exchanging patient data and how we can work together to improve statewide health information exchange.

MiHIN is continuously looking for new ways to meaningfully engage with our stakeholders. From hosting and attending events and workshops together, encouraging stakeholders to present their ideas at the Connecting Michigan for Health conference, sharing and receiving updates during our biweekly Stakeholder calls, and interacting via social media, we are thankful for our stakeholders' continued support and collaboration.

The MiHIN Operations Advisory Committee (MOAC) and its affiliated working groups are a key component to our community engagement efforts and serve as part of our governance structure. The MOAC brings together diverse perspectives from across the state to provide feedback and help guide MiHIN operations. This year, we restructured MOAC with the goal of increasing engagement and stakeholder participation. Some of the primary goals of the restructuring effort included:

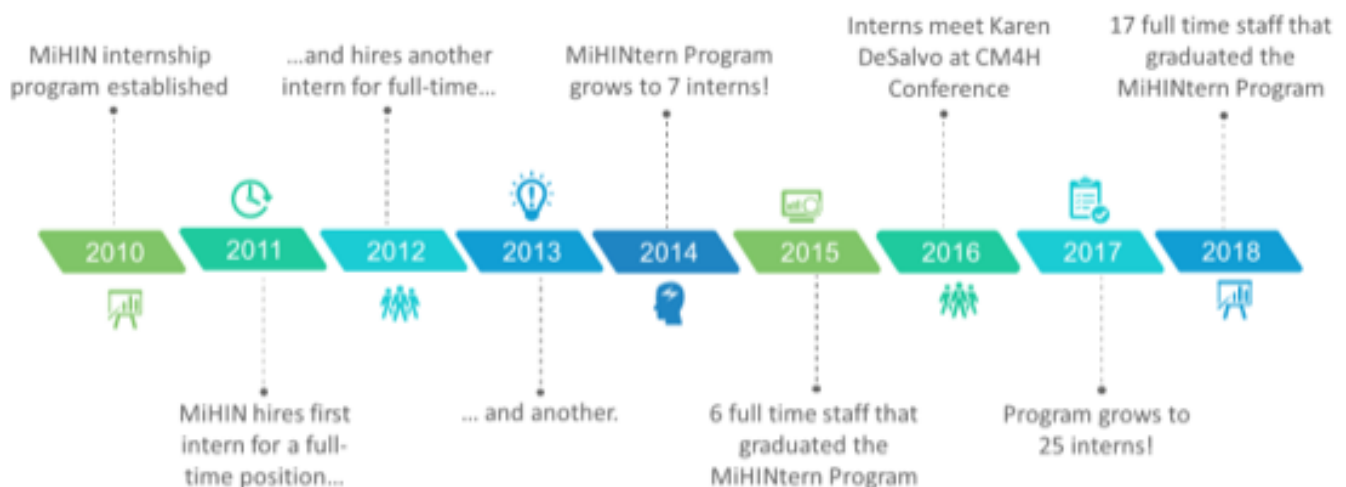
- Aligning meeting topics with MiHIN project roadmaps
 - Listening to stakeholder feedback to determine topics of interest and hosting conversations from multiple perspectives
 - Rearranging the existing working groups to eliminate redundancy and allow for more focused conversations
 - Reducing the frequency of working group meetings
 - Providing MOAC members with materials before meetings so they are prepared and informed
 - Updating organizations' MOAC representatives to ensure that the right people are invited to each meeting
-

MiHINTERNSHIPS

Since its establishment in 2010, the MiHIN internship program has more than quadrupled, from 7 interns in 2014 to 31 interns in 2018. The program provides an opportunity for undergraduate and graduate students from diverse academic backgrounds to gain hands-on experience in health information technology. Throughout their internship, students contribute to a variety of projects that will help them strengthen critical skills and become dependable teammates. For full-time employees, the program is a wonderful way to strengthen management skills, as each employee has the option to mentor an intern. Mentors meet weekly with interns to delegate work, provide guidance and offer useful feedback to help interns grow professionally.

Given its incredible success, MiHIN plans to expand the internship program to provide opportunities to more students than ever. No matter how large the program grows, the goal will remain the same: Offer students the opportunity to learn about health IT while doing work that has a real impact on the company.

