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GROUP

Michigan Five-Year Health IT Roadmap

Give All Kids a Healthy Start:

Information Technology Needs and Gaps for Maternal, Infant and Children's Services



September 30, 2020

CedarBridge Group Facilitators



Vatsala Pathy
Senior Consultant

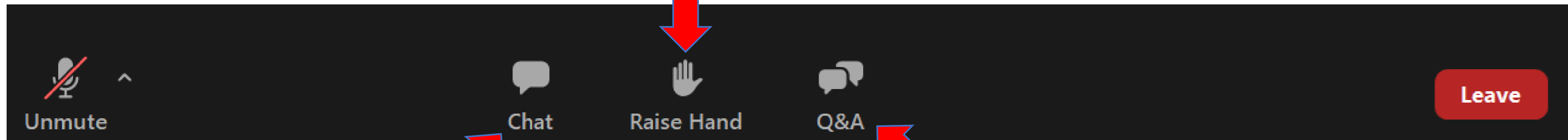


Don Ross
Director



Audio and Chat Controls

To respond verbally use the **Raise Hand** option, and our facilitators will unmute you.



Use the **Chat** to engage with all participants

Use the **Q&A** option when you have a question for the facilitators

Participating in the Virtual Forum

- If you would like to respond verbally to a question:
 - “Raise hand” in the participant box and facilitator will call on you;
 - State your name / organization, and begin speaking; **OR**
 - Input your response in the chat
- Ask clarifying questions in the Q&A box, if needed
- To emphasize someone’s point, you may “stack” in the chat box (i.e. “+++” when you agree with what is being said)



Quick Poll #1



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A Message from the MDHHS Director

