Pennsylvania eHealth Partnership Program

*Annual Report to the Governor and General Assembly
Under Act 76 of 2016
July 1, 2022-June 30, 2023*

Letter from the Secretary

To: Governor Josh Shapiro
        President Pro Tempore, Kim L. Ward
        Speaker of the House of Representatives, Joanna E. McClinton

The Pennsylvania Department of Human Services (DHS) is pleased to present the Pennsylvania eHealth Partnership Program (PA eHealth) Annual Report, which covers state fiscal year 2022-2023 from July 1, 2022, to June 30, 2023.

PA eHealth is responsible for the infrastructure that enables health information exchange within the state. Since 2012, PA eHealth has led stakeholders from the public and private sectors in designing, implementing, and improving Pennsylvania's secure health information exchange, known as the PA Patient & Provider Network, or P3N. The P3N serves as the singular hub to inter-connect P3N Certified Health Information Organizations (HIOs) and their participating healthcare provider and payer entities to each other, and to select state agencies and public health registries.

Initial work was focused on establishing the P3N, certifying and onboarding the five Pennsylvania HIOs, incentivizing health care providers to transition from paper medical "charts" to electronic health records (EHR), and incentivizing medical facilities and Medicaid (MA) managed care organizations (MCOs) to participate with HIOs. Now, PA eHealth's efforts are focused on modernizing and expanding the capabilities of the P3N, increasing participation in health information exchange (HIE) and leveraging P3N data to monitor public health (including pandemics) – with the main objective of providing all Pennsylvanians with more coordinated, better-informed health care.

PA eHealth is instrumental in helping DHS achieve its goals of delivering integrated whole-person care and controlling health care costs. We are proud of the progress we've made this year, and the groundwork we have laid for implementing new technology and innovation through the Cognosante P3N/Public Health Gateway (PHG) and a statewide closed-loop referral system to address health-related social needs (HRSN). We are working to leverage this progress to improve our work and deliver services across the health care system and throughout our communities. The new P3N platform gives us the opportunity to continue strengthening connections and information across health care providers with the goal of improving the patient experience whenever possible and helping Pennsylvanians to live healthy, fulfilling lives. We are continuing to do our part to make HIE and community information exchange (CIE) enablers for improving the health care and well-being of all Pennsylvanians.

This report provides a summary of PA eHealth's activities and accomplishments, a summary of receipts and expenditures, a list of contracts entered, and a summary of reportable breaches.

Sincerely,

Valerie A. Arkoosh, MD, MPH
Secretary
Department of Human Services

Act 76 of 2016 and the Pennsylvania eHealth Partnership Program

The Pennsylvania eHealth Partnership Program, created under Act 76 of 2016, is required to "submit an annual report to the Governor, the President pro tempore of the Senate and the Speaker of the House of Representatives for distribution to appropriate legislative committees on the activities of the program for the year, including a summary of the receipts and expenditures, a list of contracts and a summary of any reportable security breaches that occurred and corrective actions that were taken."

Transition from Authority to Department of Human Services

The Pennsylvania eHealth Partnership Authority (Authority), PA eHealth predecessor entity, was created by Act 121 of 2012. The authorizing legislation included a 2017 expiration and prescribed that, one year prior to that expiration, the Legislative Budget and Finance Committee (LBFC) "shall evaluate the management, viability and performance of the health information exchange and shall provide a report to the Communications and Technology Committee of the Senate and the Health Committee of the House of Representatives and the Human Services Committee of the House of Representatives. The report shall include recommendations as to reauthorization of the Authority, dissolution of the Authority or assumption of the Authority's responsibilities and assets by another entity."

The LBFC evaluation and subsequent report occurred concurrently with the introduction and subsequent passage of legislation moving the Authority into the DHS. The **full report**, and **report highlights**, are available on the LBFC website, and provide extensive background and history of the Authority and its work toward developing the state's health information exchange.

In 2016, Act 76 created PA eHealth within DHS. Concurrent with the passage of Act 76, Act 121 of 2012 was repealed, and the Authority and its governing board were disbanded. All the programmatic responsibilities of the Authority transitioned to PA eHealth in the Office of Medical Assistance Programs (OMAP).

The P3N Health Information Exchange Trust Community Committee (HIETCC), comprised of leaders within the five P3N Certified HIOs, has met monthly since November 2013. During state fiscal year 2022-2023, the Pennsylvania eHealth Partnership Advisory Board held four quarterly meetings via video conference, due to the COVID-19 Public Health Emergency.

