



CABINET FOR HEALTH
AND FAMILY SERVICES

Get to Know KHIE: Meet the Team and See Our Tools in Action

August 12, 2026

Agenda



1. Welcome



2. Meet the KHIE Team



3. Recap



4. KHIE Onboarding Updates/Process



5. Demonstration of the Clinical Information Application



6. Q&A



Welcome!



Meet the KHIE Team



Charlese Blair
Division Director



Sabrina Lee
Senior Project
Manager



Brandi Genoe
Senior Project
Manager



Sri Goriparthi
Onboarding Project
Manager



**Scott
Spearman**
Technical Lead



Ann O'Hara
Medicaid Program
Manager



Ed Ballestero
KYIR Project
Manager



Duane Odegard
Information Systems
Manager



Danielle Humes
Information Systems
Supervisor



Charlese Blair

Division Director

As Division Director for KHIE, Charlese leads and supports the KHIE team to ensure high performance, participant satisfaction, and operational excellence.

Charlese's key responsibilities include:

- **Supporting** the Deputy Executive Director in managing daily operations and setting strategic goals.
- **Ensuring** effective and compliant operations of KHIE, including management of policies and operational processes.
- **Identifying** and evaluating opportunities to expand use cases for secure and efficient health information exchange.
- **Coordinating** with the outreach, onboarding, and technology teams on data exchange services to connect healthcare organizations.
- **Drafting** website content; proofreading participant and staff materials for clarity, tone, and accuracy.



Sabrina Lee

Senior Project Manager

Sabrina Lee has been with KHIE for 10 years and currently serves as the program manager for the KHIE project. She manages project schedules, tasks, issues, risks, and status reporting to keep the project organized and moving forward.

Role and Key Responsibilities

Coordinates meetings and works closely with KHIE's technology partner and stakeholders to maintain alignment and monitors project activities through completion.

Stakeholder Support and Impact

Oversees the three-person Application Support Team managing the KHIE Support Desk staffed by **Jaime Whitaker** and **Jyothi Tummala**, and the KHIE SharePoint site, managed by **John Jeager**, that serves as a central resource for participant information and supports the team's day-to-day work.



Brandi Genoe

Senior Project Manager

Brandi has been with KHIE for over 14 years and currently oversees the **Outreach Program, Direct Secure Messaging Program and Promoting Interoperability initiatives**, supporting federal public health and HIE objectives and measures.

The **Outreach Program team; Tiffany Bryant, Amy Johnson, and Julie Stephens**, supports participants as the primary point of contact with KHIE, providing a welcoming introduction and guiding new participants through the initial steps of connecting with KHIE.

The **Direct Secure Messaging Program team** ensures the secure, standards-based electronic exchange of protected health information and provides technical support to participants who utilize this service.



Sri Goriparthi

Onboarding Project Manager

Sri has been with KHIE for six years. Serving as the Project Manager for the General Onboarding team, she oversees onboarding across all KHIE services. In this role, she ensures high-quality service to all stakeholders, including end users, internal project teams, and vendors. Sri guides resource planning, allocation, and oversight for all onboarding initiatives while providing direct support to her team.

The General Onboarding team includes three Onboarding Analysts, **Arooba Ali**, **Justin Akeman**, and **Ritika Dixit**, who support a diverse range of KHIE services and interfaces. Serving as the primary technical points of contact, the team collaborates with Participants to streamline onboarding activities, ensures timely project completion, and enables seamless connectivity and interoperability.



Scott Spearman

Technical Lead

Scott joined KHIE in 2015 as an onboarding analyst, drawing on his prior experience as a computer programmer and interface analyst at a Kentucky hospital. He now leads the KHIE technical team, overseeing the technical development and operations of the KHIE platform.

Technical Team

- **Kathy Jo Turner**

Kathy Jo joined KHIE in 2020, bringing valuable expertise in EHR build, implementation, system rollouts, and clinical laboratory operations.

The technical team provides technical expertise and support services to all internal KHIE teams and external participants. We actively contribute across every phase of project development—from initial design through testing and integration—while also addressing reporting and analytics needs.



