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ANNUAL REPORT

2019 | FISCAL YEAR 2019 NOVEMBER - OCTOBER

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INTRO

EXECUTIVE DIRECTOR

FROM THE



What a year it has been! A refreshed brand kicked off 2019 showcasing a new look designed to emphasize who we are and what we are about. On the journey to position for the next decade, we streamlined our internal operations, reorganized our corporate structure, and formalized our Core Values in pursuit of our long-term commitments to both our stakeholders and employees. Communicating more effectively both inside and out about our existing capabilities and the accelerating future value to Michigan's constituents if everyone engages and works together remains at the heart of our agenda.

To leverage MiHIN's unique accomplishments and in response to the pending national regulations motivated by the 21st Century Cures Act, the MiHIN Board of Directors has restructured the organization this year into the MiHIN Group; comprised of MiHIN and two affiliates. The first affiliate, the Interoperability Institute LLC champions workforce development and advances new interoperability technology and innovation. This will include official launch of Interoperability Land™ on Amazon Web Service (AWS) Marketplace where organizations can safely test their applications and explore new technology using synthetic data to ensure confidentiality. Velatura Public Benefit Corporation is another mission-oriented affiliate focused on national health information sharing activities that includes ensuring MiHIN's foundational technology and methodologies achieve best in class scale through additional hardening by application in other states.

These foundational building blocks for Michigan's information infrastructure consisting of the Active Care Relationship Service® (ACRS), Common Key Service® (CKS) and Health Directory® (HD) will soon be joined by the Electronic Consent Management progressed this year to ensure people's private information stays confidential across all settings. Concurrently, the MiHIN Use Case Factory® also advanced important new statewide use cases around the social determinants of health and quality measure information to better close gaps in care and reduce provider burdens for administrative reporting.

From events like Employee Appreciation Day at Lugnut Stadium, our annual Connecting Michigan for Health Conference series, as well as ending the year with our Town Hall and employee Gala fund raiser for MiHIN interns, it's the staff at MiHIN, Velatura, and Interoperability Institute who remain our state's critical success factor to improve the health of people in Michigan. As a team we are continually striving to make Michigan better by being inspiring, inventive, respectful, and humble.

The real key to Michigan's success, however, is that we're lucky enough to have a stakeholder audience that is just as committed to making a positive impact on people's health. In the upcoming year, look for new ways to communicate like our Bits & Bytes publication, the evolution of the MiHIN Use Case Factory® to more inclusively take on greater statewide challenges, and the growing network of trusted data sharing organizations to encompass even greater numbers of places that impact people's health.

Thank you for consistently engaging and partnering with us to continue to pave the way for making it possible for information exchange to improve health for all of us!

Dr. Tim Pletcher
Executive Director

ABOUT MiHIN

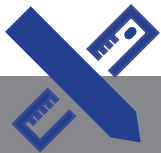
As we launched 2019, we looked at our brand. What did it represent? What did it mean to us? To our stakeholders? It was the brand we knew, the one that launched us. But as we found ourselves transitioning from a start-up organization to a state of maturity, we wanted to recognize that we aren't the same brand as we once were.

Our new logo was a fresh start. It still emphasizes our dedication to Michigan; which will always be MiHIN's mission. There is also an emphasis on the 'Shared Services' as notated in blue in our name; that was strategically done as we are more than ever, focused on the shared services aspect of our offerings, both internally (as a matrix organization) as well as across the nation as our subsidiaries leverage MiHIN knowledge, staff, and offerings.



OUR CULTURE & CORE VALUES

Now, more than ever, our core values are at the forefront of who we are as an organization. As we look to the next chapter for MiHIN, it is nothing short of inventive and inspiring. As three organizations come together with one common goal of improving healthcare, together, we drive diversity of thought, are curious, adventurous, and occasionally, we even have a little fun.



Oftentimes in interviews, the main question candidates ask is indeed, about our culture. The question, “What makes you stay here or come to work every day”, and besides the work that we all do to improve healthcare, it’s usually a unanimous answer where we look around the room and gesture that it’s those around us. The passion and determination of everyone sitting in here is astounding. We all strive to be high performers and focused problem solvers with each and every task we take on, always in the pursuit of growth and learning.

