



velatura

Annual Report

Fiscal Year 2021

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Fiscal Year 2021

“A Year Re-imagined”

Heading into our second year of being a Public Benefit Corporation, we were more determined than ever to continue the mission we set forth; “to improve health through information access across our country”. We developed a strategy, objectives, and tactics that would be challenging during “normal” times let alone during a continuing global pandemic.

One of our most important objectives was an **increased focus on our people**. When the pandemic first started, we were heartened and encouraged by the adaptation and grace to which our staff so smoothly transitioned to new and heightened priorities, while also managing to transition to new professional and personal dynamics. The tragic events across our country during the year catalyzed us to focus on our own diversity, equity, and inclusion (DEI). Our DEI team is enabling us to attract, develop and retain a more diverse work group where more and more of our associates can bring their whole self to work. This is a worthwhile journey that will continue for years to come. It is the right thing to do and good business. We also worked to increase our employee satisfaction by, in part, ensuring each staff member had a career discussion and development plan, as well as intentionally and genuinely increasing our recognition of individuals and teams. We made good progress in focusing on our people in 2021, however, this will be a continuing theme into 2022 and beyond.

Our fiscal year 2021 objectives included a **renewed focus on our customers** with a desire to increase their satisfaction with our service. During the year, our team developed a process to facilitate satisfaction measurements, discussion and follow up with our customers including with executive leadership. We also committed to increase our sales and further diversify our customer landscape. This year saw us achieve our Connecticut customer objectives successfully standing up and starting CONNIE, their state health information exchange. Changing governmental regulations and pandemic cost pressures saw the loss of our customer in Oregon. We started up sales to both GAHIN (Georgia) and WISHIN (Wisconsin) HIE’s while also increasing our sales to New Jersey. We are truly grateful for the momentum we’ve been able to achieve with our clients and the partnerships they have entrusted with us.

We had a pivotal achievement in early 2021, when we officially announced the formation of Velatura HIE Corporation including Missouri-based Midwest Health Connection becoming the first inaugural member by affiliation. We will utilize our collective strength in the HIE marketplace to build a more effective model for advancing interoperability across the country. Finally, our efforts towards enabling compliance with TEFCA advanced meaningfully this year with our USQHIN enterprise.

We would be remiss if we did not conclude in thanking our vendors and contractors for their support in advancing our various missions.

Regards,

Tim Pletcher,
Chief Executive Officer and President

Ken Van Der Wende,
Executive Vice President

Comments from our Board Chair

As I take this opportunity to reflect on all that has been accomplished this past year, I am left with an overwhelming sense of pride. Velatura's mission to **make a positive impact in the realm of healthcare information** has never been more compelling than during this unprecedented year. I am heartened to see the contributions we've made with our customers as well as how we continued to improve our work processes.

This year we launched a new company, Velatura HIE Corp, to better meet HIEs where they are, and enable them to have a more sustainable future. HIEs are now able to affiliate and integrate with us. We meaningfully grew Velatura Services to Wisconsin and Georgia, assuring a more efficient healthcare experience for millions of Americans moving forward.

Importantly, we formally organized our Diversity, Equity & Inclusion initiatives into a team implementing tactics that are beneficial and producing lasting changes. I'm pleased to say that I look to the future with optimism, knowing that our leadership and staff at Velatura along with their partners in MiHIN are fiercely focused on our mission.

This report is both a celebration of this year's successes as well as our vision for moving forward with our work. We are here because we believe the nation will be better for it—and this is just the beginning.

Pat Rinvelt,
Board Chair

Velatura Public Benefit Corporation, An Introduction

The Velatura Public Benefit Corporation (Velatura) represents a highly experienced team of nationally recognized Health Information Technology (HIT) and Health Information Exchange (HIE) experts and senior consultants. Velatura is an industry leader in providing HIT and HIE consulting, development, implementation, and operations services in states across the nation.

Our unique methodologies and solutions foster greater alignment between public and private sectors. We understand the industry big picture while focusing on delivering practical solutions to real problems at the local level.

Velatura extends the Michigan Health Information Network Shared Services' (MiHIN) nationally recognized modular and scalable interoperability products and services for access and use outside of Michigan. We provide solutions to organizations needing the ability to interoperate and seamlessly share electronic health information. Leveraging lessons learned in Michigan in greater than a full decade of industry experience. Velatura serves a diverse and growing range of clients across the country.



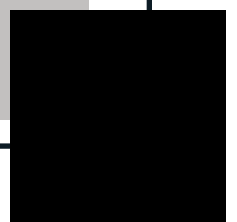
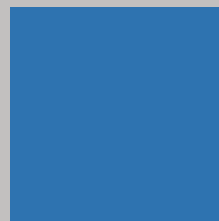
velatura
A Public Benefit Corporation

Building a Culture We're Proud of

Recap of our Mission and Vision

Mission: Velatura strategically aligns and connects people, organizations, technology, ideas, and information to improve healthcare, simplify work and reduce costs.

Vision: Offering market-driven solutions, as well as being the sole provider of MiHIN products and services, Velatura supports organizations in their mission to interoperate and streamline the sharing of pertinent electronic information.