Ann O'Hara

Medicaid Program Manager

Ann, a 16-year KHIE veteran, leads strategic Medicaid initiatives after a successful tenure on the Outreach Team. As the primary bridge between KHIE, the KY Department for Medicaid Services, and KY's (5) Managed Care Organizations (MCOs), she harmonizes health IT goals across agencies by matching needs with KHIE services. Her stewardship guarantees the seamless delivery of KHIE services that support Medicaid's core mission. In this role, Ann:

- **Builds and manages** strategic partnerships with DMS and MCOs.
- **Aligns** KHIE services with Medicaid priorities, including case management, HEDIS reporting, co-morbidity management, and crisis intervention.
- **Ensures** effective delivery of KHIE solutions that support Medicaid goals.



Ed Ballestero

KYIR Project Manager

Ed is the Project Manager for the Kentucky Immunization Registry (KYIR). In his role as it relates to KHIE, he ensures immunization data is available on demand and is displayed in the KHIE Portal, making sure a patient's comprehensive record includes accurate and up-to-date vaccination information.

He provides leadership to three Onboarding Analysts; **Stan Creighton**, **Cynthia Seevers**, and **Noah Tolson**, who support new participants onboarding to the KHIE technology platform. This team tests incoming data and validates required data elements are included in the vaccination data. Ed and his team assist Participants with questions related to electronic reporting of immunization data and bi-directional query functionality.



Duane Odegard

Information Systems Manager

Duane serves as a Branch Manager for the Office of Application Technology Services (OATS) in the Cabinet for Health and Family Services (CHFS) which provides technology support for the KHIE project.

He manages staff assigned to the project and ensures compliance with established technology standards, policies, and best practices.

Provides technical oversight for OATS staff and support for outreach, participant onboarding & training, support desk services, reporting, and analytics.



Danielle Humes

Information Systems Supervisor

Danielle helps to provide overall leadership for the OATS team that supports KHIE, helping guide the organization's goals, initiatives, and projects from planning through to completion.

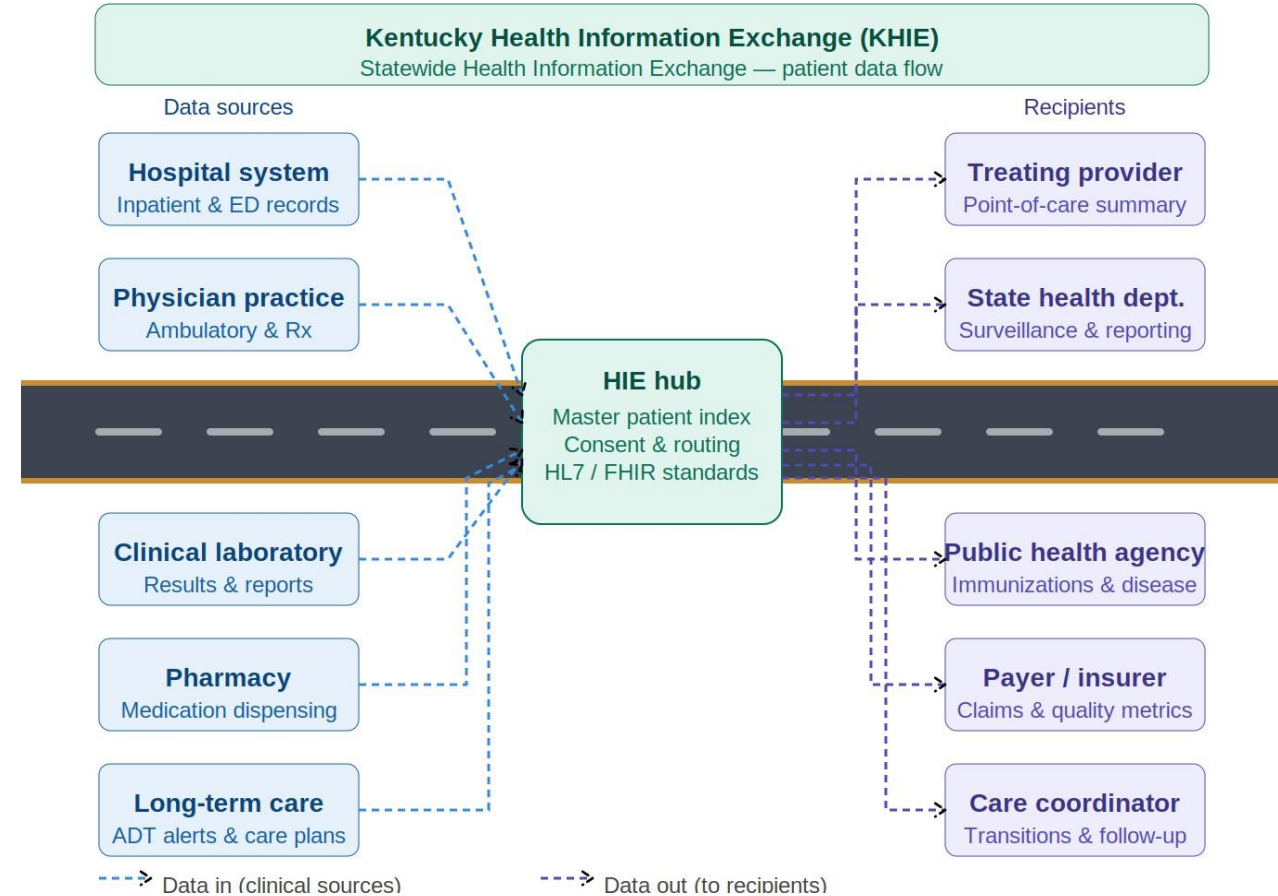
By supporting staff and teams, she helps ensure KHIE's work is carried out efficiently and in alignment with organizational priorities.