However, on our journeys of growth and learning, we oftentimes need a hand. Our colleagues are the definition of humble. Always respectful of each other’s work, deadlines, fires...it is never out of question to ask for help. And what does that do for a company culture? It builds trust, drives integrity, and builds a positive team environment.

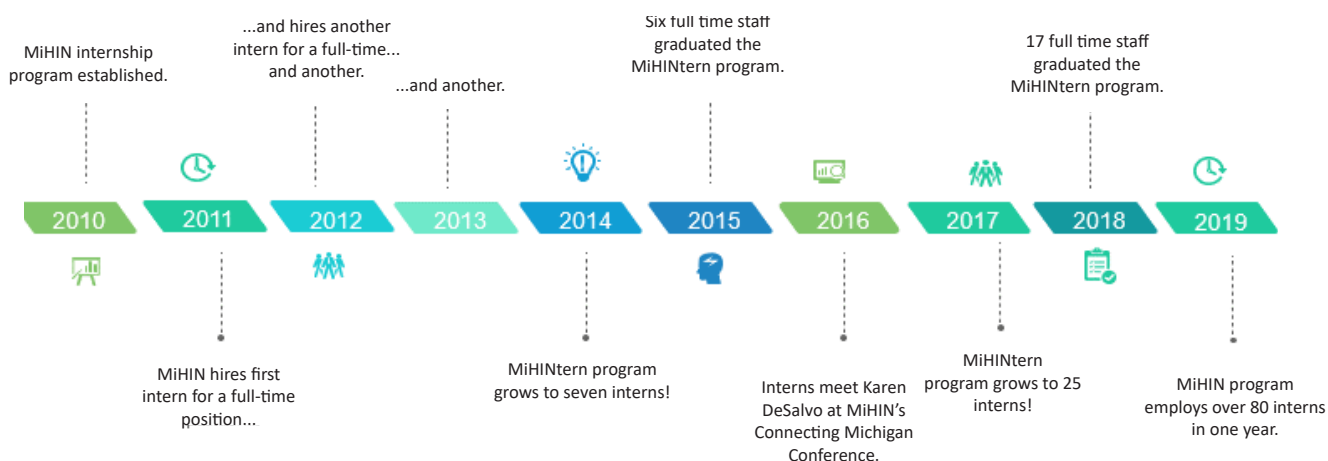
As we continue to grow, not just in numbers of staff, but in our products and services and our ways of thinking and doing things, the Office of Corporate Culture will continue to support and encourage staff to showcase our core values every single day. To be respectful and humble, to show your passion and determination, and of course, to be inventive and inspiring. 2020 has a lot in store for all of us and the Office of Corporate Culture is already underway in making more opportunities for us to all grow together.

MiHINTERNSHIPS

Since its establishment in 2010, the MiHIN internship program has more than quadrupled, from seven interns in 2014 to 80 interns in 2019. 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.

