

**10 Years of Health Information Exchange:
A SPECIAL REPORT FROM CORHIO**

CORHIO™



LETTER FROM THE CEO

Being CORHIO's CEO for the past 6 (nearly 7) years has been one of my greatest honors. It's amazing to think that in 10 short years, the company has come so far. The people who have made CORHIO what it is – from the early champions in the healthcare community to our state partners who support us in so many ways to our staff who work tirelessly to deliver solutions to solve some of Colorado's stickiest healthcare problems – I can't thank you enough.

HIE is in a pivotal time, and so is CORHIO. As of the writing of this report, we have **announced** our intent to merge with Health Current, Arizona's HIE. We consider this the first step in creating more collaborative partnerships and paving the road to interoperability.

Also, as I'm writing this, we are nearly one year into a heart-wrenching health crisis that has tested each one of us. This pandemic has shown how important HIE is in a crisis and how quickly we can build on our solid infrastructure and deliver life-saving information to our providers. This is why we exist.

Despite everything that's been happening in our country and in our world, I remain hopeful and excited about where CORHIO is headed, and where HIE is headed.

I am incredibly grateful to have come to CORHIO at a time when the company needed to grow and innovate rapidly, but strategically. I am thankful for Colorado's secret sauce – that special collaborative spirit among health systems, payers, providers, state offices, and more.

I hope you enjoy this special 10th anniversary report and join me in celebrating all that we have accomplished and what is yet to come.

MORGAN HONEA
Chief Executive Officer



“ I remember the early days – when we had a ‘war room’ with sticky notes covering every wall with all the business planning and ideas – and we had a big party to celebrate Boulder Community Hospital going live. I’ve seen our employee count go from 4 to 75 and the skill levels growing tremendously. I will say I’m very proud that our core values of respect, diversity, and innovation have never changed despite our growth.

AMELIA REINKENSMAYER
CORHIO Chief People Officer

2009

CORHIO chosen by both state and local healthcare leaders to be the recipient of Colorado's HIE funding from ARRA and HITECH; a task force of 100+ healthcare leaders come together to help set CORHIO's direction

2011

Boulder Community Hospital becomes first data sender into the CORHIO health information exchange; CORHIO receives Challenge Grant funding to connect LTPAC providers; CORHIO launches Meaningful Use incentive program assistance; Centura hospitals all go live

Additional funding received from Colorado Health Foundation as well as HITECH funding for the Regional Extension Center; technology vendor Medicity selected

2010

Major progress with onboarding providers. All of Colorado's large hospitals and major laboratories are contracted; Quest Diagnostics, Banner Health, UCHealth, Children's Hospital now participating

2012-2013

2014-2015

Major network growth, doubling and tripling year over year; HealthONE, SCL Health, Kaiser Permanente now participating; State Innovation Model funding received for behavioral health integration

2018-2019

Verato brought on to expand patient matching capabilities; major progress with national payers and accountable care organizations participating; Notifications suite of products developed; CORHIO's own technology platform launched

Health Images goes live with CORHIO; Regional Extension Center reaches program goals, expands services to become Healthcare Quality Improvement (formerly Transformation Support Services); electronic clinical quality measures reporting service launches

2016-2017

Medical images now available in CORHIO HIE; Denver Health goes live on HIE; CORHIO launches Statewide Identity Management, Patient History, Consolidated Care Summaries, Data Analytics, COVID-19 data; Consortium for State and Regional Interoperability formed; CORHIO and Health Current announce intent to merge

2020

CORHIO GROWTH

I've been at CORHIO for 10 years, and I remember being so impressed when I started at the caliber of the people working at the company and the dedication of our Board. I also remember wondering if this startup would prevail...and we sure have!

KIM SCHREVEN
Executive Assistant

I think I was employee #23 and I remember thinking back then that if this thing takes off, it will grow so much and help the community in so many ways. Sometimes I feel like I've worked for a few different companies, but all with the same mission.

