



ANNUAL IMPACT REPORT

20
23

Improving patient outcomes

www.konza.org



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KONZA National Network Annual Impact Report 2023

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Dear KONZA Members, Partners and Stakeholders,

As we reflect on the past year, I am pleased to share the first **KONZA National Network Annual Impact Report**, which highlights our accomplishments and milestones for 2023. This report is a testament to our commitment to advancing healthcare through national data exchange and our dedication to improving health outcomes for all.

In 2023, we achieved several key goals, but the most significant was being named one of the first organizations to become a federally Designated Qualified Health Information Network (QHIN™). After a year plus of incredible dedication and hard work by our staff, Board of Directors, medical societies and technology partners, earning this tremendous designation in December was the pinnacle of our year.

We continue to invest in quality and security around the management of our data. We successfully earned HITRUST Risk-Based, r2 Certification, one of the most distinguished recognitions in data security and privacy. Another monumental achievement was supporting 333 of our members with achieving or maintaining their NCQA Data Aggregator Validation Accreditation, showcasing our dedication to delivering high quality, reliable and actionable clinical data.

Public Health remains central to our mission. We successfully implemented an MDRO Alerting Pilot Project in partnership with the Kansas Department of Health and Environment (KPHE). This project, along with the launch of our real-time notification product, RapidAlerts Direct, have transformed the way we manage patient information and care coordination.

Another important initiative was the launch of HQ Insights-Birth Connect, aimed at improving health outcomes for mothers and newborns. This, coupled with the launch of the HQ Insights-Behavioral Health Dashboards in partnership with SacValley MedShare, demonstrates our commitment to aligning physical and behavioral health and promoting improved health outcomes and health equity.

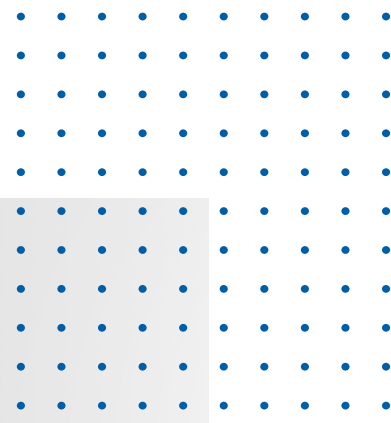
As we look forward to 2024, I am confident that we will continue to innovate and drive positive change in the healthcare industry. Your support and dedication have been instrumental in our success, and I am truly grateful. Together, let's continue to make a difference in the lives of those we serve.

Sincerely,

A handwritten signature in black ink that reads "Laura McCrary Ed.D." The signature is written in a cursive, flowing style.

Laura McCrary, Ed.D.
President & CEO

Mission & Values



MISSION

KONZA National Network is deeply committed to connecting healthcare providers, patients, health plans and technology partners to organize data into information that will drive healthcare transformation.

VALUES

- Dedication to every customer's/user's success
- Data-driven innovation that matters to healthcare providers, patients and health plans
- Trust, accountability and integrity in all aspects of our work

Achievements and Milestones

Qualified Health Information Network (QHIN)

KONZA emerged as one of the premier organizations to be named a QHIN, a recognition that underscores our persistent pursuit of innovation in health information exchange. Throughout 2023, we prioritized the onboarding process, ensuring seamless integration of diverse healthcare systems into a unified, interoperability network on a national scale.

HITRUST Risk-Based, r2 Certification

In a significant stride towards data security and risk management, KONZA achieved the rigorous HITRUST Risk-Based, r2 Certification in 2023. This certification stands as a testament to our commitment to maintaining the highest standards of data protection and privacy. It provides assurance to our partners and stakeholders that we are adhering to the most stringent industry standards and best practices.

NCQA Data Aggregator Validation (DAV) Accreditation

Our dedication to quality and accuracy in data aggregation has led to 333 of our members achieving or maintaining their NCQA Data Aggregator Validation (DAV) Accreditation in 2023. This achievement demonstrates our commitment to delivering robust and reliable clinical data that drives informed decision-making and improved patient outcomes.

RapidAlerts Direct: Flexible Information Sharing

We introduced RapidAlerts Direct, a real-time notification product designed to improve care coordination and reduce patient risks. This simple system delivers critical health information in real-time, facilitating prompt and informed decisions by healthcare professionals.

