20 ANNUAL
23 REPORT

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LETTER FROM THE EXECUTIVE DIRECTOR

2023 was a year of futureproofing and continued commitment to creating a healthier future for all Michiganders. I am excited to highlight the significant strides we have made and the opportunities that lie ahead for 2024 and beyond.

This year, we continued our journey of migrating to the Integrated Technology Platform (ITP) to improve operations, streamline processes, and provide a more secure and efficient experience for participants. We partnered with Smile Digital Health to leverage their clinical data repository (CDR) to ensure seamless integration and scalability for future growth, and we have identified and resolved challenges that affected the routing and normalization of outbound ADTs to receiving organizations. By harnessing the power of cloud computing, we have the opportunity to reduce fragmentation, eliminate silos, and facilitate seamless data exchange across disparate systems.

I am also proud of our proactive efforts in building a stronger health IT workforce through targeted training programs and professional development initiatives. Most notably, the Interoperability Institute's Health IT Interoperability Apprenticeship Program celebrated the graduation of its first cohort.

By investing in the growth and development of our talent pool, we are not only equipping our workforce with the necessary skills and expertise, but also nurturing the next generation of leaders in health IT.

Our relentless pursuit of excellence extends beyond the confines of our organization, as we recognize the importance of collaboration and partnership in driving meaningful change. By fostering strategic alliances with healthcare providers, policymakers, and industry stakeholders, we are collectively working towards a shared vision of a more interconnected and patient-centric healthcare landscape.

In conclusion, I want to express my sincere gratitude to each and every one of you for your unwavering support and dedication to our shared mission. Together, we are laying the foundation for a future where every individual has access to high-quality, personalized healthcare, regardless of geographic location or socioeconomic status. As we continue to forge ahead on this transformative journey, I am confident that our collective efforts will pave the way for a healthier and more prosperous tomorrow.

Thank you for your continued partnership and commitment to excellence.

DR. TIM PLETCHER
Executive Director

COMPANY OVERVIEW

VISION

Create a healthier and more equitable future by empowering individuals, providers, and communities with meaningful information.

MISSION

The Michigan Health Information Network Shared Services (MiHIN) is a public and private nonprofit collaboration 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.

HOW WE'RE SUPPORTING OUR STATEWIDE NETWORK

In 2023, MiHIN continued to strengthen Michigan's statewide health information exchange network through several key initiatives that supported secure, efficient data sharing across healthcare providers, public health organizations, and other stakeholders. These efforts included the implementation of the Electronic Consent Management Service (eCMS) and the State Bureau Lab Orders-Results Use Case, both of which improved care coordination and response times. By enhancing interoperability and enabling timely access to accurate patient information, MiHIN played a crucial role in advancing healthcare quality, patient safety, and public health initiatives across Michigan.

ELECTRONIC CONSENT MANAGEMENT SERVICE (ECMS)

In partnership with the Michigan Department of Health and Human Services (MDHHS), MiHIN successfully developed and launched the statewide Electronic Consent Management Service (eCMS) this year. This innovative solution enables providers and clinics across Michigan to securely coordinate care with a patient's active care team while upholding patient autonomy and ensuring privacy when required.

The eCMS addresses a critical gap in care coordination by standardizing the process for obtaining and managing patient consent. State and federal laws mandate strict privacy protections for health information with enhanced requirements for certain categories, such as behavioral health and substance use disorder information. These laws require written consent before disclosing such sensitive information, yet the absence of a standardized consent form has historically created confusion, conflicting documentation, and barriers to effective information sharing. By streamlining the consent process, eCMS ensures compliance with privacy laws while facilitating seamless care coordination.

STATE BUREAU OF LAB ORDERS-RESULTS (STARLIMS)

MiHIN's commitment to fostering seamless health data exchange across Michigan includes enabling critical public health initiatives. One example is the State Bureau Lab Orders-Results Use Case, which empowers participants to electronically submit vital demographic and test order information for specimens sent to Michigan's Bureau of Laboratories.

Under specific circumstances, lab specimens require testing at the state lab, often accompanied by urgent requests for results. The ability to process these requests efficiently is essential—not only for timely patient care, but also for public health monitoring and response. Swift lab processing helps track and manage potential pandemics and epidemics, equipping public health departments with the data needed to respond effectively to emerging health threats.

This use case ensures that the exchange of information is both timely and accurate, reducing delays in the receipt of critical test results. By enabling electronic delivery of orders and results, it improves workflows for healthcare providers and strengthens Michigan's capacity to monitor public health trends statewide.

Through initiatives like this, MiHIN continues to demonstrate its dedication to innovation, interoperability, and safeguarding the health and wellbeing of Michiganders.

