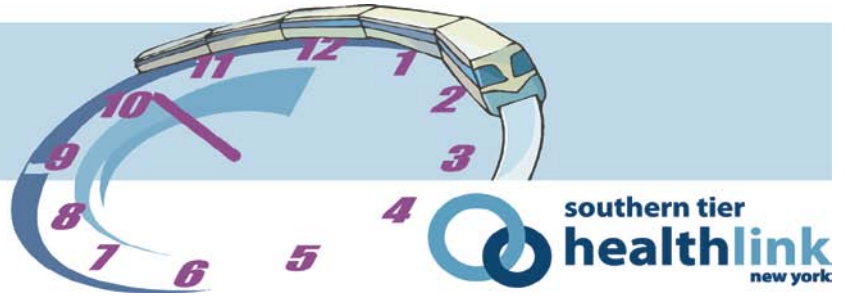


# OnTrack

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at the Lackawanna Train Station - 45 Lewis Street, Binghamton, NY 13903 - 607.651.9150 [www.sthlny.com](http://www.sthlny.com)

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*Everyone realizes the amount of work to be done and is pitching in.*

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## HEAL 5 All Aboard!

The Joint Operating Committee (JOC) of Southern Tier HealthLink (STHL) and the Health Advancement Collaborative of Central New York (HACCNY) held their HEAL 5 grant project kickoff meeting on Tuesday October 14, 2008 at STHL headquarters on a beautiful fall day. There was a very positive turnout, with over 50 people filling the main room, and the space handled the crowd well. Attendees included board members of STHL and HACCNY, stakeholders from southern and central New York as well as various technology vendors involved in the project.

Steve Smith, the Director of Operations for the New York State Department of Health Office of Health Information Technology Transformation (OHITT) presented the state's vision of the Statewide Health Information Network of New York (SHIN-NY), and provided an overview of the HEAL NY program. The SHIN-NY would connect the individual NY RHIOs on one statewide network. A theme of the questions asked revealed the fact that New York, including STHL, is on the cutting edge of healthcare IT with these initiatives, and that we are all pioneers in this area.

Christina Galanis reviewed the HEAL 1 and HEAL 5 projects that STHL is working on. Challenges exist, and the best way for current stakeholders to help is for them to keep the work being done a priority within their organizations.

At the end of the day, all those in attendance were energized about the project. Presentations from the day are available for download at <http://share.sthlny.com> Call Marge for a username and password.

## HEAL 1 Full Speed Ahead

The HEAL 1 grant project is on course toward completion. Currently, overall the project is 80% complete.

All stakeholders and vendors involved have met to assess the various outstanding projects to review what tasks remain open and need to be completed in order to move the entire HEAL 1 project to closure. Everyone realizes the amount of work to be done, what the deadlines are, and who is responsible.

Projects that are close to completion include bi-directional integration with UHSH's NextGen system. Our Lady of Lourdes' CERNER system is anticipated to also be completed in early 2009.

## Initiate Presentation a Crowd Favorite



At the HEAL 5 Joint Operating Committee (JOC) kickoff meeting, Michael Warthen from Initiate presented innovative ways his company can address Enterprise Master Patient Index (EMPI) needs. He stressed that EMPI is all that Initiate does. As a result they have been able to create the most accurate, highest performing, and most scalable application of its kind in the industry. Michael illustrated the way his company's software checks for duplicates across multiple sources of data in the creation of a registry.

Initiate uses statistical probabilistic methodology, with the error tolerances being set by the customer. Customers weigh the error options of "false positives" versus "false negatives" to determine appropriate tolerance levels, such as zero false positives and five false negatives per one million transactions. A false positive would be identifying someone as "patient X" when they are actually "patient Y," while a false negative would be declaring that a patient is not "patient X" when they truly are.

All of this is done by Initiate's software reviewing known data for "patient X" and then looking for similar data elements elsewhere, such as the same address, phone number, etc. The software is basically able to deduce when someone has moved or changed their last name for example. The audience was fascinated by the technology, and the way it is almost able to learn from comparing different data elements. Rob English from Healthvision then joined Michael to describe Healthvision's Cloverleaf integration engine, and to outline the process of converting Initiate data.

The Initiate solution is being evaluated at this point, and no final decision has been made regarding it. It does address the issue of duplicate and unknown patient data within the STHL HIE (Health Information Exchange).

What would otherwise have to be done manually by multiple employees at a cost of hundreds of thousands of dollars could be automated at a much lower cost. Because customers define their own error tolerances within the software solution, quality would not have to be sacrificed by automating the process.