MYRIAH VANDRE
Vice President of System
Integration and Implementation

STAFF GROWTH

2011

4
EMPLOYEES

2021

75
EMPLOYEES

NETWORK GROWTH

5
USERS

21,000
USERS

HOSPITAL GROWTH

3
LIVE

76
LIVE

DATA GROWTH

1
MILLION
PATIENTS

8
MILLION
PATIENTS

PRODUCT GROWTH

(fastest product deployment: 2 weeks,
March 2020 COVID-19 Notifications)

2
PRODUCTS

36
PRODUCTS

“WHEN I THINK ABOUT THE LAST 10 YEARS AT CORHIO – WHERE WE STARTED AND WHERE WE ARE NOW – I AM HUMBLLED AND AMAZED.”

One fundamental starting principle for the HIE, when we were awarded the ARRA HITECH funding and the Colorado Health Foundation grant, was that we would build a robust Health Information Exchange right from the start – in terms of reach to participants in the state and the number of products and services we could offer. **Go big or go home, right?**

We also said that we would build in sustainability from the beginning with a you play, you pay model. It wouldn't be entirely truthful to say we knew exactly what we were doing at that point, but those two principles have contributed mightily to our success. A big shout out to Steve Hess and Dana Moore who spent countless hours with us working out a sustainability plan they could back and promote – they knew what they were doing.

I came to CORHIO without any healthcare background. I could, however, spell HIE and I had a good number of IT and management consulting years and skills to bring to the party. I was probably the 4th resource onboarded – brought in by a long-term boss and friend, Dave Coren, who always seems to help me land right where I belong. I thought I could easily assist the fledgling HIE find the right technology vendor in three months and be on my merry way to the next consulting gig.

Oh, but HIE. HIE has a way of getting under your skin. Those first crazy months – we didn't have our own office space, we squatted at COPIC – thank you, Gerry Lewis-Jenkins. When my personal American Express card charges reached \$18,000 in technology spend for our laptops and tools, Amex called me to ask if I was okay. I was better than okay – every day was some amazing challenge: new concepts, words, asks, and demands that nobody in the nation had figured out and normalized yet. When I think about those first months, I have this visual: 3 or 4 of us exploding out of my COPIC cube space, sitting on the floor, surrounded by hundreds of yellow sticky notes, designing an approach that would allow us to select and get support from collaborators, pick a technology vendor, develop policy, and design a region-by-region rollout plan that would have us standing up data exchange in 24 months. We did it in 20 months, by the way. Thank you Linda Minghella at BCH (at the time) for making our goal your mission too!

CORHIO's first CEO, Phyllis Albritton, brought the vision, skills, and the statewide Rolodex to ensure we had the collaboration and buy-in we needed across the state. She led us from concept to reality, never afraid to ask for what we needed. Our next CEO, Dr. Larry Wolk, brought our

much-needed physician perspective and ensured that our state agency relationships remained rock solid. Under his leadership, we saw expansion into new programs and relationships. Dr. Wolk laid the groundwork for significant growth and coverage, believing that we had no limits in our capabilities and reach.

With Morgan Honea's tenure as CEO, we have realized the explosion of growth that Phyllis and Dr. Wolk knew we were capable of. Morgan's energy has brought innovation and diversification, strategic foresight, an unwavering focus on work hard, play hard. Most importantly, he has brought a little non-profit to a nationally recognized, robust, leading HIE and innovator.

From four employees to 75. From space squatting to a view of the creek on the 8th floor in Cherry Creek (when we aren't in a pandemic, of course). From full grant funding and a fiscal agent to self-sustaining operations. From one initial hospital and practice exchanging information to statewide penetration. From two products to more than I can count as I write this. **The numbers and successes are mind-boggling.** We set out with big goals and we have met and exceeded them over and over.

Why? How? With a commitment to a meaningful mission. With talented staff and leadership passionate about health, healthcare, and health equity. With partners and collaborators and a board who challenge and believe in us. With tenacity.

