

# Using an Integration AI Agent to Optimize Data Feeds: Practical Lessons for Modern HIEs

*Hosted by Rhapsody*

*August 27, 2026*

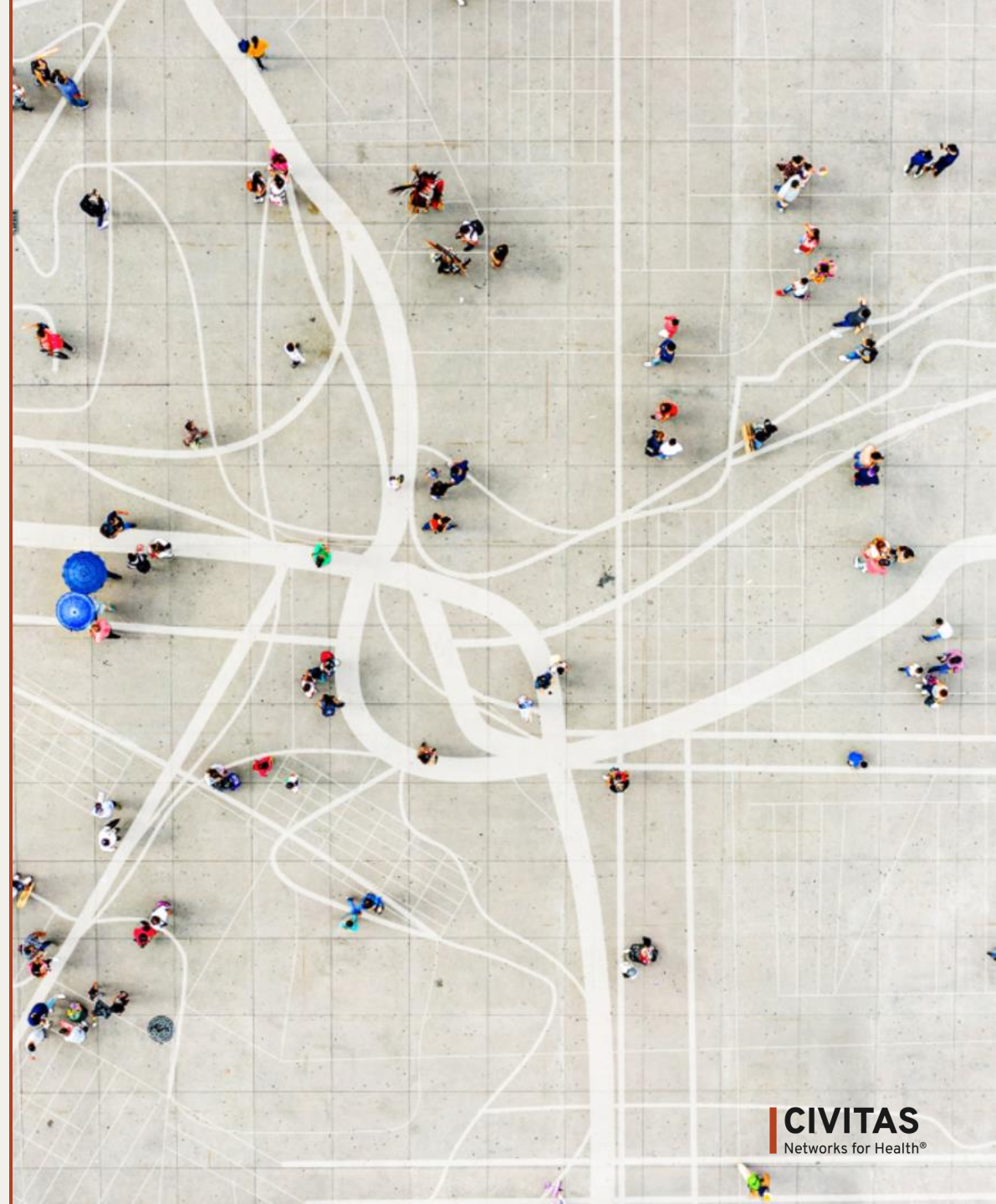


# Agenda

- Welcome & Civitas Updates
  - Demri Henderson, Grants and Programs Manager, Civitas Networks for Health®
- Using an Integration AI Agent to Optimize Data Feeds: Practical Lessons for Modern HIEs, Hosted by Rhapsody
  - Drew Ivan, Chief Architect, Rhapsody
  - Henry Vynalek, Director of HIE & IT Operations and Security Officer, OHIP/CliniSync HIE
  - Paul Stein, Integration Engineer, OHIP/CliniSync HIE