ENHANCING CARE COORDINATION: THE EXCHANGE CONSOLIDATED CLINICAL DOCUMENT ARCHITECTURE (C-CDA) USE CASE

MiHIN plays a pivotal role in advancing healthcare interoperability by facilitating seamless information sharing across Michigan's healthcare ecosystem. The Exchange Consolidated Clinical Document Architecture (C-CDA) Use Case exemplifies this commitment, establishing a streamlined process for the secure and efficient exchange of crucial patient information among EMS services, hospitals, and care team members.

This collaborative initiative ensures that hospital staff have timely access to critical patient details—including demographics, medical history, medications, and other pertinent information—before a patient's arrival. By delivering this comprehensive data ahead of time, care teams can accelerate treatment decisions and reduce the risk of errors, such as medication discrepancies caused by incomplete medical histories.

In addition to supporting hospital workflows, this use case extends real-time updates to the patient's broader care team, encompassing the ambulance ride and hospital stay. This proactive approach enhances care coordination, promotes continuity, and contributes to improved patient outcomes.

By implementing the Exchange C-CDA Use Case, MiHIN reinforces its commitment to fostering collaborative, patient-centered care while improving the quality, safety, and efficiency of healthcare delivery across Michigan.
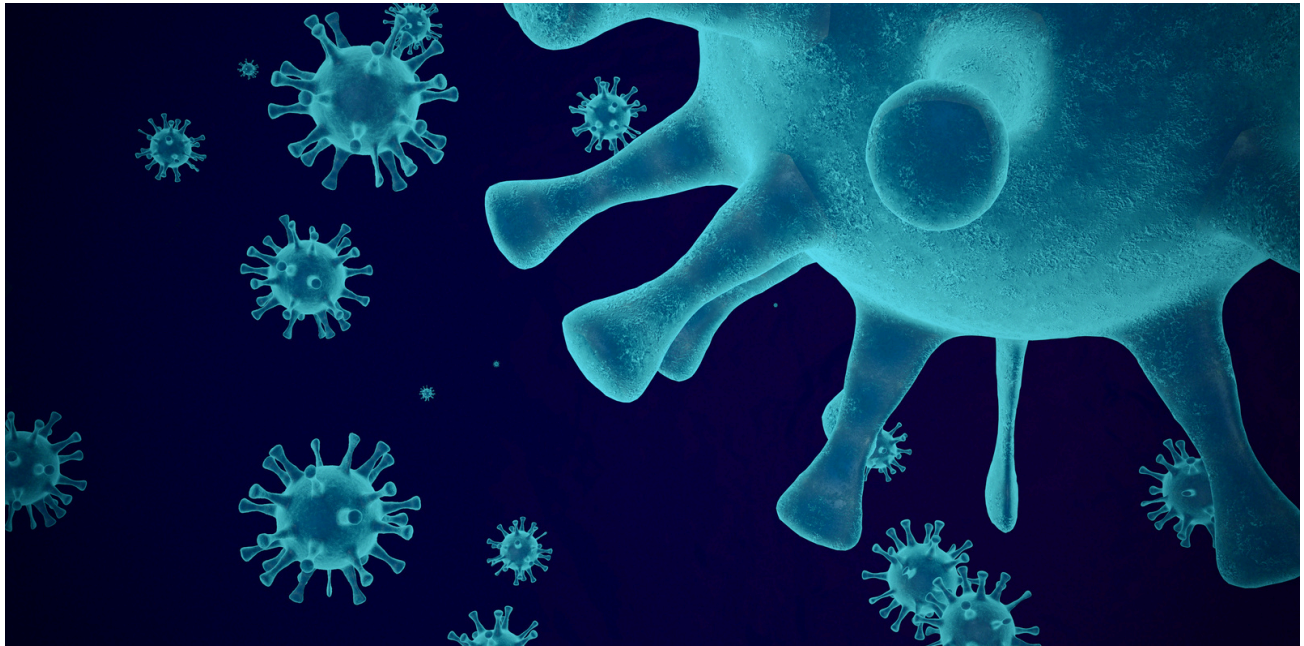
ADVANCING PUBLIC HEALTH REPORTING: ELECTRONIC CASE REPORTING (ECR)

In 2023, MiHIN celebrated the successful implementation of electronic case reporting (eCR) with Corwell East and Michigan Medicine. This milestone marks a significant step toward improving public health reporting and disease surveillance across Michigan.

eCR enables healthcare facilities to automatically report encounter data from electronic health records (EHRs) to the Michigan Disease Surveillance System (MDSS). By leveraging HL7® Clinical Document Architecture, MDSS can efficiently receive and process electronic case reports, ensuring compliance with legal requirements for communicable disease reporting and other public health concerns.