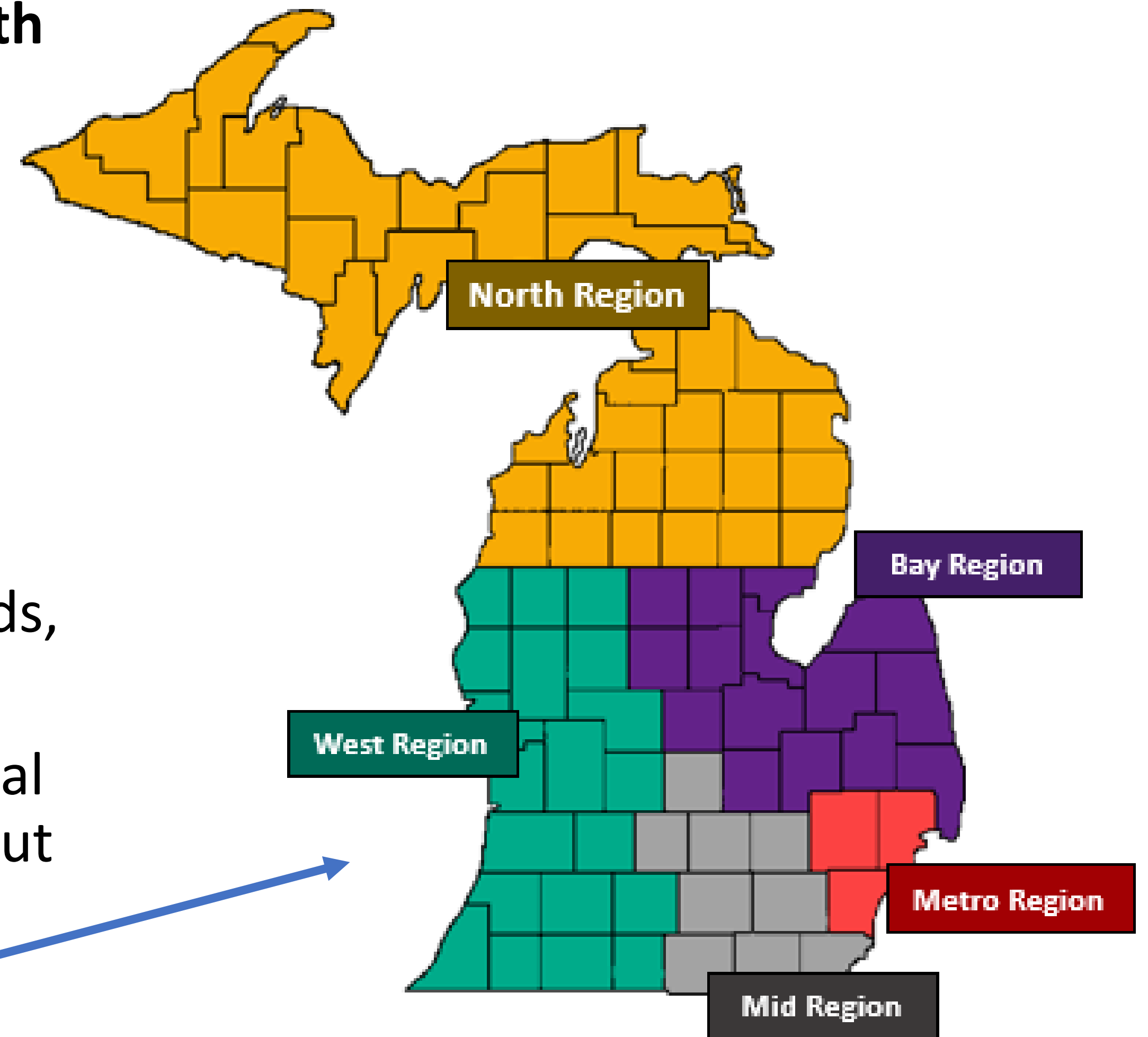
ROBERT GORDON, DIRECTOR

Robert Gordon serves as the director of the Michigan Department of Health and Human Services, where he oversees Medicaid programs, Children's Protective Services, food assistance, public health and many other statewide health and human services programs.



Virtual Stakeholder Forums: Process

- **16 online forums will be held between September 15th – November 4th** to inform the next Statewide Health Information Technology Roadmap
- Hosted by Michigan Department of Health & Human Services (MDHHS) and Michigan Health Information Technology Commission (HITC)
- Two forums will be focused on each of eight themes
 - First forum for each theme will focus on data needs, data gaps, and “current state” for health IT
 - Second forum for each theme will focus on regional opportunities and challenges, with virtual break-out sessions for each of the five regions on this map (consolidated from [MI Prosperity Regions](#))



Maternal, Infant and Children's Services: Data Needs & Gaps, and the Current Impact of Health IT

Purpose

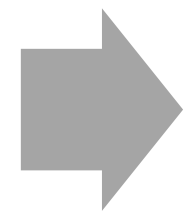
- Hear from stakeholders and members of the community
- Learn about current priorities and challenges of organizations in Michigan
- Learn about the current use of data and health IT for supporting maternal, infant and children's (MIC) service provider objectives, including but not limited to:
 - Bidirectional communication; event notifications and alerts
 - Social risk and needs screenings, assessments, interventions
 - Care coordination/case management and streamlining eligibility and benefits
 - Access to information for child welfare programs, medication management, and other systems

Give All Kids a Health Start:

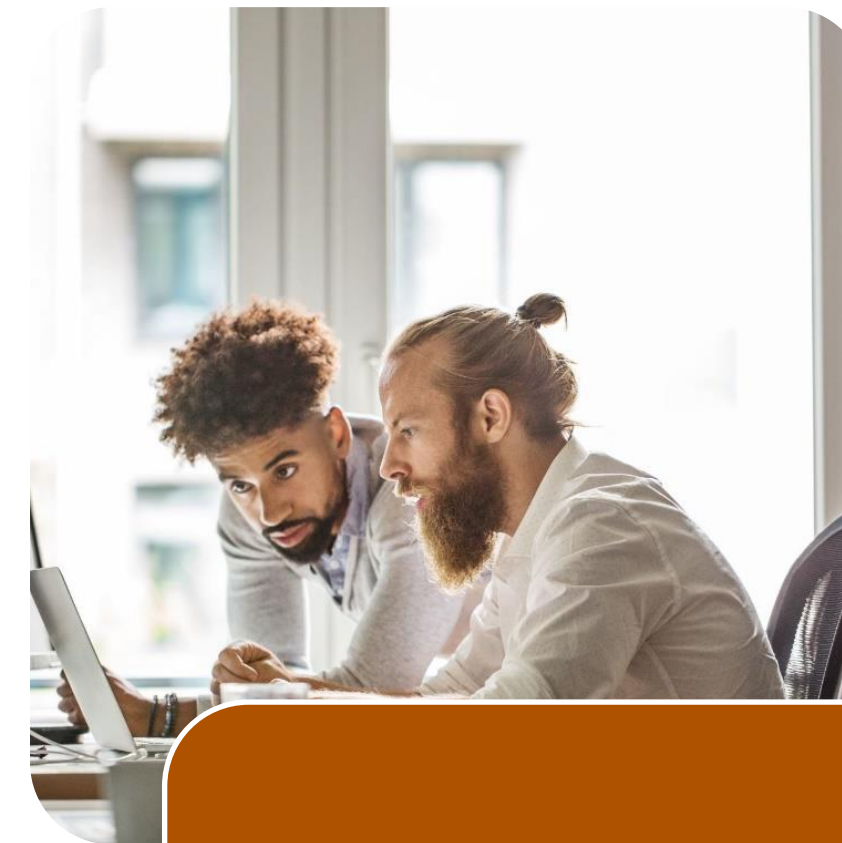
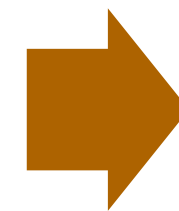
Health Information Technology for Maternal, Infant and Children's Services