Recap

What is a Health Information Exchange?

- A health information exchange (HIE) is a secure network that allows healthcare information to be electronically shared between authorized healthcare organizations, providers, Managed Care Organizations or MCOs, public health agencies, and other approved participants.
- HIEs bridge gaps between health systems that do not routinely share information, unlocking critical data for a patient's healthcare team.
- The U.S. does not have a single, national HIE. Instead, it relies on a network of state, regional, and private health exchanges, with participation from almost every state.



KHIE Data

Sources of Data

- Hospitals
- Ambulatory Healthcare Organizations
- Behavioral Health Centers
- Pharmacies (Immunization Information)
- Immunization registry
- EMS Data
- Labs
- Medicaid claims data
- KASPER PDMP



Types of Data KHIE Receives

- Admits, Discharges, Transfers (ADTs)
- Encounter Information
- Clinical Summaries (CCDs)
- Radiology reports and images
- Lab and pathology reports
- Immunization data
- Medication and allergy information
- Medicaid paid claims data
- Public health reporting data
- Social Determinants of Health (SDoH) data (LOINC and ICD-10 codes)



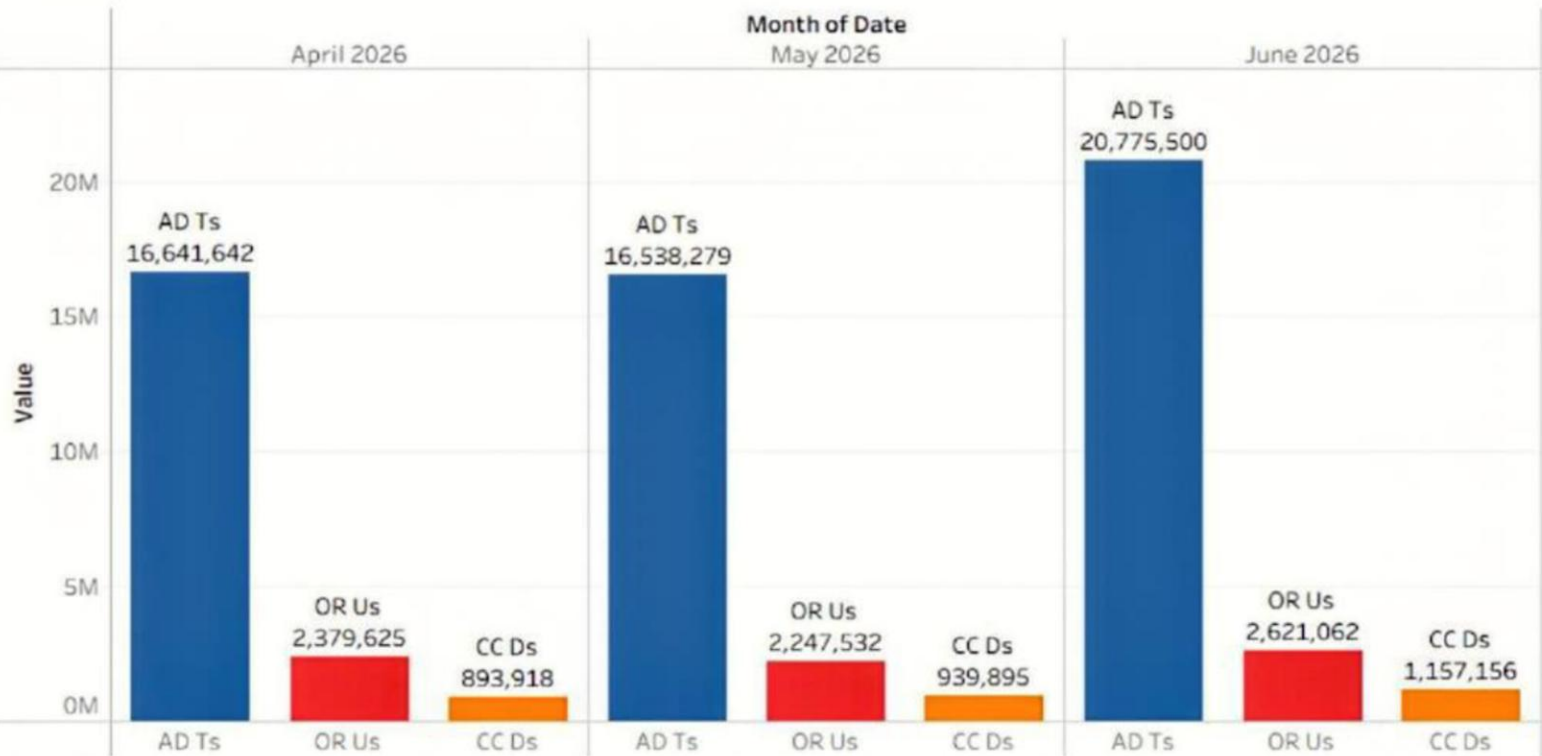
Since Last Webinar

- Historical data for year 2025 started displaying in the HIE Tab under 'Structured Documents'
- Completion of year 2025 data migration and beginning of year 2024 data historical data migration to start in October 2026.
- Created and implemented new onboarding processes.
- Began working on our next 2-year strategic plan.

KHIE Metrics

	Date		
	April	May	June
Provisioned Users	3,458	3,879	2,383
User Logins	489	479	663
Total Messages	19,915,185	19,770,706	24,553,718

Drilled Down Feeds





KHIE Onboarding Updates

Onboarding Updates

1 Provisioning access to KHIE Portal continues

Optimizing Onboarding & Provisioning

- Resolving technical hiccups, refining workflows, and accelerating user setup.
- Historical data for year 2025 started displaying in the HIE Tab under Structured Documents.

2 Onboarding of participants post migration is now underway!

KHIE is excited to connect new data feeds, following a strategic pause while migrating existing data feeds

- Updated the technical onboarding process to ensure a streamlined experience.
 - Your KHIE Onboarding Analyst will be reaching out.

