

Connecting Data and (Re-)Connecting with People



INSIDE

**INTERSYSTEMS UNVEILS
HEALTHSHARE HEALTH
CONNECT CLOUD**

**ANNOUNCING
THE RELEASE OF
HEALTHSHARE 2022.1**

**MVP HEALTH CARE
GOES ABOVE AND
BEYOND REGULATORY
REQUIREMENTS**

**INTERSYSTEMS
RECOGNIZED AS
BEST IN KLAS FOR
INTEROPERABILITY
PLATFORMS AND ACUTE
CARE EMRS**

**HEALTHIX INNOVATES
TO HELP SCHOOLS AND
COMMUNITIES TARGET
CARE NEEDS AMID
COVID-19**

**CARECONNECT AND
INTERSYSTEMS PARTNER
TO LAUNCH THE FIRST
INDUSTRY-WIDE HIE IN
SOUTH AFRICA**

**3 TAKEAWAYS ABOUT
HARNESSING EHR DATA**

**4 WAYS DATA
SHARING AND THE
CLOUD STRENGTHEN
HEALTHCARE**

From the Desk of Alex MacLeod:

To perform everyday tasks, everyone needs accurate and timely data, translated into the right format for use. For some of us the process to get the data we need is easy to create. But for healthcare organizations dealing with hundreds or thousands of employees and millions of patient records and data points, even conceptualizing the information flow process can be daunting. On top of that, the unprecedented risk of cyberattacks means securing data while stored and during transfers has never been more critical. The investment required to comply with privacy and security rules adds yet another layer of cost and responsibility on healthcare organizations. To reduce these costs and redirect personnel to higher-value activities, Healthcare CIOs are finding ways to offload these tasks to the cloud. For data integration tasks, that means moving the hosting and management of the integration engine to the cloud, and retaining interface development and deployment personnel.

I'm excited to announce our newest offering, a solution that helps address these challenges: [**InterSystems HealthShare Health Connect Cloud**](#).

With Health Connect Cloud, you gain all the value of HealthShare Health Connect's reliability and stability with the added value of not having to worry about system administration. As a platform-as-a-service (PaaS) offering, we take our Health Connect product and deploy it in the cloud, managing the infrastructure, operating system, backups, and related upkeep tasks. The only thing you need to do is maintain the connections you want to use.

Personally, I'm most excited about the speed-to-value that Health Connect Cloud offers. Not only does the consumption-based model allow you to pay for exactly what you need, but provisioning in the cloud is all automated and allows you to experience all the benefits of Health Connect literally within minutes. You can find more specifics about our new offering in the corresponding Health Connect Cloud Launch story below. Since Health Connect has a reputation for reliability and stability, that is an additional benefit in times of cost constraints.



Alex MacLeod
Director of Healthcare
Commercial Initiatives
InterSystems

In this issue of HealthShare Connections, you'll find customer success stories from Healthix and MVP, discussing what they have achieved and looking forward to achieving through partnership with InterSystems. We're also excited to announce our recognition for the [Best in KLAS 2022 award](#) for HealthShare Unified Care Record, and share some of our upcoming events.

With the rapid growth in remote monitoring, medical devices, and specialized information systems, there is more to integrate than ever before, even for organizations standardized on a single EMR. Upgrading to Health Connect Cloud allows healthcare organizations to take advantage of scalable and rapid interface development, while minimizing time and effort to deploy and operate the system. As our customers move towards the cloud and look for new ways to provide better care through high-value partnerships, we look forward to continued collaboration with you to create innovative solutions to meet and anticipate your needs.

Sincerely,

Alex MacLeod

Director of Healthcare Commercial Initiatives

InterSystems Unveils HealthShare Health Connect Cloud

We're proud to announce the official release of [InterSystems HealthShare Health Connect Cloud](#), a new platform-as-a-service (PaaS). The PaaS streamlines interoperability and data integration between clinical systems and applications, while managing the entire infrastructure. With guaranteed delivery, reliability, and stability, Health Connect Cloud provides enhanced data automation and management capabilities to help improve patient outcomes.