Executive Leadership

As a Public Benefit Corporation, our leaders are committed both internally and externally, in making a difference. Here's what a few of our leaders had to say when asked, "What does 'service' mean to you & how do you contribute to it in your work lives?"

Tim Pletcher: Service to me means anticipating the needs of others and being there to support them when the time arrives.

Ken Van Der Wende: I am thrilled to be a part of Velatura as a public benefit company where we are more mission driven than profit focused. In reality, providing access to health information for healthier living is our "service". I get up every day knowing I can make a difference in the health and welfare of our nation through improved access to health information. I am honored to work with a passionate and capable team who are equally committed to serve by fulfilling our mission.

Angie Bass: I am committed to being of service to my professional and personal communities in meaningful ways that promote healthy, productive, and satisfying outcomes for those that I serve. I continually look for opportunities to be of service to the causes I am committed to and demonstrate my loyalty and willingness to effectuate positive change.

Rick Wilkening: Essentially, service is about helping others. We do this instinctively with members of our family. This extends into sharing time and resources with community activities which often intertwine with activities my wife and children participate or support. Within Velatura, we serve our customers, our partners, our family of companies, and our team of amazing individuals that are the key to our success. My time is often spent understanding what Velatura can do to help our customers meet their goals. Service extends beyond a product or deliverable, it is a dedication to help others succeed.

Doug Dietzman: Serving others is a core human attribute and at the heart of the Servant Leadership model. Whether it is serving our customers to help them meet their missions and the people they serve or whether it is serving our internal team members to be successful and help them reach their full potential - serving others is at the heart of it all. Early in my career I was told that my focus should not be on getting my to-do list done each day but rather making sure everyone on my team can get their to-do lists done and serving them by removing blockers. Staying focused every day on serving others so they can be successful will raise surrounding boats and help us collectively get where we need to go.

Our Commitment to Diversity, Equity, and Inclusion

At Velatura, we recognize that our diversity is our greatest strength. We draw on the differences in who we are, what we've experienced, and how we think to best serve our stakeholders and our communities.

Because Velatura serves everyone, we understand the importance of including everyone. This means we strive to hire, develop, and retain qualified employees that are not only diverse in thinking, but are also diverse in race, gender, gender identity and/or gender expression, age, religion or belief, sexual orientation, physical, mental, or sensory disability, citizenship, family or partnership status, socio-economic upbringing, and more.

We know intentionality around diversity, equity, and inclusion are critical to the wellbeing of our staff and the success of our organization, which is why we are committed to constantly striving to improve.

Impacts This Year

- Formation of a DEI Team with executive sponsorship and board support.
- Collection of data on staff experiences and perceptions of diversity, equity, and inclusion.
- Development of strategic goals for this year and next based on our completed needs analysis.
- Creation of over fifty unique DEI-related learning opportunities for our staff.
- Embedding of DEI-related learning and conversation into team practices.
- Addition of pronoun identification into our CRM tool, on-boarding materials, and email signatures.
- Implementation of learning around inclusive practices and unconscious bias into our on-boarding process.
- Recognition of MLK Day and Juneteenth as observed holidays, and approval of volunteer hours for staff on Veteran's Day.
- Creation avenues for staff to learn about and participate in observance of Pride Month, Black History Month, and Mental Health Awareness Month.

Where We Aspire to Grow

- To strive towards an even more diverse workforce by increasing diversity in our talent pipeline
- To foster a culture of learning, growth, and discussion
- To cultivate a work environment where everyone feels heard, valued, and respected
- To make diversity in leadership a strategic mission across all levels of formal and informal leadership
- To become an industry leader in using Health IT to increase healthy equity and address social determinants of health that lead to disparities in health outcomes

Our Current Environment

At Velatura, we believe that everyone should be able to bring their full selves to work. That's why we are fostering a culture where our differences are valued and all staff feel a sense of belonging. With this goal in mind, we aspire to create a workforce that's representative of the communities we serve, and while we are still on that journey, we commit to sharing where we are towards this goal.

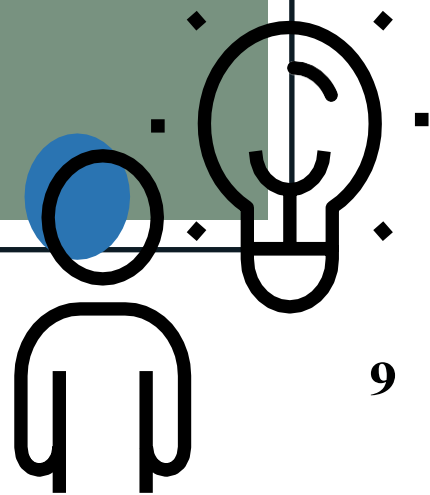
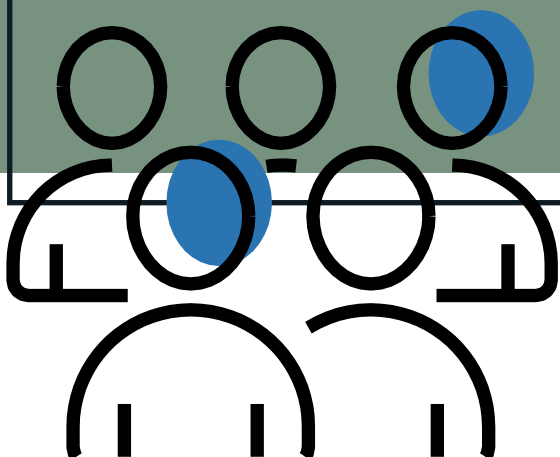
Employee Development, Career Ladders and Engagement

In 2021, we utilized a portion of our budgets within each department to focus on employee development. With that, a Learning Management System, Inquire, was put into place with custom content being developed. With the help and collaboration of a robust team, our Inquire learning library now houses over thirty courses for staff to take and offers a learning on-ramp for new hires into The Constellation. Outside of internal content development, we have also offered all staff access to LinkedIn Learning to increase their access to a library of training offerings.

