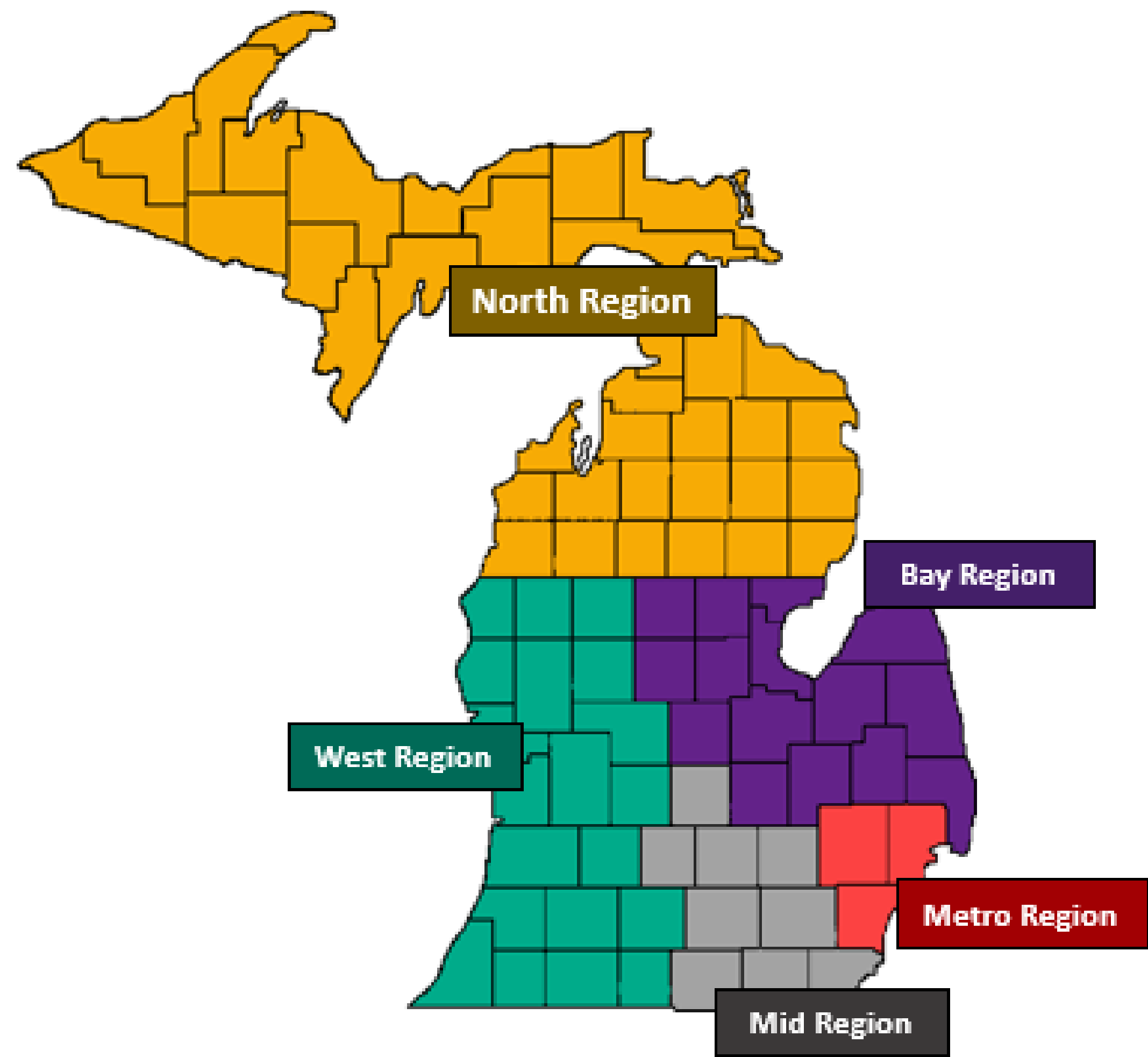# Michigan Five-Year Health IT Roadmap

Resident and Advocate Perspectives on Health IT for Person-Centered Care: *Health IT, digital health solutions, and patient access to data*