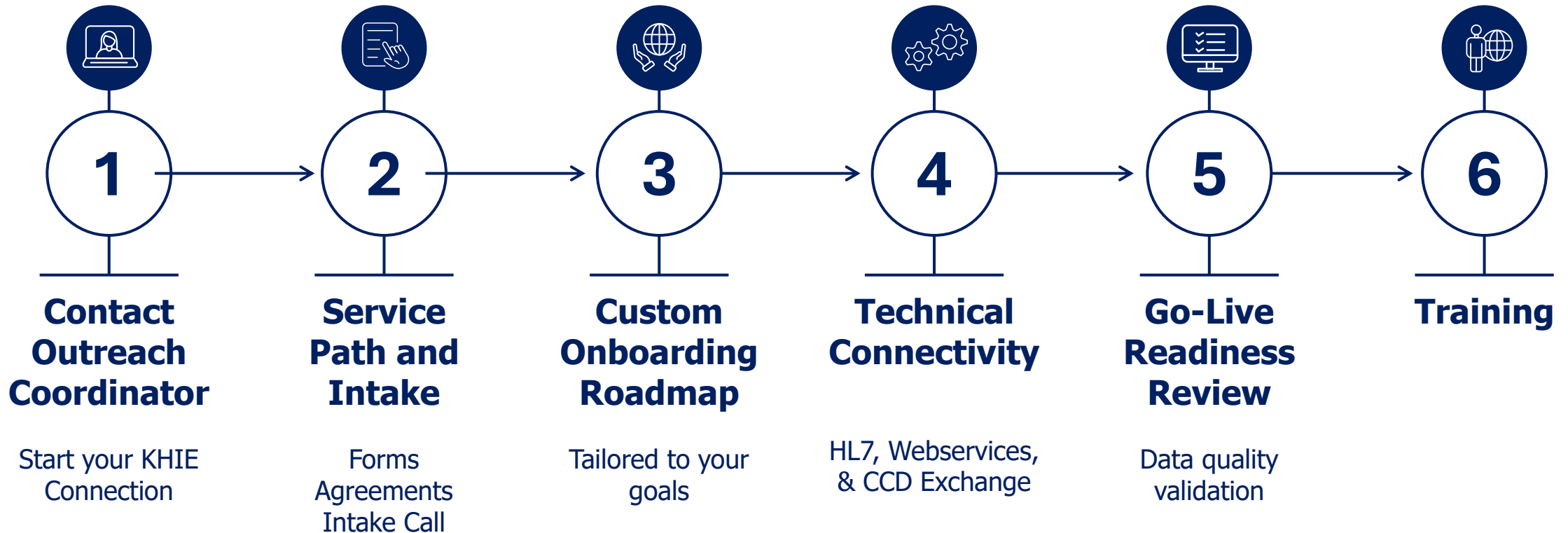
Improved Support for Participants

- Enhanced communications through webinars, newsletter, and enhanced user guides, onboarding guides.



KHIE Onboarding Process

Participant Onboarding Process