When thinking of sustainability, STHL is always looking for ways to keep costs down if quality and security will not be compromised. In this instance, when contemplating a hypothetical error rate of five errors per one million transactions, that would most likely be a lower error rate than if the tasks had been done manually by employees.

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*The best way for current stakeholders to help is for them to keep the work being done a priority within their organizations.*

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## STHL First Friday Open House a Hit

Southern Tier HealthLink held their grand opening First Friday Open House event on Friday November 7<sup>th</sup> at their headquarters. They unveiled their new office at the historic former Lackawanna Train Station, and engaged the community about the important work STHL is doing, how their care will be improved, and how they can get involved. The open house took place from 4:00 – 8:00 PM on First Friday November 7<sup>th</sup>, and featured the work of artist Jeanne VanBuren-Pejo.

Jeanne VanBuren-Pejo is an award winning writer, painter, and photographer who has been tabbed as “a favorite artist” of our area. She routinely draws inspiration from her missions to the Philippines as a volunteer medical surgical nurse. Jeanne, along with her husband, Binghamton based plastic surgeon Samuel Pejo, M.D., F.A.C.S., brings hope to more than 250 patients with cleft palates and other facial deformities annually.

Hundreds of members from the community turned out for the open house. Special thanks goes to Our Lady of Lourdes Hospital for sponsoring the event. This was the first in a series of events designed to educate the community on the mission of STHL. If you have art that you would like displayed at a future STHL First Friday Open House, please contact our corporate offices.

*HEAL 1* from page 1

Stakeholder Picture Archiving and Communication Systems (PACS) are also being integrated into the STHL portal such as UHS’s McKesson system and Lourdes Emageon tool. *See Heal 1 on page 3*

Southern Tier Neurosurgical group is working with NextGen to implement their electronic medical record system.

Southern Tier Imaging - Park Avenue Associates in Radiology is working to have their demographic information and PACS data available to the STHL portal.

The Medicaider system that is being implemented as part of the HEAL 1 grant is currently being piloted at the emergency room at Lourdes.

Project meetings are held weekly with the various stakeholders, technology vendors involved, and STHL project management staff to ensure that the HEAL 1 projects remain on track.



*STHL Headquarters at the Former Lackawanna Train Station in Binghamton, NY.*

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### Our Stakeholders:

*Auburn Memorial Hospital  
Broome County Free Clinic  
Chenango Memorial Hospital  
CNY Family Care  
Community General Hospital  
Cortland Regional Hospital  
Crouse Hospital  
Delaware Valley Hospital  
Departments of Health in  
Broome, Chenango, Delaware,  
and Tioga counties  
Endwell Family Physicians  
Excellus  
FamilyCare Medical Group  
Ideal Senior Living Center  
Internist Associates  
Lab Alliance  
Lourdes at Home and Hospice  
MVP Health Care  
Our Lady of Lourdes  
Professional Home Care  
Rural Health Network  
SNY Neurosurgical Group  
St. Joseph’s Hospital Health  
Center  
STI Park Ave Radiology  
SUNY Upstate Medical Practices  
Syracuse Comm. Health Center  
Twin Tier Home Health  
United Health Services  
Upstate Medical University*

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## Southern Tier HealthLink Billboards



**On Vacation.  
Medical records 400 miles away.**

southern tier  
**healthlink**  
new york



**You were evacuated but  
your medical records weren't.**

southern tier  
**healthlink**  
new york



**Every minute counts.  
Doctors need your medical  
records right now.**

southern tier  
**healthlink**  
new york

**Southern Tier HealthLink**

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**Southern Tier HealthLink**

Southern Tier HealthLink (STHL) is a Health Information Exchange (HIE) which brings together hospitals, physicians, nursing homes, home care providers, physicians, employers, insurers, consumers, purchasers, and government in and around the Southern Tier and Central New York to improve health care quality, access, safety, and reduce overall healthcare costs by advancing health information technology.



# Better Information Means Better Care



## What is eHealth and HIT?

eHealth or “health IT” (health information technology) is the use of computers and electronic networks to store and manage your medical records, rather than the traditional paper files. eHealth records can be linked in secure regional and statewide networks so that critical information is available when and where it’s needed by your doctors and other caregivers. Southern Tier HealthLink is our region’s secure network.



## Southern Tier HealthLink can help you:

- Assure that your doctors get a more complete picture of your health so they can give you the best and safest care possible every day.
- Avoid wasteful and often risky duplicate tests and dangerous interactions with medications you may already be taking.
- Ensure that life-saving information is available to treat you in an emergency.
- Know that your information is secure in a system that can only be accessed by authorized medical personnel, with your consent, and that you can find out who has looked at your medical records.
- Get better tools to manage your own health and the health of your family.