

IMPACT REPORT

2025

Hixny[®]

FROM THE CEO



“Hixny remains committed to our values and to supporting the healthcare community and patients it serves.”

2025 WAS A YEAR OF meaningful change across New York’s health information exchange landscape. As reform efforts accelerated and became more visible statewide, Hixny remained focused on supporting the needs of our participants while working to meet the needs of communities across the state.

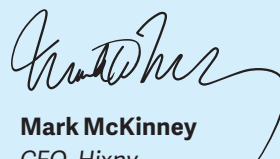
One of the clearest signals of movement toward a more efficient and consistent SHIN-NY was the introduction of the Statewide Common Participation Agreement. With its introduction, the pace and scope of reform was made tangible for providers across the state. Around the same time, implementation of the 1115 Medicaid waiver introduced new expectations for providers, including the collection of health-related social needs (HRSN) information as part of routine care.

To help providers across New York meet these changes with confidence, we shifted our focus to support the SHIN-NY’s vision to offer services statewide.

In May, we released a streamlined version of our SMART on FHIR application to make our waiver-approved HRSN screening tool and access to statewide services like the Prescription Monitoring Program (PMP) database available outside our region through Snapshot NY. In September, our statewide alerting capabilities expanded to be offered outside our Eastern New York region. In addition, before year’s end, Hixny was selected to provide data curation services to support public health across the state.

This work reflects a deliberate effort to scale services in alignment with SHIN-NY reform efforts.

Looking ahead, our focus remains on expanding statewide services, continuing to develop workflow-native solutions, and supporting rural communities, public health, and value-based care. As the SHIN-NY continues to evolve, Hixny remains committed to our values and to supporting the healthcare community and the patients it serves as the region we support continues to expand across the state.



Mark McKinney
CEO, Hixny

THE LONG VIEW

Our Place in the Healthcare Landscape

For more than a quarter century, Hixny has been evolving. But 2025 marked a pivotal transformation—the year we became what our name has always promised: the Healthcare Information Xchange of New York. Driven by SHIN-NY reform mandated by the New York State Department of Health, the implementation of the Statewide Collaborative Participation Agreement (SCPA), and the state’s ambitious 1115 Medicaid waiver, Hixny shifted from a regional organization to a statewide exchange.

Today, Hixny leads the state and much of the country in technological innovation for health information exchange (HIE). This position is the result of strategic investments we’ve made in technology, deep engagement with our clinical users, and our commitment to solving real-world healthcare challenges.

THE PAST: Breaking Free from Constraints

Reaching this point didn’t happen overnight. Even 10 years ago, we were using methods that worked but kept us bound by limitation. For example, no matter how much providers told us they didn’t want to leave their electronic health records (EHR) system to access data through our web-based portal, the technology didn’t allow applications to launch directly within an EHR, like it does today.

We also knew there were more efficient and scalable ways to parse individual data points from continuity of care documents (CCD), but again, the only path for getting that information to providers required logging out of one system and logging into another.

Despite the limitations, we pushed on. We kept the ideas fed and welcomed creative ideation, waiting for the healthcare industry to catch up.

And it did. And we were ready. And we thought others were quietly biding their time, as well. But from what we can tell, many of our peers—across New York and the country—stayed the course and either continue iterating on their web-based

platforms or are just now starting to work through how they may integrate more seamlessly with EHRs.

THE PRESENT: Listening, Learning, and Leading

We were ready in large part due to the way we began approaching development. Instead of researching and replacing software and hardware, we called on Hixny experts—our daily users—to give us feedback on what they needed and went from there. In fact, focus panels continue to meet a few times a year, giving clinical users a platform through which they can speak directly with our product development team.