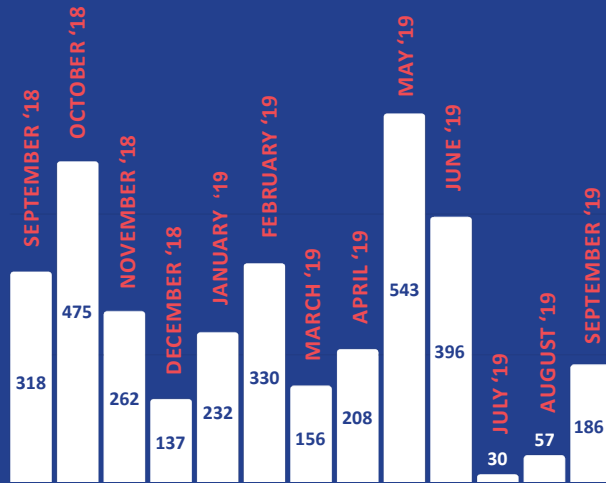
Internship Program Timeline



SOCIAL MEDIA STATISTICS

2018 – 2019

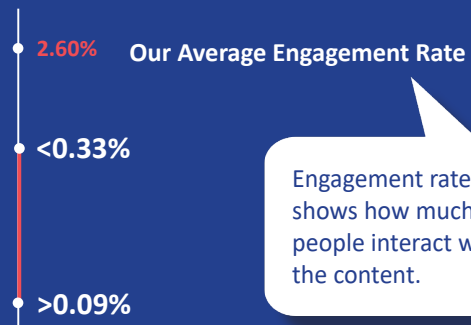
September 2018 – September 2019



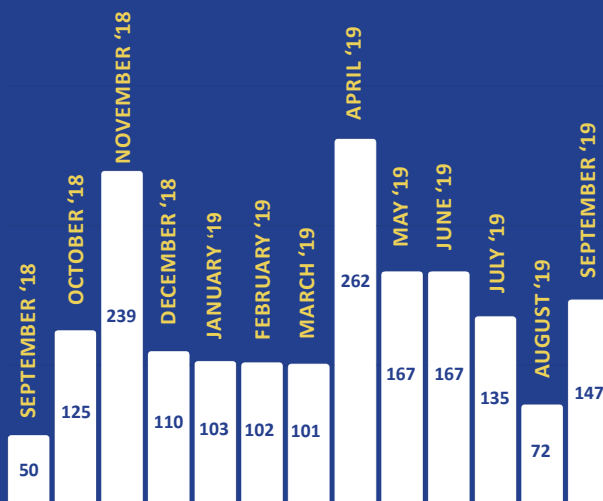
3,206 total **Twitter** engagements



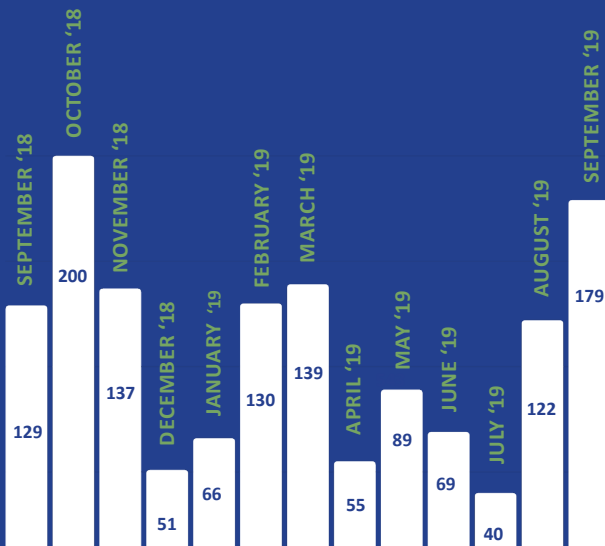
AN AVERAGE **Twitter** ENGAGEMENT RATE



Engagement rate shows how much people interact with the content.



1,780 total **Facebook** engagements



1,406 total **LinkedIn** engagements

1 Information Technology

2 Hospital & Healthcare

TOP 5 INDUSTRIES VISITING OUR LINKEDIN PAGE THIS YEAR

3 Higher Education

4 Computer Software

5 Business Development

MiHIN FEATURED SERVICES

Social Determinants of Health

To better understand the link between social needs and individual health and well-being, more data is needed by the state of Michigan and other stakeholders in the healthcare community.



MiHIN and the State Innovation Model team have partnered to take the first steps in building a knowledge infrastructure that streamlines the process of sharing the Social Determinants of Health information utilizing existing technology.

The Social Determinants of Health use case allows organizations to send data through MiHIN to the state, where the data is analyzed for social determinants of health information to promote overall public health.

Readmission Dashboard

MiHIN launched a new tool for tracking and understanding readmissions across the state. Using Admission, Discharge, and Transfer (ADT) Notifications already flowing through MiHIN, the Readmission Dashboard recognizes and summarizes readmissions in real time. The Readmission Dashboard is then updated daily to provide quality staff a timely view into their organization's readmission rate and insight into the rates of their peers.

However, the Readmission Dashboard goes beyond tracking the standard 30-day readmission rate. Users will be able to see their organization's 3, 7, 14, 30, and 90-day readmission rates and compare those rates to the overall health system, the statewide average, or other health systems across the state. The option to filter results by diagnosis codes and even drill down to the patient level provides a unique opportunity to gain insight into readmission drivers and inform interventions.



Electronic Consent Management

The Electronic Consent Management Service (eCMS) enables a standard, statewide solution to electronically collect, manage, and check for consent preferences.