Health Connect Cloud enables healthcare organizations to take advantage of the inherent security benefits of the cloud while providing massive scalability and high availability – all while minimizing the time and effort required to deploy and operate the system. It boosts health system performance via:

- **Cloud transition assistance:** Addresses learning curves around cloud migration by managing the infrastructure on behalf of the customer. This enables organizations to quickly and easily connect distributed datasets and improve workflows across the care continuum.
- **Accelerated integration:** Efficiently moves workloads and information across cloud solutions and on-premise services to convey sensitive patient information in a timely, secure manner between multiple applications.
- **Accuracy and interoperability:** Manages high volumes of data and promotes interoperability between various institutions – eliminating delays and the sharing of incorrect information.
- **Utmost security and privacy:** InterSystems is known for delivering secure and highly available systems that can integrate critical applications at all times.
- **Support for HL7 FHIR® interactions:** Provides healthcare organizations with the resources, required translations, and intuitive tooling for custom transformations between health data representations – for example HL7 V2 and FHIR, or a non-standard format and FHIR – to achieve unmatched interoperability power and flexibility.



“Health Connect Cloud meets healthcare organizations at the intersection of the cloud and data exchange, providing them with the integration engine required to automate the secure delivery of patient data across multiple disparate systems,” said Alex MacLeod, Director of Healthcare Commercial Initiatives at InterSystems. “Health Connect has a track record of success in demanding and data-intensive environments. Health Connect Cloud will empower organizations to accelerate data integration and connectivity processes, reduce resource and IT staff requirements, and improve overall patient outcomes.”

Health Connect Cloud is available now. To learn more, [visit the Health Connect webpage](#).

InterSystems Global Summit 2022 Recap

We just wrapped up our 2022 InterSystems Global Summit. It was a pleasure to see everyone in person after 3 years!

From expert panels to keynote speakers to breakout sessions, Global Summit 2022 focused on how to make data go further and work harder amid rapid industry change. Key topics included FHIR workshops, product sessions, presentations from industry experts, and live demos.

Our upcoming issue of HealthShare Connections will recap of some of the key themes we discussed during the conference. Stay tuned for more! In the meantime you can catch-up on all the Global Summit sessions now: [Watch Keynotes](#)

[Watch Breakout Sessions](#)

Announcing the Release of HealthShare 2022.1

In other product release news, we’re pleased to announce the availability of HealthShare 2022.1, the latest version of the InterSystems HealthShare® suite of connected health solutions. With expanded system control and upgrades focused on improving efficiency and usability, HealthShare 2022.1 provides easier ways to manage data while reducing the cost of ownership.

Below are a few key highlights:

• Improved System Control, Data Handling, and Management

- Cross-version component deployment allows the 2022.1 version of HealthShare solutions (Clinical Viewer, Personal Directory, Patient Index, Personal Community, Care Community) to deploy with an older version of Unified Care Record (2021.2 and earlier). Specific information is available in each product’s documentation.
- Further data model enhancements for USCDI v2, claims data analytics, tasks for care plans, provider network organization, and more.
- Unified Care Record now supports navigation localization in eight languages.

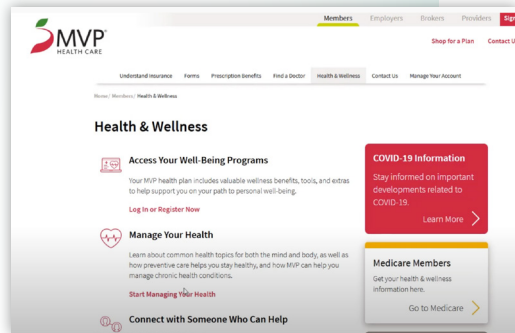
• More Efficient Health Workflow Solutions

- Care Community now supports reusable care plans with tasks, automated task sequences, and no-code Unified Care Record data import directly into a patient’s care plan.
- Clinical Viewer introduces end-user dynamic control of graph displays and extensions to microbiology and claims data reports.
- Provider Directory adds configurable role-based access control at both form and field levels, easier navigation to frequently used pages, and extended DaVinci data model support.
- This release will also include Discard and Bulk Discard features, located in the Provider Directory History user interface.