Additionally, in partnership with Human Resources and departmental leads, we implemented a nomination process to establish succession planning. This includes a ladder of nomination levels including High Potentials, Key Contributors, and Future Leaders. With this, each department was also enabled to look at their prospective departments and adjust career ladders to be geared towards a path of growth for each of their employees. By identifying staff that are on a career trajectory towards growth and having the right paths in place to do so, we are hoping to keep staff motivated and knowing they have an organization that puts their career development at the forefront.

Employee Engagement: Staying Connected from afar

Many efforts have been made over the past eighteen months to keep our staff engaged and feeling connected, despite being entirely remote since March of 2020. Not only was a new Intranet launched where we share cross-organization news, announcements, house all policies and procedures, essentially a “one stop shop” for all things internal communications, but we implemented many other ways of getting to know each other and communication avenues. We did over twenty “theme days” where we had a particular theme for the day in which staff would get engaged with. From dress up day, favorite childhood memory, to hidden talents—our Constellation really came alive! Furthermore, we implemented a new channel on our Teams platform that we call the “Watercooler”! We wanted it to feel as though we were standing in the office kitchen, refilling our coffees, teas, or waters, and we ran into a colleague and merely chatted. There are also a few more focused teams channels, such as “Parenting in a Pandemic: Why we can’t have nice things”, Classifieds, and Team Shoutouts & Recognition. By implementing more options that staff can communicate, and by opening the door to hopefully inspire our staff to bring their whole selves to work, not just their occupational side, we hope to encourage and foster a more inclusive and humble culture.



Who We are and How We Work Towards our Mission...

Historical Context & Company Type

What separates a public benefit corporation from other business entities is that it has modified obligations committing to higher standards of purpose, accountability, and transparency. We transitioned into a public benefit corporation in 2019 as we have a mission beyond profit: we work with our communities in mind and consider our impact on society in all our decision making. This mission provides for a North Star by which Velatura can navigate critical business decisions for the months and years ahead. With every decision we make, we take our customers, employees, communities, and partners into account. Our stakeholder-centric focus is one of the reasons we're proud to come to work each day.

Company Structure



Velatura Public Benefit Corporation (VPBC) is focused on integrating the public and private sector in a handful of unique ways. A lot of what we have learned through the Michigan Health Information Network Shared Services (MiHIN), Velatura is now taking out to the rest of the country to service various markets to improve interoperability. VPBC can be thought of as an umbrella, that has the following subsidiaries:

- **Velatura Services LLC** creatively connects and assigns people, organizations, technology, ideas, and information to improve the way healthcare information is exchanged today through professional services and best in class technology services.
- **Velatura HIE Corporation** is a consolidation of health information exchanges, community-based organizations, and health information networks that have formally affiliated to achieve national economies of scale yet maintain localized stakeholder alignment. Velatura HIE Corporation, a 501(c)3 non-profit, strategically consults with HIE's to determine how to strengthen them by leveraging the other companies within Velatura PBC's capabilities. Where appropriate, Velatura HIE Corporation would affiliate the HIE in a cashless manner as an entity/subsidiary of VPBC, or the appropriate legal entity. The HIE could have a regional/local advisory board to maintain its ability to serve regional/local constituents. By leveraging the appropriate products and services from The Constellation to enable the strengthening of the HIE, this allows for greater economies of scale.
- **United States QHIN LLC (USQHIN)** is an alternative nationwide health information network company focused on rationalizing interstate data exchange at national scale. USQHIN engages public and private stakeholders and advances emerging nationwide use cases in support of urgent public health needs and federal interoperability goals.

Velatura Public Benefit Corporation is part of The Constellation - a family of organizations that have been at the forefront clinical information exchange since 2010—allowing us to draw upon the expertise of over 275 team members and research associates. Velatura's team has extensive healthcare domain expertise, a deep technical bench, proven multi-stakeholder engagement experience, and leadership in shaping the national interoperability agenda.

An Opening from Velatura Services' Executive Vice President

Reflecting on 2021, I am proud to be a part of Velatura Services and of the significant strides we have made to expand our footprint and advance our mission. This year, we set out to expertly service our national customers as well as increase our focus on people and “connectedness.” I believe these two goals are inextricably linked, and that our success at Velatura is measured in the relationships we foster as much as the services we provide. I am inspired by the passion and dedication I see in our staff and partners each day as we work together to make a lasting difference for those we serve.