This product allows healthcare providers to determine when and with whom they can share specially protected health information.

This effectively facilitates patient autonomy and privacy protections while easing provider hesitation on sharing protected information.



Telehealth

Care Convene, the exclusive provider of TeleHealth for MiHIN, offers both virtual visit chats (like texting) and video visit options. Providers set up a “clinic” within Care Convene and invite patients to join through a basic invite link.

Providers can assign patient assessments that communicate directly back to the provider, enabling patients to learn more about important symptoms and enabling providers to monitor important changes.

MIDIGATE®

MIDIGATE® is MiHIN’s foundational platform that provides insight into care team information, Admission, Discharge, Transfer (ADT) Notifications, Exchange Consolidated Clinical Document Architecture (C-CDA) messages, and the autonomy to modify the active care relationships for care team members through an up-to-date Active Care Relationship Service® (ACRS) file submission.

Similarly, the insight and autonomy provided through the platform can be made available directly into applications customers already use. In lieu of using the MIDIGATE tool, customers can either embed the available modules into their applications, or they can access through the appropriate, secure Application Program Interface (API). In both cases the customer can take advantage of the single sign-on to avoid having to manage a separate user name and password. It is important to note, core MiHIN Use Cases that are imperative for customers to onboard to benefit from the MIDIGATE platform or API are:

1. Health Directory (HD)
2. Active Care Relationship Service (ACRS)
3. Admission, Discharge, Transfer (ADT) Notification
4. Exchange C-CDA

By partnering with MiHIN, customers can choose the best interface that meets their care coordination needs.

Use Case Factory™

The Use Case Factory™ has continued to make strides both with consistency and visibility and has plans to further improve upon both factors. To this point, the prime focus thus far has been the facilitation of a thorough audit of all use case documentation in waves, focusing on adopted and mature use cases during wave one, with wave two and three to follow. We have also visualized the progress of each use case through the conceptual, planning and development, implementation, and adoption stages.

As we continue to lay this foundation for the Use Case Factory, we also have been moving things forward as well. We envision the Use Case Factory as a solid tool that can create transparency and drive progress by creating a useful window into use case development and implementation. The Use Case Factory provides the machinery to monitor and interface with internal processes clearly laid out in the business integration plan, in addition to project schedules and checklists, to provide a report of progress that can be utilized by both internal and external interested parties and stakeholders. The Use Case Factory doesn't seek to control these processes, but provide a progress report that can help provide transparency, galvanize progress, and encourage interest and investment.



STAKEHOLDER ENGAGEMENT

Stakeholder engagement continued to be a top priority for MiHIN in fiscal year 2019 not only in the quantity of stakeholder feedback opportunities, but in a concerted effort to enhance the quality of stakeholder engagement opportunities as we co-developed a statewide health information exchange strategy for the state of Michigan.

Meeting regularly one-on-one with subject matter experts such as the Michigan Department of Complex Care Management, Michigan Department of Family Medicine, Jackson Health Network CHIR, Provider Delivered Care Management (PDCM), Michigan Data Collaborative, Michigan SIM, Michigan Department of Health and Human Services (MDHHS) Policy Team, and Blue Cross Blue Shield of Michigan (BSBSM) Leadership with a particular focus on Statewide Conformance and Physician Organization incentives as they relate to health information exchange.

The highlights of these bidirectional conduit activities are showcased below:



Convening five targeted focus groups with IT Directors, Quality Managers, and Care Managers on co-developing onboarding and workflow preferences for Coordinating the Care Coordinators.



Soliciting Survey Monkey data asynchronously on reflections to date on Coordinating the Care Coordinators.



Leveraging Poll Everywhere synchronously during focus groups and MiHIN Operations Advisory Committee (MOAC) meetings to comprehensively hear the important voice and perspective from all stakeholders and share back the results in creative visual aids like word clouds.



Facilitating a refreshed MOAC Charter to renew the focus on roles, responsibilities, and charter goals to link the health information exchange.



Publishing a new monthly newsletter, Bits and Bytes, highlighting the latest health information technology policy bits and trending health information technology bytes that impact Michigan communities sustainably improve health information exchange.



Innovating the concept of Task Forces and Meet-Ups to delineate targeted milestones from voting expectations of advisory members.