MDRO Pilot Project

In collaboration with the Kansas Department of Health and Environment (KDPHE), KONZA successfully implemented an MDRO alerting pilot project. This initiative involved developing an alerting system for patients diagnosed with Multi-Drug Resistant Organisms (MDROs), ensuring swift and effective response measures to control the spread of such infections.

HQ Insights-Birth Connect

In 2023, KONZA launched HQ Insights-Birth Connect, a birth alert solution aimed at making data more actionable. With timely birth alerts, the data points in Birth Connect provide clinicians with critical care coordination information. This tool aids in timely access to key clinical quality metrics and helps with the early identification and management of potential health risks to support mother and infant in the early stages of life.

HQ Insights-Behavioral Health Dashboards with SacValley MedShare

In partnership with SacValley MedShare, KONZA launched HQ Insights-Behavioral Health Dashboards. These dashboards are designed to align physical and behavioral health, meeting California's Behavioral Health Quality Improvement Program (BHQIP) requirements. They leverage data from diverse care sites, providing clinicians with actionable insights to inform patient care. The dashboards promote improved health outcomes and health equity by facilitating focused and informed care coordination based on near real-time longitudinal clinical data.

2023: Results by the Numbers



Financial Growth

KONZA continues to build and scale a sustainable business model. We are proud of the continued growth of the company and the resources that allow us to expand the footprint of KONZA membership with new and expanded products and services.



23.96%

Product & Services Growth

Revenue for products and services outside of subscription fees are a key measure of diversifying earnings and ensuring future sustainability.



40.55%

Grant Revenue Growth

Partnerships with federal, state and local agencies help to ensure we pilot innovative workflows. The outcomes of grant work informs improvements and expansion of our product and service offerings.



Headcount Growth

We grew the organization's staff by **27%** to support the expansion of our products and services.

Network Growth



40 new healthcare sites

We celebrated bringing 40 new healthcare sites live in 2023, making new data available in the KONZA network. Congratulations to the sites completing the integration and expanding access to health information.

ADT Notifications



Timely notifications of admissions and discharges are critical. KONZA prides itself in offering the data in flexible ways to integrate into clinical and operational workflows.

RAPIDAlerts

Admission, Discharge, and Transfer Notifications

Using RapidAlerts products, we sent outbound **7.22 million ADT messages**

AcuteAlerts

Using Acute Alerts Dashboard, within HQ Insights, we processed **127 million messages**, allowing users to track and manage the care of their patients.

HQ Insights

Our flagship Analytic Platform, HQ Insights, aggregates clinical information across care settings for actionable intelligence. We celebrate the continued usage and expansion of this essential product.

Total facilities utilizing HQ Insights	183
Behavioral/Mental Health	27
Emergency Medical Services	1
Eye Care	1
FQHC - Federally Qualified Health Center	4
Hospital	88
Physician Practice	57
Post Acute	1
Public Health Department	4



Largest Validated Clinical Data Stream Through NCQA's Data Aggregator Validation Program

"KONZA is NCQA's largest Validated Data Stream in the Data Aggregator Validation program by volume of cases." - Rebecca Carlin, Assistant Director, Measure Collection & Audit – DAV

Delivering Value

Case Studies

RapidAlerts Direct Windsor Place

Windsor Place, a long-term care organization in Kansas, has been using RapidAlerts Direct to be notified if their patients have had an emergency department or hospital inpatient visit. Prior to RapidAlerts Direct, the care managers were performing manual queries—sometimes daily—to monitor their patient population.

“RapidAlerts Direct now offers the capability to promptly notify us when a client is admitted to the hospital. This newfound confidence has translated into substantial time savings on a monthly basis. Additionally, our ability to stay informed about a client’s hospitalization in a timely manner has proven instrumental in preventing rehospitalizations”

- Jeanette Coltharp *Telehealth Operations Director Windsor Place*

CareAlign Pratt Family Practice

Advanced payment models reward Accountable Care Organizations (ACOs) for delivering high-quality care and closing care gaps for members to earn shared savings and increase profits. To meet ACO Quality Measures, a practice must rely on high quality data. Pratt Family Practice, an ACO in Kansas, had been requesting a patient’s records from Veterans Affairs, but unfortunately, they were unable to locate accurate files. Finally, working with KONZA, they utilized CareAlign to successfully locate the patient’s records to close the gaps in care and improve their ACO Quality Measures performance and reporting accuracy.