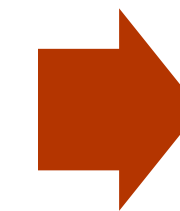
Vision for a
Five-Year
Health IT
Roadmap



What are
your
health IT
priorities?



MIC
Services
Today



Wrap Up
and Next
Steps

Vision for a Five-Year Health IT Roadmap



Renee Smiddy, MSBA
Senior Policy Director, Michigan Health and Hospital Association
Michigan Health Information Technology Commission

Vision for a Five-Year Health IT Roadmap: A Brief History

2005

- Governor Jennifer Granholm announces efforts to explore the role of IT in healthcare transformation and improving care outcomes
- The Michigan Department of Community Health and Department of Information Technology are charged with convening stakeholders to develop a strategy

2006

- 200+ healthcare stakeholders are convened
- The “Conduit to Care” strategy document is published
- The legislature establishes the Health IT Commission
- Federal and state funding is secured to implement plans

Vision for a Five-Year Health IT Roadmap: Strategic Planning During a Global Pandemic

2019

- The Health IT Commission adopts a resolution to update the “Conduit to Care” strategy
- The Michigan Health Endowment Fund awards funding for the development of an updated Statewide Health IT Roadmap

2020

- The coronavirus pandemic causes engagement and discovery for the Statewide Roadmap to be reimagined for virtual spaces
- 650+ healthcare, social service, community nonprofits, state and local agencies and consumer stakeholders are engaged.....THANK YOU!
- Virtual forums, surveys, and interviews will inform the planning process

Principles for Updating the Statewide Health IT Roadmap

Align

- Business strategies
- Priorities



Leverage Existing Investments

- Identify and add value to local efforts
- Maximize benefit from existing tools



Shared Goal: Interoperability

Validate Input

- Share draft recommendations
- Solicit public comment



Inclusivity

- Create spaces for broad feedback
- Conduct comprehensive environmental scan



Connecting Virtually to Develop a Five-Year Health IT Roadmap



Healthcare Stakeholders



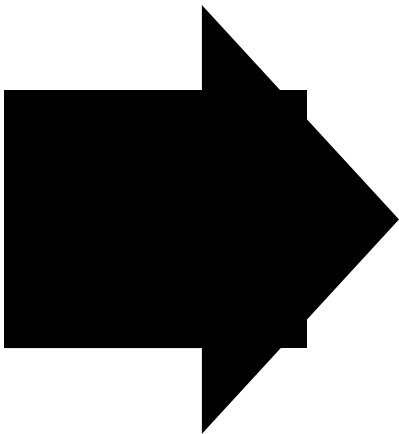
Social Service Stakeholders



Government Agencies



Consumers/Advocates



Virtual Outreach and Engagement

Virtual Forums

Electronic Surveys

Phone Interviews

Partner Communication Tools

Social Media

Roadmap Development Process

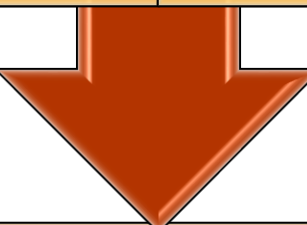
Learning from the past: Principles in the Conduit to Care report

Privacy and security are paramount

Data for clinical care processes

Regional-level efforts are critical

Collaboration leads to achievable and measurable initiatives



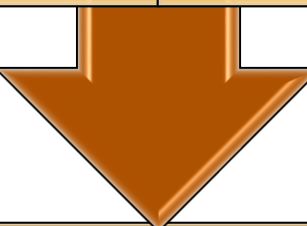
Considering today's needs: What are your experiences?

