



KLAS First Look

# Malaffi

EXCHANGING PATIENT DATA IMPROVES CARE



# FIRST LOOK



Separating fact from fiction



## What Does Malaffi Do?

Arabic for "my file," Malaffi is a health information exchange (HIE) platform that connects public and private healthcare providers in the Emirate of Abu Dhabi, in the United Arab Emirates. As a strategic initiative of the Department of Health-Abu Dhabi, Malaffi's goal is to provide meaningful, real-time exchange of patient data between providers to improve outcomes and care quality. This spotlight examines the experiences of Malaffi's early adopters.

## Number of Organizations Interviewed by KLAS

13 individuals from 11 unique organizations  
(from a list of their largest, most advanced organizations)

## Makeup of Interviewed Healthcare Providers

Clinics, hospitals, health systems, and other healthcare facilities

## Outcomes Expected by Organizations

Achieved  
  Pending  
  Not achieved  
  Unexpected outcome

- Prevention of unnecessary repetitive testing
- Higher quality, more accurate care
- Easy access to patient data from other providers

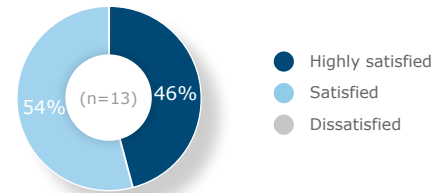


### Bottom Line

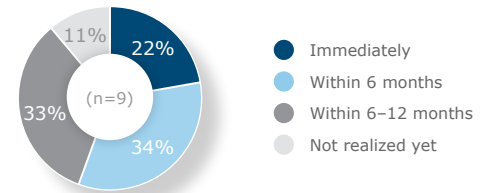
Malaffi stakeholders speak highly of the vendor's team and are extremely likely to recommend the platform to others. Organizations feel the data they have access to provides value. Some organizations have yet to resolve integration issues that have been challenging; they are optimistic about the future and hopeful for continued feature development.

## Malaffi User Experience: An Initial Look

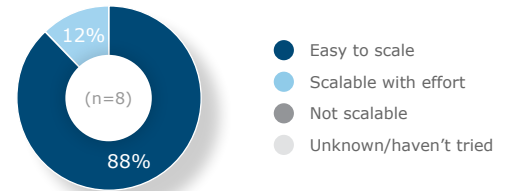
### Overall Satisfaction



### Time to See Outcomes



### Scalability



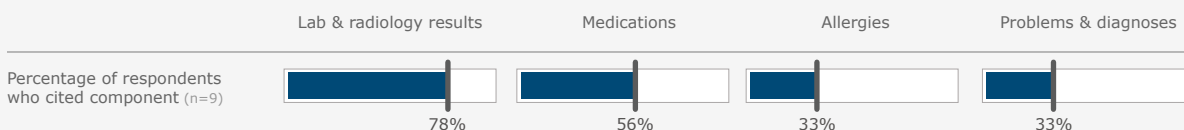
### Malaffi Performance (1-9 scale)

Supports integration goals	Product has needed functionality	Executive involvement	Would recommend to a friend
B- (n=8)	B- (n=11)	A (n=11)	A+ (n=11)

#### Grading Scale

A+ = 8.55-9.0	C = 6.39-6.74
A = 8.19-8.54	C- = 6.12-6.38
A- = 7.92-8.18	D+ = 5.85-6.11
B+ = 7.65-7.91	D = 5.49-5.84
B = 7.29-7.64	D- = 5.22-5.48
B- = 7.02-7.28	F = <5.22
C+ = 6.75-7.01	

## Most Useful Components of Patient Summary Screen as Identified by Respondents



Note: While Malaffi offers procedures, encounter lists, and demographic data, users identified other patient data components as being the most useful.