Respecting the valuable time of stakeholders by embedding MiHIN community engagement participation in local multi-payer stakeholder conferences and events such as the CPC+ Learning Session 8, SIM PCMH Summit, Area for Aging Agency Learning Collaborative 1 and 2, and the Michigan Institute for Care Management and Transformation (MiCMT) Annual Statewide Meeting.



Utilizing the Bits and Bytes Newsletter to convene stakeholders on a bi-weekly basis on relevant implications and meaningful insights from stakeholders in the community.

A FEW OF OUR MILESTONES IN 2019



OCTOBER 2018

MiHIN hosts first black-tie employee gala and distributes staff awards and intern scholarships.

NOVEMBER 2018

A partnership with Vlastic & Roth, LLC is announced to help with commercialization of products and services.

DECEMBER 2018

2.5 billion cumulative messages received as of Q4 2018.

JANUARY 2019

A new logo is unveiled and released for MiHIN.

FEBRUARY 2019

MiHIN opens a new office in Ann Arbor, Michigan.

MARCH 2019

MiHIN and Livonia Public Schools begin piloting a new program to make accessing immunization records easier.

APRIL 2019

New pilot program for medical examiners to access patient records launched.

MAY 2019

MiHIN debuts Interoperability Land™ at Healthcare-Finance Connectathon.

JUNE 2019

MiHIN hosts its 11th annual Connecting Michigan for Health event.

Legal Summit hosts 3rd annual event alongside Connecting Michigan for Health.

JULY 2019

3.2 billion cumulative messages received as of Q3 2019.

AUGUST 2019

Trusted Network Accreditation Program (TNAP) announces MiHIN as a participating beta organization.

MiHIN speaks at Medicaid Enterprise Systems Conference on the integration of the Centers for Medicare and Medicaid Services/ Office of National Coordinator proposed rules.

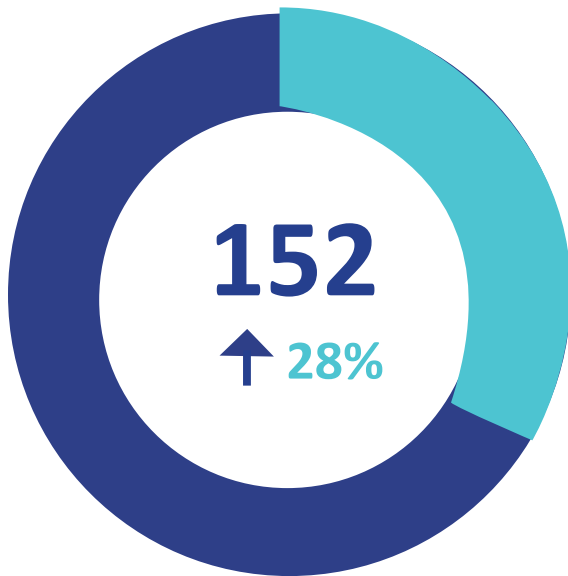
MiHIN and Care Convene form partnership to advance telehealth.

SEPTEMBER 2019

Interoperability Institute launched to grow health information technology workforce, learning & collaboration.

New stakeholder e-newsletter, Bits & Bytes, first distributed.

MiHIN GROWS IN MICHIGAN



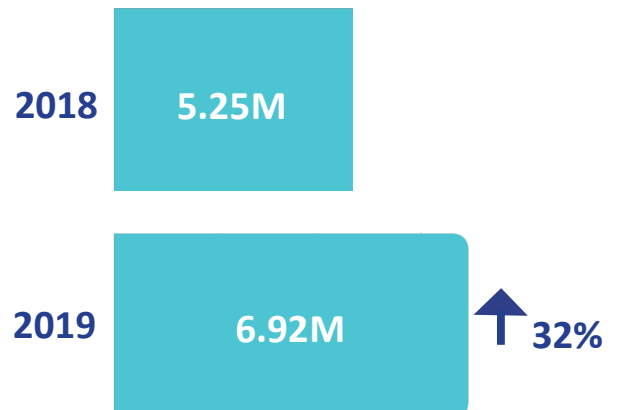
TRUSTED DATA SHARING ORGANIZATIONS COUNT & GROWTH