This is hard work. This is important work. This is meaningful work. With you and like you, we get up every day and do the hard work.

This is dedicated to Jonathan Harner, John Otto, and Mark Carlson - three passionate CORHIO employees who made significant contributions to the organization and to my life, and who were taken from us too soon. I continue to work to ensure your voices remain heard.

KELLY JOINES
Chief Strategy Officer



THE IMPORTANCE OF PARTNERSHIPS

It took many dedicated people to help CORHIO rise from a small nonprofit to the mature health information exchange that it is now. Thank you to all of our partners throughout the years who have contributed to our success.

- **State partnerships** with the Office of eHealth Innovation, the Office of Behavioral Health, the Office of Information Technology, Department of Health Care Policy and Financing, Colorado Department of Public Health and Environment, State Innovation Model, Colorado Health Foundation, Lieutenant Governor's office, Colorado Department of Human Services, local public health partners, County jails
- **National collaborations** with U.S. Department of Health and Human Services, The Office of the National Coordinator for Health IT, eHealth Initiative, Department of Defense, Strategic Health Information Exchange Collaborative, Centers for Medicare & Medicaid Services, Healthcare Information & Management Systems Society, Veteran's Administration, Dept of Homeland Security, Consortium for State and Regional Interoperability, Association of State and Territorial Health Officials
- **Colorado hospitals and health systems** including Banner Health System, Boulder Community Health, Centura Health, Children's Hospital, Denver Health, HealthONE, SCL Health, UCHealth, Parkview Medical Center
- **Colorado-based organizations** like Colorado Rural Health Center, Colorado Academy of Family Physicians, Colorado Hospital Association, COPIC, Quality Health Network, Colorado Community Managed Care Network, Kaiser Permanente, Catalyst HTI, Colorado Medical Society, Mile High United Way, Boulder Community Connect, Rose Foundation and Colorado Health Institute
- **Vendor partnerships** with Diameter Health, Health Catalyst, Verato, Intelligent Medical Objects, USACPR, Okta

I have many fond memories from my 10 years at CORHIO. The partnership with vendors and clients is one of the keys to our success, in my opinion. It really does take a village. To the incredibly talented individuals and all the remarkable partners I have been blessed to work with on very complex and challenging projects, thank you for 10 years of partnership and collaboration!

CHRISTI REID
Senior Technical Integration
Solutions Manager

It's been 10 years for me and I've seen so much change. I am proud of how successful our Regional Extension Center was and thankful to CORHIO for the risk-taking and support to turn that into a consulting group now called Healthcare Quality Improvement, which is now a huge value-add for the HIE.

KELLY PROCOPIO
Vice President of Grants
and Contracts Administration

MAKING AN IMPACT

Our proudest achievements are actually the stories from of our community of HIE participants. We are regularly humbled by how our users adopt our technology in ways we never even expected. Here are just a few examples of those stories.

CORHIO's COVID-19 Tools Help Skilled Nursing Facility See Patients' Full Picture

Ericha Loosbrock, ManorCare hospital liaison, helps patients and their families navigate expectations and coaches them on preparing for a transition from a hospital or home setting into a ManorCare facility. She says CORHIO's **PatientCare 360**® patient lookup tool has always been valuable, but the addition of COVID-19 data makes it a true game changer for her. The tools, including **COVID-19 Lab Notifications**, not only help with existing patients but also patients referred to her for services at ManorCare's Denver and Boulder locations.

Before the pandemic, Loosbrock visited newly transitioned patients in person to make sure they were settling in well, but she can't do that for the time being. For patients without strong family networks it's been difficult missing out on making a personal connection, so she relies on PatientCare 360 to follow their progress.

"PatientCare 360 lets us look at a broader picture of our patients," she says. "We can see the whole perspective; we're able to look at how we can accurately piece together the patients' medical concerns and rehospitalizations, and ensure our medical treatments are safe and effective."