Prepare to Onboard Data Feeds



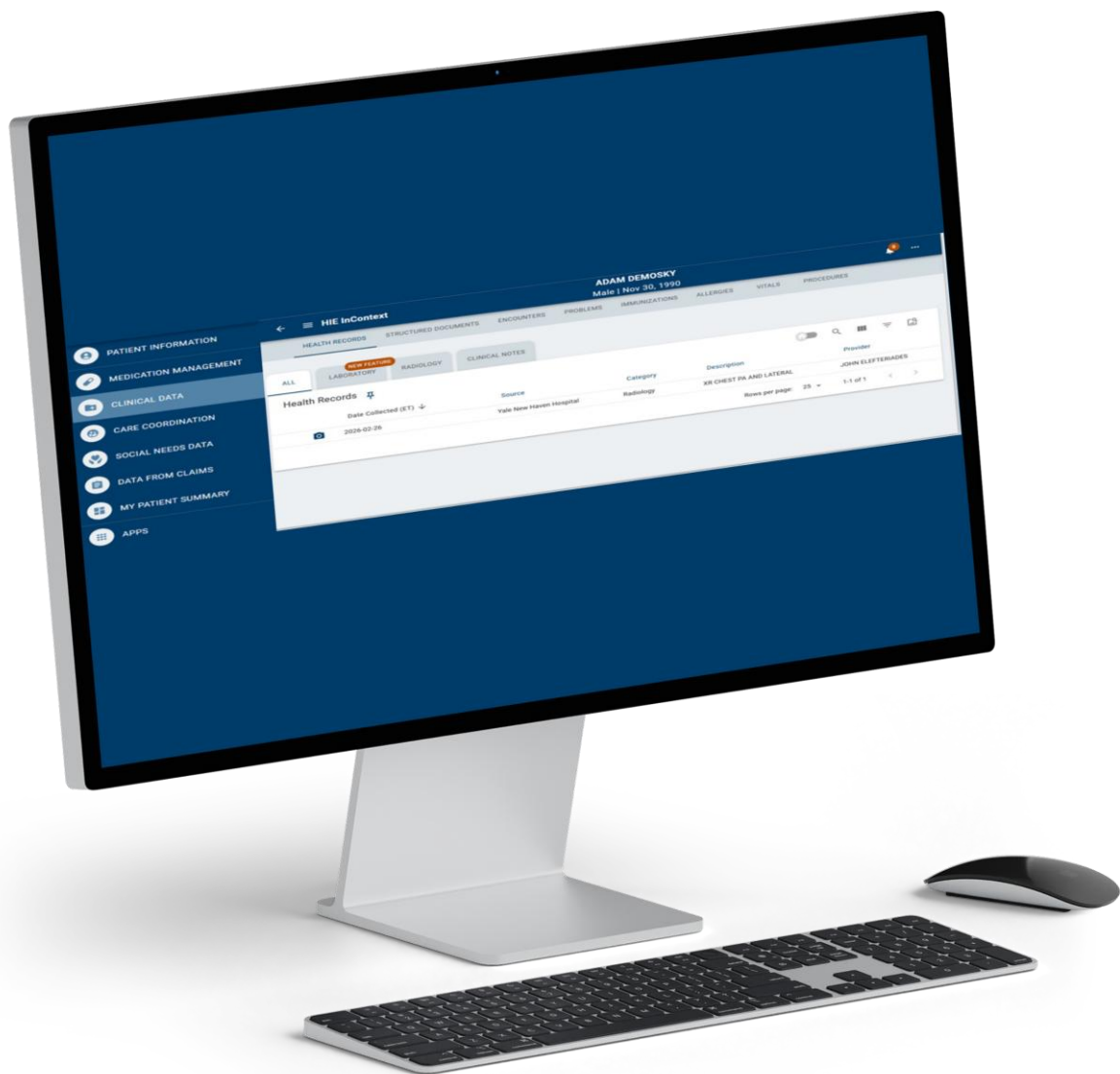
KHIE offers a suite of health information technology services enabling interoperability across the Commonwealth. We look forward to onboarding your healthcare organization!