In both Georgia and Wisconsin, we welcomed the opportunity to provide the core technology for a statewide HIE platform and position our customers to achieve their vision for continued growth and success. In New Jersey, we successfully connected every hospital in the state to information exchange services. In Connecticut, our advisory consulting proved pivotal to standing up a statewide HIE when, after previous failed attempts, Connie officially launched in 2021 with support from Velatura.

In each of these states, we celebrate our accomplishments, grow from the lessons we’ve learned, and deeply appreciate the relationships we’ve built as we look forward to our continued partnerships.

But our work does not end there. We strive to go above and beyond in all aspects of what we do to truly create a positive impact, both within our organization and for our customers. That is why we have developed a customer satisfaction and loyalty model that will be implemented in 2022 to continuously assess and improve our performance. It is also why I am pleased to say that not only do our staff exceed expectations in the work they do, but that Velatura’s exceptionally high employee satisfaction score demonstrates the strong relationships and sense of fulfillment evident among our team members.

As we enter 2022, I am confident that the path ahead for Velatura is a bright one. Thank you to everyone who has been and continues to be a part of this journey – you are what makes Velatura great.

Rick Wilkening,
Executive Vice President, Velatura Services



velatura
Services

The Continued Venture Beyond the Great Lakes: (A Velatura Services Intro)

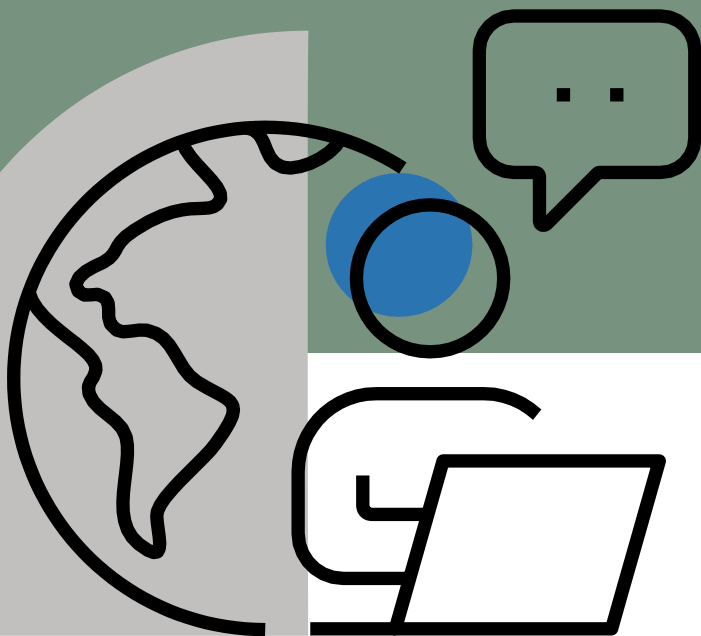
Velatura Services LLC provides technical and professional services as a vendor to customers across the United States.

Velatura Services serves four primary markets nationwide:

- Health Information Exchanges (HIEs) / Health Information Networks
- Health Plans
- State, County, and City Agencies (such as Medicaid and Public Health), and
- National Health Systems

It's incredibly important to consider the local community, market needs, and relationships when working with such diverse customers. Velatura Services works hard to understand the regional markets we serve and provide solutions that help those communities thrive. Velatura Services is proud to serve our customers in New Jersey, Vermont and most recently Georgia and Wisconsin. When working with potential or existing customers, Velatura Services helps to identify

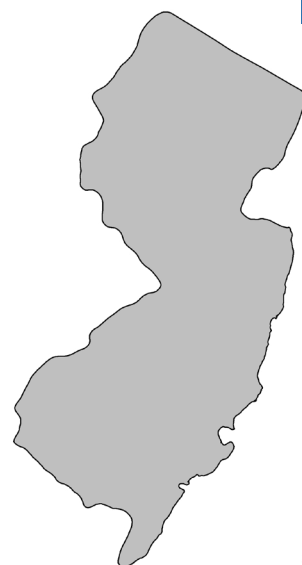
the optimal solution to meet each customer's specific need, whether that's replacing a HIE platform for Georgia now in 2021 or augmenting staffing in Connecticut to support the Medicaid Department with their HIT projects. Velatura Services meets the customer where they're at and determines how to best leverage the strengths of the other companies under the umbrella of Velatura Public Benefit Corporation.



An Update on our Customers:

New Jersey

Velatura serves as the infrastructure for the New Jersey Health Information Network, providing NJHIN with foundational products and services to support the state's 8.9 million residents. Because of this productive partnership, more data is available to New Jersey providers than ever before. This increase of accessible patient data helps providers make timely, well-informed decisions on patient care, benefiting New Jersey patients today.



This year was accompanied by momentous growth in the amount of data being both shared and received by New Jersey health organizations as a direct result of the effort put in by both the Velatura and the New Jersey Innovation Institute teams. This is highlighted by the mass adoption of the Admission, Discharge, and Transfer (ADT) notifications use case that occurred in 2021:

- **100%** The percentage of New Jersey hospitals participating in admission, discharge, transfer (ADT) notifications service.
- **157M** This year's total number of submitted ADT notifications.
- **204**: The number of health organizations onboarded to the ADT use case this year.

