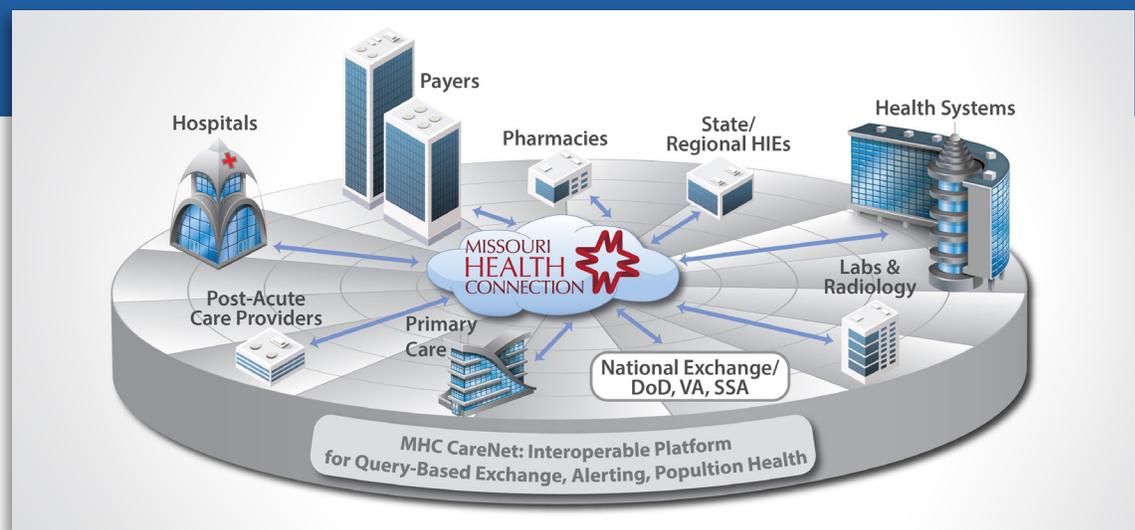


## SUCCESS STORY

# Missouri Health Connection Builds and Grows Its State HIE with Expertise from Iatric Systems Professional Services



- OBJECTIVE:** Missouri Health Connection (MHC) was charged with designing, building, and managing a statewide Health Information Exchange (HIE) in which all providers could participate, from large multi-hospital health systems to solo practices. They needed specialized expertise to help guide and lead that effort.
- SITUATION:** MHC is a private, non-profit, health information exchange network and the state-designated HIE for Missouri. They had to make major decisions about technology and processes which then would have to be implemented, managed, and introduced to participants. However, at the time they had very few staff with the necessary knowledge and experience.
- SOLUTION:** MHC engaged Iatric Systems Professional Services to fill three major roles: CTO (and interim CEO), Technical Program Director, and eMPI/ Analytics consultants. The Iatric Systems consultants applied their executive, technical, and project management expertise in many crucial ways, from designing and building HIE infrastructure, to assisting with staffing decisions, bringing the first major customers live, and positioning MHC for growth and sustainability.
- RESULTS:** Since those early days, MHC has grown to become one of the largest HIEs in the United States, with a secure network that includes more than 109 hospitals, hundreds of clinics, and more than 7,000 physicians treating more than 15 million patients. The partnership continues today, with Iatric Systems serving as a trusted resource that MHC can call on whenever their insights and skills are needed.

*"We didn't have anyone to manage the HIE, oversee technology on a day to day basis, or manage projects. That's where Iatric Systems came in."*

– Angie Bass  
CEO  
Missouri Health Connection

Missouri Health Connection (MHC) is the state-designated health information exchange (HIE) for Missouri, providing a secure network that helps physicians ensure patients receive appropriate care based on their history while avoiding redundant testing and treatment. Since its launch in 2013, MHC has grown to become one of the largest HIEs in the United States, connecting more than 109 hospitals, hundreds of clinics, and 7,000 physicians.

But in the early days, success was far from certain. MHC had chosen InterSystems HealthShare as their HIE platform, but knew they needed help to bring it to life. “We didn’t have anyone to manage the HIE, oversee technology on a day-to-day basis, or manage projects. That’s where Iatric Systems came in,” says Angie Bass, CEO at Missouri Health Connection. As the HIE took shape, Iatric Systems Professional Services filled three major roles:

### **CEO/CTO**

Iatric Systems was initially contracted as CTO, providing MHC with leadership and guidance on technologies, vendors, and integration projects. “Iatric Systems had a wealth of knowledge about the InterSystems platform and how our customers can interact with it to meet their needs,” Jaki says. “They were crucial in helping MHC whiteboard the processes and implementations needed for each customer.”

Iatric Systems also stepped in as interim CEO for several months after a previous CEO departed. As MHC searched for a permanent replacement, Iatric Systems kept projects on track and reassured anxious customers that MHC would continue to meet (or exceed) their expectations. However, Iatric Systems was also much more than an executive caretaker, devising new strategies and lines of business that helped place MHC on the path to sustainability. As Jaki notes, “Iatric Systems helped shape what MHC is today.”

### **Technical Program Director**

Iatric Systems applied its project management and technical expertise (including InterSystems HIE expertise) to make decisions about technology, troubleshoot problems, and guide project teams to meet tight deadlines. “It’s very hard to find someone that can do project management and technical management, and the Iatric Systems resources are both great at it,” Jaki observes. MHC engaged Iatric Systems to help build its infrastructure, then for customer implementations. “With Iatric Systems help, we were able to get our three largest health systems live and move other key customers way down the pipeline,” she adds.

### **EMPI**

The HealthShare platform includes an Enterprise Master Patient Index (EMPI) used to ensure patients are identified accurately and consistently. MHC engaged Iatric Systems EMPI experts to manage this essential function, including guidance and training, analytics and reporting, demonstrating capabilities to potential customers, and onboarding new participants. Jaki adds that Iatric Systems is so knowledgeable on the EMPI that InterSystems engages them when they need help. “Having that level of knowledge on tap has been very valuable. If Iatric Systems doesn’t have an answer, they get back to us very quickly — and we can trust they are right.”

### **A Proven Partner for HIE Success**

MHC has come a long way from those early days, with an HIE that clients throughout Missouri rely on for electronic sharing of health information. One key to success: a team of experts they can call on when needed, whether for new technology and processes, project management, or specialized expertise like the EMPI. “From the top down, everything was impacted by our experience with Iatric Systems,” Jaki concludes. “We probably wouldn’t be here today if we didn’t have their knowledgeable consultants to help us.”

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– Jaki Porter  
COO/CFO  
Missouri Health Connection