• HealthCare Action Engine Limited Release

- HealthShare 2022.1 includes a limited release of HealthCare Action Engine, a no-code rule editor and decision engine that can execute logic rules on Unified Care Record and FHIR data, with user-configurable CDS Hooks notifications based on the rule result.

While the above is a summary of what's new, you can find more detailed information on the HealthShare 2022.1 [product release documentation here](#) and information on HealthShare 2022.1 software kits [here](#) (customer username and password required for access).



Got Insights? MVP Health Care Goes Above and Beyond Regulatory Requirements

Healthcare organizations are moving quickly to satisfy new interoperability rules from CMS and ONC. For some, the regulatory requirements serve as a springboard to exceed expectations, creating data-driven experiences for members. But how?

MVP Health Care has an idea. Inspired by the need to meet the interoperability rules, the not-for-profit health plan is revamping its data strategy and technology capabilities to better serve its 700,000 members in New York and Vermont.

“We also looked at this from a holistic perspective and thought about how we can leverage the investments we’re making to really improve the health and wellness of our members,” says Richard French, MVP Health Care’s senior leader for enterprise data management.

Here’s how MVP plans to use data to help its members.

1. Improve quality reporting and measurement

MVP’s mission to improve care requires stronger quality reporting and measurement.

To accomplish this, MVP plans to leverage InterSystems technologies to aggregate a lot of data — from claims to clinical information, such as electronic health records and labs. The partnership empowers MVP to acquire the data they need to streamline processes like HEDIS quality measure reporting.

Using InterSystems HealthShare® and data from multiple sources, members will gain the insights they need to make informed decisions about their health and wellness.

2. Create a 360-degree view of the member

HealthShare enables MVP to bring all that information into a unified care record. This single source of truth will foster data collection around the individual and populations.

What’s more: the unified care record will encompass demographic, genetic, and environmental data to establish a 360-degree view of each member. The resultant insights put MVP in a position to identify and address challenges related to housing, medical appointment transportation, food insecurity, and more.

“That’s what customer-centric organizations do,” Chief Growth Officer Dominick Bizzarro says.

3. Solve patient-matching problems

In the past, MVP used a homegrown solution to perform patient matching. Now, through HealthShare, the health plan generates a true master patient index based on various data types so that everyone gets the care and information they need.

As time progresses, MVP plans to further streamline these processes, opening the door to more efficient analytics and more actionable insights.

4. Choose the Right Partner

No one can navigate the journey toward interoperability and actionable insights alone. When MVP Health Care resolved to invest in building a data-driven, member-centric organization, Bizzarro knew his next move.

“We’re all in,” he recalls. “Let’s work with a partner that recognized we’re going to be in a relationship — a long-term relationship.”

Learn more about why MVP chose InterSystems as a partner: click for the highlights ([1 min video](#)) or for the full story ([5 min video](#)).

InterSystems Recognized as Best in KLAS for Interoperability Platforms and Acute Care EMRs

We’re honored to share that KLAS Research has recognized InterSystems HealthShare Unified Care Record and InterSystems TrakCare in the [2022 Best in KLAS: Software & Services report](#).

As a direct result of feedback from healthcare providers, InterSystems HealthShare Unified Care Record has been recognized a total of nine times across categories since 2006.

“At InterSystems we provide solutions that help our customers adapt to the changing times,” said Don Woodlock, Head of Global Healthcare Solutions at InterSystems. “As such, receiving recognition from KLAS year in and year out is truly something special. We take pride in the technology and services we offer our customers and are grateful for their continued support on the journey to a more unified, integrated healthcare ecosystem.”

As a Best in KLAS award winner, InterSystems has continued to demonstrate its commitment and partnership to the healthcare IT industry as a whole. To learn about how InterSystems HealthShare can help your healthcare organization overcome the challenges of decentralized data, visit: <https://www.intersystems.com/>.

For more, [click here to read the full release](#).