In your workplace

In your personal life

With your friends, family and in your community

With the coronavirus pandemic



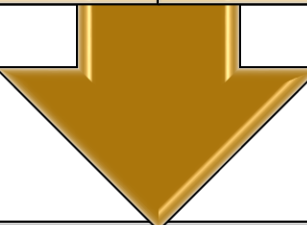
Collaborating on shared solutions: Roadmap development

What tools are in use today?

What are the opportunities to improve the delivery of care?

In what ways can social determinants of health, racial inequities and health disparities be addressed?

How can we achieve greater interoperability?



Addressing tomorrow's challenges: Roadmap implementation

Strategies to reduce disparities

Prioritization of digital and IT tools

Address the Quadruple Aim

Create value

Maximize the impact of public-private partnerships

Identify and integrate funding mechanisms

Amplify the role of governance to promote interoperability

Strategic Alignment



Quick Poll #2 and Discussion



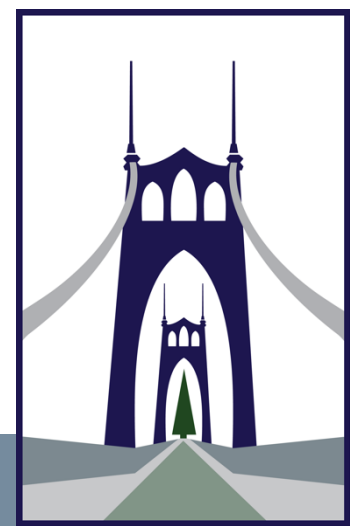
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Quick Poll #3 and Discussion



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Quick Poll #4 and Discussion



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Quick Poll #5 and Discussion



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Situational Scenario for Discussion



- Desiree, 24, and baby Dominic, 8 weeks
- Live with Desiree's older cousin Cheryl in an apartment
- Currently looking for work after losing her job
- Her only source of income is unemployment benefits; both she and Dominic are on Medicaid
- Desiree has struggled with breast feeding Dominic due to inconsistent latching
- She has arguments with her cousin about Cheryl's lifestyle and friends, and wants to move out, but cannot afford to pay for housing on her own

Wrap Up & Next Steps



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High Level Timeline for Roadmap Development Process



Remaining Stakeholder Forums & Dates

Register at: <https://bit.ly/32uM6gJ>

Title	Discovery Forum	Regional Forum
Reflections on Public Health During a Global Pandemic: <i>Information Technology Needs and Gaps for Public Health</i>	September 15, 2020 1:00 – 3:00 PM Eastern	October 20, 2020 1:00 – 3:00 PM Eastern Registration: https://zoom.us/webinar/register/WN_RYzYkP5eSIWL-vYK00wBeA
Coordinating During Crisis: <i>Information Technology Needs and Gaps for Emergency Services</i>	September 16, 2020 1:00 PM – 3:00 PM Eastern	October 21, 2020 1:00 PM – 3:00 PM Eastern Registration: https://zoom.us/webinar/register/WN_--jwjMgqTIS9WWnb3_jZUg
Connecting All Points of Care: <i>Information Technology Needs and Gaps for Behavioral Health Services</i>	September 17, 2020 1:00 PM – 3:00 PM Eastern	October 22, 2020 1:00 PM – 3:00 PM Eastern Registration: https://zoom.us/webinar/register/WN_WACJTlaZQLGdBO3YT3_Qtg
Using Data to Drive Outcomes: <i>Information Technology Needs and Gaps for Quality Improvement Efforts</i>	September 21, 2020 1:00 PM – 3:00 PM Eastern	October 27, 2020 1:00 PM – 3:00 PM Eastern Registration: https://zoom.us/webinar/register/WN_LU9KtX7fTP6RaQgQ1PW1qA

