

Transforming Health Information Exchange for Whole-Person Care in Georgia

Industry: Health and Community Information Exchange (HIE/CIE) | November 2025



"With Ready Computing, GaHIN was able to further its mission to improve care through connections. Channels360 allowed us to implement statewide seamlessly, but more importantly it opened the door to truly link the clinical with the social. Today, we can follow a person's journey from hospital to housing, from behavioral health to community care, helping to ensure that nothing falls through the cracks. That is what whole-person care looks like in action, and that is what makes this partnership so powerful for Georgia."
-Dr. Denise Hines, PMP, FHIMSS, Executive Director, Georgia Health Information Network (GaHIN)

THE CHALLENGE

The Georgia Health Information Network (GaHIN) faced the critical task of migrating from a legacy platform to InterSystems Healthshare without disrupting statewide services. At the same time, GaHIN needed to:

- Expand exchange reach through Carequality and the eHealth Exchange.
- Enhance registry reporting with more accurate, timely data.
- Improve reliability and scalability for millions of queries.
- Deliver smarter, analytics-backed alerts to providers and public health agencies.

THE SOLUTION

Ready Computing implemented Channels360 as the backbone of GaHIN's statewide migration and expansion, now branded as Georgia Unify. The platform enabled a seamless migration to InterSystems HealthShare with no service disruptions.

With Channels360, GaHIN achieved:



Improved data quality and identity management, ensuring schema conformance and reliable statewide feeds.



Expanded connectivity, optimizing query flows while extending reach through Carequality and eHealth Exchange.



Operational resilience, with Ready Computing's managed services providing continuous monitoring, performance tuning, and rapid incident response.



Population-level workflows and smarter alerts, engaging providers and registries proactively through analytics.

GAHIN'S IMPACT

19 Million+

Patients Queries Annually

100 Million+

ADT Messages Processed Annually

22 Million+

Documents Exchanged Each Year

25 Million+

Alerts Generated Annually

THE RESULTS

With Channels360 in place, GaHIN transformed the scale and impact of its statewide exchange.

Broader Connectivity

- ✓ First-in-the-nation integration of housing, behavioral health, and correctional data alongside clinical records.

Better Public Health Reporting

- ✓ Improved registry submissions (e.g., Alzheimer's, birth defect programs) and groundbreaking initiatives like the Red Blood Cell Antibody Data Sharing Project, reducing transfusion risks.

Reliability at Scale

- ✓ Continuous monitoring ensures low latency and stability across millions of statewide queries and alerts.

Actionable Intelligence

- ✓ Analytics-backed alerts and patient cohorting tools, empowering clinicians to intervene earlier and more precisely.



ABOUT GAHIN

The Georgia Health Information Network (GaHIN) stands today as one of the nation's most innovative Health Information Exchanges, supported by technologies from InterSystems and Ready Computing. Founded in 2013 through HITECH funding, GaHIN has become a trusted statewide infrastructure moving millions of records every year while advancing the vision of whole-person care.

With the launch of Georgia Unify—built on Ready Computing's Channels360 platform—GaHIN extended its mission beyond clinical records to include housing, behavioral health, correctional services, and social care data. This closed-loop referral system allows providers across the continuum of care to coordinate support and ensure that every patient connection is tracked and completed.

Under the leadership of Dr. Denise Hines, PMP, FHIMSS, recognized among the Most Influential Minority Executives in Healthcare (2025), GaHIN continues to set the standard for innovation in health information exchange.



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