This 2022-2023 Pennsylvania eHealth Partnership Program Annual Report covers accomplishments and activities of PA eHealth during state fiscal year 2022-2023 (July 1, 2022-June 30, 2023).

Summary of Activities and Accomplishments

During the report year, state fiscal year 2022-2023, PA eHealth executed the seven strategic goals of the Pennsylvania eHealth Partnership Program Strategic Plan, July 1, 2021-June 30, 2024. PA eHealth's summary accomplishments during Fiscal Year 2022-2023 directly aligned with the goals/objectives of [PA eHealth Strategic Plan](#).

1. **Enabling Ubiquitous Robust Health Information Exchange**
   - Fully executed a data sharing agreement with CRISP Shared Services (CSS) and began onboarding five (5) CSS state HIEs to P3N Admission Discharge Transfer (ADT) Notification Service (Maryland, West Virginia, District of Columbia, Connecticut, and Alaska). The P3N began interstate ADT sharing with Delaware in January 2022.
   - Began receiving hospital and emergency department ADTs from the Lehigh Valley Health Network's (LVHN) eleven acute hospital campuses.
   - Increased the P3N ADT Service facility participation by more than 30% in the past year.
   - Former Mount Nittany Exchange health system member, Wellspan Health, joined the Central Pennsylvania Connect HIE.
   - Former Mount Nittany Exchange hospital, Punxsutawney Hospital, joined the Keystone HIE.
   - The Keystone HIE added newly opened Penn State Health hospitals to its membership.
   - The ClinicalConnect HIE expanded services to payer members so the payers can be more proactive with care coordination for their enrollees.
   - The ClinicalConnect HIE also added residential care facilities for people with intellectual disabilities to its membership.
   - Developed a P3N Patient Portal, Provider Directory, and Care Plan Registry as enhancements in the new P3N.
   - PA eHealth and Cognosante leadership presented at the National Centers for Disease Control and Prevention/Office of the National Coordinator of Health IT (CDC/ONC) Industry Days in Washington DC on the recent P3N implementation and service enhancements.
   - PA eHealth leadership presented at the national State Health IT Connect Summit on the new PA Navigate procurement.

2. **Increasing timely access, accuracy, and availability of clinical information to support diagnosis and treatment of individuals and to improve population health outcomes**
   - Awarded nearly $15.5 million in grants to four P3N-HIOs to select and become interoperable with a single statewide platform to facilitate closed-loop referrals for Health-Related Social Needs (HRSN); this project is known as PA Navigate.
   - Streamlined provider access to state public health registries by integrating the Public Health Gateway (PHG) into the new Cognosante P3N.
   - Onboarded additional facilities to the PHG.
   - Deployed a new Snowflake analytic engine, which provides accurate near real-time reporting on P3N operations.
   - Implemented a Verato Master Patient Index with the new P3N that uses referential matching to help ensure all information about a patient is accessible across the P3N.
   - Worked extensively with the Medical Assistance Physical Health Managed Care Organizations (MCOs) and the Department of Aging to prepare for hosting the Obstetric Needs Assessment Plans and the Area Agency on Aging (AAA) SAMS Care Plans in the new P3N Care Plan Registry.

- Implemented the eSante Provider Portal to access P3N records.
- Created a P3N Patient Portal to allow patients to access their own information through the P3N; working with Office of Administration Information Technology to ensure patients entering the portal through their Keystone Login will only have access to their own clinical information.
- Implemented condition-specific surveillance of the new P3N ADT Service.
- Developed and deployed Tableau On-line dashboards to monitor P3N service activity and provided HIOs with access to the interactive dashboards.

3. **Improving upon our existing P3N services by leveraging state services and resources**
- Successfully completed Medicaid Management Information System Streamlined Modular Certification (SMC) Operational Readiness Review and began regular SMC Reporting to CMS in support of full certification.
- Enhanced analytics to track services in support of Medicaid patients.
- Worked extensively with Labor and Industry to use a P3N-HIO to automate the electronic gathering of P3N clinical information for making disability determinations.
- Provided P3N Provider Portal access to Office of Medical Assistance Programs' medical directors.

4. **Alerting patient care teams to relevant patient health care encounters**
- Greatly expanded the ADT information shared across the new P3N ADT Service.
- Standardized the P3N ADT technical specifications across all data sources to help ensure receiving organizations can effectively use the ADT information provided.
- The P3N received more than 6.7 million ADT messages and sent more than 5.1 million ADT messages in June 2023; in June 2023 the P3N ADT Service forwarded ADTs on behalf of more than 80,000 unique patients each week.
- The new P3N Provider Portal and P3N Tableau Dashboards are capable of analysis by condition and by facility.
- The new P3N tracks COVID confirmed, and exposure, cases identified in ADT messages and provided case-level reporting to the Department of Health epidemiologists during the public health emergency.
- Developing capability to identify, through ADT surveillance, possible abuse/neglect for the Office of Developmental Programs.