CEDARBRIDGE GROUP

MDHHS

October 29, 2020

Resident and Advocate Perspectives on Health IT

Regional Stakeholder Forum

CedarBridge Group Facilitators

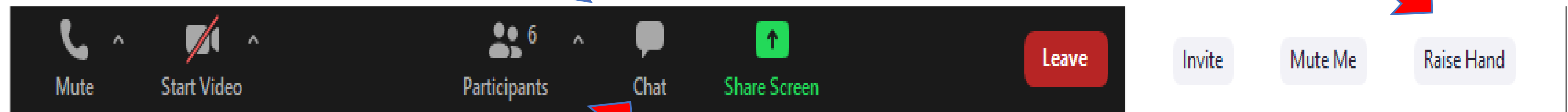Kate Kiefert
Senior Consultant

Dawn Bonder
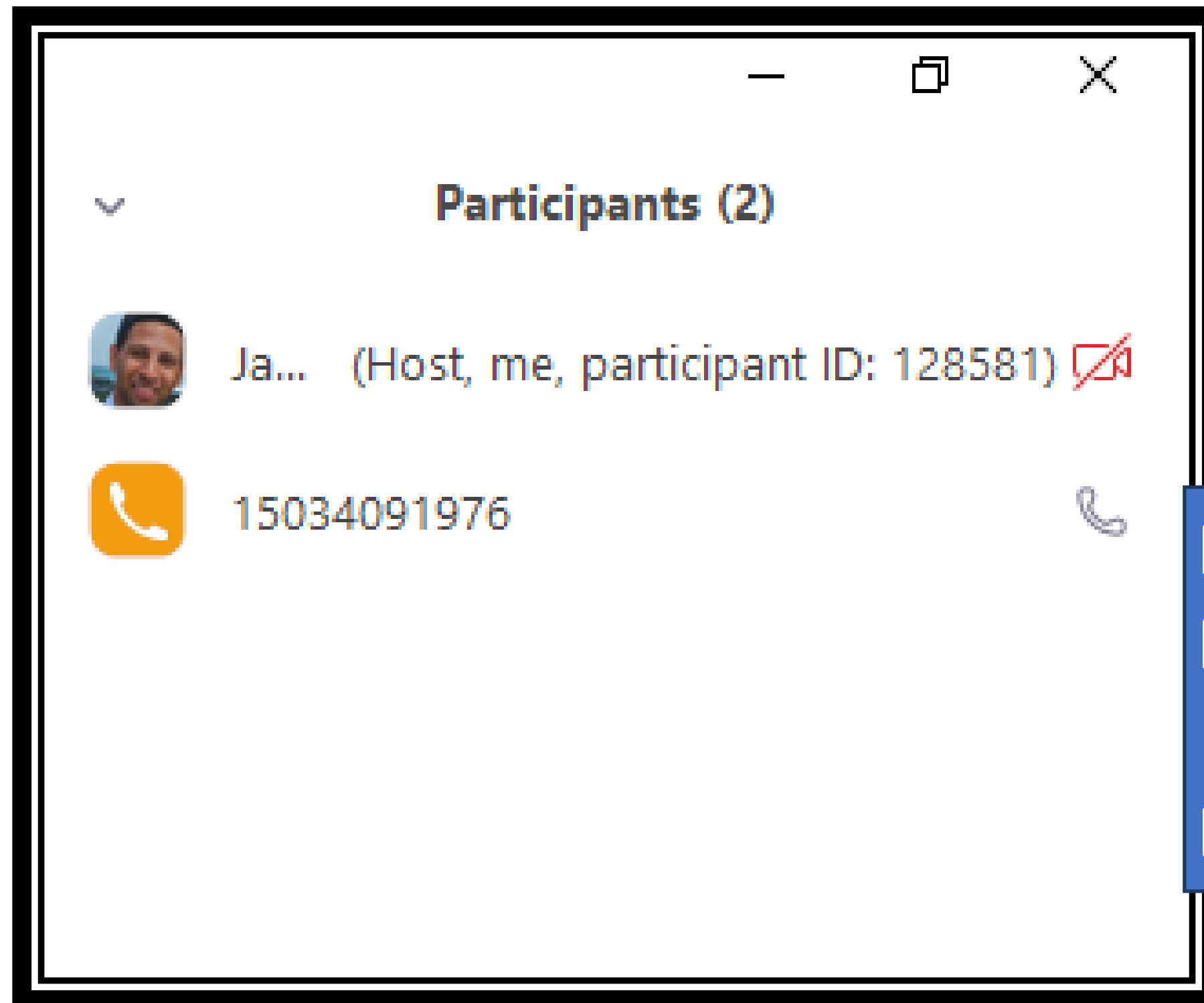**Managing Director**