Remaining Stakeholder Forums & Dates

Register at: <https://bit.ly/32uM6gJ>

Title	Discovery Forum	Regional Forum
Bridging the Digital Divide: <i>Information Technology Needs and Gaps to address Racial Disparities and Social Determinants of Health</i>	September 23, 2020 1:00 PM – 3:00 PM Eastern	October 28, 2020 1:00 PM – 3:00 PM Eastern Registration: https://zoom.us/webinar/register/WN_1Ku_2f31QgK6bjXUYc5pzg
Resident and Advocate Perspectives on Health IT for Person-Centered Care: <i>Consumer perspectives on Health IT, Digital Health Solutions and patient access to data.</i>	September 24, 2020 1:00 PM – 3:00 PM Eastern	October 29, 2020 1:00 PM – 3:00 PM Eastern Registration: https://zoom.us/webinar/register/WN_3fAw2R9Q-qSJl1j3yQ3TA
Coordinating Care for the Vulnerable: <i>Information Technology Needs and Gaps for Aging and Disability Services</i>	September 29, 2020 1:00 PM – 3:00 PM Eastern	November 2, 2020 1:00 PM – 3:00 PM Eastern Registration: https://zoom.us/webinar/register/WN_Ataj-TsgQqaMzR9kdP7fcg
Give All Kids a Healthy Start: <i>Information Technology Needs and Gaps for Maternal, Infant and Children’s Services</i>	September 30, 2020 1:00 PM – 3:00 PM Eastern	November 4, 2020 1:00 PM – 3:00 PM Eastern Registration: https://zoom.us/webinar/register/WN_ggK1Osu1TSqwZ2BlvtNEpg

Roundtable Discussion



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Thank you!

For questions or feedback, please email:
miroadmap@cedarbridgegroup.com

For more information, visit the HITC website: <https://bit.ly/32uM6gJ>



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Appendix Slides

Quick Poll Questions



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Quick Poll #1 Question

What type of organization do you represent?

- ☐ Pediatric organization
- ☐ School-based health services
- ☐ Maternal and infant health services
- ☐ State Agency
- ☐ Health Information Exchange/Health IT
- ☐ Hospitals and Health Systems
- ☐ Primary Care
- ☐ Payer
- ☐ Behavioral Health
- ☐ Other (please describe in the **Chat starting with “Q1”**)

Quick Poll #2 Questions

What services does your organization provide? (select all that apply)

- ☐ School health services
- ☐ Primary care office
- ☐ Home visits
- ☐ Pediatrics
- ☐ Obstetrics
- ☐ Substance use disorder treatment
- ☐ Mental health
- ☐ Other (please describe in the **Chat starting with “Q2”**)

When assessing clients’ needs, how does your organization collect data or record the results of the assessment? (select all that apply)

- ☐ On a paper assessment form
- ☐ On a computer, where data then needs to be entered in a separate system/database
- ☐ On a computer where data is automatically captured and stored in our database
- ☐ Through a mobile app
- ☐ Patient or caregiver reported through a paper form submission
- ☐ Patient or caregiver reported through an electronic form submission process
- ☐ Other (please describe in the **Chat starting with “Q3”**)

What digital health tools would aid maternal and infant health providers during home visiting services? (select all that apply)

- ☐ Laptops or tablets
- ☐ Laptops or tablets with broadband internet access or data plans
- ☐ Mobile phones
- ☐ Apps (e.g., WIC Connect, OVIA, Sprout, Mahmee)
- ☐ Remote diagnostic testing devices
- ☐ Wearables (e.g., heart rate monitor, steps walked, blood pressure)
- ☐ Closed-loop referrals platforms for community-based organizations (e.g., Aunt Bertha, Unite Us, NowPow, Healthify)
- ☐ Other (please describe in the **Chat starting with “Q4”**)

Quick Poll #3 Questions

After completing a client assessment, where is the data ultimately stored? (select all that apply)

- ☐ It is filed in paper form in a secure facility
- ☐ It is stored on the assessor's secure computer
- ☐ It is stored on the organization's secure database
- ☐ It is stored on a secure third-party organization's database
- ☐ On state-owned data systems
- ☐ Other (please describe in the **Chat starting with "Q5"**)

Is your organization able to run care management or population health analysis on client data?

- ☐ Yes
- ☐ No
- ☐ Unsure

Is your organization planning to invest in capabilities to run more advanced care management or population health analysis on client data?