# Housekeeping Reminders

- This is a webinar where all participants are automatically muted and your video is not displayed.
- If you would like to ask a question, please use the Q&A function on the right-side taskbar.
- This webinar is being recorded, and the recording will be shared after today's event.
- For questions following the webinar, please reach out to [contact@civitasforhealth.org](mailto:contact@civitasforhealth.org).



An aerial photograph of a park with a complex network of winding, light-colored paths on a paved surface. Numerous people of various ages and colors are scattered throughout the scene, walking along the paths. The overall tone is bright and airy, with a soft, slightly desaturated color palette.

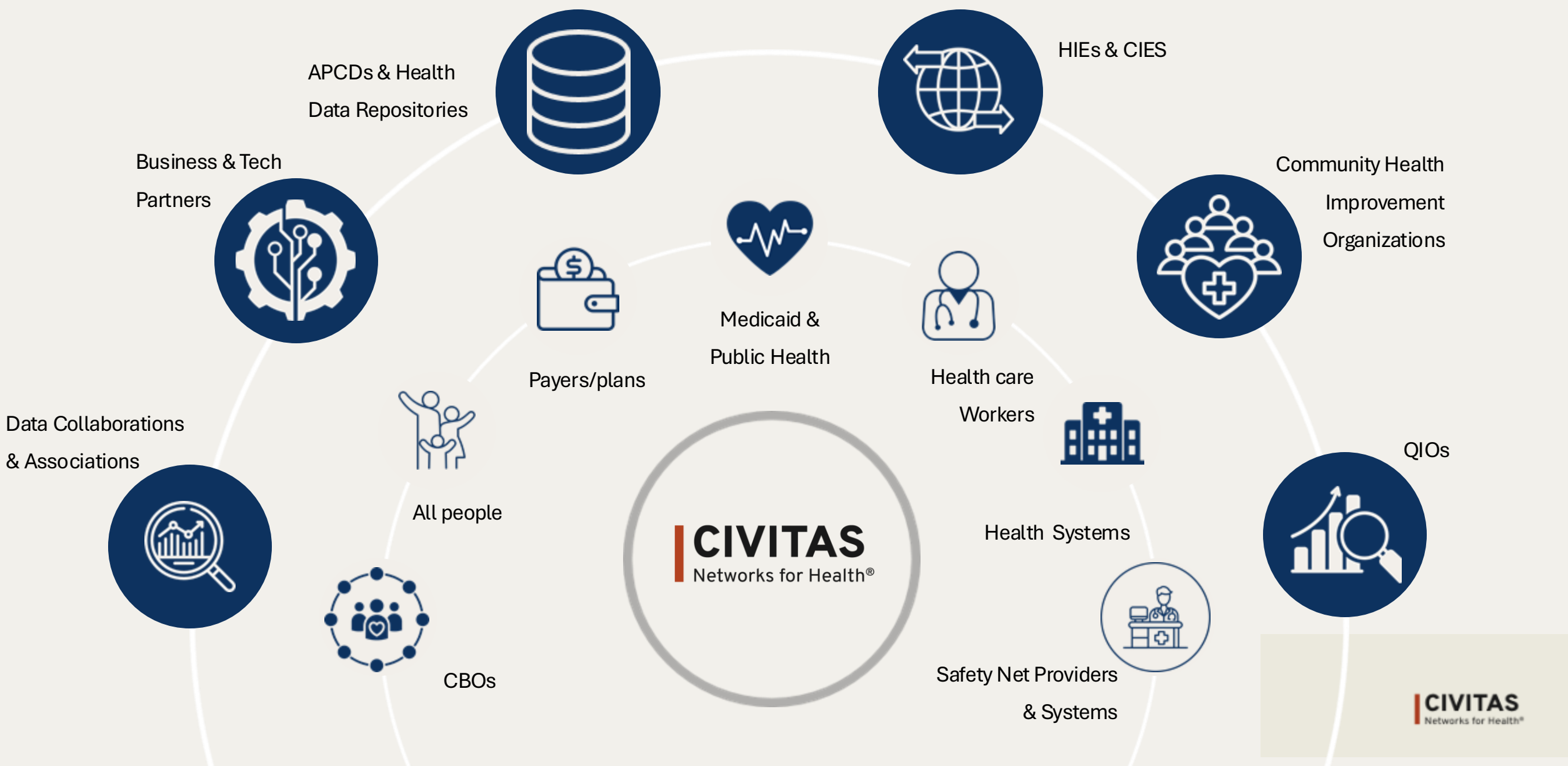
# About Civitas Networks for Health®

*Who we are, who we serve, and about what we do*

# Who We Are

- Civitas members include a wide range of organizations:
  - Health Information Exchanges (HIEs)
  - Health Data Utilities (HDUs)
  - Community Information Exchanges (CIEs)
  - Regional Health Improvement Collaboratives (RHICs)
  - All-Payer Claims Databases (APCDs)
  - Quality Improvement Organizations (QIOs)
  - Strategic Business and Technology Partners
  - Affiliated Associations
- We work together at the local, regional, state, and national levels
- Together, we invest in data-driven multistakeholder collaboration to enhance health, addressing cost, equity, quality, and safety