Audio and Chat Controls

To respond verbally, open the Participants window and click the **Raise Hand** option, and our facilitators will unmute you.

Use the **Chat** to engage with all participants
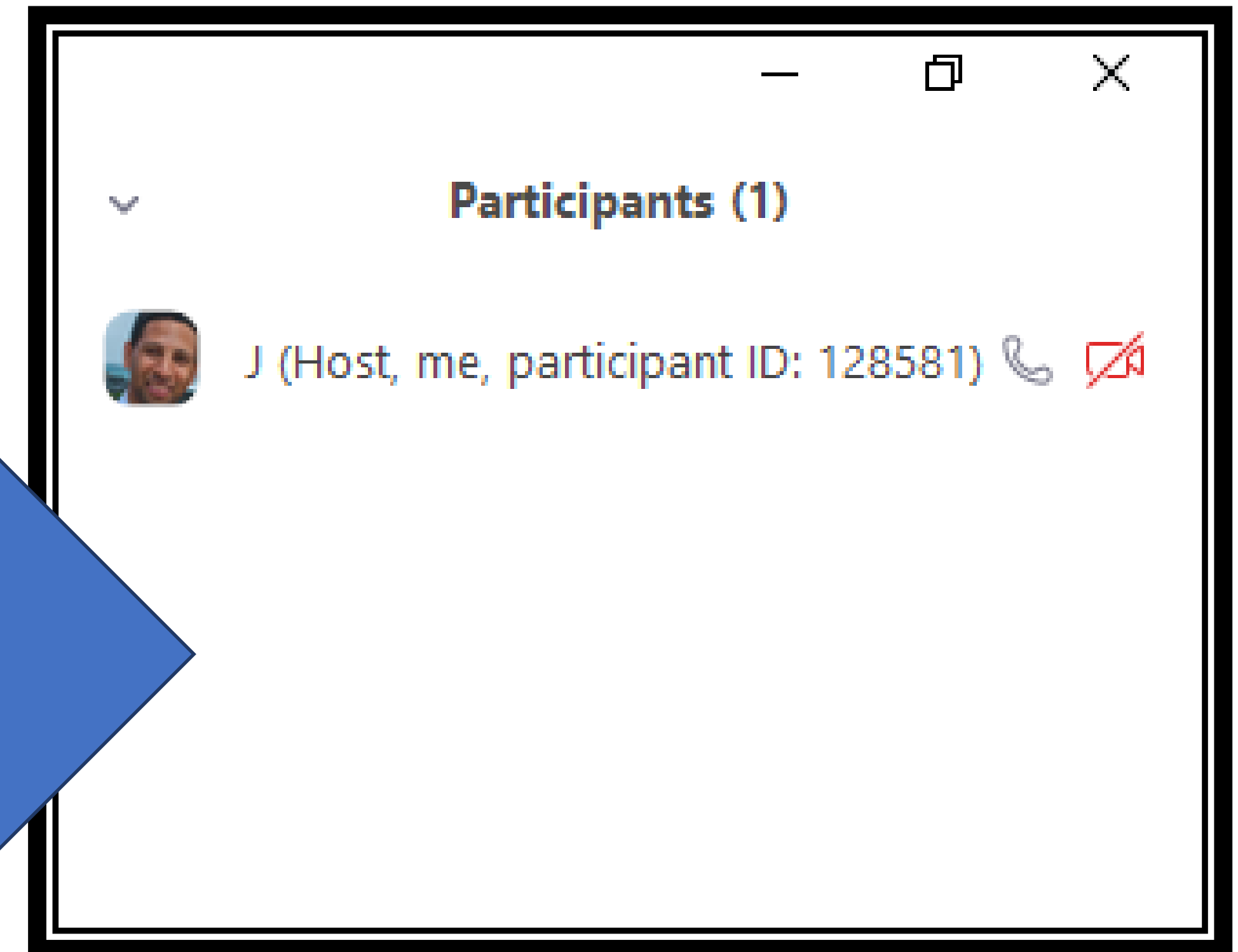
Connecting Your Phone Line