The conversations are intended to encourage collaborative problem solving. We want to know what is really on our users’ minds so we can be proactive about finding solutions to meet the challenges. Here are just a few examples of what has surfaced:

- Access to Hixny directly through the EHRs, within patient context and without additional sign in
- Insights surfaced proactively from raw data, making it easier to identify the next best steps in care
- The ability to review and document health-related social needs (HRSN) directly within a patient’s record
- Customizable settings that help reduce duplicative and irrelevant care alerts

Addressing these specific challenges confirmed that an HIE can be an essential tool in meeting healthcare’s triple aim. It helped us shift to develop in-house solutions using SMART on FHIR (Substitutable Medical Applications, Reusable Technologies on Fast Healthcare Interoperability Resources), most notably our snapshot application. Viewable within most commonly used EHRs—and working with niche and smaller vendors to continually expand availability—we’re able to continue outpacing competitors with new features to meet clinicians’ evolving needs. Our users now see Hixny as indispensable, consulting our tools routinely at the point of care. A far cry from the “nice, if only it could...” service they once knew.



THE FUTURE: Your Gateway to Statewide Resources

Hixny's snapshot, and the underlying SMART on FHIR technology, changed the game in setting our foundation for the future.

In 2024, we spoke about our work with the New York State Department of Health (DOH) to make its Prescription Monitoring Program (PMP, formerly I-STOP) available in one click from a patient's community record through our snapshot application. This eliminated another website login and patient search for already time-constrained physicians.

In 2025, we worked with Excellus to integrate the retrieval of Medical Orders for Life-Sustaining Treatment (MOLST) documents directly within our application. By the time this report is published, these important documents will be accessible through the demographic section of the patient's community health record. This means emergency providers and providers in extended care facilities can easily access resuscitation and end-of-life directives, bringing continued dignity to patient care.

Coming by the end of the first quarter in 2026, access to the state's Psychiatric Services and Clinical Knowledge Enhancement System (PSYCKES) through the Office of Mental Health will be available through our snapshot app—further expanding Hixny's role as the gateway to comprehensive patient information across New York State.

As we look ahead, Hixny's transformation from a regional exchange to the Healthcare Information Xchange of New York—the name we incorporated under 25 years ago—positions us to lead the state's healthcare interoperability efforts. Our technology infrastructure, commitment to user-centered design, and strategic partnerships with state agencies and healthcare organizations across New York demonstrate that Hixny isn't just keeping pace with healthcare transformation, we're driving it.

What is SMART on FHIR?

SMART on FHIR is the foundation that lets modern healthcare applications securely connect to the clinical ecosystem, both at scale and across institutions. It provides a standardized way for applications to launch inside Electronic Health Records or as standalone apps, access patient-authorized clinical data, and return insights into care workflows, without custom integrations for each health system.

For companies building digital health or AI products, SMART on FHIR turns isolated tools into ecosystem-aware solutions. A single SMART-enabled application can run across many EHRs, care settings, and patient devices, providing consistent access to real-world clinical data, care patterns, and workflows while respecting security, consent, and regulatory requirements.

By operating on top of open standards, SMART on FHIR enables faster deployment, broader distribution, and deeper insight across organizations. SMART apps support actionable intelligence at the point of care, across populations, and throughout the healthcare ecosystem, without requiring one-off integrations that don't scale.

From SMART Health IT

HOW DO WE MEASURE GROWTH?



THE DIFFERENCE AN INTERFACE MAKES

Prescription Monitoring Program (PMP) in Snapshot NY

Access to PMP through Hixny's snapshot application removes the need to log into the state database more than once a shift and returns results within context of the patient record.

312

launches per month of the PMP query tool from snapshot

January – August 2025

10

NEW FACILITIES went live with Snapshot NY (that includes access to PMP query tool)

September 2025

100x

AVERAGE USE INCREASE average of 30K launches per month of the PMP query tool

January – December 2025

PROVIDERS WANT TO KNOW

WHAT'S GOING ON WITH MY PATIENTS?

Hixny's alerts solution notifies care managers and healthcare providers of patient admission, discharge and transition of care (ADT) encounters that happen at any hospital in New York.