Sage Whitepaper Events

Poor data quality can have devastating effects on the decision-making process and is estimated to have an annual cost of \$3.1 trillion across U.S. industries. New research from Sage Growth Partners (SGP) reveals just how critically and financially important harmonized data is, and how investing in higher quality data can yield improved outcomes and decision-making for healthcare organizations and for patient care. By implementing a smart data fabric across an entire health enterprise, HCOs could potentially save upwards of \$42.1 million over the course of three years.

SGP’s Stephanie Kovalick recently joined us for a live discussion to review their white paper exploring this topic, and to talk about the benefits and economic value a smart data fabric can deliver.

[Click here](#) to watch a replay of the discussion.

To read the white paper and see the analysis for yourself, [click here to download](#).

In NYC, Healthix Innovates to Help Schools and Communities Target Care Needs Amid COVID-19

When the pandemic hit New York City in 2019, health department officials and clinicians turned to Healthix, one of the nation's largest public health information exchanges, for help. By turning fragmented data into insights, the HIE enabled the city to perform contact tracing, swiftly connected scores of statewide reference labs while delivering alerts to providers, related to their COVID-19 patients. Public health experts, meanwhile, secured bio surveillance information on testing and vaccinations, down to the zip code.

Healthix emerged as a critical resource for a community in crisis, and the value of its work has proved wide-reaching. After all, the HIE brings in more than 300 million pieces of data — related to lab results, medications, and more — which power 8.7 million outbound alerts every month. This seamless, real-time flow of clinical information serves more than 8,000 healthcare facilities, 18,000 providers, and 20 million patients.

That's precisely why the city's health agency enlisted Healthix, a longtime InterSystems HealthShare® partner, to collaborate on several other projects designed to keep school children healthy.

In a unique arrangement, the Office of School Health manages healthcare for students across the five boroughs. In 2021, Healthix began gathering and analyzing data related to encounters, diagnoses, and COVID-19 mortality risk for the organization. The goal was to bolster patient engagement, care coordination, and care management for 6- to 18-year-olds with known diagnoses of asthma, diabetes, and several mental health conditions.

The HIE quickly identity-matched more than 1 million individuals, or 97 percent of the student body. In two months, Healthix uncovered additional diagnoses for 13,000 kids with asthma. The data also revealed missing diagnoses for 9,000 children with depression and 11,000 with anxiety. What's more, Healthix identified changes to 10,000 students' clinical data.

"Data is most relevant when you're getting it in real time," says Todd Rogow, CEO and president of Healthix. "That's when you can react to the trends and the changes that you're seeing."

Interoperability has also optimized the citywide immunization registry, which houses 4.8 million records containing more than 75 million events related to pediatric vaccinations.

Using a bidirectional exchange, Healthix sends 3,000 messages to the registry each hour, transferring data in real time and even beyond hospital settings. Over the past six months, 100 percent of public clinics and 74 percent of private clinics have reported immunization data. Healthix's work has empowered the city to make the information on the vast majority of all immunizations available to public health officials, providers, and payers, at a moment's notice.

As the pandemic progresses, the HIE is poised to expand its role in the fight against COVID-19. But its commitment to the community — and clean, healthy data — all but ensures that Healthix's mission will outlast any single contagion.

To learn more about how InterSystems HealthShare® can help your organization make the most of your data, [click here](#).



Set the Future on FHIR: Don Woodlock at ViVE



If healthcare leaders could snap their fingers to achieve a single goal, stronger patient outcomes with greater efficiency would top the list. While that's the stuff of science fiction, the FHIR interoperability standard offers the next best approach.

Don Woodlock, our Head of Global Healthcare Solutions, examined FHIR's ability to advance clinical care, DevOps, and the patient experience at ViVE 2022. Afterwards, Don also shared his thoughts on FHIR with ViVE's InteropNow! podcast, where he and host Sandy Vance discussed:

- FHIR use cases spanning application building and patient data portability
- The interoperability standard's long-term benefits to health systems, payers, and technology innovators
- How to manage risk and overcome obstacles to healthy data
- The ease with which developers can create applications, in their preferred programming languages, through FHIR

[Click here](#) to listen to Don Woodlock's InteropNow! podcast episode to learn how connecting data can tangibly improve healthcare.