# FIRST LOOK

## Strengths

- Organizations are highly likely to recommend Malaffi
- Excellent team interacts well with users
- Access to patient data is valuable



"Malaffi is an incredible system. I find it to be really useful. Being able to bring health information from different facilities together is infinitely valuable. A lot of the challenges that we face are internal. The system is really well designed. Once we have the patient data, the interface is intuitive. The data that is presented is meaningful. There isn't a lot of fluff; everything is direct and to the point." —Physician

## Challenges

- Integration of some data elements has been challenging for some, and not yet achieved by others
- Organizations would like continued functionality enhancements, e.g., a portal with physician notes



"The clinical notes are still pending on Malaffi's side. . . . The clinical notes and discharge summary are not available in Malaffi's system at the moment, but once those are available, that will increase the physicians' usage." —CIO

## KLAS' Points to Ponder



### Mike Davis

HCIT market research and analysis expert with 40+ years of experience

**The Positives:** Health information exchanges (HIEs) provide significant advantages for both patients and physicians for supporting healthcare across disparate modalities of care. The current state of Malaffi's HIE for connecting the majority of Abu Dhabi's healthcare systems is a great foundation for improving care across this emirate. HIEs improve patient safety and outcomes and help reduce duplicate diagnostic testing. Patient satisfaction will also be increased.

Organizations should consider the following:

### The Future of HIEs in Healthcare

COVID-19 has further proven the benefits of enabling provider access to patient information that resides in disparate EHR environments. The ability to quickly access patients' most current diagnostic test results, medications, vital signs, physician notes, and diagnostic images improves patient safety, care quality, and outcomes.

### Impacts and Tradeoffs of the Underlying Technology

Orion Health HIE is the foundation architecture for the Malaffi HIE. The Rhapsody Integration Engine is used to facilitate data integration from systems within the HIE. The Orion Health HIE platform has several US and global implementations to validate its performance and security/confidentiality credentials.

### EHR Integration with HIEs Is Critical

HIEs can only be optimized when they create EHR integration that provides physicians with all the patient information in their networks needed to deliver high-quality care. The ability to use SMART on FHIR APIs to exchange information between an HIE and EHRs in the healthcare delivery network will enable the highest levels of healthcare service.

### The Patient Focus Component of HIEs

As healthcare transitions to patient-focused services, it will be important for HIEs to provide a patient portal that is intuitive to use and provides mobile phone applications for iOS and Android. HIEs that drive high levels of patient engagement and satisfaction are likely to be successful and have long-term viability.

## Malaffi: Company Profile at a Glance

**Years in Healthcare:** Two

**Headquarters:** Abu Dhabi

**Facilities Connected to HIE:** 715, with 2,059 under contract and ~30,000 end users with access

**Number of Employees:** 70+

### How would facilities describe your solution?

Malaffi allows access to the most important information from patients' medical histories and helps clinicians form a 360-degree image of the patient within a very short time, with a click of a button. This increases overall efficiency, improves coordination of care, helps clinicians make better-informed and safer clinical decisions, avoids duplication of services, and increases the overall quality of the provided care. The patient experience is improved as patients do not have to look for their past medical information, recite details from their history, or repeat procedures.

## Additional Insights

"Malaffi's system brought in value for the money we spent because we are contributing to a lot of savings in terms of not letting our physicians provide lab tests or medications that have been prescribed by another provider. With Malaffi's system, we have that visibility that we previously didn't have, especially for patients who went to another facility first and then came to us. We don't have to do unnecessary tests. There is a lot of value here, and once Malaffi comes out with the patient portal, I will be even more satisfied. Based on what Malaffi has in store, the future is pretty exciting." —CIO

"Often, we as primary care providers need information on infectious diseases and mental health. Getting that information is really simple. We just click, select our relationship, and then move forward. The functionality is nice." —Physician

# REPORT INFORMATION

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KLAS data and reports represent the combined opinions of actual people from healthcare organizations regarding how their vendors, products, and/or services perform against their organization's objectives and expectations. KLAS findings are a unique compilation of candid opinions and are real measurements representing the feedback of interviewed individuals. The findings presented are not meant to be conclusive data for an entire client base. Significant variables—including a respondent's role within their organization as well as the organization's type (rural, teaching, specialty, etc.), size, objectives, depth/breadth of software use, software version, and system infrastructure/network—impact participants' opinions and preclude an exact apples-to-apples vendor/product comparison or a finely tuned statistical analysis.

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## Note

The findings presented are not meant to be conclusive data for an entire client base. Performance scores may change significantly when additional healthcare organizations are interviewed, especially when the existing sample size is smaller, as in an emerging market with a small number of live clients.



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## Our Mission

Improving the world's healthcare through collaboration, insights, and transparency.

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