55

healthcare organizations joined 774 organizations already receiving alerts through Hixny

September – December 2025

19

healthcare organizations receive the alerts directly from Hixny to their EHR

September – December 2025

10

healthcare organizations will utilize the self-service portal coming online March 2026

September – December 2025



Patients per month on whom alerts were delivered to Hixny alerts subscribers:

January 2025

70,000

December 2025

75,000

SHIN-NY REFORM

Building Statewide Services from Regional Success

The New York State Department of Health (DOH) fundamentally reshaped the health information exchange (HIE) landscape in 2025. After years of regional differences in how qualified entities (QEs) across New York operated, DOH determined the Statewide Health Information Network for New York (SHIN-NY) needed to evolve. The goal for reform was clear: eliminate variation and create a more efficient SHIN-NY enterprise while still serving community needs.

A Statewide Common Participation Agreement (SCPA) was the first initiative introduced. The SCPA represented a significant change for providers across New York, requiring standardized approaches to data sharing and interoperability—but with this change, an opportunity to build more consistent, efficient services across the state was created.

So, then the question became: when standardizing services statewide, do you default to the lowest common denominator, or do you identify where strong capabilities already exist and replicate those across other regions?

The answer shaped the year ahead for Hixny and for healthcare organizations across New York.

FIRST UP: Snapshot NY

Implementation of the state's 1115 Medicaid waiver in January 2025 placed significant emphasis on health-related social needs (HRSN) and patient-centered care throughout the year. To support this approach, providers across New York needed easily accessible tools.

While HRSN screening tools existed, nothing available as a native option within electronic health records (EHR) systems met the waiver's requirements, nor could EHRs customize them to do so. Healthcare organizations faced a choice: delay screening patients until their EHR could support a compliant version or find a solution that worked within their EHR today.

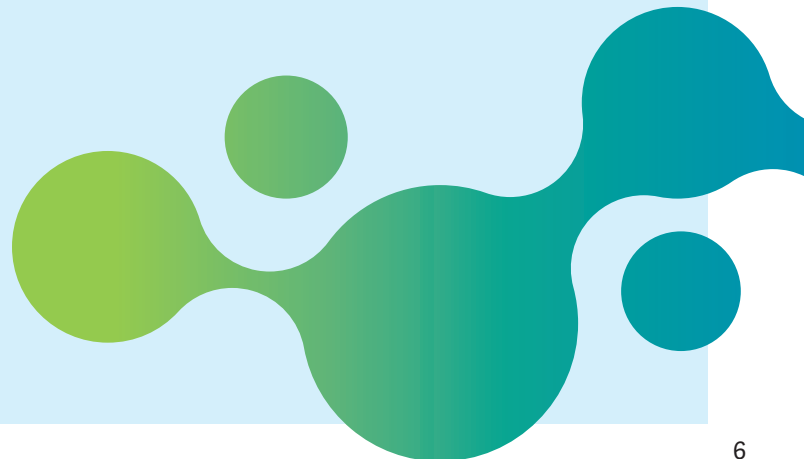
Having addressed this challenge for our own participants—through our patient record snapshot application (snapshot app) that included both standard and customized HRSN screening tools—we approached the SHIN-NY with an idea to create a “slimmed down” version of our snapshot app, called Snapshot NY. Instead of only solving for HRSN screenings, though, we would also offer access to critical state resources like New York's Prescription Monitoring Program (PMP, formerly I-STOP).


Holistically, the idea was to use SMART on FHIR technology to bring resources together in a single point-of-care interface, accessible directly within EHRs. The application would work alongside existing QE connections for non-Hixny participants across New York.

In May 2025, the SHIN-NY made Snapshot NY available to healthcare organizations statewide, regardless of QE participation. Twenty organizations—some motivated by PMP access, others by HRSN screening requirements, and some by both—adopted the application and have integrated it into their daily workflows.

NEXT: Hixny's Alerts Solution (aka Statewide Encounter Alerts Solution powered by Hixny)

Across the state, healthcare providers rely on timely alerts when patients experience emergency admissions or transitions in care. These notifications





Our solutions are already proven to work across the kinds of diverse settings that exist in New York State.

are an integral part of care coordination, helping providers intervene early and prevent unnecessary readmissions. Hixny's solution alone has delivered more than 7 million alerts annually over several years.