CareConnect and InterSystems Partner to Launch the First Industry-Wide HIE in South Africa



From left to right: Henry Adams from InterSystems, Trevor Henegan from Ready Computing (implementation partner), and Dr. Rolan Christian from CareConnect.

We're proud and honored to have partnered with CareConnect to launch South Africa's first industry-wide Health Information Exchange (HIE). Emanating from the private health sector, CareConnect's launch marks a significant milestone in South African history.

Founded by six of the country's leading hospital organizations and medical scheme administrators, the CareConnect HIE has been in development for the past two years and fosters collaboration across the private healthcare sector. Through this collaboration, clinical data and information will be shared with the ultimate goal of improving patient

care and efficiencies in the health sector. Dr. Rolan Christian, CEO of CareConnect, believes that CareConnect, much like other HIEs around the world, is a crucial innovation that will support a coordinated health system through a reliable, secure, and unified digital platform.

“The CareConnect HIE will allow clinicians to access up-to-date, real time, consolidated clinical information about a patient’s journey across the healthcare ecosystem, thereby improving the speed, quality and coordination of care,” says Dr Christian.

In essence, the HIE will enable quick, secure, real time electronic transfer of information between hospitals, medical schemes/insurers, and other health service providers, providing a more integrated approach to patient care and practitioner support. As Matthew Prior, Chairman of CareConnect’s Board of Directors, outlines, “From the get-go there was recognition by hospital groups and medical scheme administrators that greater efficiencies could be achieved by providing clinicians with relevant and meaningful patient information when and where they need it.”

“For patients, access to the HIE can mean the difference between life and death in an emergency situation or when traveling, as the treating doctor will be able to access critical, up-to-date health information in real time, on any device, wherever they are,” adds Dr Christian.

Since coming online in late 2021, more than 3.2 million patients have given consent to share their data with the HIE. Since October 2021, these patients have created over 27 million transactions of clinical data that are available on the HIE.

InterSystems HealthShare serves as the foundation for the CareConnect HIE’s data exchange. HealthShare will allow CareConnect to enable interoperability between different systems, like medical scheme administrators, clinics, hospitals, rehabilitation centers, radiology practices, pathology laboratories and clinicians’ practice management systems. “This bodes well for the future of the entire health system as it will allow information from a variety of sources to be securely integrated,” says Dr Christian.

“The partnership we are building with CareConnect to improve health outcomes and clinical quality in South Africa is highly valued and we look forward to making a meaningful contribution, as we are doing in many countries around the world,” adds Henry Adams, Country Manager of InterSystems in South Africa.

Despite starting in private healthcare, CareConnect is confident that the HIE will create a bridge with the public sector. The South African Government has recognized the importance of digitization in improving access to quality healthcare in its [National Digital Health Strategy for South Africa \(2019 – 2024\) report](#). Key objectives include digitization of business processes to improve efficiency and quality at an institutional level and establishment of an integrated platform and architecture for the health sector information system.

“HIE is becoming a policy imperative for many governments to address health system fragmentation and better coordination of care, and is already being used by many advanced health systems in the world, including China, England, India, Scotland, Switzerland, and the United States. While the CareConnect HIE is still in its infancy, the number of lives and transactions are constantly growing, with founding member organizations already beginning to derive value from the HIE through streamlined hospital admissions procedures and the introduction of new efficiencies into their systems,” remarks Dr Christian.

To read more about CareConnect’s launch and partnership with InterSystems, [click here](#). Learn more about InterSystems HealthShare by [visiting our website](#) today.

3 Takeaways About Harnessing EHR Data for Clinical Development and Market Access

Clinical trial recruitment is challenging. 70% of trials miss their timelines due to lackluster patient enrollment, and 11% of research sites fail to register a single participant. For life sciences organizations, these numbers illustrate the risk to innovation, patient care, and the bottom line.

How can you minimize that risk? By harnessing electronic health record (EHR) data to advance real-time and real-world data.

A panel of experts share their insights and case studies around leveraging EHR data for clinical development and market access. Here are three key takeaways for those looking to leverage healthy data for life sciences.

1. A “messy” data ecosystem hampers the use of EHR data and real-world evidence.

Patient data can be difficult to obtain. People may change addresses, see many different healthcare providers, and switch health plan coverage.

