

HealthVantics and its parent organization, Rochester RHIO

HealthVantics is the health information exchange (HIE) and interoperability services provider for Rochester RHIO (Regional Health Information Organization). Rochester RHIO is a non-profit, community-run, nationally recognized HIE. A fully accredited Qualified Entity (QE) of the Statewide Health Information Network of New York (SHIN-NY), Rochester RHIO provides HIE services to authorized physicians and physician groups, hospitals, health plans, and community-based organizations in 13 upstate counties. The HIE offers participants a number of services, including integration, a clinical query portal, advanced alerting, Direct messaging, and more.

The challenge

With an increasingly complex healthcare landscape and a community of HIE participants demanding more agile onboarding and faster delivery, the decision makers at HealthVantics and Rochester RHIO recognized that improvements needed to be made to their existing services.

“It was taking as many as four to six months to onboard new participants in the RHIO,” said Ramesh Sridharan, executive vice president and chief information officer, HealthVantics and Rochester RHIO. “In order to meet the increased expectations of our stakeholders, streamline internal processes, and keep our clients’ confidence, we needed to make infrastructure changes.”

The organizations decided that their next platform would be a best-of-breed solution, which would help them avoid being tied to a single vendor, as well as provide the flexibility to add new features and functions.

Customer	HealthVantics and Rochester RHIO
Location	Rochester, New York, USA
Website	healthvantics.com rochesterrhio.org
Organization type	Not-for-profit, community health information exchange (HIE) service
Key benefits	<ul style="list-style-type: none"> • Facilitates the onboarding of new participants and new data sources in a very short time frame • Offers the scalability required for rapid organizational growth • Processes approximately 15 million messages per month • Connects the HIE’s authorized participants to over 35 EHRs/EMRs from various vendors • Supports making information available to participants at the point of care • Serves as the foundation of a best-of-breed platform • Empowers the organizations to closely monitor their HIE’s operational efficiency • Future-proofs the organizations’ ability to handle emerging interoperability standards (e.g., FHIR [Fast Healthcare Interoperability Resources])
Product implemented	Lyniate Rhapsody

“With Lyniate Rhapsody, we are able to streamline, monitor, and manage our critical data exchange infrastructure on a day-to-day basis, which allows the HIE to share clinical information across institutions and practices and makes patient information readily available at the point of care.”

