



**September 17, 2020**

# Welcome & Introductions

**Thank you for joining us!**

Please share your name and what organization you are representing in the chat box.



**Welcome  
to the  
September  
meeting  
of the LIHC**



**THANK YOU  
FOR JOINING US!**

# LIHC Updates

- NYS Budget Updates
- CHAS Surveys – We need your help!
- Flu Vaccine Campaign



# Walk with us!

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## Health & Safety Day 9.20.20

1 – 3 pm, in Babylon Village

Led by Dr. Puneet Gandotra

Southside Cardiology



## Walk Safe with a Doc 9.25.20

10 – 11 am, in Hempstead

Led by Dr. Keasha Guerrier

LIJ Valley Stream



**Register at [WalksafeLI.org/news](https://WalksafeLI.org/news)**

# Featured Presentations

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**Kim Daly**

Medical director, Merck & Co.

[Kimberly.daly@merck.com](mailto:Kimberly.daly@merck.com)

**Sue-Ann Villano**

Vice President, Customer Success, Healthix, Inc.

[Savillano@healthix.org](mailto:Savillano@healthix.org)



**THE SHIN-NY@NORC.ORG  
SURVEY RUNS  
SEP 15<sup>th</sup> – NOV 30<sup>th</sup>**

Improving data exchange is ONLY possible with your involvement.

Responses are essential for Healthix to provide, support and improve our health information exchange services.

**PLEASE TAKE  
THE HEALTHIX  
CUSTOMER  
SATISFACTION  
SURVEY**

From:  
**SHIN-NY@NORC.org**

Subject: **Help  
Improve Electronic  
Health Information  
Exchange Services in  
New York!**

## **We value your feedback**

Our goal is to use the feedback to prioritize improvements and maximize our services.

**Last year's feedback provided the foundation for several new Healthix improvements:**

- Enhanced portal user experience
- Streamlined text-based authentication & security process
- A new, easy and accessible online training platform
- Improved online customer support, with faster response times

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# This Is No Ordinary Customer Satisfaction Survey

- Survey is commissioned by the New York eHealth Collaborative (NYeC) and the New York State Department of Health.
- The survey will ask about how an organization uses specific clinical data exchange services provided by Healthix in care delivery.
- Questions will focus on the level of satisfaction with the different Healthix services as well as any challenges around the use of these services.
- The survey will take **10 minutes** to complete and is comprised of 41 questions.

# Moving Forward

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**Final 2020 Meeting Date:**

Wednesday, December 9<sup>th</sup>

[LIHealthCollab.eventbrite.com](https://LIHealthCollab.eventbrite.com)

# Adjournment

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Thank you!

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