Participants (2)

Ja... (Host, me, participant ID: 128581)

15034091976

Press #, Enter your Participant ID, Press #

Example: #128581#

Participants (1)

J (Host, me, participant ID: 128581)

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

- To emphasize someone's point, you may "stack" in the chat box (i.e. "+++" when you agree with what is being said)

- Interactive polling will be used to collect and display your input in real-time
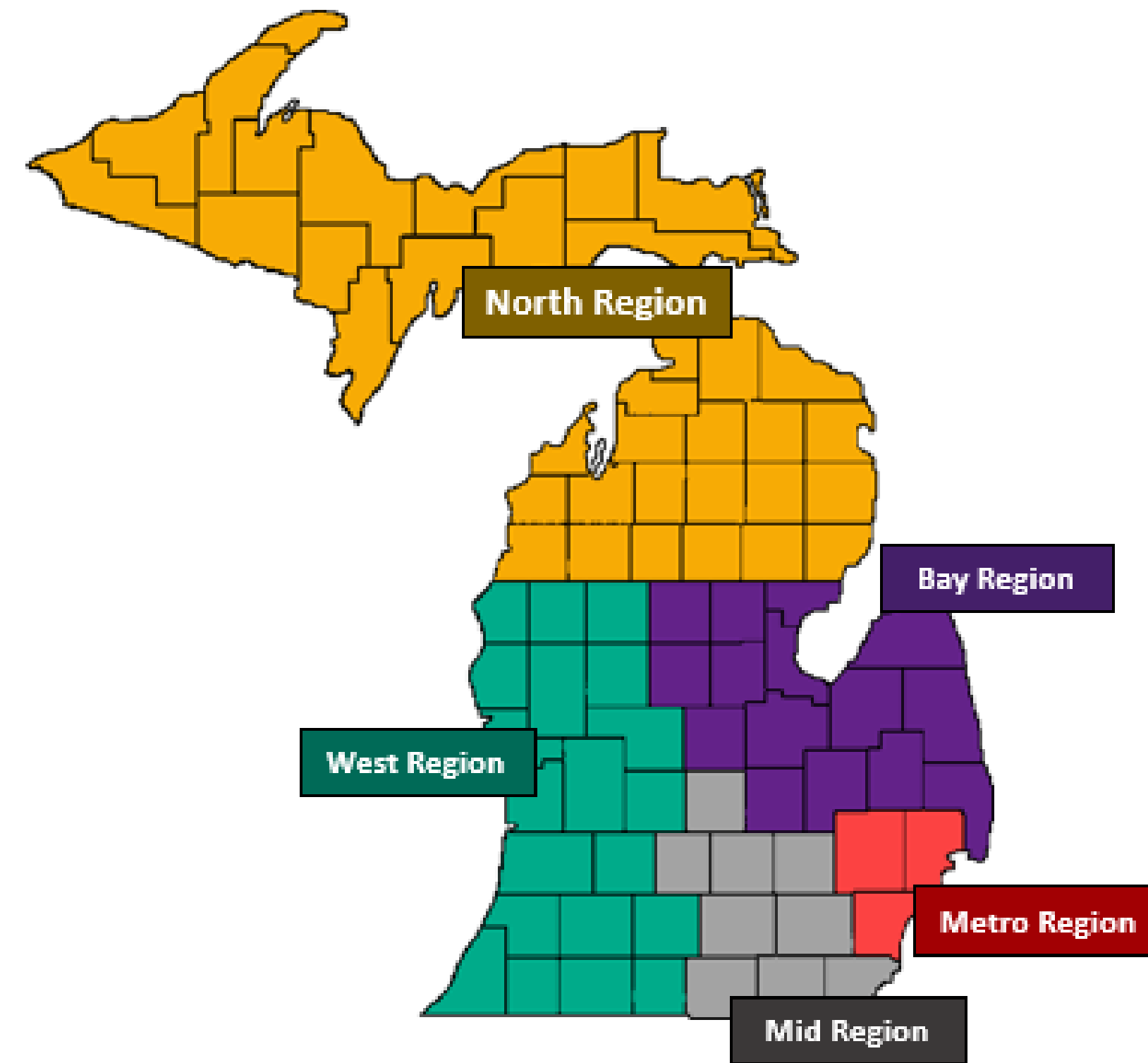
Quick Poll