Internship Program Timeline



MiHINTERN SCHOLARSHIP RECIPIENTS

They have positive attitudes, ask important questions, and take pride in their work—they're MiHIN interns (commonly referred to as MiHINterns) and they are instrumental to our company's culture. This year, MiHIN awarded scholarships to three staff-nominated interns who embody MiHIN's core values: Respectful and humble, Inventive and inspiring, and passionate and determined. Employees jumped at the opportunity to recognize the contributions of their interns. Here's how our interns live our values:



RESPECTFUL AND HUMBLE

"She [Grace Bosma] has embodied a respectful and humble employee, willing to sit at a screen full of mundane details and plug away for hours. She is timely, accurate, positive, and the work horse of the business analyst team."



Maria Dawson

Marketing Intern

"MiHIN is the first internship where I was given an individual role in a team of full-time employees. While all my duties are managed by my mentor and task providers, I am given the freedom to take on my work by myself. This has made me feel as though I am valuable and a true asset to the company."

INVENTIVE AND INSPIRING

"Maria embodies the 'inventive' character. She can take a simple idea and create something beautiful. Take the conference for example, she helped bring the conference to life this year!"



Grace Bosma

Business Analyst Intern

"During my experience as an intern at MiHIN, I was always busy with real world projects and was never just doing 'busy work' or running to get coffee. This has allowed me to get involved in several projects and maximize my working knowledge of the Health Information Exchange field while giving me experience as a full-time position would."

PASSIONATE AND DETERMINED

"Every time I have worked with Zane, he has gone above and beyond in his work. I see him stay late in the office to complete a task, or even to help others complete a task. This type of determination is what makes MiHIN interns so great and really helps MiHIN learn and grow."



Zane Paksi

Former IT Support Intern

"Over the course of my internships with MiHIN I've grown a great deal professionally. I've gained a massive amount of business etiquette from attending important meetings and large conferences where I was able to converse with high-level officials and perfect my business communication skills."

OUR MILESTONES IN 2018

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OCTOBER 2017:

- New MiHIN.org website launched featuring updated design and new functions to support workflows
- 35,192,317 Statewide Labs received since 1/11/17
- Common Key Service in full production with 3 senders and 1 receiver
- 10 MLN unique patients in ACRS
- HITRUST Full Accreditation Achieved

NOVEMBER 2017:

- Oakland Physician Network Services (OPNS) is approved as Michigan's 13th health information exchange qualified organization
- Michigan Medicine in production with the Common Key Service use case sending common keys through the statewide network
- More than 1.55 billion messages received since production started May, 2012

DECEMBER 2017:

- 61 Home Health Agencies sending ADT Notifications statewide
- 204 Skilled Nursing Facilities sending ADT Notifications statewide
- New process allowing providers to send production quality measure information files via web upload goes live to support the 2017 Medicaid Meaningful Use reporting period for MDHHS
- 18 organizations sending all payer supplemental files under QMI

JANUARY 2018:

- 101 Medication Reconciliation senders in production

FEBRUARY 2018:

- 10 HIEs, 9 Health Systems, 8 Pharmacies participating in Request Immunization History Forecast
- 120 Admission Discharge Transfer receivers in production
- 131 total trusted data sharing organizations

MARCH 2018:

- Tim Pletcher gives keynote address at HIMSS Annual Conference and Exhibition in Las Vegas

APRIL 2018:

- MiHIN hosts an in-person MOAC meeting to discuss the restructuring plan with the goal of improving the overall experience of our stakeholders
- EHNAC Full Accreditation Achieved

MAY 2018:

- 486 Total Use Case Agreements/Exhibits executed to date
- 80 State Lab Result Senders in full production sending to MiHIN

JUNE 2018:

- The annual Connecting Michigan for Health Conference celebrates ten years of showcasing thought leaders and accomplishments from across the health information technology community
- MiHIN hosts first Connectathon giving developers at healthcare organizations across the country the opportunity to gain hands-on experience with Fast Healthcare Interoperability Resources (FHIR)
- MiHIN convenes top legal experts from around the country for first Legal Summit to discuss what's coming with health information and the law
- DirectTrust –Fully Accepted into DirectTrust Bundle