Additionally, 2021 marked the first year New Jersey health organizations began consistently sending and receiving CCD notifications through the New Jersey Health Information Network (NJHIN), with a total of 61 organizations onboarded to the use case and over 5 million messages exchanged to date. Looking ahead, we hope to continue increasing the adoption of existing use cases and connecting healthcare organizations to one another across the state, continue building on our existing infrastructure, and continue pursuing further opportunities that will allow us to assist in the expansion and mass adoption of health information exchange in New Jersey.

Velatura and Georgia Health Information Network (GaHIN)

Velatura serves as GaHIN's technology partner to expand services and advance interoperability in Georgia.

Our HIE Solution

Velatura has worked closely with GaHIN, Georgia's statewide HIE, throughout 2021 to replace its legacy HIE system with Velatura's next generation, cloud-based HIE platform. To meet GaHIN's needs, Velatura prioritized efforts this year to deploy the Intelligent Query Broker (IQB), Active Care Relationship Service (ACRS) and GeorgiaConnX (MIGateway) products as well as ADT alerting and public health reporting services.

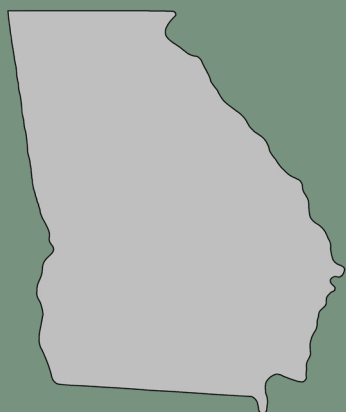
In September we were excited to announce the go-live of GeorgiaConnX with the first GaHIN participants, enabling query-based exchange through Velatura's technical infrastructure. GeorgiaConnX streamlines provider workflows, improve efficiency in care coordination, and improve data quality while also giving providers and organizations a single, consistent, and interoperable solution for coordinating patient care. Over the next few months, we look forward to on-boarding the remainder of GaHIN's participants to the solution.

The project has been no small feat for GaHIN and Velatura as our teams have worked diligently to serve GaHIN's customers and the state's population of over 10 million residents. The Velatura team appreciates our partnership with GaHIN and our experience in Georgia has equipped us with new strengths and valuable lessons learned to take into new states as we continuously improve and expand our national footprint.

Federal Initiatives

In addition to the statewide HIE work, Velatura looks forward to supporting GaHIN with new federal initiatives. These include:

- Improving COVID-19 services for communities disproportionately impacted by COVID-19 and building innovative services that benefit public health agencies through the ONC STAR Grant
- Other ONC-sponsored efforts, including a new health equity initiative



Velatura & Wisconsin Health Information Network (WISHIN)



Last year, the Wisconsin Statewide Health Information Network (WISHIN) selected Velatura to serve as the back end technical platform for the state designated HIE and help Wisconsin achieve its interoperability goals. Now, the focus is on delivering that infrastructure to support WISHIN's next generation of core and value-added services.

Not only are we honored to provide WISHIN with key technology, but we are also excited to partner with KPI Ninja to do so. This collaborative effort cultivates Velatura's relationships throughout the industry and demonstrates the unique value our services bring.

The Velatura team reached a major milestone this year as the core technology for data exchange was deployed into production to initiate data sharing. We also began supporting transition of WISHIN's existing participating organizations to the new platform to improve care coordination, care quality, and patient health through the timely sharing and accessing of health information. Additionally, Velatura initiated technical on-boarding of new WISHIN participating organizations to the HIE, across WISHIN's expansive network to provide value to care teams and patients across the state.

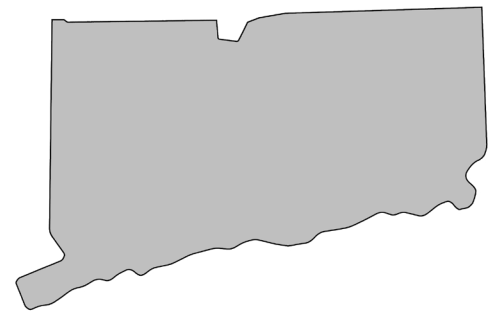
Accomplishments by the numbers:

- Exchange of **5** HL7 v2 message types enabled
- **81%** of existing participant VPNs migrated
- **47%** of existing participant HL7 v2 feeds migrated

Looking ahead into FY22, Velatura will complete development, data loading, testing, and migration for the remaining WISHIN HIE platform components and participants. The final cloud-native, flexible, and scalable infrastructure will enable WISHIN to enhance and expand services and participate in nationwide initiatives to meet market needs and grow with the evolving, competitive HIE landscape.

CONNIE

Since 2018, Velatura has worked side by side with Connecticut to establish a statewide health information exchange through the entity now known as Connie. In 2021, our team was proud to help Connie realize its vision of bringing tangible, meaningful, and sustainable value to stakeholders across Connecticut as the HIE officially commenced operations in May. In these critical early months of Connie's launch, Velatura provided advisory and operational support to help Connie mature operations and meet increasing demand from the community. Our work included validating technical readiness for health data exchange, developing strategic service deployment road maps, planning for Connie's long-term financial sustainability, stakeholder governance facilitation, legal on-boarding and account management, and business process design. In the eight months from February through September, Velatura and Connie accomplished significant milestones and measurable growth:



Velatura's professional services and operational support contribute to the successful launch of Connie, Connecticut's statewide health information exchange.