This streamlined approach to electronic reporting not only simplifies the reporting process for healthcare providers, but also strengthens Michigan's ability to monitor, track, and respond to emerging public health threats. MiHIN's collaboration with MDHHS, the Centers for Disease Control and Prevention (CDC) eCR team, and the Association of Public Health Laboratories (APHL) Informatics Messaging Services underscores its commitment to nationwide interoperability. Together, these efforts support the delivery of effective disease control measures and enhance patient care practices.

By enabling healthcare organizations to fulfill their public health reporting obligations seamlessly, MiHIN continues to drive innovation, improve data-sharing capabilities, and safeguard the health of Michigan's communities.

# UPDATES ON MIHIN'S INTEGRATED TECHNOLOGY PLATFORM (MITP)

In the Fall of 2022, MiHIN began futureproofing our technological infrastructure to support robust data exchange for patient centered decision making, care coordination, price transparency, quality & value, and compliance.

In 2023, MiHIN partnered with Smile Digital Health (Smile), a leading Fast Healthcare Interoperability Resources (FHIR®) health data fabric and exchange solutions provider, to future proof our modernization investment by building an open standards ecosystem and cloud native computing. Along with Smile's robust privacy and security certifications, its scalability allows us to enhance our solutions.

Our new platform is designed to run a true integration engine that employs cloud technologies, making it more durable, reliable, and performant. Instead of relying on one off-the-shelf engine, we will be able to run as many servers necessary to process like a hive. This will allow us to scale our operations to meet the needs of our growing network.

2023 BY THE NUMBERS
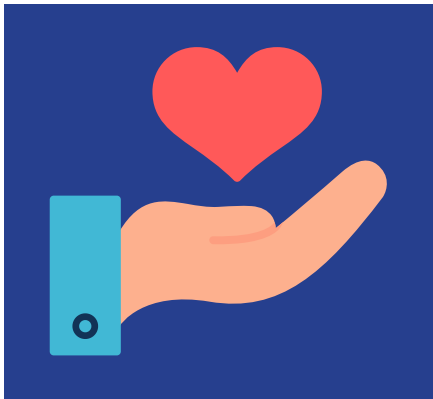
37M+
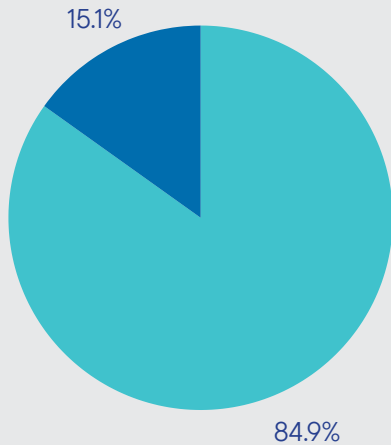Active Care Relationships

49K+
Providers

13.2M+
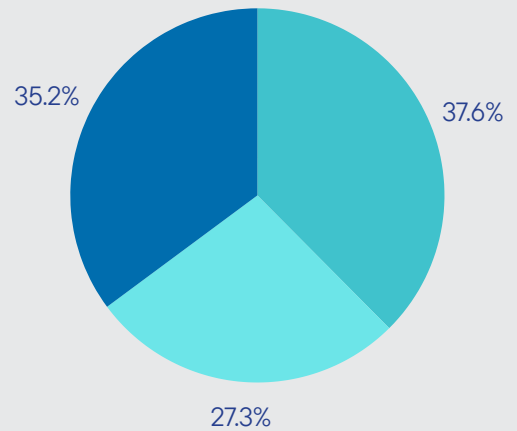Unique Patient Records

FINANCIAL REPORTING

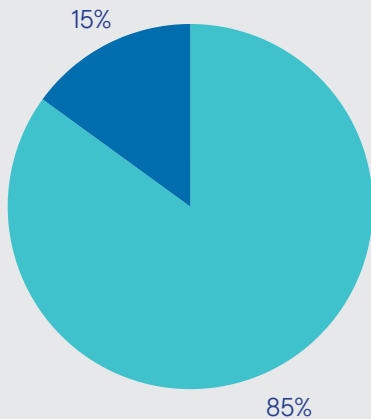## OPERATING REVENUE: $47, 425, 620.00

Sources of Revenue

15.1%

84.9%

- ■ MiHIN Partnerships and Earned Revenue
- ■ Federal, State & Michigan Stakeholder Funding