JULY 2018:

- MiHIN's Health Information Service Provider (HISP), Diretto, is ready to support Michigan organizations' Direct Secure Messaging needs
- Kickoff of Common Credentialing workshop series to develop solutions that reduce the credentialing burden on providers and improve data shared with payers
- Immunizations for Care Team use case scenario reaches concept gate of MiHIN's use case factory

AUGUST 2018:

- MiHIN presents its patient matching solution at annual SHIEC Conference in Atlanta, Georgia
- MiHIN uses the 4medica Big Data MPI along with Common Key Service to enable patient matching in real time
- MiHIN shares experience in patient matching with ONC and its attendees at ONC Interoperability Forum in Washington, D.C.
- Over 1.3 million more Admission, Discharge, Transfer Notifications sent to care team members each week since MiHIN went live with patient matching services in May 2017
- 2nd Annual Amazing Race held in Detroit to celebrate and appreciate MiHIN employees

SEPTEMBER 2018:

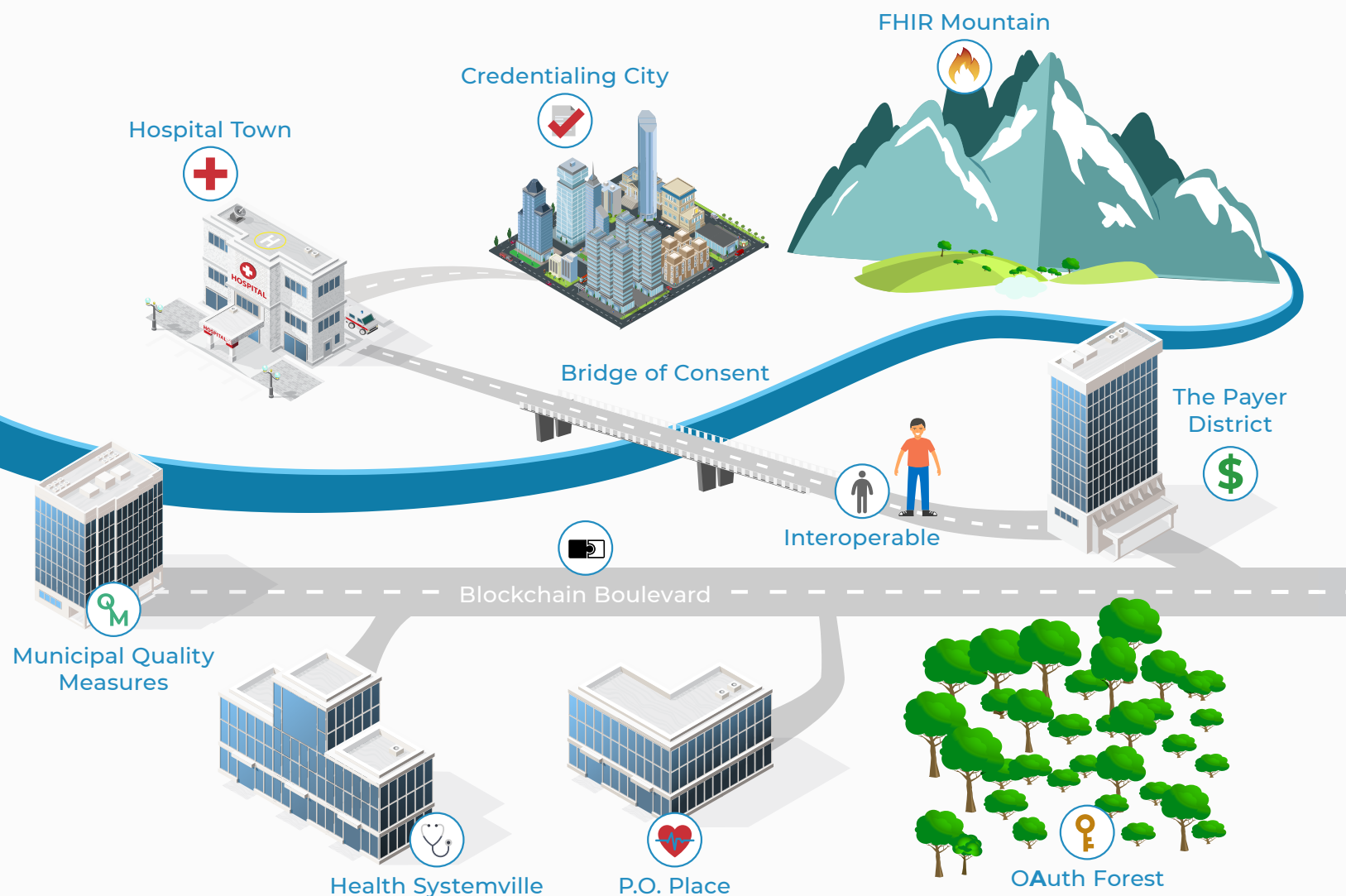
- Information on over 275,000 providers maintained on Sales Cloud to track and understand how care teams work together