- ☐ Yes
- ☐ No

Quick Poll #4 Questions

What other data or health information sources is your organization accessing for your clients? (select all that apply)

- ☐ State data and information systems
- ☐ Care Connect 360
- ☐ School or educational data and information systems
- ☐ Immunization records
- ☐ Community-based organization referral directory
- ☐ Hospital information systems
- ☐ Regional health information exchange
- ☐ MiHIN
- ☐ Other (please describe in the **Chat starting with “Q8”**)

What additional information or systems does your organization need to access to improve service delivery and care management? (select all that apply)

- ☐ State data and information systems
- ☐ Care Connect 360
- ☐ School or educational data and information systems
- ☐ Immunization records
- ☐ Community-based organization referral directory
- ☐ Hospital information systems
- ☐ Regional health information exchange
- ☐ MiHIN
- ☐ Other (please describe in the **Chat starting with “Q9”**)

How is information shared among care providers inside and outside of your organization when a client has a substance use disorder (SUD)? (select all that apply)

- ☐ We do not share SUD information with other care providers
- ☐ We do not share SUD information outside our organization with other care providers
- ☐ We only share SUD information with other care providers in emergency or crisis situations
- ☐ We utilize the Protected Health Information (PHI) Consent Tool to navigate appropriate SUD information sharing
- ☐ We utilize an IT tool or program for determining appropriate information sharing (i.e., a consent management tool)
- ☐ Our IT systems automatically share information with appropriate care providers based on all applicable laws and regulations
- ☐ Through a health information exchange
- ☐ Other (please describe in the **Chat starting with “Q10”**)

Quick Poll #5 Questions

Is your organization using telehealth or videoconference visit capabilities to provide services for your clients?

- ☐ Yes
- ☐ No, but we plan to start within the next 12 months.
- ☐ No, but we plan to start within the next 24 months.
- ☐ No, but we are considering this option.
- ☐ No

What areas of the maternal, infant, and child health care delivery system require *improved* electronic information sharing capabilities? (select all that apply)

- ☐ Telehealth/videoconference visits
- ☐ Electronic screening and referrals for social determinants of health (e.g., housing instability, food insecurity, justice system involved)
- ☐ Electronic devices for in-home assessments
- ☐ Real-time coordination of community support services for client needs
- ☐ Behavioral health coordination
- ☐ Chronic disease management systems and supports
- ☐ Non-emergency transportation
- ☐ Payer requirements and systems (i.e., prior authorization rules, claims reimbursements)
- ☐ Other (please describe in the **Chat starting with “Q12”**)

Quick Poll #6 Questions

How do Desiree and Dominic’s care team communicate and receive updates on their health conditions, wellbeing, goals, and individual service plans? (select all that apply)

- The nurse home visitor communicates updates through phone, fax, or email.
- The nurse home visitor communicates updates through a shared IT or electronic health record system.
- Through the Care Connect 360 App.
- Provider would receive an alert in their system.
- Do not currently receive updates until speaking with the patient at next schedule appointment.
- Case manager logs into an electronic case management platform and can see relevant update.
- Case manager calls as part of routine check-in.
- Other (please describe in the **Chat starting with “Q13”**)

What resources could your organization assist Desiree and Dominic with to improve their housing situation?

- We could not help with this situation.
- We would refer Desiree to Michigan 2-1-1.
- We would identify and refer Desiree to a community-based organization specializing in housing or income assistance
- We would connect Desiree with the local WIC agency
- Other (please describe in the **Chat starting with “Q14”**)

What additional information or data sources would be helpful to the provider assisting Desiree and Dominic during a home visit?

- Eligibility and benefits information
- Clinical health records and other care providers
- Previous social risk factors identified
- Household composition
- Community-based organization directory
- Other (please describe in the **Chat starting with “Q15”**)

Quick Poll #7 Questions

Today, how does your organization assess Desiree and Dominic’s needs, identify available services and potential interventions?

- ☐ Mostly electronic
- ☐ Partially electronic and manually
- ☐ Majority is done manually.
- ☐ Other (please describe in the **Chat starting with “Q16”**)

**If providers in your organization have concerns about Dominic’s difficulty latching and breastfeeding, how is this information shared with other care providers?
(select all that apply)**

- ☐ Through a health information exchange
- ☐ Through the Care Connect 360 App
- ☐ Through an IT system or electronic health record
- ☐ Through Desiree’s case manager or licensed clinical social worker
- ☐ Through phone, email, or fax with appropriate care providers
- ☐ Other (please describe in the **Chat starting with “Q17”**)