She adds, "The addition of the COVID-19 information was wonderful. All the laboratories we use are on CORHIO, so we are able to follow that and see real-time information about tests and their results, and then look at the trends history to see what's really going on with our patients."

PatientCare 360 Enables West Metro Fire Rescue to Expand Services to Community, Increase Revenue

Like many emergency service providers, West Metro Fire experiences a number of high 911 system utilizers, which often includes individuals who are chronically ill, elderly, or lack resources such as health insurance.

To address the utilization problem and reduce unnecessary ambulance transports and consequent ED visits, West Metro Fire Rescue knew they needed to expand their services and utilize the capabilities of health information exchange.

In 2017, West Metro Fire Rescue began utilizing CORHIO's **PatientCare 360**® for care summary documents – a change that Chief Jeremy Metz describes as "transformational."

"For one of our patients, our paramedic saw in PatientCare 360 that they were missing their doctor appointments, so we were able to work with them on getting to their doctor. That's a whole other level of care that has been phenomenal for us. This is very cutting-edge and a great resource for our district," Metz says.

Kids First Health Care Utilizes CORHIO for Quality Reporting, Care Coordination to Reach More Underserved Students in School Clinics

If a child has a provider outside of the school-based health center, Kids First Health Care ensures coordination among all members of the care team. They joined the CORHIO network in 2015 and rely on **PatientCare 360**® to access their patients' Community Health Record, generate Continuity of Care Documents (CCDs), and to make sure immunizations are included in students' medical records.

Kids First Health Care has also relied on CORHIO to help them submit electronic clinical quality measures (eCQMs) for use within Medicaid, Medicare and other advance payment models as part of their participation in the State Innovation Model.

"Being a very small organization without a dedicated IT staff makes it difficult for us to work within the EHR for all the deliverables we need to meet. CORHIO is able to do a lot of the back-end work and we chime in when needed. Without CORHIO, we could not do this work at the same level," says Catherine Schurger, CPNP, Assistant Medical Director.

RECENT HEADLINES

- + **After Early Success, Office of Behavioral Health Expands CORHIO Partnership to Bring HIE to More Colorado Jails**
- + **CORHIO Launches New Patient History Offering**
- + **CORHIO and Health Current Join Forces and Announce Intent to Form New Regional Organization**
- + **Announcing Consolidated Care Summaries From CORHIO**

WHAT DOES THE FUTURE HOLD FOR CORHIO?

Our future is bright – CORHIO's role in nationwide interoperability along with Health Current, the Arizona HIE, is an immediate focus. Technology advances, process improvements, and economies of scale are just a few of the things this new opportunity could bring.

We will continue to maintain and improve our core HIE services, while innovating to help our community with risk management, quality reporting, public health surveillance, data analytics, and next-level care coordination.

We remain focused on these initiatives:

- Supporting the pandemic response by getting data into the hands of providers as quickly as possible
- Integrating whole-person information to support comprehensive care and coordination across disparate entities
- Person tracking integrity across disparate entities
- Patient access and active participation in care and health
- Real-time event notifications to support immediate intervention
- Supporting participants in required reporting and improving outcomes based on quantifiable information
- Information to promote proactive and analytics-driven predictive care
- Ongoing data acquisition and integration, including clinical, claims, medication, social determinants and advance directives
- Exploring new participant type engagements, including disaster preparedness and public health surveillance



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Big Thanks From the CORHIO Executive Leadership Team!

We are so thankful to our partners, our state supporters, our staff and our HIE participants for a wonderful 10 years of success in Colorado. We can't wait to keep innovating and bringing new solutions to the healthcare community in our state. Cheers to the next 10 years!

MORGAN HONEA
Chief Executive Officer

TIM DUNBAR
Chief Financial Officer

ANNIE HARRINGTON
Chief Legal Officer

AMELIA REINKENSMEYER
Chief People Officer

KELLY JOINES
Chief Strategy Officer

DEANNA TOWNE
Chief Information Officer

