



**PHIX NETWORK**  
El Paso's Health Information Exchange

**2020**  
**Annual Report**



## Who we are

PHIX is a non-profit, regional health information exchange (HIE) with the mission to improve health through collaboration and data technology.

PHIX centralizes health information from different hospitals and providers to create an electronic community health record for each patient. This community health record enables providers and care managers to see the full picture of patient's health history from across the continuum. Patient data shared through the HIE includes:

- Diagnoses
- Imaging reports
- Lab results
- Discharge summaries and other clinical notes
- Demographics, including Insurance information

Users query the HIE to access their patients' integrated clinical records.



# Governance

PHIX's Board of Directors is composed of health leaders from across the El Paso region.

## 2020 Board of Directors

<p><b>Jacob Cintron</b> Board Chair</p> <p><i>University Medical Center of El Paso</i></p>	<p><b>Sally Hurt-Deitch</b> Past Board Chair</p> <p><i>The Hospitals of Providence</i></p>
<p><b>Frank J. Dominguez</b> Board Secretary</p> <p><i>El Paso Health</i></p>	<p><b>Kristen Daugherty</b></p> <p><i>Emergence Health Network</i></p>
<p><b>Dr. Juan Escobar</b></p> <p><i>El Paso County Medical Society</i></p>	<p><b>Dr. Richard Lange</b></p> <p><i>Texas Tech University Health Sciences Center El Paso</i></p>
<p><b>Angela Mora</b></p> <p><i>City of El Paso Department of Public Health</i></p>	<p><b>Allie Lozano</b></p> <p><i>The Hospitals of Providence Horizon Campus</i></p>
<p><b>Tracy Yellen</b></p> <p><i>Paso del Norte Health Foundation</i></p>	

# 2020 Highlights

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## Onboarded New Practices and Hospitals

The use of electronic health record (EHR) systems in combination with Health Information Exchanges (HIE) has allowed for patient medical record interoperability to serve community, state, and national health. However, in contrast to most HIE's, PHIX aggressively pursues enabling the acceptance of data from one-of-a-kind electronic health record systems since our region consists of many independent practices with a majority having less than 3 physicians. Moreover, the cost to create interfaces can be a major barrier. Therefore, PHIX leverages in-house programming to onboard local practices to help interoperability remain cost effective. In 2020, the PHIX team onboarded:

- ◆ Las Palmas Medical Center
- ◆ Del Sol Medical Center
- ◆ GYN PATH Laboratory
- ◆ Quest Laboratory
- ◆ HONU Laboratory
- ◆ Department of Public Health Laboratory
- ◆ Alternative Care Site Infusion Center
- ◆ University of Texas at El Paso Laboratory
- ◆ Salud y Vida
- ◆ Trinity Gastroenterology
- ◆ Sunset ID

Additionally, the use of custom programming enabled PHIX to onboard Las Palmas Medical Center and Del Sol Medical Center Hospitals at the peak of COVID-19 to support transitions of care. This rapid data integration meant that all hospitals in El Paso, TX would be exchanging data and all their patients could receive similar opportunities for clinicians to securely access their medical records.

Special thanks to Jim Currey and Currey Adkins for enabling PHIX to develop custom programs to promote community wellness.

## Received Grants from the Paso del Norte Health Foundation



PHIX received four grants from the Paso del Norte Health Foundation (PDNHF) in 2020. Through this support PHIX has leveraged custom programs to support community needs and continues to grow. Details on these grants are outlined below:

**Laboratory System** - PHIX developed an electronic laboratory system that allows organizations to submit electronic COVID-19 labs to the Department of Public Health. This allows for the reporting of COVID-19 results electronically.

**EP MedCorps** - PHIX recruited individuals for a volunteer workforce that would support hospital systems in the event of a patient over-flow of admissions due to COVID-19.

**Strategic Plan for Diabetes Management** - PHIX worked with community health organizations to develop a strategic plan for addressing diabetes in the El Paso region.

**Closed-Loop Referral System** - Through collaboration with local health organizations PHIX will develop a closed-loop referral system to support diabetes transitions of care management. The goal is to promote efficiency and quality of patients transitions of care.

Thanks Paso del Norte Health Foundation for your support in improving community wellness!

# 2020 Highlights

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## Developed Electronic Laboratory System to Support COVID-19 Response

PHIX developed an electronic lab ordering system to enable the secure and efficient ordering of COVID-19 labs. Through this system, orders can be electronically filled for the City of El Paso Department of Public Health Laboratory as well as several private laboratories.

This electronic system has reduced the burden of paper ordering and faxing. Additionally, this system supports sending COVID-19 positive results electronically to Epidemiologists to start case investigations and contact tracing.

Patients also receive their results securely.

## Provided Temporary, No-Cost Access to HIE Clinical Viewer

To promote community wellness and transitions of care during the COVID-19 pandemic, PHIX adapted to offer free temporary memberships to local healthcare providers in private practices, hospitals, jails, nursing homes, and housing sites.

Removing barriers to accessing key lab results and health histories supported patient care, helped keep providers safe, and reduced the spread of COVID-19.

