![MiHIN — Michigan Health Information Network Shared Services logo]

2024

# Annual Report

# Table of Contents

# A Letter from Our Chief Administrative Officer

As I look back on 2024, I'm filled with gratitude for the challenges that pushed us to evolve, the partnerships that strengthened our mission, and the continued opportunity to serve Michigan through innovation in health information technology.

This past year has been one of purposeful momentum. We've made meaningful strides toward a more connected, patient-centered healthcare system by modernizing our infrastructure and aligning our efforts with both local and national priorities. From preparing for the launch of our new Integrated Technology Platform to reinforcing cybersecurity protocols and advancing interoperability across systems, our work has remained anchored in one central truth: data, when shared responsibly, can transform care.

Collaboration remains the heartbeat of our progress. Whether working alongside providers to close data gaps, supporting state agencies in building scalable solutions, or aligning with national efforts to improve health outcomes through trusted exchange, we've seen the power of shared vision in action.

Personally, I'm incredibly proud of our team's resilience and dedication. We faced complex transitions—technological, organizational, and cultural—and came out stronger, more focused, and more committed than ever to building a system that works for every provider, every community, and every patient in our state.

Looking ahead, I remain confident in our collective ability to lead with purpose and to innovate with integrity. Thank you to our partners, stakeholders, and participants for walking this journey with us. Your trust and collaboration continue to be our greatest asset.

Sincerely,

*Isabell M. Pacheco*

Isabell M. Pacheco, DSc, FACHE

# 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.

# Strategic Goals

MiHIN has been at the forefront of transforming health information exchange by providing private, secure, and innovative information sharing services for over a decade. We continue to build upon this tradition of innovation, collaboration, and excellence, as we center our strategic direction around four visionary goals. Accomplishing these goals will help ensure MiHIN continues to provide meaningful and necessary services to stakeholders in Michigan, with a strong foundation to sustain the organization for years to come.

**1** **Strengthen partnership** with the State of Michigan and support public, behavioral, and population health priorities through Michigan's utility for health information sharing.

**2** **Enhance our capabilities** to support the health care ecosystem's comprehensive health data needs.

**3** **Provide excellent** customer-focused health information sharing services to Michigan residents and providers.

**4** **Build** a high-caliber, innovative, engaged, and diverse workforce.

# Empowering Connections Across the Statewide Network

In 2024, MiHIN advanced several transformative initiatives that strengthened care coordination and expanded the impact of real-time health data sharing across Michigan. Our Medication Management Interoperability initiative united healthcare stakeholders around a shared goal: closing gaps in medication reconciliation to support safer, more informed treatment decisions at every stage of care.

We also launched the Emergency Medical Services (EMS) Hospital Interoperability Pilot, which enables EMS teams to transmit critical patient data to hospitals prior to arrival and receive post-discharge summaries, enhancing emergency response, care continuity, and patient outcomes.

To further support providers, we introduced MiHIN Referrals, building on our earlier ReferralsPlus solution. This new platform helps streamline referral workflows and supports clinicians with the information they need to make timely, effective care decisions. Additionally, MiHIN expanded real-time data exchange capabilities with Skilled Nursing Facilities (SNFs), allowing hospitals to access key patient histories and care plans when they're needed most, bridging the gap between acute and post-acute care settings.

## Initiatives

- ✓ **Medication Management Interoperability Initiative**

- ✓ **Emergency Medical Services (EMS) Hospital Interoperability Pilot**

- ✓ **Next Generation Referrals**

- ✓ **Post-Acute Care Organization Data Exchange**

# Med Rx Hub

MiHIN continued advancing its Medication Management Interoperability initiative, an effort focused on improving the accuracy, accessibility, and timeliness of medication reconciliation data across Michigan's healthcare system. This collaborative initiative brought together a diverse group of stakeholders, including providers, pharmacists, payers, and consultants, to identify systemic barriers and co-develop practical solutions that enhance care coordination and patient safety.

Aligned with the goals of the Michigan Health IT Roadmap, this work seeks to address longstanding challenges in medication management, a critical component of safe transitions of care. Through a series of statewide workshops, MiHIN and its stakeholders and partners surfaced key issues, including fragmented data sources, inconsistent data standards, limited real-time access to medication histories, and workflow inefficiencies that hinder effective reconciliation.

Looking ahead, MiHIN will continue to explore scalable solutions that support medication data interoperability. Priorities include piloting the onboarding of pharmacies to contribute dispensation data, aligning with national standards such as the National Council for Prescription Drug Programs (NCPDP), and working closely with the Michigan Department of Health and Human Services (MDHHS) and the Health Information Technology (HIT) Commission to identify policy and funding strategies that accelerate adoption across care settings.

**Aligned with the goals of the Michigan Health IT Roadmap, this work seeks to address longstanding challenges in medication management.**

# Emergency Medical Services (EMS) Pilot

In August 2024, MiHIN launched a groundbreaking pilot to strengthen care coordination between emergency medical services and hospitals. This initiative enables EMS crews to securely transmit critical patient information, such as demographics, vital signs, and medication data, to hospital teams in real-time, allowing providers to better prepare for incoming patients and respond more effectively during emergencies.