What do you need to get started?

Need	Solution
Administrative Onboarding and Legal Agreements	Your KHIE Outreach Coordinator will begin the administrative side of onboarding by ensuring you use a certified EMR/EHR system and assist you in selecting the HIE services you want.
Technical Onboarding Forms	Your KHIE Onboarding Analyst will provide and assist you with completing the onboarding forms, appropriate to the HIE services you select.
Technical Connection and Network Set up	Your Onboarding Analyst will share the appropriate onboarding guide(s) and provide technical guidance to establish secure credentials, certificates, and data routing rules necessary to complete a connection.
Build the Foundation	Prioritize the ADT feed to build a robust Admission, Discharge, and Transfer feed to provide demographic information necessary to build a patient panel and fuel event notification delivery.



The KHIE Portal Clinical Information Application



The KHIE Portal

Clinical Information Application Overview

In this webinar, we walked through the onboarding process. Once onboarding is complete, your connection to KHIE is established, and data submission has begun, the next step is to start accessing and using the information available within KHIE.

Now, we will overview our KHIE Portal and provide a live demonstration.

Clinical Information Overview



Real time information at the point of care

The KHIE Portal delivers a comprehensive view of a patient's health history.



Key features include:

- **Comprehensive view of patient data** – direct access to a patient's medical history, medications, allergies, laboratory and imaging results, clinical care notes, and more.
- **Access to "Priority Alerts" including clinical and infectious control alerts.**
- **Customizable view** – use the My Patient Summary feature to set your preferences, so that the information you view most frequently is always presented upfront in the first view.

Uses and Benefits



Clinical Information application – example use cases

- **In the Emergency Department**, this application provides quick access to patient history, medications, problems, and care notes to inform decision making and care.
- **Primary Care** – maximize appointment time by reviewing specialist care notes, hospital discharge summaries, and medication changes.
- **Chronic illness management** – track patient care, encounters, lab and imaging results across multiple healthcare organizations and providers.