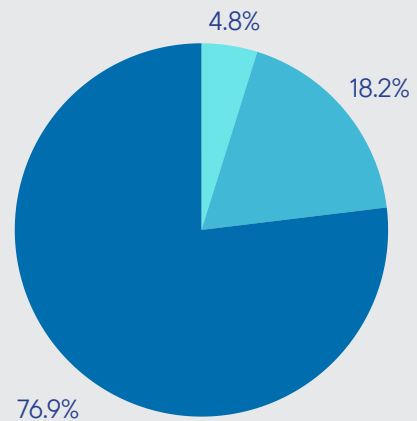### Operating Expenses

35.2%

37.6%

27.3%

- ■ Maintenance & Operations
- ■ Technology
- ■ People

Sources of Government Revenue

15%

85%

- ■ Federal Financial Participation
- ■ State of Michigan

Provider Incentives for HIE Participation

4.8%

18.2%

76.9%

- ■ Total Participation Fee Discounts
- ■ Provider Expenses for HIE Participation
- ■ Total Incentives from Health Plans

BOARD OF DIRECTORS

Dr. Kevin Bohnsack

Executive Medical Director
Trinity Health Michigan

Dr. Jerome Finkel

Chief Primary Health Officer
Henry Ford Health System

Dr. Greg Forzley

Independent Physician Consultant in Healthcare & HIT,
Retired Trinity Health

Helen Hill

Principal; Chief Information Officer, The Kiran Consortium
Southeast Michigan Health Information Exchange

Brian Keisling

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

Jim Lee

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

Dr. Scott Monteith

Physician Lead, Population Behavioral Health
Trinity Health

Sondra Pedigo

Vice President, Marketplace Regulatory Ops and Data Governance
Blue Cross Blue Shield of Michigan

Dr. Tim Pletcher

Executive Director
Michigan Health Information Network Shared Services (MiHIN)

Dr. Thomas Simmer

Former Senior Vice President and Chief Medical Officer (Retired)
Blue Cross Blue Shield of Michigan

Dennis Smith

President and CEO (Retired)
Upper Penninsula Health Information Exchange

Dr. Faiyaz Syed

Chief Medical Officer
Michigan Primary Care Association

Janée Tyus

Senior Program Director
Greater Flint Health Coalition

Sharon Theut

Michigan IT Director
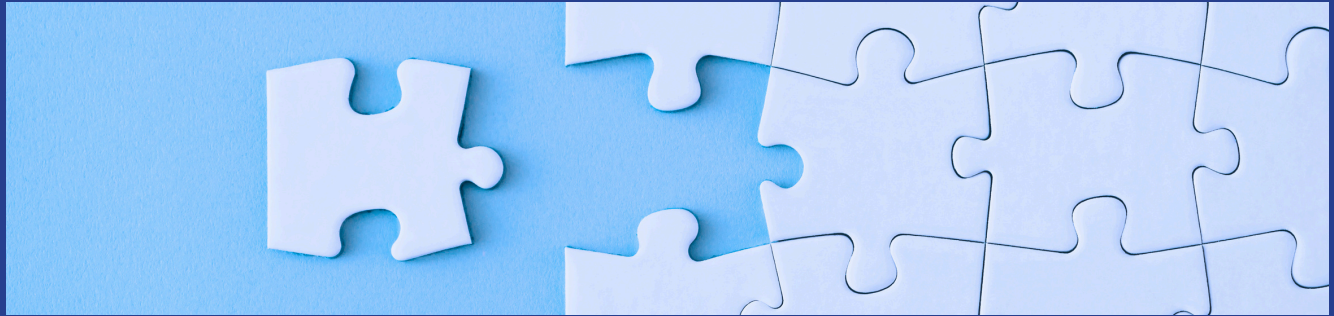**United Healthcare Community Plan**

John Vismara

Senior Vice President
Ingenium

Larry Wagenknecht

Former Chief Executive Officer, (Retired)
Michigan Pharmacists Association

WITH GRATITUDE

MiHIN is proud to support the dedicated organizations and individuals who rely on its statewide network to deliver timely, critical information that drives better care decisions. At the heart of our mission lies the goal of ensuring providers have the data they need, when they need it, to make informed choices for their patients and clients.

We are deeply grateful for the contributions of our board members, committees, and countless partners who work tirelessly alongside us—piloting new initiatives, refining solutions, and enhancing care across Michigan. Their collaboration fuels the strength and reach of our shared infrastructure.

Our commitment to Michigan residents remains steadfast. We are working to more effectively and intentionally engage current, new, and diverse stakeholders while elevating the voices and needs of end users across clinical, social, and community care settings. By developing comprehensive training programs, we aim to empower users with the knowledge and confidence to maximize the benefits of our network and ensure it remains responsive and effective.

As our health information exchange expands into new and innovative areas, we will continue to monitor performance and optimize our ecosystem to deliver maximum value. Together, with a unified commitment to collaboration and innovation, we can achieve more for the communities we serve.