138,014
UNIQUE PROVIDERS
in Statewide Health Directory

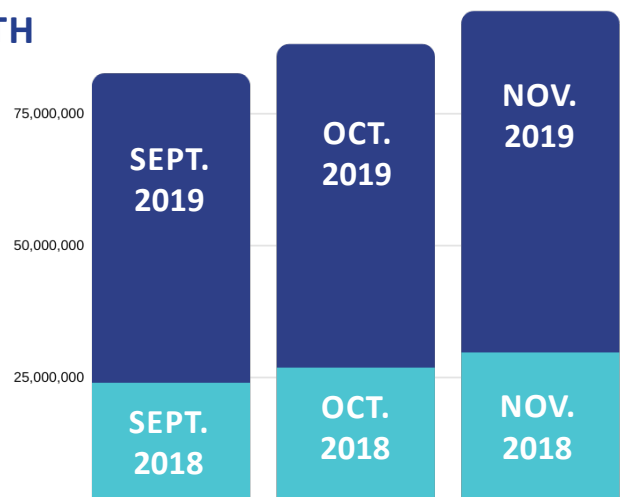


408M ↑ 33%

ADMISSION, DISCHARGE, TRANSFER, NOTIFICATIONS ACTIVE CARE
RELATIONSHIP SERVICE OUTBOUND



MEDICAL RECONCILIATION OUTBOUND GROWTH



IMMUNIZATION HISTORY FORECAST QUERIES TO MCIR

INTRODUCING THE MiHIN GROUP

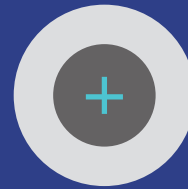


MiHIN, now with two wholly-owned subsidiaries, have three brands under its belt. As such, we have coined our family as “The MiHIN Group”. By looking at The MiHIN Group’s logo, the three organizations are symbolized in the layers. The foundation, being MiHIN, represented in the MiHIN blue, with the subsequent layers, Velatura Public Benefic Corporation and Interoperability

Institute built upon MiHIN’s foundation and represented in their green and gray variation.

The three organizations are cross functional and leverage the skill sets and products strategically across all units to continue to transform healthcare and health information exchange nationally.

MIHIN BOARD OF DIRECTORS



Aaron Wootton

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

Brian Keisling

Director, Bureau of Medicaid Operations and Actuarial Services, Michigan Department of Health and Human Services

Chris Cook

Senior Vice President, Information Services, Chief Information Officer, Priority Health

Deborah Peery

Practicing Physician, Michigan State Medical Society

Dennis H. Smith, Secretary

President and Chief Executive Officer, Upper Peninsula Health Plan

Faiyaz Syed

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Greg Forzley

Independent physician consultant

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President, Wellop

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Director of Communicable Disease Division, Michigan Department of Health and Human Services

Jim Lee

Vice President, Data Policy and Analytics, Michigan Health and Hospital Association

John Vismara

Senior Vice President, United Physicians President - Ingenium®

Larry Wagenknecht, Chairman

Chief Executive Officer, Michigan Pharmacists Association

Patricia Rinvelt

Executive Director, National Network of Depression Centers

Scott Monteith

Physician Lead, Population Behavioral Health, Trinity Health

Sharon Theut

Michigan IT Director, State Relationship Management, United Healthcare Community Plan

Taylor Scott

Director, Preclerkship Curriculum, Michigan State University

Thomas L. Simmer

Senior Vice President and Chief Medical Officer, Blue Cross Blue Shield of Michigan

VELATURA

PUBLIC BENEFIT CORPORATION

MISSION:

Velatura strategically aligns and connects people, organizations, technology, ideas, and information to improve healthcare, simplify work, and reduce costs.

Offering market-driven solutions, as well as being the sole provider of Michigan Health Information Network Shared Services (MiHIN) products and services, Velatura supports organizations in their mission to interoperate and streamline the sharing of pertinent electronic information.

ABOUT

Velatura's team includes nationally recognized health information exchange (HIE) and health information technology (HIT) experts and is backed by MiHIN. Velatura Public Benefit Corporation was created in 2016 to extend MiHIN's modular and scalable interoperability products and services for access and use outside of Michigan. Velatura exclusively provides solutions to organizations needing the ability to interoperate and seamlessly share electronic information. As a majority owned company of MiHIN, Velatura operates as a public benefit corporation and has access to the full financial, technical, staffing and operational support of MiHIN.