# Who We Serve





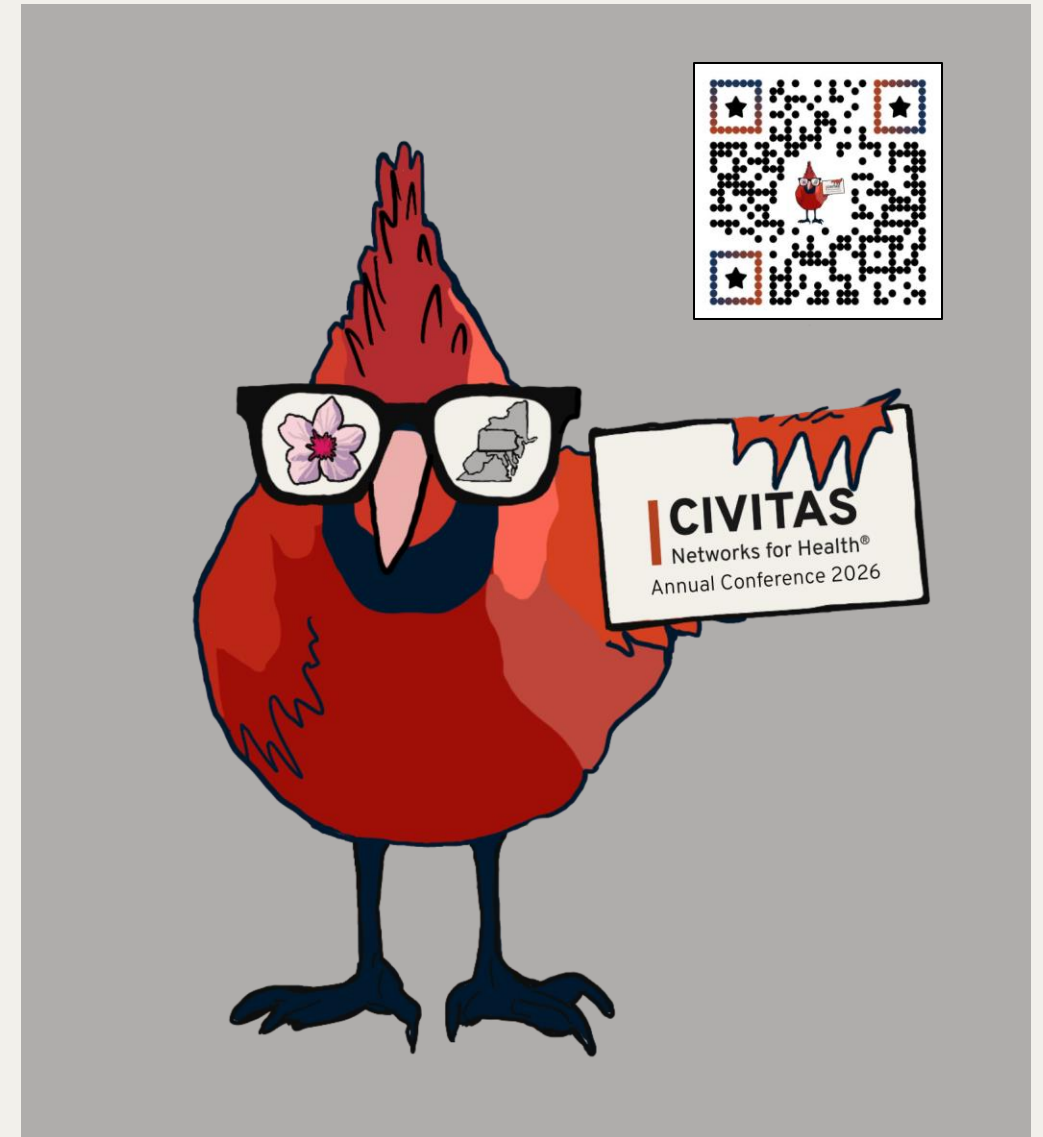
# Expert Convenors

- Civitas provides a unique platform that connects collaborators working on health improvement across the U.S.
- We believe that local communities should lead and influence national progress on health.
- We offer forums for shared learning, education, networking, and advocacy, and have proven our ability to help our members navigate the ever-changing health landscape.
- We create opportunities and pathways for aligned groups to work together on key priorities, overcoming barriers and developing health solutions, so others don't have to start from scratch.

# Join Us at the Civitas 2026 Annual Conference!

Join 750+ leaders from across the health data and improvement ecosystem. Hosted in collaboration with our Mid-Atlantic Host Committee, just minutes from Washington, D.C. in Arlington, VA.

- [Registration is open](#) – secure your spot today!
- Plan early and save with [discounted hotel and flight options](#).
- [Get your Civitas merchandise](#) before the conference – 100% of proceeds go to Doorways for Women and Families Virginia.
- Interested in sponsoring? We still have a select few opportunities available for you to get in front of a national audience shaping interoperability, data exchange, and health transformation. Review the [Sponsorship Prospectus](#) and email [contact@civitasforhealth.org](mailto:contact@civitasforhealth.org) if you're interested in learning more.



