



CONNECTING
MICHIGAN.
IMPROVING
HEALTH.



ANNUAL
REPORT

2025

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Letter from our CEO

Healthcare is built on moments of connection.

A clinician making a timely decision. A public health team identifying a trend before it becomes a crisis. A care coordinator helping ensure a patient does not fall through the cracks. Behind each of these moments is access to trusted, timely information.

That mission continues to guide everything we do.

In 2025, we experienced one of the most significant years of progress and transformation in our organization's history. Together, we strengthened the infrastructure that supports care coordination, public health, and data sharing across the state.

This year marked the successful advancement of our largest technology migration to date through the implementation of our Integrated Technology Platform (ITP) and Clinical Data Repository (CDR). This was more than a technology initiative. It was an investment in the future of interoperability, scalability, and long-term sustainability for the organizations and communities we serve.

At the same time, 2025 was also a year of remarkable growth.

We achieved the highest volume of go-lives in our history, surpassing more than 1,000 onboardings in a single year. Whether serving a large health system or a small rural practice, we believe every organization deserves access to tools that strengthen care delivery and improve outcomes.

The scale of this work reflects a growing recognition that interoperability is no longer optional. It is foundational to modern healthcare delivery. Yet while technology continues to evolve, our purpose remains deeply human.

Every data exchange supports real people. Patients seeking seamless care. Providers balancing increasing demands. Public health leaders working to improve outcomes for entire populations. Our responsibility is not simply to move information. It is to help create a healthcare ecosystem that is more connected, informed, equitable, and responsive.



This year, we were also honored to be recognized as a 2025 Michigan Top Workplaces award recipient. This recognition reflects the culture our team has built together through innovation and a shared commitment to serving others. We are especially grateful to our staff whose dedication and passion make this work possible every day. Their efforts behind the scenes drive the connections that healthcare organizations across Michigan rely on.

The progress reflected in this report belongs to all of us. Thank you for your partnership, your trust, and your shared commitment to improving healthcare for the communities we serve. The work ahead remains important, and I have never been more confident in what we can accomplish together.

A handwritten signature in black ink that reads "Isabell M. Pacheco". The signature is fluid and cursive, with a large initial 'I'.

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.

Advancing Connected Care Across Michigan

This year reflected steady, meaningful progress in strengthening how health information is connected and used across Michigan. Across every initiative, the focus remained on improving access to timely, complete data so care teams can make better-informed decisions and patients can move more seamlessly through the health system. From major infrastructure modernization to expanded interoperability and new tools for visibility, MiHIN continued building a more connected and responsive information ecosystem.

A central achievement was the successful migration to MiHIN's Integrated Technology Platform (ITP), reinforcing the foundation for scalable, reliable access to longitudinal patient data. Innovation also extended into new environments and partnerships. A pilot brought secure health information access to school-based behavioral health providers, improving care coordination for students while advancing important conversations around privacy and consent. At the same time, the expansion of the Intelligent Query Broker (IQB) through the national eHealth Exchange network connected Michigan providers to federal and out-of-state data sources, including the U.S. Department of Veterans Affairs, helping close critical information gaps for patients who receive care across systems. To round out the year, MiHIN launched its Use Case Adoption Dashboard, offering near real-time visibility into network participation and data activity across the state.

Alongside this work, MiHIN continued investing in the future healthcare and technology workforce through its Workforce Development initiatives, including internship and apprenticeship programs designed to give students and early-career professionals hands-on experience. Interns worked directly alongside MiHIN teams on real-world projects that support statewide healthcare transformation, while our apprentices embraced agile software development practices. These efforts reflect a broader commitment not only to advancing interoperability today, but also to preparing the next generation of leaders who will carry this work forward.

Together, these efforts reflect a continued commitment to transparency, interoperability, and ensuring that connected health information directly supports better care delivery for years to come.



Integrated Technology Platform (ITP)



MiHIN's Integrated Technology Platform (ITP) migration marked one of the most ambitious and impactful modernization efforts in the organization's history. Throughout 2025, teams across the state worked together to transition critical infrastructure, strengthen interoperability capabilities, and ensure healthcare organizations could continue accessing the data they rely on every day. The scale of the work was significant, but so was the outcome. More than 21,000 users were enabled within ITP MIGateway®, giving providers and care teams expanded access to longitudinal patient information through a more modern and scalable platform.

A major focus of the migration centered on preserving and strengthening the continuity of patient data. MiHIN successfully backloaded nearly all legacy clinical data into the new Clinical Data Repository (CDR), including laboratory, radiology, transcription, and medical document messages. At the same time, MiHIN migrated the majority of client data feeds from legacy platforms to ITP and introduced multiple enhancements to ITP MIGateway to improve usability and better support operational workflows. Among them was the introduction of ACRS® CareLink, a new capability that allows authorized users to quickly search for patients and establish relationships in real-time to access patient records. Together, these advancements reflect MiHIN's continued commitment to building technology that supports connected care, reduces barriers to information access, and strengthens healthcare delivery across Michigan.

Michigan Schools Project

In 2025, MiHIN helped lead an innovative pilot that brought health information exchange into a new care setting: Michigan schools. In partnership with Monroe County Intermediate School District and mdlogix, MiHIN worked to give school-based behavioral health providers secure access to critical student health information through MIGateway®. For many providers participating in the pilot, this marked the first time they could view a more complete picture of a student's healthcare journey, including hospital visits, discharge information, and medication history. What emerged was a powerful reminder that supporting student well-being requires stronger connections between healthcare, behavioral health, and education.