But the value in alerts isn't in the volume. The value that could come from alerts is in being able to give the right information, to the right providers, at the right time. We realized this when we looked closely at these numbers and put them within the context of feedback from providers—that there's a term used to describe the phenomenon when constant notifications from multiple systems numb reflexes and obscure truly critical information: "alert fatigue."

So that's what we set out to solve.

Hixny's alert subscribers can now personalize delivery settings by defining their own patient panels and specifying the exact circumstances under which the alerts should be delivered, and through which channels—including directly into their EHR interface. For many, this is done on the back end with a request to our development team. Coming soon for most, though, is an easy-to-use alerts management tool that will allow designated subscribers to make those same customizations through Hixny's portal.

When the SHIN-NY made this available statewide on September 1, 2025, the response showed our analysis proved correct. As of January 31, 2026, in addition to the 774 Hixny participants that were already using alerts, 75 healthcare organizations connected to the SHIN-NY through other QEs have subscribed to our alerts solution.

LOOKING AHEAD: Supporting Public Health Reporting

One of New York's more recent healthcare initiatives has been to improve coordination between clinical care and population health. The COVID-19 pandemic highlighted this need, in large part due to the significant challenges of reporting.

Why? Well, historically, much of the information needed to advance public health preparedness exists in EHR systems but getting it to public health agencies has been complicated. And certainly not efficient. This is where the SHIN-NY can step in to ease the burden, and where Hixny is prepared to help.

Hixny's data curation services could position the SHIN-NY to streamline how clinical data flows to public health, all while maintaining quality and timeliness. The outcome would allow healthcare organizations to meet reporting requirements more efficiently while ensuring public health officials have the information they need to respond to emerging health challenges.

For more than 25 years, Hixny has worked with a unique cross-section of healthcare providers in both urban and rural settings. From large health systems to isolated critical access hospitals, we have come to understand that many providers across New York's diverse healthcare ecosystem have had no easy way to access the information they need for care coordination. That is until we provided the connections.

This diversity shapes how we build technology. We don't optimize for a single use case and then assume solutions will work across the full spectrum of healthcare delivery settings. We focus on real-world usability, trying to get a deep understanding of different workflow patterns to solve problems providers actually face every day.

This is ultimately why we believe our solutions stand out for statewide services. Not because we claim they are the best, but because they throughout New York State.

We're grateful that the work we've done over 25 years with our community positioned us to contribute to this broader mission. And we're committed to continuing to learn, refine, and build solutions that genuinely help healthcare providers deliver better care across New York.



LOOKING AHEAD: Grateful for Our Roots, Ready for the Future

WHEN WE LOOK BACK AT 2025, the state-level reform proved to offer opportunities for Hixny to demonstrate our value to the healthcare community. Our solutions didn't just meet requirements, they established new standards for what statewide health information exchange services can and should deliver.

As we enter 2026, Hixny does so as the Healthcare Information Xchange of New York—not just in name, but in function, with:

- Technology that supports providers from every corner of the state.
- Innovations that define what excellence in health information exchange can look like.
- A commitment to solving real-world problems for diverse healthcare organizations.

Building a truly integrated healthcare system across New York also requires collaboration. Collaboration is something you hear us talk about frequently because we don't view our colleagues at the other QEs throughout the state as our competitors. They're partners in pursuing a shared mission. Hixny's solutions work alongside and enhance the services each QE provides. We're committed to supporting the success of the entire SHIN-NY network, because better health information exchange anywhere in New York ultimately benefits patients everywhere.

As our footprint expands statewide, we want to be clear: we are not leaving our regional roots behind.

The community that built Hixny remains our foundation and our priority. The insights we've gained from serving facilities across our region continue to inform every solution we develop. Growth doesn't mean forgetting where we came from, it means bringing to a broader stage the values and user-centered approach our community helped us develop.

Thank you for 25 years of partnership—we look forward to the work ahead supporting New York's continued healthcare transformation.

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