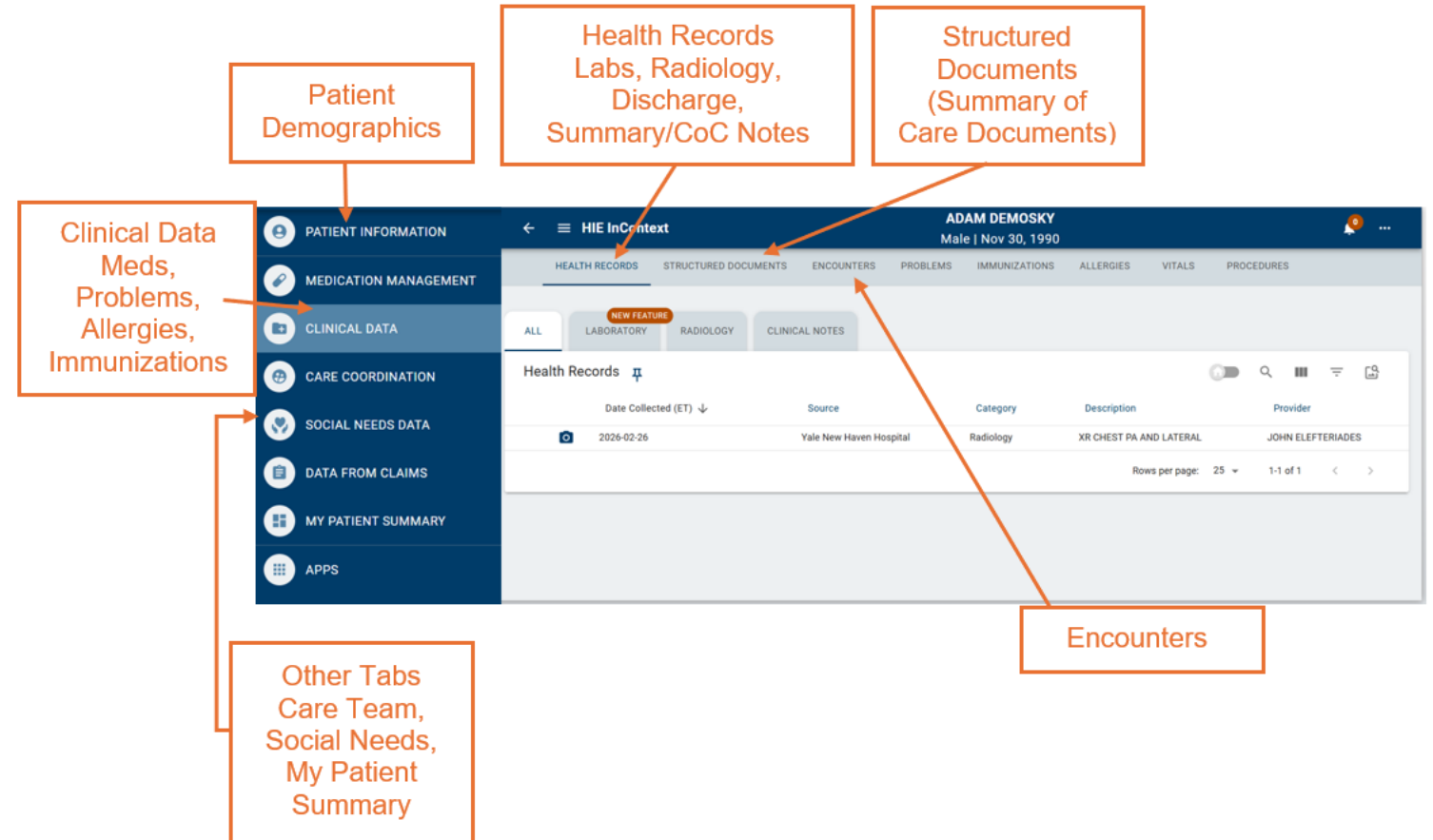
Benefits

- **Faster and more confident decision making**
- **Safer, better coordinated care for patients**
- **Improved quality of care and reduced cost/duplicate testing**

Tabs and Nomenclature

Once a patient is selected, the user can search for **laboratory and imaging results, clinical care notes, encounter history, medications, immunizations, problems and allergies** to get a more complete view of the patient's health.

The tab titled "**Structured Documents**" refers to Summary of Care documentation.



KHIE Portal Demonstration

Training and Education



Have questions about the provisioning process or navigating the KHIE Portal?
Use the support options below to get the answers you need quickly.

Need	Solution
On-Demand Resources & User Guides	Informational resources and User Guides can be found on the KHIE website: The KHIE Portal
One-on-One support	Your KHIE Outreach Coordinator can arrange one-on-one training sessions to meet your specific training needs.
Live (Virtual) trainings	Your KHIE Outreach Training Specialist provides trainings specifically to meet the needs of your organization.
Webinars	Webinars are held throughout the year. Details and registration links are published in the “KHIE Monthly Updates” email newsletter.

Questions?



Thank You

Visit our website:
www.khie.ky.gov

Email us: khie@ky.gov