

HealthInfoNet
Creates **Lasting**
Improvements in
the Value of Patient
Care by Delivering
Trusted and **Reliable**
HIE Services to
Maine Providers



Orion Health Case Study

HEALTHINFONET

New Gloucester, Maine,
United States of America

hinfonet.org

Organisation Type Statewide Health Information
Exchange (HIE)

Products Implemented Healthier Populations, a population health
management suite

Population Approx. 1.65 million, plus 300,000 out-of-
state visitors

Key Benefits

- Connects to more than 790 provider locations across the state, including ancillary laboratories, acute care and critical access hospitals, ambulatory facilities such as behavioral health sites and federally qualified health centers, as well as post-acute care services, emergency medical services, and community pharmacies
- Connects to the Maine Department of Health and Human Services, Maine Centers for Disease Control and Prevention, Maine Medicaid, and the Department of Veterans Affairs
- Includes approximately 98% of Maine residents
- Currently accessed by more than 5,200 active users
- Currently enables more than 145,000 patient lookups per month
- Currently delivers 20 million inbound messages per month
- Currently delivers more than 50,000 real-time alerts per month
- Currently sends more than 1 million data transmissions to the Maine CDC per month

HealthInfoNet enables our office to quickly and efficiently obtain medical records—especially to track down prior diagnostic imaging for our pulmonary patients. It also supports our physicians to ensure ease of continuity of care for patients transferred between our intensive care unit and other facilities.

PATIENT SERVICE REPRESENTATIVE,

Mid Coast Medical Group, Maine



The Customer

HealthInfoNet is a non-profit 501(c)(3) organisation that operates Maine’s health information exchange (HIE), a standardised electronic system that gives its users the ability to securely share patient health information.

The Challenge

“A non-profit organisation that runs an HIE—that was our vision,” said Shaun Alfreds, Chief Executive Officer at HealthInfoNet. “The non-profit status would give our organisation access to grants and philanthropic donations that would allow us to effectively adapt and advance as clinical workflows and needs change across the care continuum.”



“Our providers needed access to their patients’ information—whether they were seen within their health systems or elsewhere—and the ability to prospectively identify those with high-risk conditions,” said Alfreds. “We realised that if we could give our providers the tools and resources necessary to establish prevention-focused care management programs before lower-cost patients became higher-cost patients, we would be offering our providers the ability to manage downside risk, which would support the cost of their HIE subscription and further enhance the sustainability of our program.”

To achieve that vision, HealthInfoNet had to be supported by two critical elements:

1. A centralised data warehouse able to expand to incorporate new data sources and use cases over time – from clinical and claims data to social determinants of health and more; and,
2. Cutting-edge, scalable, and secure technologies, software, and support services

The Solution

After a lengthy selection process, HealthInfoNet chose Orion Health's Healthier Populations suite to support its HIE. Featuring a clinical portal, data warehouse, customisable notifications, and a community information module, the suite provides HealthInfoNet's participants with the necessary toolkit to improve their clinical workflows, care coordination, and quality of care while satisfying Meaningful Use requirements.

The Results

An extraordinary level of adoption followed HealthInfoNet's implementation of the Healthier Populations suite. Not only have all participants maintained their subscriptions since the organisation began offering its HIE services, but HealthInfoNet continues to achieve year-over-year user adoption growth, which has earned it national recognition as an operator of one of the leading HIEs in the U.S. What's more is that the state of Maine's crossover rate (that is, the rate at which patients are seen at two or more unaffiliated facilities connected to the HIE) also hovers around 65 percent on average – a critical use-case statistic for an organisation designed to support and coordinate more efficient and effective patient care. Additionally, HealthInfoNet offers national connectivity through the eHealth Exchange, providing the Department of Veterans Affairs direct access to Maine's HIE.

"Ten years after our designation as the State of Maine's statewide HIE, our database has become an incredibly rich and valuable resource, with records for nearly 1.65 million lives in Maine—which equates to some 98 percent of lives in the state—as well as some 300,000 out-of-state lives," said Alfreds.

In addition to connecting to the Maine Department of Health and Human Services, Maine Centers for Disease Control and Prevention, Maine Medicaid, the Department of Veterans Affairs, and all statewide ancillary laboratories, acute-care hospitals, and critical-access hospitals, Maine's HIE also connects to more than 790 other provider locations of care spanning ambulatory facilities such as behavioral health agencies and federally qualified health centers as well as post-acute care services, emergency medical services, and community pharmacies.





Future Development

As HealthInfoNet begins its second decade of operations as Maine's statewide HIE, the organisation continues to explore ways to improve and expand their health information technology services in Maine and beyond.

In Maine, HealthInfoNet has started to research how it can connect patients' clinical information stored in the HIE with community information stored in disparate data warehouses in both clinical and non-clinical settings. As part of its recent upgrades to the Orion clinical portal, participants now have access to a "Community Services" module within each patient's medical record that includes available social determinants of health data sent to the HIE from both clinical and non-clinical organisations such as non-emergent transportation, housing support, and other sources.

Beyond Maine, HealthInfoNet has introduced its for-profit subsidiary company, Cureous Innovations Inc.™, a health information interoperability firm dedicated to advancing



health and wellness through sophisticated applications of data and technology. HealthInfoNet plans to build on its efforts in Maine to offer HIE, technology, and interoperability services through Cureous Innovations – and with partners like Orion Health – to other statewide and regional initiatives hoping to create better, easier, and safer solutions in the communities they serve.

“Maine has been our home for more than a decade, and HealthInfoNet will continue to serve the communities in which we live to deliver trusted and reliable health information exchange services,” said Alfreds, who also serves as President and CEO at Cureous Innovations. “But as initiatives across the country evolve and demand proven expertise and dependable partners, Cureous Innovations is a natural next step.

“The creation of Cureous Innovations is evidence that **what we’ve done in Maine has been an immense success** – and we believe that Orion Health will be a key partner on our journey.”

SHAUN ALFREDS,
Chief Executive Officer at HealthInfoNet



Orion Health

Orion Health is a global leader in health-care technology. Hundreds of thousands of clinicians in 15 countries use our healthcare information technology solutions every day to improve clinical workflow, decision-making and patient care for more than 100 million patients. We offer population health solutions across the whole healthcare landscape, from integrating electronic health records to care pathways and medicines management.

Find out more at: [orionhealth.com](https://www.orionhealth.com)





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