



## Snapshot by New York Health Information Exchange

### Background

A large New York health information exchange funded by the NYS Department of Health is committed to securely exchanging patient data to improve the quality and efficiency of care. This HIE receives clinical information from over 8,000 facilities - from large hospital systems to small doctor practices, as well as behavioral and community-based organizations, and more. With a patient's consent, this information is shared among providers to improve clinical outcomes and enhance value-based care delivery.

### Situation

Given the accelerated pace of adoption for value-based care models, the focus on health equity, and the coming additional federal investment in New York's delivery system, the HIE team wanted a way for their providers to leverage the data they hold in order to pinpoint priority patients quickly and effectively. They have actionable data to highlight patients with recent inpatient and emergency admissions and discharges, but they sought an easy-to-use mechanism to bring those insights to the forefront of care. They were looking for a straightforward solution that was easy to implement to ensure providers only got the information most critical to them for the patients that needed it most.

### Solution

With Garage's industry-leading logic for identifying priority patients, a customized version of The Garage's point-of-care solution, Blazespeaks, was built to aggregate all the patient data and bring the most critical patients to the provider's attention. Most importantly, the tool is a web browser extension which gives physician's the flexibility to be in their EMR while still being able to see the priority patients. With all the pertinent patient information at the physician's fingertips, it eliminates the need for the physician to dig around for all the necessary patient information so they can jump right into action. This customer's providers can now see patients with Recent Admissions, Inpatient Discharges and Emergency Discharges. Once accessed, the clinical team has a breakdown of conditions and medical histories for the patient such as medications, encounters, results from labs and imaging, advanced directives, procedures, and any other pertinent documents for this patient.

### Outcomes

This technological innovation has been a breakthrough in enabling access for priority patients. In a few weeks' time, one of the HIE Participants team of providers, registered nurses, and



clinical support staff has shifted priorities on 70 priority patients and provided care to ensure their health needs are met and keep them happy, healthy, and at home.

Interested in learning how The Garage can empower your organization?  
Request more information [here](#).