# Submit a Community Excellence Award Nomination by August 31

The Civitas 2026 Community Excellence Awards recognize outstanding Civitas member organizations and individuals advancing community health through innovation, leadership, and partnership. These awards highlight impactful contributions in areas such as data use, quality improvement, governance, and mentorship. Please browse this year's award categories below and submit a Civitas member organization or one of your peers that you think exemplifies the award description.

Thank you in advance for helping us recognize the amazing organizations across our networks!

**[Learn more](#) and [submit a nomination](#) by August 31 to be considered.**



# Register to Attend the Remaining Virtual Preconference Sessions (Open to the Public!)

Join us for virtual preconference sessions designed to deepen learning and spark meaningful discussion ahead of the Civitas Annual Conference. Register to attend:

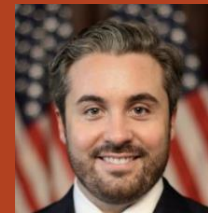
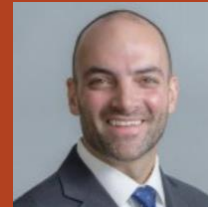
- **September 10, 3-4:30 p.m. ET** – [From Data to Impact: Using APCD Analytics to Shape Policy and Improve Population Health](#)
- **September 16, 2-3:30 p.m. ET** – [Co-Designing Trusted CIEs: Privacy, Coordination, and Data Systems for Whole Person Health](#)

