

Frequently Asked Questions #1: Transition to WHIO 2.0

The Wisconsin Health Information Organization (WHIO) is pleased to announce a significant expansion of its ability to meet the business intelligence needs of its customers. Starting in 2019, WHIO will have greater flexibility to implement new analytical innovations, add new data sources, and develop modern, user-friendly applications. Over the next several months, we will keep you informed about this transition and how it will benefit your organization.

Why is the WHIO making this change?

Our vision is to be an indispensable information asset to those who work to improve healthcare value and health in Wisconsin. To succeed, we must meet each of our customers where they are today to advance the use of WHIO information for their strategic and operational decision-making. Extensive research with current customers and a review of technology trends led the WHIO Board of Directors to conclude that this is the right time to advance WHIO's capabilities with a new technology partner – what we're calling WHIO 2.0.

Who is your new technology partner?

WHIO is proud to announce that SymphonyCare, a Wisconsin-based technology company headquartered in Madison, was selected to be the WHIO's technology partner. SymphonyCare is an innovative healthcare data management company dedicated to helping healthcare organizations improve the quality and efficiency of their care. Managing financial risk, improving quality outcomes, and enhancing patient engagement requires providers and payers acquire data from disparate sources and analyze that data with precision. SymphonyCare's comprehensive platform includes a flexible data warehouse with proven ability to manage data from multiple sources, as well as analytical tools that support important healthcare decisions. SymphonyCare has an experienced team and established processes in place to support the WHIO now and into the future.

How was SymphonyCare selected?

In 2017, a cross-representative group of experts, including WHIO Board and customer representatives, participated in a vendor evaluation to identify a technology partner that is well positioned to meet the WHIO's future vision. This evaluation included both written responses as well as in-person presentations. We were very pleased that eight cutting-edge technology organizations submitted proposals, an indication that the field of capable organizations is expanding. The final recommendation for SymphonyCare was reviewed and approved by the Board of Directors.

What were the most important criteria in the technology partner evaluation?

Below are the key criteria that were used to identify a new technology partner.

- A deep commitment to improving health and the health care delivery system in Wisconsin.
- Extensive data warehousing experience with state of the art technology and a comprehensive data quality evaluation system.
- A robust privacy and security program.
- Experience integrating multiple data types including claims, clinical and patient reported data.
- Flexibility to meet changing market requirements as health care transitions to value-based payment models and patient-centered care.

Will The Lewin Group or OptumInsight continue to provide services?

The Lewin Group, Inc. (along with its affiliate OptumInsight, f.k.a. Ingenix) has been a terrific partner for WHIO. As an early adopter of the all-payer claims database (APCD) concept, WHIO's founding members, data contributors, and customers have worked hand-in-hand with The Lewin Group to create a comprehensive, data-driven, reliable information system to evaluate the quality and resource use of care provided in Wisconsin. Today, health systems, health plans, employers, policy makers, and others are benefiting from the high quality and forward-thinking work of The Lewin Group, which will continue to provide services through 2018.

When will the transition to SymphonyCare be complete?

Our goal is to begin to provide data files and new products through WHIO 2.0 in the first quarter of 2019. In the interim, WHIO will continue to provide Data Marts every six months including a new Data Mart in August.

Will this impact the WHIO subscription fee?

Under WHIO 2.0 there will be more products and services to choose from over time. We are working on a pricing model that will allow organizations of all sizes with various information needs to participate and that will sustain WHIO's goal to be a central source of health care information in Wisconsin. In 2019, customers can expect to pay about the same price for a product similar to what they are receiving today.

What is the best way for me to provide input into WHIO 2.0?

We are very interested in your questions and thoughts as we move to WHIO 2.0. Please contact us at any time by sending a message to info@wisconsinhealthinfo.org.

To follow our transition to WHIO 2.0, go to wisconsinhealthinfo.org