The data landscape is spread across providers and locales, in forms as diverse as clinical notes and proprietary genomic data to imaging, claims, social determinants of health risk profiles, and even military service records. Trying to make sense of this poses challenges for patient recruitment, addressing gaps in care, managing patients’ treatment regimens, and more.

2. Comprehensive, real-time, and real-world data unlock new possibilities for life sciences.

The answer: Embrace the many data sources available today — from claims to clinical, from the EHR to everywhere else — in real time.

EHR data, for instance, plugs gaps in claims data by bringing in new formats that include relevant insights into a patient’s health journey. With the right technology partner, life sciences organizations can access this information in near real time, leveraging tools such as interoperability standards and probabilistic matching to connect the right information with the right patient.

3. Every life sciences data strategy requires a trusted and experienced partner.

To unlock the potential of diverse data sources, life sciences experts need a strategic partner with the technology and experience to ensure every stakeholder can access — and understand — the information. Whether those connections must be built fresh or tapped through an existing network, trust is key.

Building a 360-degree view of each patient empowers everyone on the life sciences spectrum, from study planning and clinical trial recruitment to market access and outcomes research. InterSystems HealthShare connects the healthcare ecosystem to provide real-world insight from EHRs, claims systems, and clinical notes, and serves those data up via API, Spark, FHIR and other healthcare standards, or custom workflows.

HealthShare delivers clean, healthy data to your data science team for knowledge discovery, machine learning, and other data-intensive research projects. [Learn how to harness EHR data to advance your real-time and real-world data efforts.](#)





4 Ways Data Sharing and the Cloud Strengthen Healthcare

Clinicians depend on comprehensive patient information to make the best possible treatment decisions — but in some respects, healthcare data is more fragmented than ever. With tens of thousands of health and wellness apps entering the market, plus retail clinics and telehealth providers, new data silos are emerging as organizations solve older challenges. It's healthcare's own take on Whac-A-Mole.

Data innovation, however, can meet the moment. Platforms and standards are available to enable interoperability like never before. Healthcare organizations are also beginning to adopt cloud services, which will allow them to bridge silos and further leverage artificial intelligence and machine learning in clinical decision-making.

HIMSS recently hosted a session moderated by Todd Sylvester, our Head of Cloud Strategy and Alliances. Panelists Kathleen Aller, our Head of Healthcare Market Strategy, and Dr. Lyndsey Burton, MD, Worldwide Healthcare and Life Sciences Physician Lead at Amazon Web Services (AWS), discussed how healthcare can harness data and the cloud to power innovation — for the benefit of organizations and patients alike.

Here are some key takeaways.

1. Cloud infrastructures can transform digital health ecosystems

The cloud has empowered healthcare organizations to respond to the COVID-19 pandemic. AWS helped the University of Washington create a virtual assistant that took patient calls, triaged them, and reduced the number of emergency department admissions.

AWS also worked with New York state to aggregate disparate COVID information, and the company helped Moderna mine data to design and manufacture its historic COVID vaccine. In all three cases, the cloud was indispensable.

2. Small companies can leverage existing services

Cognetivity, a startup in the United Kingdom that uses AI to diagnose early onset Alzheimer's disease, needed to connect its platform to electronic health records. [They've used InterSystems IRIS for Health to do that.](#)

"Small companies that don't want to make the capital investment in having to build out more software can leverage our cloud-based composable microservices," Aller said, "which we deploy on AWS."

3. The cloud bolsters security

Over the past five years, [93% of healthcare organizations have had a data security breach](#), Burton said.

"The cloud's more secure. We have security monitoring 24/7 to prevent any unauthorized access and protect customer content."

4. Optimizing data is a public service, too

Comprehensive data analysis helps healthcare organizations create longitudinal records, which are crucial for improving care.

"I'm so excited about using data that way to get better at what we do," Aller said. "Data is a strategic asset, but it's also a critical public good in healthcare. If we don't share information across the whole healthcare ecosystem, we really can't see what's happening."

To hear more actionable insights from these two experts, [watch their full HIMSS session here.](#)