- 273 participating organizations have legal connected to Connie. This represents an 1092% increase in participating organizations since February (25 organizations) and includes 78% of acute care hospitals
- 210 Medicaid-eligible organizations completing Milestone 1 of the Technical Assistance and Connectivity Program have received financial support toward on-boarding with Connie
- 6 state contract milestones completed and approved, unlocking \$2.7 million dollars in funding for Connie

Having accomplished our mission of supporting Connecticut's journey to stand up a statewide HIE, Velatura concluded our work with Connie in September. We are confident that Connie is well positioned to continue to grow and be successful independently. We continue to value the partnership we have built and wish them every success available going forward.

Since 2018, Velatura has worked side by side with Connecticut to establish a statewide health

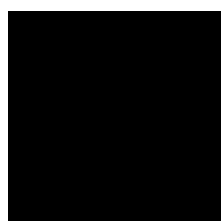
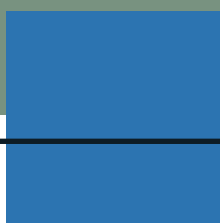
Where We are Headed:

Strategic Consulting and Advisory Services

This year, Velatura formally introduced strategic consulting and advisory support to its robust service portfolio. A complement to our established technology solutions, our consulting offerings reflect our understanding that it takes more than technology alone for health care organizations to achieve valuable and interoperable sharing of electronic health information. It also requires an emphasis on governance and stakeholder engagement, strategic planning, sustainability, and operational excellence – all grounded in a deep and broad understanding of the evolving HIE/HIT landscape and the new challenges and opportunities this presents.

We know that our experienced team of consultants and professional network of contractors are industry leaders in interoperability, and our strength in providing these types of professional services is demonstrated by our success in Connecticut. Through our consulting and advisory services, Velatura will share this expertise to help other organizations achieve their goals and advance the quality and efficacy of healthcare services across the country.

- Governance and Stakeholder Engagement: Implementing effective governance frameworks, fostering community partnerships, and encouraging stakeholder participation for our clients
- Strategic Planning and Sustainability: Helping clients define and execute strategies to achieve their vision and discover and maintain the path to financial sustainability
- Operational Support: Supporting the operational excellence of our clients through staffing and business processes



An Opening from VHIEC's Executive Vice President

Earlier this year Velatura Public Benefit Corporation announced the formation of Velatura HIE Corporation, a not-for-profit organization that will offer affiliation and integration opportunities to health information exchanges (HIEs) across the country. Midwest Health Connection, one of the largest HIEs in the United States based in Missouri, was the first to create a partnership with the organization.

Velatura has a proven record of success, and their services and processes directly align with MHC's mission to improve the quality of medical decision-making and coordination of care within the health care ecosystem. The members of the MHC network have always been leaders in the HIE landscape, and this affiliation is just another indicator of their commitment to advance initiatives for the interoperability of health data. We're more determined than ever to deliver reliable and secure solutions for the interchange of health information between health delivery providers and health services organizations—and we're thrilled to be partnering with an industry leader like Velatura to do so.

This is a big step in the progression towards healthcare data interoperability across the country. As the HIE landscape shifts with national trends, initiatives and priorities, like COVID-19 recovery and response efforts and the standardization and uniformity in electronic health data sharing and interoperability, we believe we are stronger together than we are apart to help lead the charge across the nation to make interoperability valuable, meaningful, and successful.

Sincerely,

Angie Bass,
Executive Vice President



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Health Information Exchange

Velatura Health Information Exchange Corporation, An Introduction

Velatura HIE Corporation is a subsidiary of Velatura Public Benefit Corporation focused on the consolidation of health information exchanges, community-based organizations, and health information networks that have formally affiliated to achieve national economies of scale yet maintain localized stakeholder alignment. Velatura Public Benefit Corporation creatively connects and aligns people, organizations, technology, ideas, and information in both the public and private sectors to improve healthcare, reduce costs and to increase satisfaction of health information stakeholders in the value chain. Established in 2018, Velatura extends MiHIN's modular and scalable interoperability products and services outside of Michigan and exclusively provides solutions to organizations needing the ability to interoperate and seamlessly share electronic information.

Midwest Health Connection: A Spotlight

MHC is a health information exchange network that provides users access to comprehensive patient electronic health records for more than 28+ million health records from across the Midwest. MHC's services are designed to support health care providers, payers, state agencies and health care stakeholders with complete and accurate patient health records in real-time to enable the health care ecosystem to transform the health care delivery system by coordinating care, reducing preventable errors, and avoiding treatment duplication. No matter where a patient goes for care, MHC supports access to aggregated patient information to identify gaps in patient care and provide more clinical data to the health care community for enhanced clinical decision making, analysis and care coordination. Members of the Velatura HIE Corporation, initiating with MHC's partnership, realize mutually beneficial and meaningful cost reductions through shared infrastructure, providing new revenue opportunities to drive growth. With increased operational efficiency and resource capacity, the Velatura HIE Corporation can improve responsiveness to market trends and customer needs. To stakeholders, this affiliation of organizations offers an unmatched depth and breadth of expert shared services, including increased product and services offerings and best in class innovation and development.