Continuing to leverage lessons learned, abundant experience and exponential knowledge, Velatura currently provides HIT and HIE services and consulting for statewide networks in Connecticut, New Jersey, Oregon, and Vermont. Of the HIEs Velatura supports, all have been successful and are still using the developed use cases and methodology – onboarding additional use cases each year.



velatura
A Public Benefit Corporation

OREGON

In Oregon, the Oregon Health Authority (OHA) is under contract with Velatura to provide the Provider Directory (PD) and Clinical Quality Measure Repository (CQMR) solutions available from MiHIN to OHA-Office of Health Information Technology.

Velatura provides both the system and supporting services for the OHA PD and integrates the Provider Directory component with other Health Information Technology (HIT) Portfolio solutions and provide the System Integrator (SI) components (Common Access Solution (CAS), Fiscal Services, and Integration Engine). The state-level PD serves as a resource for Practitioner and Organization information (e.g. demographics, addresses, affiliations to clinics).

Velatura's PD is intended to achieve administrative efficiencies and facilitate efforts by OHA and health systems, health plans, and other organizations to serve operational, analytic, and health information exchange needs. This state-level PD serves as the primary source of Practitioner and Organization general data, identifies relationships between individual practitioners and their affiliated organization, identifies provider information needed to facilitate exchange of patient health information, including Direct Secure Messaging (DSM) addresses, stores some Practitioner and Organization information as well as federates to other external provider directories, and operate provider directory services. The Directory provides data steward/data curation to ensure PD data is updated and maintained—to consistently provide reliable, validated, up-to-date practitioner and organization information.

Specific services provided:

- Requirements and technical specifications;
- Pilot-to-production implementation of statewide PD that relies on a variety of data (provider, health plan and quality);
- Data conformance standards to optimize provider directory end-user experience;
- Electronic Clinical Quality Measurement (eCQM) registry planning, development, and implementation, and
- Active Care Relationship Service® (ACRS) to identify providers who are actively caring for a patient in the state. ACRS promotes safe, secure transmission of patient level data to providers with a formal treatment relationship. ACRS promotes better-coordinated transitions of care by enabling physicians and care management teams to receive notifications when there are updates in a patient's status. ACRS enables organizations to submit data files which record the care team relationships attributing a particular patient with health professionals at that organization.

As a result of our contract, Velatura is actively involved in three monthly working groups to advance the successful implementation of both solutions:

- Clinical Quality Measure Reporting & Repository® (CQMRR) Subject Matter Expert (SME) Workgroup
- Comprehensive Primary Care Plus (CPC+) Payer Workgroup
- PD SME Workgroup



For the PD SME work group, Velatura convenes an advisory group consisting of individuals who represent clinics and providers, hospitals, health information exchanges, behavioral health organizations, health plans, and dental organizations. The work group also ensures that the solution will meet the needs of its end users and provides input on the program policies, technical components, and user workflows.

The CQMR SME work group sets out to provide input on technical issues during implementation of the CQMR to ensure that the CQMR meets users' needs. As a member of the SME workgroup, Velatura participates with OHA, health systems, and health plans to provide input on issues related to the technical implementation of the CQMR. Topics could include, for example: input on static report and dashboard content and design and input on user account processes.

Velatura participates in these workgroups to encourage stakeholder input on the design of our solutions as well as solution implementation and operation.

NEW JERSEY

The New Jersey Innovation Institute is contracted with Velatura to provide consultation and implementation services to support statewide health information exchange (HIE). In New Jersey, Velatura has helped establish the Advisory Council for the New Jersey Health Information Network (NJHIN). This council was set up to replicate Michigan's Operations Advisory Council (MOAC) working group and focuses on the development of NJHIN's operating policies and procedures. Velatura's President and CEO, Tim Pletcher, sits on New Jersey's Executive Steering Committee which acts as a Board of Directors for NJHIN. In addition to the working group, Velatura has worked with NJHIN to also set up sub-committees for Compliance and Uses Cases. Velatura actively participated in these committees for the first six months and is still available to assist NJHIN as needed.