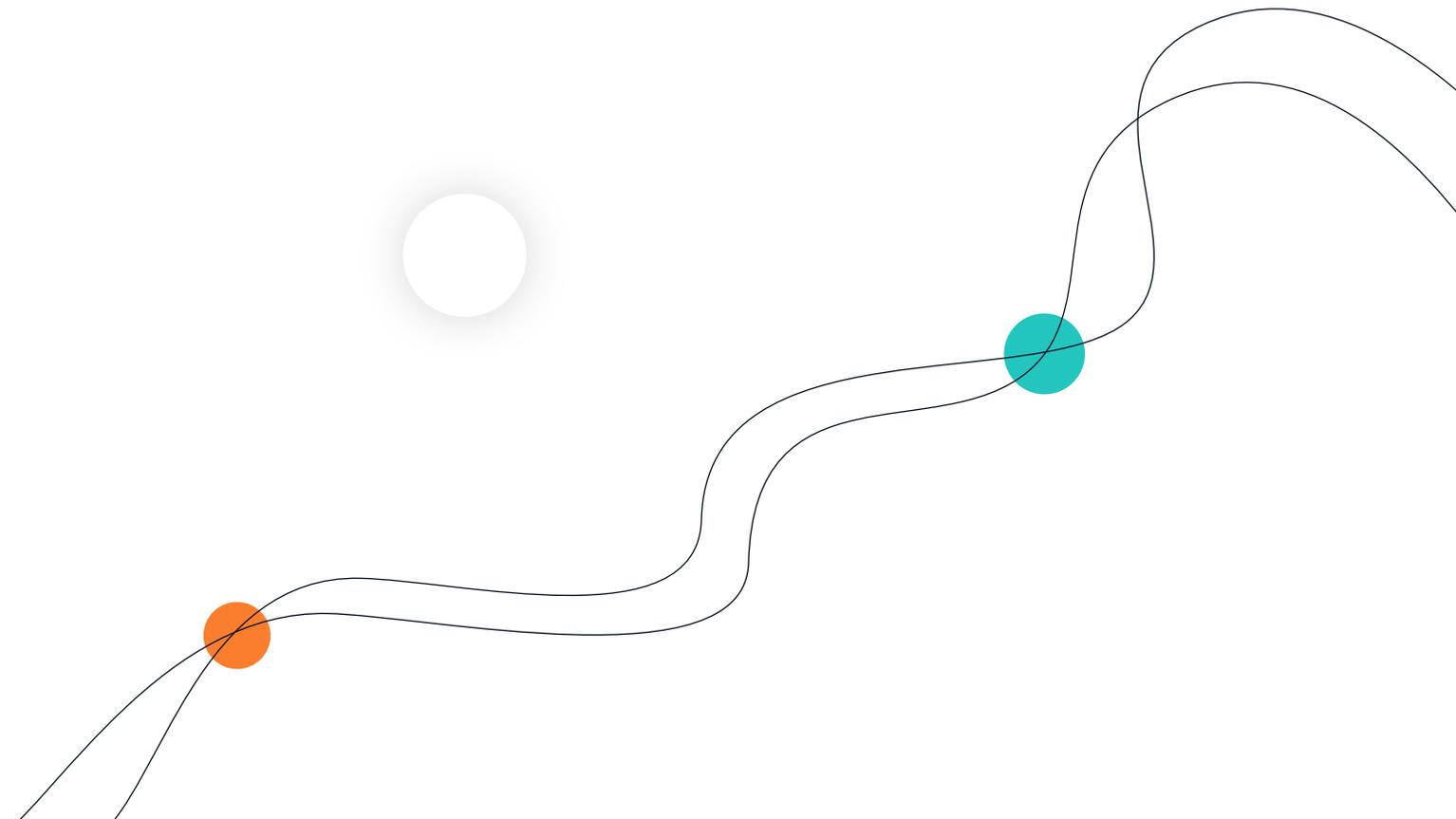
Ramesh Sridharan

Executive Vice President and Chief Information Officer HealthVantics and Rochester RHIO

“An additional goal was to end our struggles with service scalability and double the participants using results delivery through the HIE,” said Sridharan. “The new solution would not only have to accommodate the increase in demand that would come as a result of the community’s awareness of the RHIO’s enhanced onboarding speeds—it would have to be capable of processing the millions of additional messages that would naturally result from the expanding data integration needs of the community.”

The solution

Recognizing the need to offer expanded service levels and accommodate the HIE’s growth, HealthVantics and Rochester RHIO chose Lyniate Rhapsody—a proven high-performance solution for the reliable exchange and acquisition of health data—as the interface engine for their best-of-breed solution stack. This cost-effective integration engine enables its users to quickly onboard new participants and various EMR vendors’ solutions, facilitates the delivery of millions of messages per month, adapts to the latest healthcare industry changes, and more.



The results

The implementation of Rhapsody kicked off a new era of growth for the organization, and today, Rhapsody serves as the foundation of a best-of-breed platform that drives the services HealthVantics and Rochester RHIO provide to the community. “With Rhapsody, we are now able to build interfaces within our own data center, without having to rely on a third-party vendor. That means we now have the ability to onboard new participants in just a few weeks,” said Sridharan.

This speed and functionality enables HealthVantics and Rochester RHIO to connect and exchange health information more quickly with the HIE’s authorized participants and over 35 EMRs from various vendors.

“We have some 15 million messages—both inbound and outbound—flowing through Rhapsody every month, and because we are constantly adding new sources and consumers of data to the system, this number will only continue to grow,” said Sridharan.

After Rhapsody gave HealthVantics and Rochester RHIO the ability to achieve that level of service scalability and provide new services to the organizations’ participants in a timely fashion, noted Sridharan, the number of participants using results delivered by the HIE more than doubled.

“We have over 200 interfaces and more than 1,000 routes running through Rhapsody,” said Sridharan. “We can closely monitor the operational efficiency of our data exchange while effectively managing all inbound/outbound interface activities. The value these capabilities bring to a small, non-profit entity like Rochester RHIO cannot be overstated. With Rhapsody, we are able to streamline, monitor, and manage our critical data exchange infrastructure on a day-to-day basis, which allows the HIE to share clinical information across institutions and practices and makes patient information readily available at the point of care. We are very happy that we made the decision to have Lyniate Rhapsody as part of our solution stack.”

Curious how Lyniate can help you share health data in your ecosystem?

Rhapsody® Integration Engine is intended only for the electronic transfer, storage, or display of medical device data, or the electronic conversion of such data from one format to another in accordance with a preset specification as specified in the product manual and/or related documentation. Rhapsody Integration Engine is not intended to be used for active patient monitoring, controlling or altering the functions or parameters of any medical device, or any other purpose relating to data obtained directly or indirectly from a medical device other than the transfer, storage, and conversion of such data from one format to another in accordance with preset specifications. InterOperability Bidco, Inc., doing business as Lyniate™, its affiliates and subsidiaries makes no warranties and the functionality described within may change without notice. ONC Health IT Certification (2014 Edition) Rhapsody Integration Engine and Rhapsody Connect attained 2014 Edition Modular Ambulatory EHR Certification and 2014 Edition Modular Inpatient EHR Certification from the JCSA Labs ONC Health IT Certification Program. This EHR Module is 2015 Edition compliant and has been certified by an ONC-ACB in accordance with the applicable certification criteria adopted by the Secretary of Health and Human Services. This certification does not represent an endorsement by the U.S. Department of Health and Human Services. For more information, please see www.lyniate.com/meaningful-use. Rhapsody is a registered trademark of InterOperability Bidco, Inc., manufactured in New Zealand, by InterOperability Bidco, Inc. All other trademarks displayed in this document are the property of InterOperability Bidco, Inc., doing business as Lyniate™, its affiliates and subsidiaries or their respective owners, and may not be used without written permission of the owner. Rhapsody Integration Engine is not intended to be used for diagnostic purposes, or to replace clinical judgment or responsibilities. All patient information shown in any imagery is for representation and demonstration purposes only and is not related to a real patient.

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