*Thank you to our returning virtual preconference sponsor, J2 Interactive!*

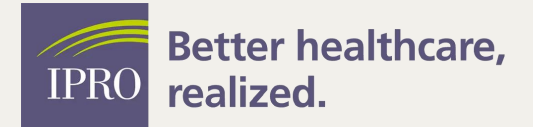


# Conference Keynotes to Look Forward To

- **Tuesday, September 22 –**
  - *Bridging Federal and State Policy with Local Implementation for Transformation*, featuring Dr. Ayanna Bennett (DC Department of Health), Dr. B. Cameron Webb (Virginia Department of Health), and Dr. Joseph Kanter (Association for State and Territorial Health Officials; Panel Moderator)
  - *Driving the Next Wave of Value-Based Care Through CMMI*, featuring Abe Sutton (CMMI; CMS) and Theresa Dreyer (Health Care Transformation Task Force)
- **Wednesday, September 23 –** *Real World Considerations for Deploying AI in High-Stakes Environments*, a fireside chat hosted by Civitas CEO Jolie Ritzo with Dr. S. Craig Watkins (IC<sup>2</sup> Institute at the University of Texas at Austin).
- **Thursday, September 24 –**
  - *Putting Patients at the Heart of Health Care and Health Technology*, featuring Anthony Polizzi (Chief Patient Experience & Innovation Officer, CMS), Regina Holliday (Resident, Art Teacher, Artist, Muralist, Patient Rights Arts Advocate, & Founder, Walking Gallery & the Medical Advocacy Mural Project), Sarah DeSilvey (Terminology Director, Gravity Project), and Jessica Little (Chief Operating and Programs Officer, Civitas; Moderator)
  - As part of our *Public Policy Briefing*, sponsored and hosted in partnership with Troutman Strategies, there will be a fireside chat featuring Dr. Tom Keane (National Coordinator for Health IT) and Craig Behm (President & CEO of CRISP - Chesapeake Regional Information System for our Patients and Chair of the Civitas Government Relations and Advocacy Committee (GRAC))



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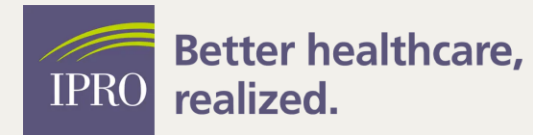
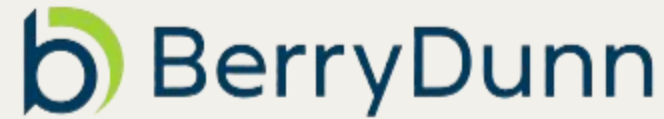
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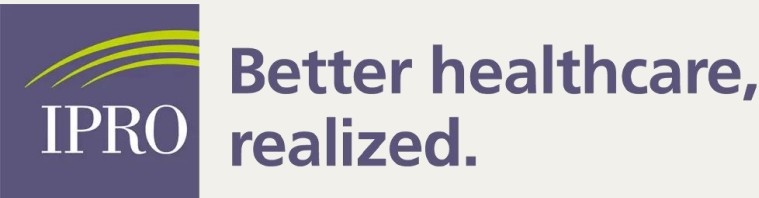
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# Thank You to Our Civitas 2026 Annual Conference Silver Sponsors



# Thank You to Our Civitas 2026 Host Committee



# Using an Integration AI Agent to Optimize Data Feeds:

Practical Lessons for Modern HIEs

Henry Vynalek and Paul Stein, CliniSync

Drew Ivan, Rhapsody

Thursday, August 27, 2026, 2:00 PM ET





# Deliver trusted data. Don't just move it.

**Drew Ivan**, *Chief Architect, Rhapsody*

- Your members expect usable data back:
  - Care delivery
  - Analytics
  - Public health
  - Operations
- Integration teams carry that with lean staffing, legacy feeds, and rising data quality demands
- Rhapsody® Axon, the integration agent built into Rhapsody and Corepoint, accelerates the work
- Customer data is never used to train AI models and is never shared with model providers