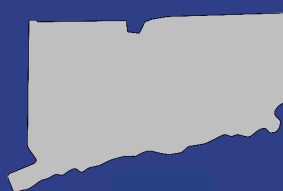
Specific services provided:

- Implementation of health information technology services, provide health information technology services and policy, project management of government sector, meeting facilitation, strategic planning support Event Notification Service;
- Event Notification Services: sending and receiving Admission, Discharge Transfer (ADT) Notifications;
- Pilot-to-production implementation of statewide Provider Directory (PD) that relies on a variety of data (provider, health plan and quality);
- Data conformance standards to optimize PD end-user experience, and
- Use Case Factory® implementation with associated use cases, requirements, and technical specifications.

CONNECTICUT

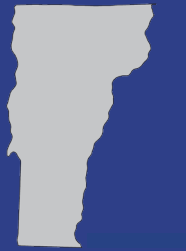
Velatura is under contract with the State of Connecticut, to facilitate key stakeholders with strategic planning, sustainability model development, and defining business requirements and technical specifications for health information exchange (HIE) to support the health of 3.59 million residents. We are standing up the Connecticut HIE with plans to turn it over to the state. Velatura works to prepare and execute strategies and tactics necessary to achieve State HIT goals and objectives, provide expertise and guidance on the development of Health IT Policy at both the state and national level, provide "Road-Mapping" and guidance to support longer-term objectives and for healthcare/ IT delivery system reform.

Additionally, Velatura supports the design, development, testing and implementation of core infrastructure and technical solutions promoting value propositions developed through design group activities. Finally, Velatura has assisted in the development of sustainability plan through strategic assistance to design practical financial models that reflect the costs and tangible value of HIE services.



Vermont

Velatura is under contract with the Department of Vermont Health Access (DVHA) and the HIE Steering Committee to develop a Technical Roadmap that appropriately accompanies the development of the remainder of the 2020 HIE Plan. The Technical Roadmap will provide a framework for 3-5 year technical investments, and explain core guiding principles, such as when a federated versus a centralized approach is preferred, and when it may be best to slow investment to allow for market innovation to best support the goals outlined in the HIE Plan. The developer of the Technical Roadmap must take into consideration upcoming changes in public HIE funding (e.g., expiration of HITECH Act funds and shifts to Medicaid Enterprise Services) and the consequences of those shifts on investment possibilities.



VELATURA BOARD OF DIRECTORS



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Dr. Stephen Shaya

Managing Director,
J&B Medical

Tim Pletcher

President and CEO,
Velatura

Pat Rinvelt

Executive Director,
National Network of Depression
Centers

INTEROPERABILITY INSTITUTE

MISSION:

The Interoperability Institute develops solutions and the next generation workforce required to enable organizations and communities to harness the benefits of interoperability at scale.

VISION

To serve as a focal point for creating communities and environments that accelerate the adoption of interoperability in ways that result in greater health and more impactful delivery of human services.



**INTEROPERABILITY
INSTITUTE**



Interoperability Land™

Interoperability Land™ (IOL) is a richly populated synthetic universe that acts as a conduit to learning, testing, developing, and sharing across different spaces and systems to safely, and at minimal cost, discover how various scenarios transpire in a realistic, but simulated context. For example, understanding how best to employ Health Level Seven (HL7) Fast Healthcare Interoperability Resources (FHIR), blockchain, clinical decision support, artificial intelligence offerings or adapt to new knowledge, policy, and business requirements across organizations.

Interopathons & Training

Our Interopathons & training will promote “hack” or “connect” a-thons using Interoperability Land to the nation’s technology incubators, large organizations (states, health plans, health systems), and associations to help accelerate how they adapt and adopt technology to work together to change how healthcare is delivered.

Workforce Development

The Interoperability Institute’s program will leverage the existing success of the Michigan Health Information Network Shared Services (MiHIN) internship program (80/year) to launch a broader internship training and part-time employment service to meet growing future talent demands (informatics, information technology, data science, cyber security, artificial intelligence, advanced cloud services, etc.)

Interoperability Institute Board of Directors



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Consultant,
(Retired from JCMR)

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Data Policy and Analytics – Michigan
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