A second phase of the pilot focuses on closing the loop by allowing hospitals to return key post-transport information, including final diagnosis and discharge summaries, to EMS teams. This feedback supports EMS training, improving patient triaging and treatment, medication safety, and helps streamline administrative processes such as billing.

With promising early results, MiHIN is actively working to expand the program across additional EMS partners, including Fire-Rescue, and other regions. This effort addresses long-standing gaps in emergency care communication and reflects MiHIN's continued commitment to advancing interoperability and patient-centered, coordinated care statewide.

**This initiative enables EMS crews to securely transmit critical patient information such as demographics, vital signs, and medication data, to hospital teams in real-time.**

# Referrals

MiHIN launched MiHIN Referrals, a next-generation referral coordination platform designed to streamline provider workflows and close care coordination gaps across Michigan. Replacing the previous ReferralsPlus system, the new platform is designed to integrate seamlessly into existing EHR workflows and leverages patented sensing technology to automatically pull relevant patient data from multiple sources, reducing manual entry and improving referral accuracy.

Providers can initiate and receive referrals, track real-time status updates, exchange secure messages, and share attachments, all within a familiar interface. MiHIN supported the transition with extensive training materials, live sessions, and dedicated user support to ensure a smooth migration experience.

These enhancements improve communication across care teams and represent a significant advancement in ensuring timely, well-coordinated care for patients throughout the state.

**MiHIN Referrals is designed to streamline provider workflows and close care coordination gaps across Michigan.**

# Skilled Nursing Facilities (SNFs)

MiHIN advanced its efforts to expand interoperability across Michigan's healthcare landscape by deepening data exchange with post-acute care organizations. Through this initiative, more than 250 facilities and case managers are now securely sharing real-time clinical data via MiHIN's infrastructure, supporting safer, more coordinated care for patients and helping to improve outcomes for some of the state's most vulnerable populations

This work aligns with MiHIN's strategic goal of eliminating data silos and strengthening care continuity across all care settings. As national efforts continue to prioritize interoperability, particularly through initiatives like TEFCA and CMS interoperability mandates, MiHIN is well-positioned to extend this model and support a more connected, data-driven healthcare system.

**More than 250 facilities and case managers are now securely sharing real-time clinical data**

# Future-Proofing Our Technological Infrastructure

2024 was a major step toward interoperability modernization for MiHIN with the introduction of a FHIR-native Clinical Data Repository (CDR). This tool provides a powerful foundation for our network by enabling the secure, scalable, and standards-based storage of clinical data from diverse sources. With the CDR, fragmented health information is consolidated into a unified, longitudinal patient record, providing accurate, real-time access to critical data across care settings.

Additionally, this comprehensive view supports better-informed clinical decisions, reduces duplication, and enables more consistent tracking of outcomes, ultimately helping providers deliver higher-quality, more coordinated care.
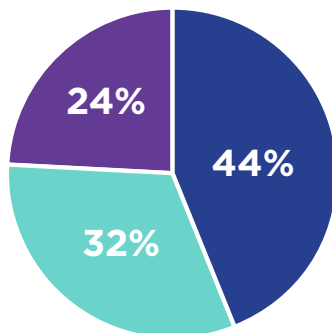
**CDR provides a powerful foundation for our network by enabling the secure, scalable, and standards-based storage of clinical data.**
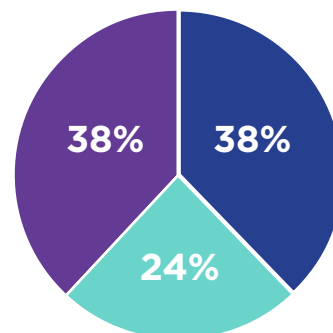
# Financial and Network Overview

## Operating Revenue:
$47,429,439.28

- 44% State of Michigan
- 32% Stakeholders*
- 24% Partnerships

*Stakeholders include but are not limited to payors, hospitals, providers, behavioral health clinics, community mental health facilities, skilled nursing facilities, and more.

## Operating Expenses:
$47,259,089

- 38% People
- 24% Technology
- 38% Maintenance & Operations

**38.5M**
Active Care Relationships

**18M**
Clinical Messages Inbound Each Week

**13M**
Unique Patient Records

**56K**
Unique Providers

**4,500**
Distinct Care Entities

# 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 Peninsula 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

At MiHIN, we are deeply honored to support the individuals and organizations who rely on Michigan's statewide health information network to access trusted, timely, and secure data that informs care and strengthens outcomes. Our shared mission is rooted in ensuring that every provider, care team, and community partner has the information they need, when they need it, to deliver high-quality, person-centered care.

We extend our heartfelt thanks to our board members, advisory groups, partner organizations, and the many collaborators across Michigan's healthcare ecosystem who generously contributed their time, expertise, and insights throughout 2024. From pioneering innovative pilots to advancing statewide interoperability, your commitment has fueled the growth and impact of our shared efforts.

As we look ahead, MiHIN remains committed to deepening engagement across all sectors—clinical care, public health, behavioral health, and social services, while investing in the tools, training, and support needed to help users unlock the full value of shared health data.

Together, we are building a stronger, more connected infrastructure to support healthier communities across Michigan.