# Meet Clinisync

**Henry Vynalek** Senior Director, HIE & IT Operations, Information Security Officer

**Paul Stein** Integration Engineer

Ohio's statewide HIE:

- 150+ hospitals
- 2,000+ ambulatory providers

Real-time results delivery,  
notifications, direct EMR  
query, national network  
exchange

Analytics and quality  
reporting, powered by  
OHIP's data repository

# The service in one flow



## 1. Data arrives

Results and messages flow in from member hospitals and practices across Ohio.



## 2. Identify and match

Each record is resolved to the right person, strengthening identity resolution.



## 3. Normalize

Every message is checked and conformed to a consistent data model.



## 4. Route back

Trusted, usable data returns to the right provider or member organization.



# New data processing strategy: raising data quality without disrupting clients

## The challenge

- Shifting data processor strategy
- Stricter data model
- Limited data-quality visibility
- Risk of client disruption

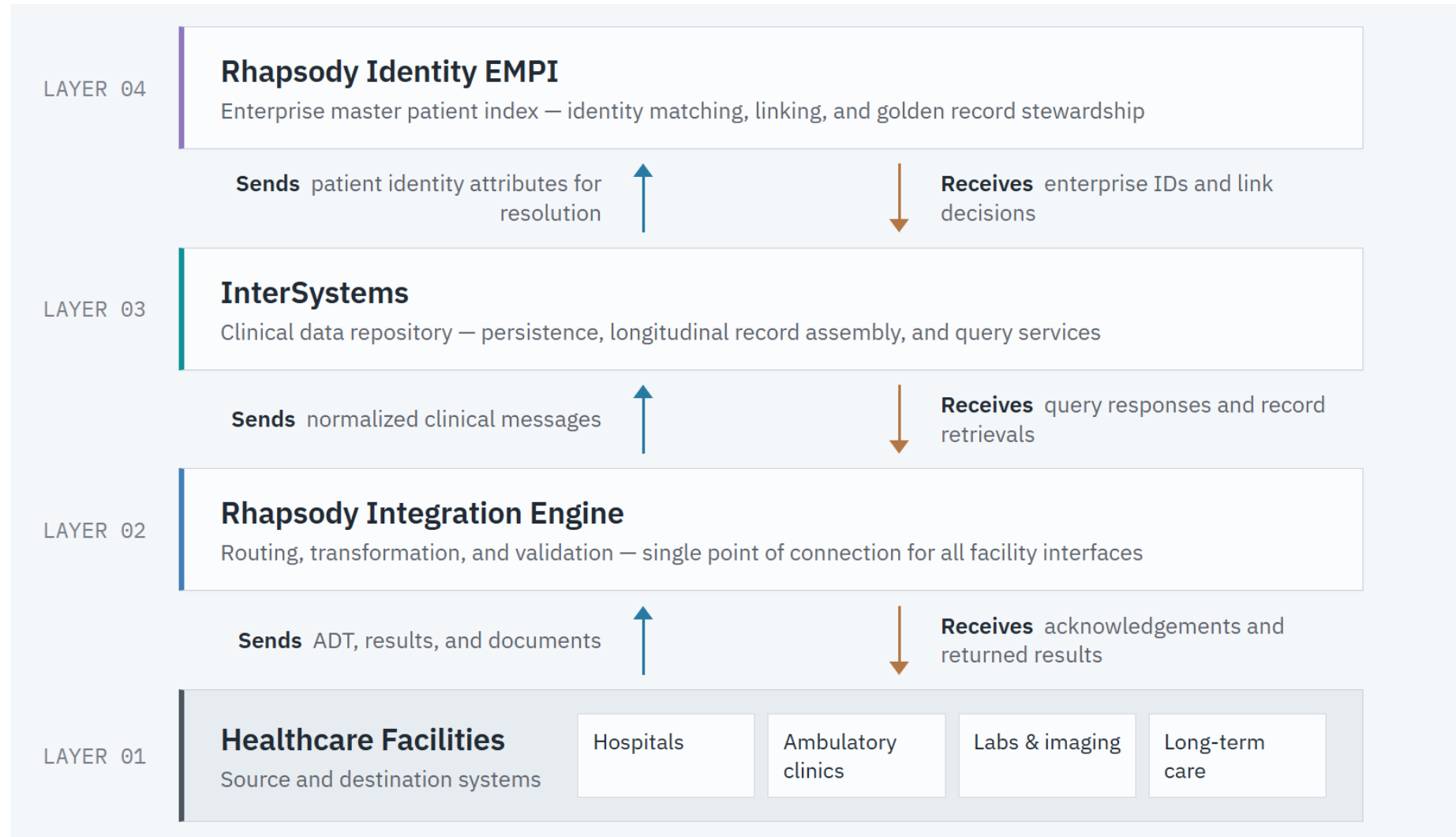
## What we needed to do

- Consistent data across systems
- Assess client impact first
- Upgrade connectivity

*The same data, maturing through the migration*



# How the CliniSync team rebuilt the pipeline, with Rhapsody® Axon



# A Deeper Dive

can you review this for efficiency, redundancy, and processing overhead concerns?

## Axon

Here's the efficiency/redundancy review of the ORU filter, plus a refactor addressing the main issue I found.

### Findings

**Redundant segment traversal (main issue):** OBR, OBX, and SPM are each looped over independently for every field rule that touches them:

- OBR is walked via `segmentExists()` **6 separate times** in the LAB branch (once each for OBR-4, OBR-5, and three times for the three OBR-15 sub-writes, plus OBR-24).
- OBX is walked **2 separate times** (OBX-3, OBX-6).
- SPM is walked **3 separate times** (SPM-4, SPM-7, SPM-8).

Since lab messages can have many OBX repeats (result panels routinely have 10–50+), this multiplies segment-repeat iteration overhead unnecessarily. All the fields for a given segment should be applied within a single pass over that segment's repeats.