INTEROPERABILITY LAND

Healthcare's ongoing transformation from volume-based to quality-based delivery and payment requires much greater electronic interoperability between healthcare systems.

And while healthcare organizations are modernizing their systems to be more interoperable, there is a critical shortage of good test data and nowhere to securely, accurately test exchange of information between separate organizations.

Interoperability Land is a shared online environment hosted in the Amazon Web Services Cloud where organizations, developers, and technology providers can engage in simulated, highly-realistic interoperability scenarios to develop, test, or demonstrate new application capabilities and advance interoperability.



Participants can interact with fake, realistic resources that emulate healthcare organizations and applications including electronic health record systems, hospitals, health plans, public health agencies, retail pharmacies, skilled nursing facilities, and many more!

This innovative framework with large, configurable patient populations allows advanced interoperability testing and development in a collaborative environment.

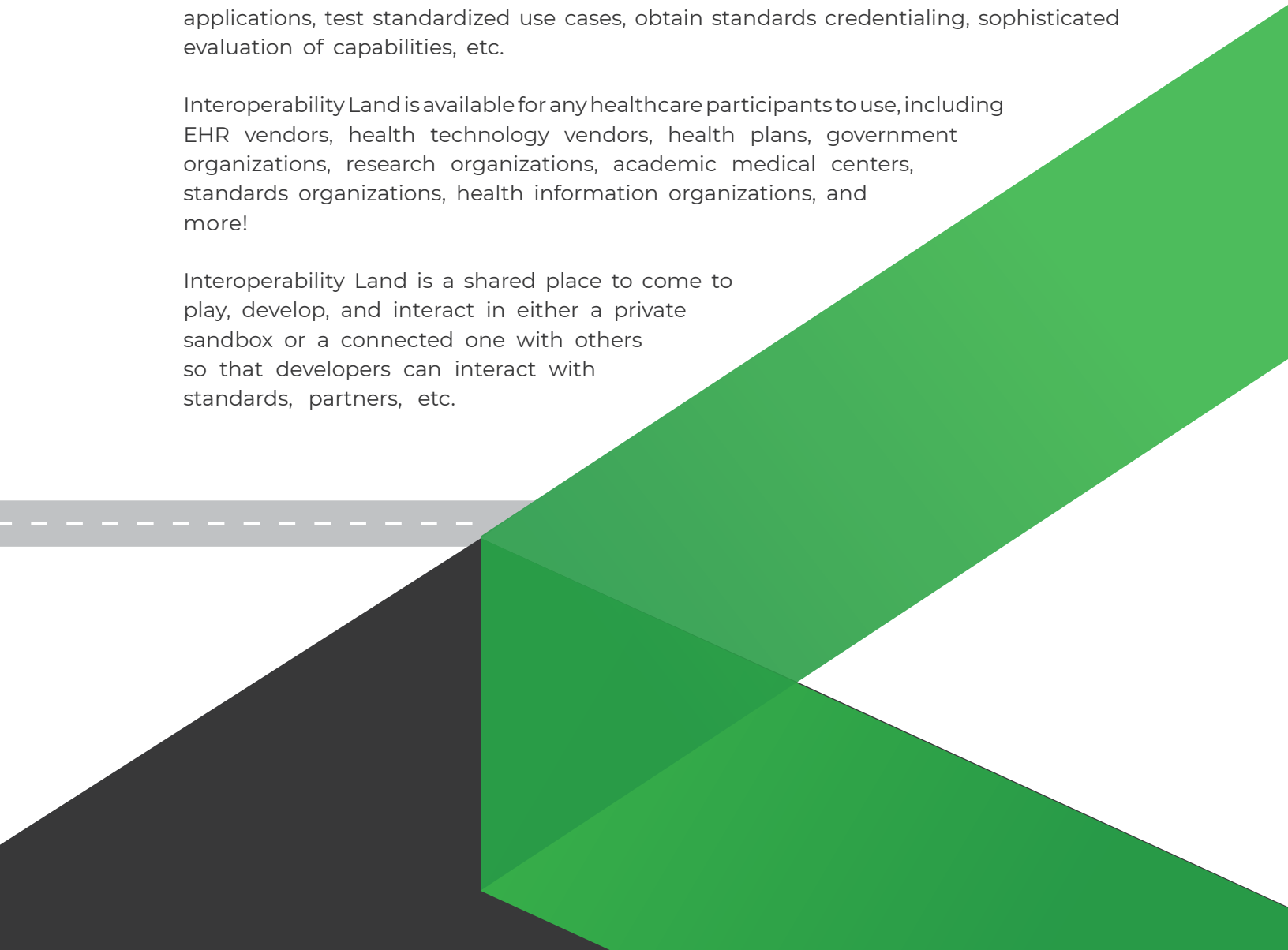
When used by multiple organizations working together to test information exchange, Interoperability Land also creates a natural path for standards-based technology adoption, Connectathons, and quicker-to-market solutions.