The five-month pilot demonstrated both the promise and responsibility that come with expanding access to healthcare information in school settings. Providers reported that access to timely, accurate data improved care coordination and helped close information gaps that previously relied on fragmented communication from families or outside providers.

At the same time, the project elevated important conversations around privacy, ethics, informed consent, and the need for thoughtful training as access expands.

By creating a secure pathway for school-based behavioral health teams to connect with the broader healthcare ecosystem, MiHIN is helping build a more coordinated support system for Michigan students, families, and communities.



Intelligent Query Broker National Connection



This year MiHIN expanded the reach of its Intelligent Query Broker (IQB) service through a connection to the national eHealth Exchange network using the Integrated Technology Platform (ITP). The connection significantly expands the breadth of information available through MiHIN by securely bringing nationally sourced patient data into existing provider workflows, helping ensure care teams can access relevant records even when treatment occurs outside Michigan or across multiple health systems.

This expanded connectivity also aligns with the national movement toward the Trusted Exchange Framework and Common Agreement (TEFCA), which is establishing a standardized framework for nationwide health information exchange. By strengthening connections to trusted national networks, MiHIN is helping position Michigan providers to participate in an increasingly interoperable healthcare ecosystem while maintaining secure, standards-based data exchange.

This advancement also opened the door for Michigan providers to access critical patient information from organizations and federal agencies across the country, including the U.S. Department of Veterans Affairs. For veterans and individuals who receive care across state lines or outside of traditional healthcare systems, the connection helps ensure providers have a more complete picture of a patient's health history at the point of care. It represents another important step toward reducing information gaps that can delay treatment, create duplicate testing, or place unnecessary burdens on patients and families.

The expanded connection reflects MiHIN's commitment to building interoperability that serves people, not just systems. Through a single connection, Michigan providers can now participate in one of the nation's largest health information exchange networks while continuing to access data securely through familiar MiHIN tools and workflows. As healthcare becomes increasingly interconnected, partnerships like this help strengthen continuity of care for patients wherever they seek treatment.

Use Case Dashboard

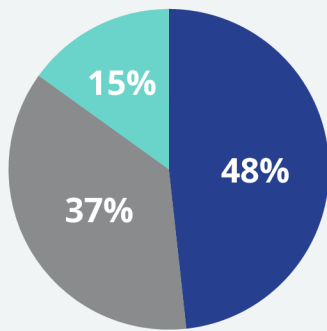
Launched in 2025, MiHIN's Use Case Adoption Dashboard represents a new level of visibility into how health information exchange is taking shape across the state. Designed to provide clear, near real-time insight, the dashboard brings forward a straightforward view of network participation and activity, helping stakeholders better understand how connected health data is being used in practice. At its core, the tool is built to strengthen awareness and transparency, showing not only who is engaged in the network, but how that engagement is evolving to support better care delivery and more efficient clinical workflows.

The dashboard offers two primary lenses: statewide participation by member and organization type, and overall transaction volumes moving through the network. Together, these views tell a more complete story of adoption and impact, highlighting how healthcare organizations, providers, and partners across Michigan are actively engaging with shared data infrastructure. By making this activity visible and easy to interpret, the dashboard helps reinforce the scale and momentum of collaboration underway, while giving stakeholders a clearer understanding of how collective participation is strengthening care coordination across the state.



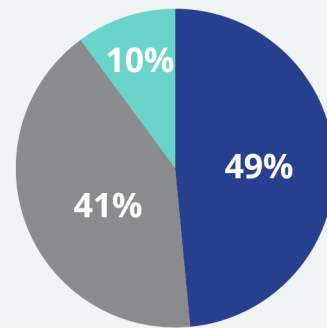
MiHIN by the Numbers

Revenues



- State & Public Funding
- Participant/Customer Fees
- Other Programs & Solutions Revenue

Expenditures



- Program Delivery, Participant, Administrative & Organizational Support
- Technology, Infrastructure & Security
- Other Expenses

Financial information is presented in summary form for annual report purposes and may be grouped differently than in MiHIN's audited financial statements.



CUMULATIVE MESSAGES EXCHANGED

1.77B



ADTs RECEIVED

434M



ADTs DELIVERED

600M



61K

UNIQUE PROVIDERS
WITH ACTIVE CARE RELATIONSHIPS



CLINICAL MESSAGES INBOUND
(WEEKLY AVERAGE)

16.6M



DISTINCT CARE
ENTITIES WITH ACTIVE
CARE RELATIONSHIPS

4,500



PATIENT-PROVIDER
RELATIONSHIPS

34.5M



PATIENTS SUPPORTED
BY THE NETWORK

14.5M



SECURE. TRUSTED.
CONNECTED.

Working together for a
healthier Michigan.

With Gratitude



With gratitude, we reflect on another year shaped by partnership, trust, and a shared commitment to better care for the people we serve. Every connection made through our health information exchange represents more than data exchanged. It represents a clinician making a more informed decision, a care team avoiding delays, and a patient experiencing a system that works more seamlessly on their behalf. None of this happens in silos. It is the result of hospitals, clinics, public health agencies, and community organizations choosing collaboration over fragmentation.

We are deeply grateful to our network participants, our state and federal partners, and the dedicated teams who keep this work moving forward every day. Your persistence, your feedback, and your belief in a more connected health system continue to shape what we build and how we build it. As we look ahead, we remain grounded in that shared purpose: making the right information available at the right time, so care can move with clarity and confidence.