Mission & Vision of Velatura Health Information Exchange Corporation

With the collective strength in the HIE marketplace and the ability to tap into best in class shared services, the company partnerships with VHIEC aim to build out a more effective model for advancing interoperability across the country. Velatura HIE Corporation's mission is to serve as a health data utility and data exchange network for public and private health care stakeholders by providing meaningful services, transformations, and advancements to achieve superior public health, outcomes, interoperability, and patient experiences. VHIEC's vision is to transform, enhance and inspire health care serving as a health data utility for all health data utilizers.

Why This Work is Important

HIEs, community-based organizations, HINs, and other relevant stakeholders across the nation are consolidating. Since healthcare is based at the community level, a localized stakeholder alignment is still necessary for appropriate and efficient care. Velatura evaluates HIEs to determine and propose a model assisting them with operational management and/or technology services for their communities. Identifying sustainability models, delivering on government relations goals, and providing additional services are a few of the many services VHIEC provides. With every partnership, the collective Velatura HIE Corporation attracts and engages a diverse portfolio of clients and partners, bridging stakeholder groups to expand its footprint across the nation.



An Opening from USQHIN's Executive Vice President

This past year has been an exciting journey for USQHIN: we continued to establish our business structures and foundations and moved forward with several of our targeted national interoperability use cases. The following section highlights our progress in further detail, and I hope you become as excited as we are about the opportunity to positively impact the U.S. healthcare system—and, by extension, the people that system serves—through more effective interoperability at the national level. Also, I know we cannot make this impact alone, and we are very grateful for the many collaborative partners who have stepped alongside us over this past year.

Moving data from one place to another is not very difficult. There are already a wide range of standards and approaches for interoperability across both query and push modalities. However, moving data in a way that is truly valuable and useful is difficult. Consider the physical, behavioral, and social health environments of just one region: there are a multitude of different business and clinical workflows and care models that make ubiquitous interoperability challenging. Manifested at a national scale, this business and clinical heterogeneity compounds in complexity.

At USQHIN, we are steadfastly dedicated to stepping into this national complexity and driving collaborative solutions that don't just move data around for its own sake but solve real business and clinical challenges. Ultimately this results in better care for the people across the country we all have a mission to serve. Thank you for your support of USQHIN and I look forward to another fantastic and successful year ahead.

Doug Dietzman,
Executive Vice President



United States QHIN, An Introduction

United States QHIN (USQHIN), one of Velatura Public Benefit Corporation's three operating entities, is an alternative nationwide health information network focused on rationalizing interstate data exchange at national scale. USQHIN engages public and private stakeholders and advances emerging use cases in support of urgent public health needs and federal interoperability goals. USQHIN has experienced significant momentum in the last year and has made exciting progress in each of its three key areas of focus: launching the National ADT Hub Network (NAHN), preparing to apply for QHIN status under TEFCA to provide QHIN services, and establishing national network connectivity shared services for our family of organizations and customers.



Introducing the National ADT Hub Network (NAHN)

The beginning of the year saw the official launch of the National ADT Hub Network, a new national ADT data asset that will enable national population health use cases and various federal interoperability goals. ADT data is highly liquid and used extensively across the country. However, the infrastructure necessary to seamlessly support the exchange of hospital/provider encounter data nationally, in alignment with federal public health needs and requirements, does not currently exist. The NAHN is intelligently stepping into this national interoperability gap with a collaborative, revenue-share based model that enables oft-competing entities to work together for the greater good while continuing to meet the bottom line. Founding Gateway Partners, comprised of leading ADT vendors and HIEs across the country, are committed to a collaborative approach and have signed Letters of Intent. In December, Gateway Partners began meeting monthly to discuss the necessary frameworks for the network and ideate NAHN's first national demonstration project.

Part way through the year, the national demonstration project gained a specific audience: The Centers for Disease Control and Prevention's (CDC) National Healthcare Safety Network (NHSN), and the CDC's NHSN joined the Gateway Partner group. They engaged participants on a demonstration project idea of using the consolidated national ADT hub asset to focus on real-time identification of seniors from nursing homes being admitted to an ED or Inpatient setting with an infection. A project proposal outline was created and submitted to the CDC for approval with project activities and funding anticipated to start in Q1'22. The overarching goal is to use this specific use case to demonstrate that the collaborative NAHN models functions as an extensible platform capable of meeting myriad CDC and other federal agency needs. Additional use cases have been discussed with CDC and we are actively looking at funding sources from other federal agencies to maintain NAHN as a multi-faceted, multi-agency asset.

In keeping with the building momentum around the national demonstration project, USQHIN launched the Payer Advisory Workgroup (PAW) in August. The PAW will gather important, sustained input from key national health plans related to the specific value propositions of the NAHN asset and the associated delivery models. Additionally, the workgroup will provide ongoing support, both nationally and within workgroup members' individual organizations, for NAHN's vision and mission.

QHIN Services

After delays due in large part to the system-wide disruption caused by the COVID-19 pandemic, the second half of 2021 brought much anticipated forward momentum on the Trusted Exchange Framework and Common Agreement (TEFCA) which seeks to establish a framework for national interoperability. The Sequoia Project, which is the Recognized Coordinating Entity (RCE) or TEFCA's governing body designated by the ONC, and the ONC recently released version two of the QHIN Technical Framework (QTF) and proposed elements of the Common Agreement for a period of public comment. The QTF documents technical and functional requirements needed for safe and secure QHIN-to-QHIN exchange of patient health information whereas the Common Agreement is a legal agreement (between the RCE, ONC, and each QHIN) that establishes governance and rules for exchange.