**Redundant field-populated checks on OBR-15:** The three OBR-15 sub-writes ( .1.3, .4.3, .6.3 ) all target the *same field* ( OBR-15 ), so `isFieldPopulated()` — which itself calls `numberOfComponents()` / `numberOfSubcomponents()` and loops through them — is being recomputed three times per OBR repeat for a result that's identical all three times.

`isFieldPopulated()` **overhead is otherwise reasonable:** it only enumerates the actual number of components/sub-components present (not a hardcoded max), so it isn't doing wasted work per field — the only inefficiency is calling it repeatedly for the same field, as noted above.

**PID rules and ORC-29 lookup are already efficient** — single, non-repeating field checks with no redundant calls.

### Recommended fix

Consolidate the per-segment field rules into mapping tables and apply them in a single pass per segment, caching the `isFieldPopulated()` result per unique field within that pass:



# Advice for other HIEs

Practical guidance from the CliniSync team

- Using a directed normalization strategy conforms the data at the lowest level
  - Enables more efficient interactions with health plans, state organizations, acute/ambulatory systems, and other downstream systems
- Offering a variety of connectivity methods reduces onboarding friction
- Allow for community dialogue on data quality

# Questions?



# Meet Rhapsody at the 2026 Civitas Annual Conference

Sept 21–24, 2026 | Crystal City, VA | 750+ HIE, HDU, CIE, RHIC Leaders

**MON, SEPT 21** | Hear more from CliniSync at the HIE Value Series Pre-Conference  
*From Interoperability to Data Delivery. How State HIEs Address Data Quality*

**TUES, SEPT 22** | Join Rhapsody for lunch from 12 to 1 p.m. at Ruth's Chris Steak House

Reserve your spot  
at the Civitas lunch→



Request a demo  
of Rhapsody Axon →





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[www.civitasforhealth.org](http://www.civitasforhealth.org)