“I had been requesting records from the VA since September to close care gaps on a patient, and while I received records in return, they were incorrect. I resubmitted the request multiple times, but to no avail. Thanks to KONZA, I was able to find the correct records by using CareAlign and close the care gaps, thereby improving our ACO Quality Measures.”

- Christa Titus RN-BSN *Quality Improvement Nurse, Pratt Family Practice*

Multidrug-Resistant Organism (MDRO) Alerts Newman Regional Health

A Critical Access Hospital in Emporia, KS, Newman Regional Health was the first pilot site to go live using RapidAlerts Direct to notify care coordination staff of incoming patients who have an active MDRO diagnosis. Using RapidAlerts Direct, staff can implement swift and effective response measures to control the spread of MDRO infections.

“RapidAlerts Direct could be transformative for infection control measures. The real-time alerts allow for immediate implementation of isolation and transmission-based protocols. This has significantly improved our ability to contain infections in a critical time frame and thus prevent MDRO disease spread to other patients and staff in our facilities. The ability to use RapidAlerts allows us to continue to provide high quality care to our patients and community.”

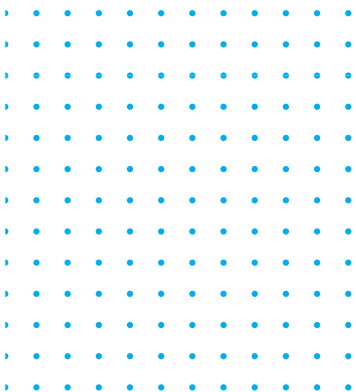
- Patricia Parks, MSN, RN *Infection Prevention/Employee Health Nurse Newman Regional Health*

HQ Insights Eureka Clinic, Greenwood County Hospital

The Eureka Clinic is part of a small Critical Access Hospital, which serves rural Greenwood County in Kansas. The hospital adopted the use of HQ Insights to manage their Transitions of Care program to improve patient care and outcomes.

“The Acute Alerts dashboard in HQ Insights has allowed us to follow up with our patients after discharge from the hospital to make sure that they have all their medications, outpatient visits set up and that home healthcare has been contacted and scheduled for a first visit. Without Acute Alerts, we would not have been notified that our patients were in the hospital to begin with.”

- Taylor Mead, RN *Nurse, Eureka Clinic at Greenwood County Hospital*



KONZA National Network

Leadership

Laura McCrary, EdD

CEO & President

Karla Mills, MBA, MS

Chief Operating Officer

Jeff Messer

Chief Financial Officer

Jody Denson, MPA, PMP

Chief Technology Officer & Vice President of
Technology Solutions

Eric Thompson

Chief Information Officer & Chief Information
Security Officer & Vice President of Business
Intelligence and Analytics

Board of Directors

Joe Davison, MD, *Chairman*

KHIN Practicing Physician

West Wichita Family Physicians, P.A.

Chad Austin, *Vice Chairman*

President

Kansas Hospital Association

Jerry Slaughter, *Treasurer*

Senior Executive Advisor

Kansas Medical Society

Jeff Bergman

Director, Actuarial & Risk Management

Blue Cross & Blue Shield of KS

Claude Brunson, MD

Executive Director

Mississippi State Medical Association

Rachelle Colombo

Executive Director

Kansas Medical Society

Todd Fleischer

Executive Director

Kansas Optometric Association

Austin Gillard

Chief Executive Officer

Clay County Medical Center

Kyle Kessler

Executive Director

Association of Community Mental Health
Centers of Kansas

Krista Postai

Chief Executive Officer

Community Health Center of Southeast Kansas

Jonathan Smith, MPH

Executive Director

Lawrence-Douglas County Public Health

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Carolina Health Network



SHOW-ME HEALTH INFORMATION NETWORK OF MISSOURI



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