The ONC and RCE plan to release final versions of the QHIN Technical Framework and the Common Agreement associated with the Trusted Exchange Framework in early 2022. As soon as these final versions are released, entities who seek to become Qualified Health Information Networks (QHINs) will be able to begin a rigorous application and demonstration process.

Seeking QHIN status under TEFCA has been one of USQHIN's primary objectives from inception and we are excited about the TEFCA progress. We remain involved in offering feedback on the development of the framework components and we are currently reviewing the requirements in the QTF to ensure that our infrastructure will be prepared to meet them. USQHIN anticipates applying for QHIN status when appropriate in 2022. As an RCE-designated QHIN, USQHIN will offer QHIN services—i.e.,

National Connectivity Shared Services

Whereas the previous areas of focus were external facing, USQHIN is also working on providing point connectivity to eHealth Exchange and other query-based national networks for Constellation companies and their customers. In this sense, connection with national networks will be a shared service that USQHIN provides across the Constellation, fostering a “connect once” model and for the purpose of streamlining national interoperability efforts connectivity.

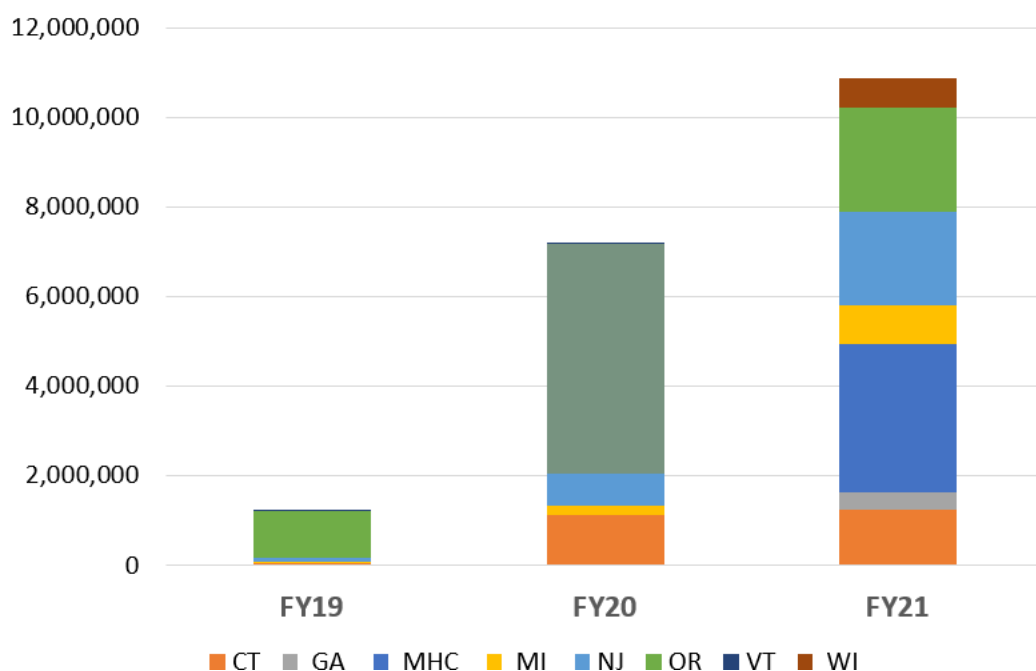
USQHIN recently completed the on-boarding process to the eHealth Exchange and will be migrating various independent Constellation connections as well as adding new customer connections to this common hub in the coming months.

Success Turned into Dollars

In FY21 we had the following changes to contracted revenue:

- GaHIN and WISHIN contracts began
- VHIE Corp was created, and MHC activity was absorbed
- Oregon contract ended mid-summer
- New Jersey saw over \$1M in new sales

VPBC Revenue by Customer/State



VPBC Three Year Consolidated Statement

	FY19	FY20	FY21*
Revenue	1,229,281	7,212,835	10,863,436
Payroll	116,170	659,957	2,464,109
Contractuals	45,341	713,394	3,097,308
Intercompany	814,578	5,873,059	5,665,556
Other	65,883	49,925	268,035
Net Income	187,309	(83,499)	(631,573)
Contribution Revenue	-	-	2,092,705
Adjusted Balance	187,309	(83,499)	1,461,132

* Unaudited Financials

Due to the addition of Velatura HIE Corp, and the absorption of the MHC effective January 1, we had an increase in revenue (\$3M) and expenses (\$3.6M).

Social Media and Communications

325% 

Increase in LinkedIn
Page Views

An Average Twitter
Engagement Rate



Engagement rate
shows how much
people interact with
the content.



@VelaturaPBC



@Velatura Public Benefit Corporation

7

The number of external
events that Velatura
sponsored/spoke at.

10

The number of press
releases surrounding
Velatura that were sent
out.

11

The number of Interface's we
sent out. These are monthly
e-newsletters that highlight
the many ways that our
technology contributes to
healthcare information.

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