## Supported Hospital Transfers during COVID-19 Surge

During the hospital surge, community hospitals needed to transition patients to William Beaumont Army Medical Center. However, William Beaumont could only accept patients affiliated with the military or VA. To that end, PHIX identified potential patient transfers on a daily basis and sent reports on potential transfers to each of our hospital partners. As a result, nearly 300 patients were transferred.

## Developed and Supported EP MedCorps

Throughout the COVID-19 pandemic, staffing needs increased significantly and suddenly.

To support local healthcare systems, PHIX recruited and managed a group of local volunteers under EP MedCorps.

This 80+ group of clinicians and community members were brought together to support different skilled and non-specialized needs, including nursing, patient screenings, and general assistance with supplies.



**EL PASO  
MEDCORPS**

## Supported Public Health Needs During COVID-19

PHIX worked closely with the City of El Paso Department of Public Health to provide support in a variety of ways. For example, PHIX facilitated getting electronic COVID-19 response to the Epidemiologists and provided secure and timely access to patient medical records for COVID-19 tracing.

Through local innovation and leadership PHIX continues to support our local health authorities and is continuing to find ways to promote quality of care.

For example, PHIX is currently developing a vaccination system to support mass vaccinations when a COVID-19 vaccination is ready.

# 2020 Highlights

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## Alerted Providers and Care Managers when Patients in the Hospital or ED

PHIX has developed the functionality to alert providers and care managers whenever their patients are seen in the ED or hospital. Through this notification service, payers and healthcare practices are enabled to know more about the acute conditions of their patients to provide prompt follow-up care. PHIX intends to expand this service to more partners in the future.

## Supported COVID-19 Case Investigations and Contact Tracing

PHIX hosts an electronic system for the City of El Paso Department of Public Health to manage case investigations and contact tracing for COVID-19. Through this system, Epidemiologist are able to track COVID-19 cases and provide key reporting measures.

## Supported Alternative Care Site During COVID-19 Surge

When an Alternative Care Site (ACS) was established to care for hospital patients at the Convention Center, PHIX stepped-in to help make the transfer process as efficient as possible.

By using PHIX's clinical viewer, clinicians at the ACS were able to review medical records for patients at the community hospitals securely in real-time. This allowed the ACS to approve hospital transfers quickly and saved a significant amount of time for the community hospitals.

In other communities, the transfer process to ACS facilities was burdensome, often taking several hours of pushing medical records back and forth by fax or secure messaging. In El Paso, the process took about 5-10 minutes.



# Spotlights: Improving care

## Salud y Vida

*Michelle Soto, Medical Assistant*

### Can you tell me how PHIX has helped you in caring for your patients?

It has been extremely helpful in getting labs, radiology reports and discharge summaries from the hospitals.

### Can you share any examples?

It has helped in being more efficient and saving time in getting medical records, and it helps physicians when they are seeing a patient.

The doctors usually call me to get the information, especially for the hospital follow ups.

I print medical records right away and give it to the doctor.

With UMC I go through 500 requests in a week requesting via fax, and then having to match them.

Now, I just look them up through PHIX and it saves me so much time.

## City of El Paso Fire Department

“The Paso Del Norte Health Exchange has been nothing less than extraordinary. You have provided the database currently used to track positive cases, a test tracker for reporting of test results, and continue to bring in more labs into the PHIX system. The customer service has been top notch and amazing. I want to thank you for all that you have done and continue to do.”

# Financials

## Statement of Activities for Year Ended December 31, 2020

	Unrestricted	Total
<b>Revenues</b>		
Membership dues	\$553,575	\$553,575
Service revenue	\$11,500	\$11,500
Contract	\$500,000	<u>\$500,000</u>
Grants	\$78,801	\$78,801
Contributions	\$25,005	\$25,005
In-kind contributions	\$146,200	\$146,200
Net investment income	\$1,552	\$1,552
Total revenues, support and gains	\$1,316,633	\$1,316,633
<b>Expenses and Losses</b>		
Program	\$944,444	\$944,444
Management and general	\$142,763	\$142,763
Total expenses and losses	\$1,087,207	\$1,087,207
<b>Change in net assets</b>	\$229,426	\$229,426
<b>Net assets, beginning of year</b>	\$908,777	\$908,777
<b>Net assets, end of year</b>	\$1,138,203	\$1,138,203



# Financials

Statement of Financial Position Ended December 31, 2020

## ASSETS

### Current Assets

Cash	\$914,369
Receivables	\$23,821
Prepaid expense	\$84,183
Total current assets	\$1,022,373

Fixed assets, net	\$12,558
Licensed software	\$440,000
Total assets	\$1,474,931

## LIABILITIES AND NET ASSETS

### Current liabilities

Accounts payable	\$124,454
Accrued payroll, vacation, and taxes	\$67,942
Refundable Advance	\$144,332
Total current liabilities	\$336,728

### Net Assets

Without donor restrictions	\$1,138,203
Total net assets	\$1,138,203

### Total liabilities and net assets

\$1,474,931