

Board Meeting

6/29/2022

MINUTES

6:00 PM

HEALTHCONNECTIONS

MEETING CALLED BY	Dave Page			
TYPE OF MEETING	Board Meeting – held via ZOOM meeting			
NOTE TAKER	Christina Carroll			
ATTENDEES	Marisa Barbieri	x	Jackie Leaf	E
	Rajesh Davé	x	Orrin MacMurray	x
	Ronald Fish	x	Joseph Maldonado	x
	Indu Gupta	x	Mark Muthumbi	x
	Robert Hack	x	David Page	x
	Pat Hale	A	Martin Stallone	E
	Paul Kaye	x	Robert Weisenthal	x
	Paul Kronenberg	x	Bruce Wood	x
	Seth Kronenberg	x		
	Guests: Elizabeth Amato, Emilia Borelli, Rachel Kramer, Liana Prosonic, Rick Travers X = Attended E = Excused A = Absent			

OPENING REMARKS

DAVE PAGE

- Meeting was called to order at 6:01pm
- Dave requested a motion to approve previous meeting minutes. Bob motioned and Raj seconded; all in favor.
- Dave turned the meeting over to Rob
- Rob laid out the meeting's agenda, as follows:
 - Financial Update
 - Customer Engagement Update
 - Operational Update

FINANCIALS

L. PROSONIC

- Investments: Movement of idle cash to investments (2 of 3 tranches completed). Investments split between Cash/equivalents and current assets. Investment income variance due to market downturns, despite fairly conservative portfolio.
- Revenue: We have recorded participation performance revenue, but I&I projects have not yet been awarded. Most of the variance to budget is due to HBM revenue.
- Expenses: Increase in Mirth due to new contract; Increase in insurance due to cybersecurity renewal (industry driven); Cloud services (AWS) continue to be high; salary expense is low, but partially offset by increase in contracted services.
 - Question: Why is insurance increasing? Answer: It is industry-related, cyber insurance policies are significantly increasing in cost.
- Bob makes a motion to approve, Ron seconded, all in favor.

CUSTOMER ENGAGEMENT UPDATE

E. AMATO, E. BORELLI, C. CARROLL

- Size and scope of our business is continuing to increase rapidly – participation, usage, and data contribution
 - Question: How do we compare to others in the state? Answer: We are number 2 in terms of volume, number 1 in terms of geography, and top ranked in usage/penetration. Larger than some statewide HIEs.
 - Question: Do we have metrics on the use of the data/understand if it's really used? Answer: Yes, extensive metrics on every service that guide our business decisions.
 - Question: How is growth in the Hudson Valley? Answer: We've had good growth, still good opportunity.

- Question: Any attributes of what separates participants with data contributors? Answer: Some participants may not have an EMR or may not be able to connect for another specific reason.
- Customer support efforts cross a variety of teams, view it as a holistic characteristic across the company and a continued customer journey that touches everything we do.
 - Question: Do we understand how radiologic studies are being used? Can we survey them to learn more detail how they're reducing testing. Answer: There is no good studies to answer that directly, people don't usually tell us with that level of detail how they use the data to improve care.
 - Question: Do we have data on number of orgs that use us to measure outcomes? Answer: Yes, to an extent.
- 2022 goals focus on customer satisfaction, engaging current users in a stronger way, increasing participation, and increasing data access, contribution, and use of services.
 - Refined operational model and how we go to market is key to maximizing resources while increasing touchpoints for customers to meet those goals.
 - Comment: Consider doing more customer surveys and share those stories.
 - Question: Do we have vendor-specific experts to help people solve their EMR challenges? Answer: Some staff have familiarity with vendors. We also actively connect vendors with customers if we don't have the knowledge.
 - Question: How does all this tie into potential data projects? Answer: Continuing to set up our teams to take into consideration the future of our business and the potential opportunities on the horizon. Rachel shared an example of a new pilot project with the CDC.
 - Exciting opportunities in the Hudson Valley region to increase usage and expand data contribution
 - Question: Scalability? Can our system handle this. Answer: We have plans in place to ensure we can handle our continued growth and this large influx.
 - Increasing bi-directional customer communications. How can they engage with us effectively and efficiently for all, how can we better engage with them in return.

OPERATIONAL UPDATE

R. HACK

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- Continued efforts and pilot programs with organizations like the CDC, increasing data projects and new opportunities that use HIE data for public health.
 - NYeC's new leadership is engaging us and other HIEs as strategic conversations unfold around increasing the efficiency and effectiveness of the SHIN-NY enterprise.

Meeting adjourned at 7:32pm.