Interoperability Land offers a shared space to develop and interact under a trusted framework that honors intellectual property while promoting open source collaboration.

By allowing testing across multiple organizations, we can help reduce the overall complexity of applications across multiple settings because there will be one place to test applications, test standardized use cases, obtain standards credentialing, sophisticated evaluation of capabilities, etc.

Interoperability Land is available for any healthcare participants to use, including EHR vendors, health technology vendors, health plans, government organizations, research organizations, academic medical centers, standards organizations, health information organizations, and more!

Interoperability Land is a shared place to come to play, develop, and interact in either a private sandbox or a connected one with others so that developers can interact with standards, partners, etc.



CONNECTING MICHIGAN FOR HEALTH

This year, our annual health information technology conference, Connecting Michigan for Health celebrated its tenth anniversary, with Connecting Michigan X – BREAKTHROUGH.

The event was held in June and attracted more than 340 health information technology professionals throughout the state of Michigan. For the tenth anniversary, we added two additional events, a Connectathon and a Legal Summit providing attendees a week-long conference with hands-on learning opportunities, panel discussions, solo presentations, workshops and interactive displays.

During the Connectathon, attendees had an opportunity to learn, develop, and test Fast Healthcare Interoperability Resources (FHIR®) solutions in a collaborative environment with other information technology and business professionals. Legal Summit attendees participated in focused, in-depth conversations to strengthen their understanding of how federal and state laws, policies, and regulations impact the electronic exchange of health information.

During Connecting Michigan for Health, attendees heard from a practicing Michigan physician who shared his perspective on the challenges and value of health information technology; and from patients, who shared their personal stories in seeking treatment for diverse diagnoses and how health information technology advanced their care.

Additional topics touched upon behavioral health, patient-centered care, predictive analytics and how technology continues to evolve with a demonstration of an integration of a patient's electronic medical record with Alexia, an Amazon virtual voice assistant as well as a working session with Michigan's Pilot Interoperability Testbed – the FHIR-PIT.

Attendees also heard from National organizations including the Office of the National Coordinator, Healthcare Information and Management Systems Society North America, and The Sequoia Project, as well as representatives from other states including Colorado and New Jersey.

To encourage health and wellness during the event, attendees were invited to participate in a Wellness Challenge. The Challenge encouraged attendees to track their steps to meet an individual goal as well as a group goal. In total, participants traveled a total of 257.99 miles – the distance from the Capitol to Toronto, Ontario, Canada.