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.

Scan QR code to access video

https://youtu.be/uaN-cPmqj4I
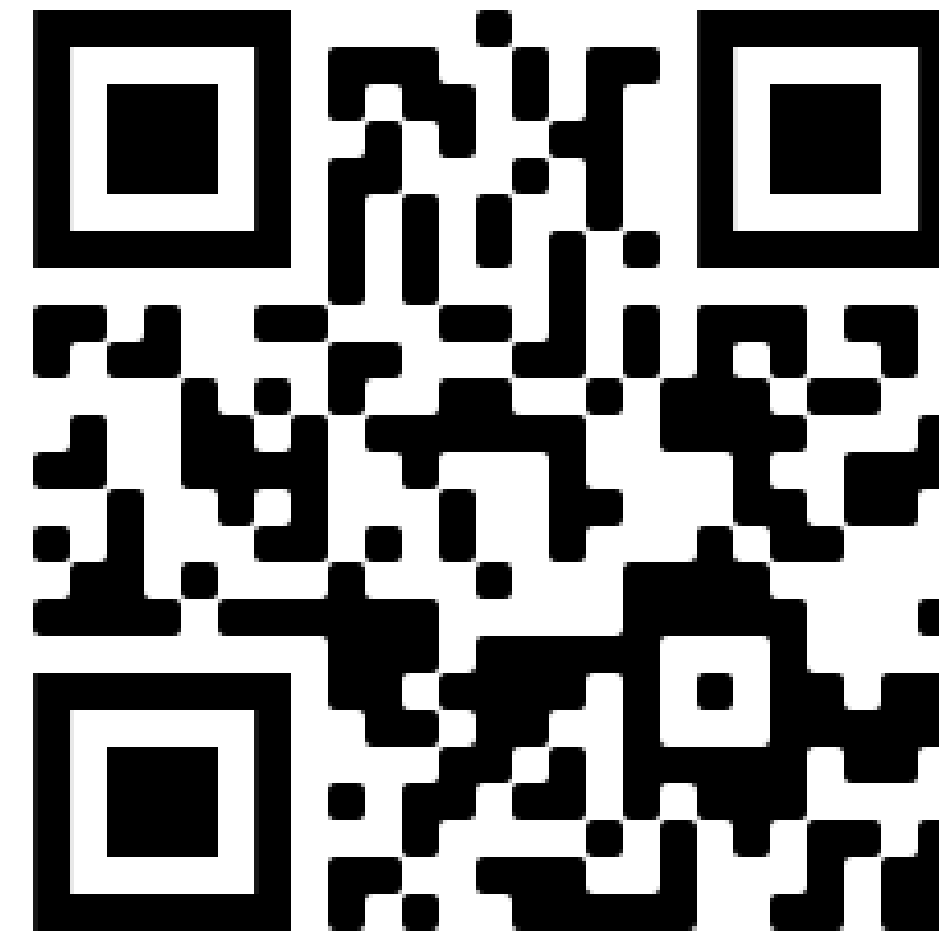
Vision for a Five-Year Health IT Roadmap