5. **Supporting care coordination to improve quality and reduce health care costs**
- Increased overall P3N, PHG, and ADT Service participation to reduce duplicative or unnecessary services.
- Built a care plan registry in the new P3N to support better care coordination between care teams, payers, and patients.
- Worked with Medical Assistance MCOs and P3N-HIOs to ensure MCOs are getting valuable access to alerts and quality data.
- Built the capability for the P3N to ingest and make available Obstetric Needs Assessment Forms (ONAFs) and AAA care plans.
- Public health reporting and access to patient-specific public health data was streamlined through the integration of the PHG into the Cognosante P3N.

6. **Improving patient outcomes and satisfaction**
   - Implemented a completely new robust modernized P3N that uses best of breed technology replacing the antiquated IBM P3N.
   - Improved record matching in the new P3N by contracting with Verato to use referential data in the master patient index.
   - The new Cognosante P3N includes a Care Plan Registry to enable the sharing of care plans and treatment data with a patient's care team.
   - Self-service analytics are now available for P3N community through Tableau dashboards and the eSante Provider Portal.
   - Single Sign On has been enabled for select Commonwealth staff to access the P3N eSante Administrative and Provider Portals.
   - Patient portal is available in the new P3N; we are awaiting improved identity proofing through the Keystone ID to make the patient portal widely available.
   - Deployed a public-facing P3N provider directory that synthesizes Center for Medicare and Medicaid Services, Department of State, Department of Human Services, Department of Health, and Department of Drug and Alcohol Programs enumeration and licensing provider information.

7. **Optimizing health information exchange stakeholders' experience**
   - User Experience (UX) optimization is a key component of the new P3N design.
   - P3N on-demand training is available 24 hours a day, seven days a week.
   - Provided additional training for existing P3N users in Medical Assistance Fee For Service (FFS), Office of Developmental Programs, and the Department of Labor and Industry.
   - Provided funding in resource and referral (RRT) Grants to customize provider EHRs for deep integration with the statewide RRT vendor through their HIOs.
   - Self-service analytics are available through the new P3N Tableau Dashboards and eSante Administrator Portals, including powerful data trending capabilities.
   - P3N operations data is available through interactive visualizations rather than Excel worksheets.
   - Enhanced help features are built into the new P3N Administrator, Provider, and Patient Portals.
   - Cognosante provides help desk services for P3N participants.

Summary of Receipts and Expenditures

Receipts Detail Report PA eHealth Partnership Program (July 1, 2022–June 30, 2023)		
Business Area 21		
Description	**Transaction Amount**	**Notes**
Budget Amount	$ 11,427,000.00	SFY 22/23 Budget Across all Funds
Deposit - Interagency	$ 644,625.00	SFY 22/23 P3N HIO User Fees
TOTAL	**$ 12,071,625.00**	

Summary of Expenditures PA eHealth Partnership Program (July 1, 2022–June 30, 2023)	
Business Area 21	
Expenditure Type	**Expended Amount**
Personnel	$ 644,739.44
Operational	$ 8,153,211.46
Grants	$ 195,000.00
Total	**$ 8,992,950.90**

List of Contracts

List of Contracts Executed by the Pennsylvania eHealth Partnership Program (July 1, 2022-June 30, 2023)					
Business Area 21					
Contract Type	Grantee Name	PA Vendor #	Contract #	Contract Amount	Notes
Funds Commitment	CCHIE	793238	4100093499	$3,780,000.00	Resource & Referral Tool Grant
Funds Commitment	CPCHIE	117652	4100093500	$3,390,000.00	Resource & Referral Tool Grant
Funds Commitment	HSX	777978	4100093501	$4,830,000.00	Resource & Referral Tool Grant
Funds Commitment	KeyHIE	New: 556001 Former: 793238	4100093502	$3,420,000.00	Resource & Referral Tool Grant
Funds Commitment	HSX	777978	4100093503	$925,000.00	HHA Onboarding Grant
Funds Commitment	Personal Health Care, Inc	516045	4100094305	$100,000.00	EHR Incentive Grant
TOTAL				$16,445,000.00	

Summary of Reportable Security Breaches

The Pennsylvania Patient and Provider Network experienced no reportable security breaches in 2022-2023.