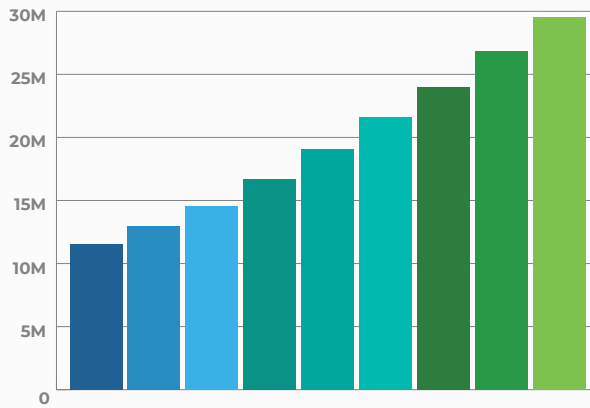


**MAKE PLANS TO JOIN US JUNE 3-5,
AT THE LANSING CENTER FOR 2019
CONNECTING MICHIGAN FOR HEALTH!**



Visit MiHIN Shared Services on
YouTube to access all Connection
Michigan for Health Speaker
presentations from 2015 to 2018

MiHIN GROWS IN MICHIGAN



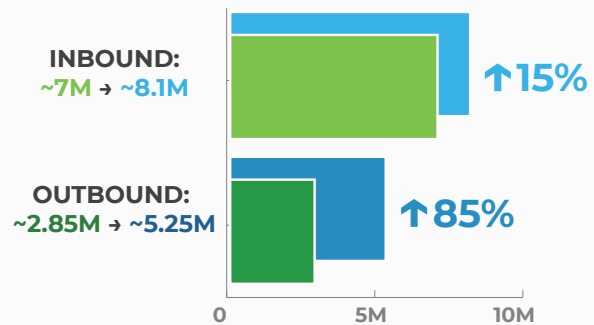
Imm/HF Queries to MCIR
(cumulative, by month, since go-live [reckoned as 1 March 2017])



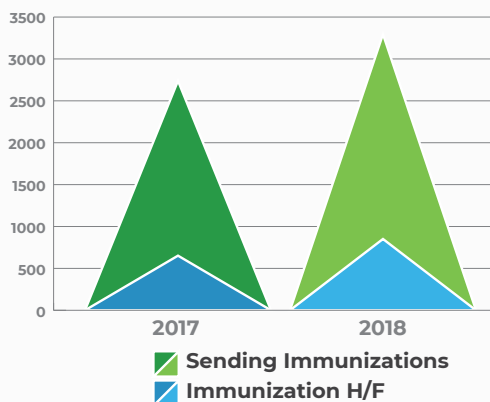
Cumulative Imm/HF Queries
September 2017 to 2018



**TDSO Count
& growth on 2017's figure**



MedRec Growth
(Dec 2017 -> Nov. 2018 over
previous year of Dec 2016 -> Nov 2017)



137,995
unique providers
in statewide Health Directory
26,895 from ACRS files

30.6M **↑ 50%**
ACRS Relations

MiHIN HELPS OTHER STATES

Continuing to leverage lessons learned, abundant experience and exponential knowledge, MiHIN as well as its subsidiaries and shared companies will continue to make its mark across the nation. With a foot in New Jersey, Oregon, as well as other states, the collaboration it takes to move the needle across the country is no small feat and MiHIN is proud to be a part of this venture.

Velatura, LLC is moving toward becoming a national leader to lend MiHIN's expertise, use cases, and services to other states. Velatura will become known as MiHIN National Services, LLC.



WHAT'S NEXT IN 2019

Continue to expand Common Key Service (CKS) ®

Connecting Michigan for Health, Legal Summit, & Connectathon Throwdown

Expand ACRS integration

Continue to make MIDIGATE more robust and embed in EMR systems

Enhance Health Directory with search capabilities

Continue to expand and develop the Use Case Factory ™

Begin to offer a variety of Shared Services

Launch of a new MiHIN brand identity and website revamp

Expansion of MiHIN Nation Services, LLC

Introduce Velatura Public Benefit Corporation

MiHIN BOARD OF DIRECTORS

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Vice President-Health Information Services,
Chief Information Officer
Henry Ford Allegiance Health

Brian Keisling

Director, Bureau of Medicaid Operations
and Actuarial Services
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State Relationship Management
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