Dr. Paul LaCasse
Michigan Health Information Technology Commission
Representing doctors of osteopathic medicine and surgery

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:
Data Availability, Usability, and Interoperability

Validate input
- Share draft recommendations
- Solicit public comment

Inclusivity
- Create spaces for broad feedback
- Conduct comprehensive environmental scan

Resident and Advocate Perspectives on Health IT

Equitable Access to Internet and Technology

Available Data and Information

Provider Access to Patient/Consumer Data

Usability

Other technology available to residents to access health care services

Theme #1 – Equitable Access to Internet Technology for Michigan Residents

Michigan residents encounter challenges to accessing personal health data and virtual health services due to gaps in high-speed internet availability, access to technology, and use of technical devices

What are the biggest challenges to accessing your own electronic health information?

- Access to reliable internet?

- Disparate data sources across payers, providers, and service organizations?

- Technical support and education to patients?

- Access to technology, such as smartphones, tablets, or computers?

- Organization/provider investments in technology?

Theme #2 – Health Data and Information Available to Residents

Personal health information is available from Michigan payers and providers, but individuals typically must go to multiple patient portals to enter, access, and manage their own data.

How is your organization prioritizing patients' access to health data?

- Enhancing patient portal technical capabilities and data availability?

- Increasing patient education?

- Using digital tools for individuals to enter their own data (e.g., screenings, questionnaires, health history updates, identifying care team members)?

- Offering patients the ability to provide electronic consent and view who has accessed their data?

- Presenting community resource information electronically (e.g., facility information, financial assistance, transportation and housing assistance)

Theme #3 – Provider Access to Electronic Health Data

Michigan residents do not have transparency about when personal information about health and well-being is shared, or how the information may be used. Often, individuals assume more information is available to their care teams than is actually the case.

Are you aware of any initiatives in Michigan where healthcare providers and social service organizations are using electronic community resource directories to coordinate care and services for individuals and/or families?

Are you aware of any initiatives in Michigan where individuals are able to confirm members of their care team through a portal or an app?

Theme #4 – Usability

Multiple technical platforms, patient portals, logins/passwords, and out-of-date information can hinder individual access to electronic health information. Residents/consumers can be frustrated with inaccurate information in multiple places and inefficient ways to manage personal health information and preferences.

How could Michigan's 5-Year Health IT Roadmap help address the hodgepodge of patient-facing solutions that don't connect?

Theme #5 – Technology to Improve Access to Healthcare Services

Virtual visits are increasing and providing safe, socially distanced ways for individuals to receive healthcare services.

For Provider Organizations:

- How is your organization informing patients and/or caregivers on the technical options for virtual visits?
- Are you able to access patients' healthcare history through your EHR while conducting virtual visits?
- What would you like to improve about your experience using telehealth services to care for your patients?

For Individual Patients:

- Has your experience using telehealth technology for your care been satisfactory?
- What if anything could improve that experience?

Rank Voting

In the chat box, please list the numbers of your first and second priority choices for where to focus data and technology efforts for improving individuals' access to services and electronic health information in your regions (e.g. 4,5)

1. Resident access to ubiquitous high-speed internet (in both rural and urban areas)

2. Email and texting communication between patients/caregivers and care teams

3. Virtual visits for all care types and settings

4. Single portal for consumers to access, update, and manage health information across payers, all providers, care teams, and geography (i.e., out of state)

5. Access to and assistance with tools, such as making online appointments and payments, and understanding the differences in charges and coverage in advance of scheduled procedures

6. Patient-managed data supporting the ability to download health record to a smartphone and share it with other providers

Discussion Questions

1. Let's talk about the priorities you ranked before we left the main room.

   - Why did you make those selections?

