

GNYHA Relaunches Health Services Resource Directory: HITEsite.org

The Greater New York Hospital Association (GNYHA) has relaunched its Health Information Tool for Empowerment (HITE) website, www.hitesite.org, an online resource directory available to NQP partners and the public that contains descriptions and contact information of more than 5,000 New York health and social service organizations from New York City's five boroughs and Nassau and Suffolk Counties.

The new website features streamlined search functionality, personalization options, and a mobile-friendly interface for those who access the site on a phone or tablet. Improvements were also made to the categories and keyword search tools, making the website's information more accessible. Patients can search for local services, and organizations use it to connect patients to programs, complete community needs assessments, identify local partners for collaboration, and improve care for New York's neediest residents.

The HITE was first developed in 2005 to provide a public, centralized source of searchable, up-to-date information on community-based health and social services accessible to low-income, under-insured and uninsured New York residents. Most programs in the directory are public or not-for-profit and are free, low-cost, covered by Medicaid and sliding fee scale, or otherwise accessible to those in need.

The website's new features were developed in response to feedback from hospital- and community-based users who increasingly use the tool as part of Medicaid Health Homes, Patient-Centered Medical Home (PCMH), and Delivery System Reform Incentive Payment (DSRIP) program workflows.

HITE staff members are available to provide in-person demonstrations for those interested in using or advocating for the tool. Demonstration requests can be directed to HITE@gnyha.org.