   - How are those specific priorities important to your region?

2. What support does your organization or community need to advance access and use of electronic health data and technology for individuals?

Report Out and Roundtable Discussion

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

CEDARBRIDGE
GROUP

Wrap Up & Next Steps

CEDARBRIDGE
GROUP

High Level Timeline for Roadmap Development Process

September 2021 — Final Draft Roadmap for HITC and MDHHS acceptance/approval

Q2 2021 - Q3 2021

- Draft Roadmap with recommendations for HITC consideration
- Present draft Roadmap to HITC
- Conduct feedback process to validate stakeholder support for Roadmap
- Make necessary revisions

Q3 2020 - Q1 2021

- Engage Stakeholders in Environmental Scan
- Review historical documents
- Synthesize input
- Ensure "directional correctness" with guidance from RSC
- Update HITC

Virtual Stakeholder Forums & Dates
Register at: https://bit.ly/32uM6gJ

Title	Discovery Forum	Regional Forum
Reflections on Public Health During a Global Pandemic: *Information Technology Needs and Gaps for Public Health*	**September 15, 2020** **1:00 – 3:00 PM Eastern**	**October 20, 2020** **1:00 – 3:00 PM Eastern**
Coordinating During Crisis: *Information Technology Needs and Gaps for Emergency Services*	**September 16, 2020** **1:00 PM – 3:00 PM Eastern**	**October 21, 2020** **1:00 PM – 3:00 PM Eastern**
Connecting All Points of Care: *Information Technology Needs and Gaps for Behavioral Health Services*	**September 17, 2020** **1:00 PM – 3:00 PM Eastern**	**October 22, 2020** **1:00 PM – 3:00 PM Eastern**
Using Data to Drive Outcomes: *Information Technology Needs and Gaps for Quality Improvement Efforts*	**September 21, 2020** **1:00 PM – 3:00 PM Eastern**	**October 27, 2020** **1:00 PM – 3:00 PM Eastern**

Virtual Stakeholder Forums & Dates
Register at: https://bit.ly/32uM6gJ

Title	Discovery Forum	Regional Forum
Bridging the Digital Divide: *Information Technology Needs and Gaps to address Racial Disparities and Social Determinants of Health*	**September 23, 2020** **1:00 PM – 3:00 PM Eastern**	**October 28, 2020** **1:00 PM – 3:00 PM Eastern**
Resident and Advocate Perspectives on Health IT for Person-Centered Care: *Consumer perspectives on Health IT, Digital Health Solutions and patient access to data.*	**September 24, 2020** **1:00 PM – 3:00 PM Eastern**	**October 29, 2020** **1:00 PM – 3:00 PM Eastern**
Coordinating Care for the Vulnerable: *Information Technology Needs and Gaps for Aging and Disability Services*	**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-TsgQgaMzR9kdP7fcg
Give All Kids a Healthy Start: *Information Technology Needs and Gaps for Maternal, Infant and Children's Services*	**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_ggK1Osu1TSqwZ2BIvtNEpg

CEDARBRIDGE GROUP

Thank you!

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

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

Appendix Slides

Quick Poll Questions

CEDARBRIDGE
GROUP

Quick Poll Questions

Q1: Did you participate in the first Discovery Forum on this topic, held in September 2020?

o   Yes

o   No

o   I watched the video

Q2: Which Michigan region is your organization affiliated with?

o North Region

o West Region

o Bay Region

o Mid Region

o Metro Region

o None of the above

o Multiple regions **(please list in the Chat box)**

Q3: My organization has responsibility for

o Mostly urban (city; towns of 40,000+) areas

o Mostly rural (no cities; smaller towns) areas

o A mix of urban and rural areas

CEDARBRIDGE GROUP