



CEDARBRIDGE
GROUP

Connecting All Points of Care: Information Technology Needs and Gaps
for Behavioral Health Services



Michigan Five-Year Health IT Roadmap

September 17, 2020

CedarBridge Group Facilitators



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Managing Director



Having Trouble with the Audio Connection?

You can call: [Insert phone # from Zoom]

Meeting ID: [Insert Meeting ID for Forum]

Mute and unmute here. Click the arrow for Audio Settings to choose your audio connection.



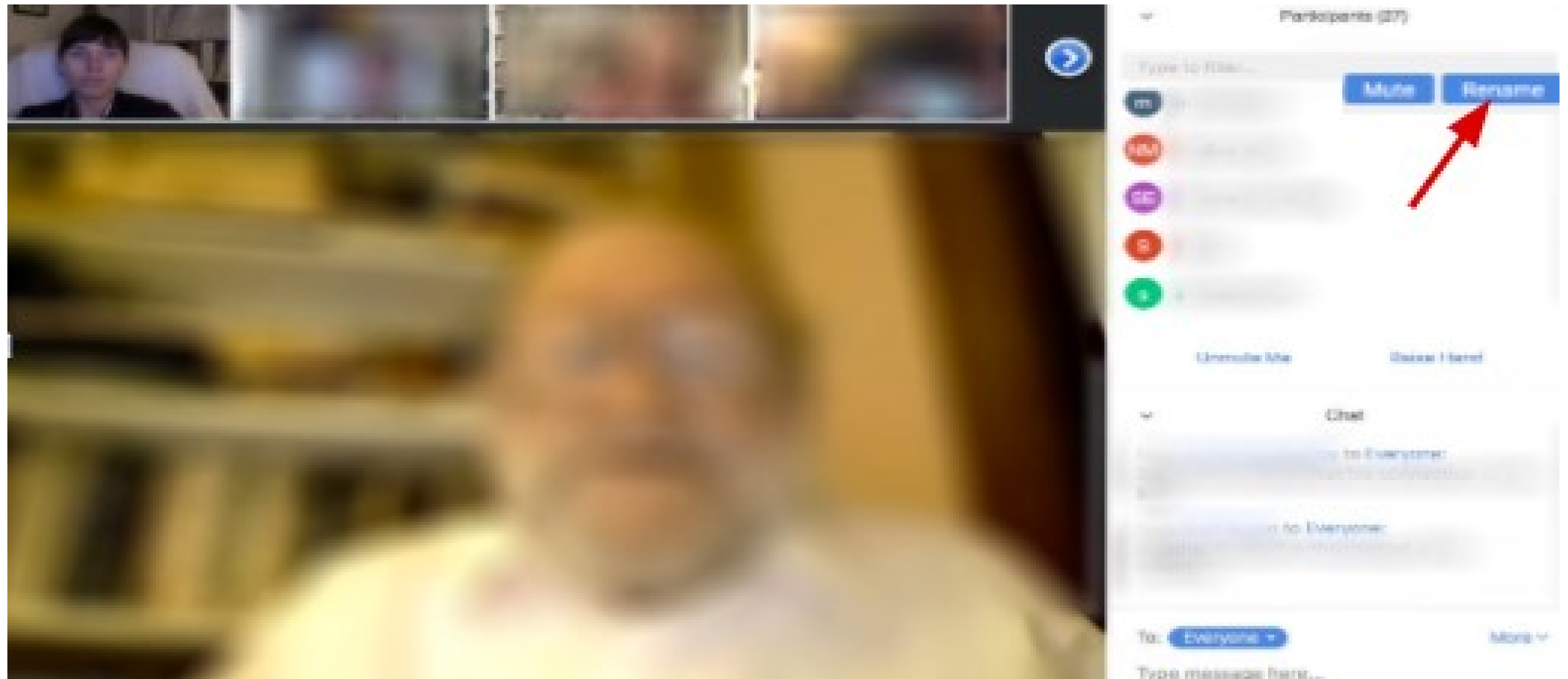
Click on **Participants** to make sure your name is showing up correctly. Use **Chat** to ask questions and introduce yourself!

Template: Training for Change



Rename yourself by hovering over your name and clicking “Rename”.

- *Add your name, organization and preferred pronouns.*

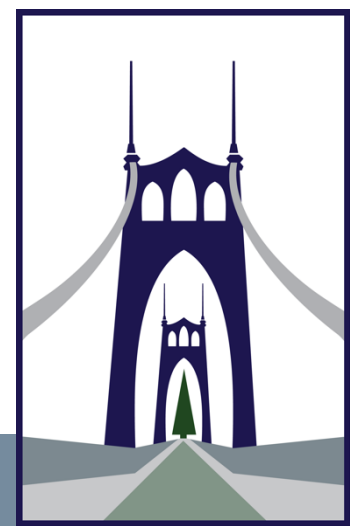


Participating in the Virtual Forum

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



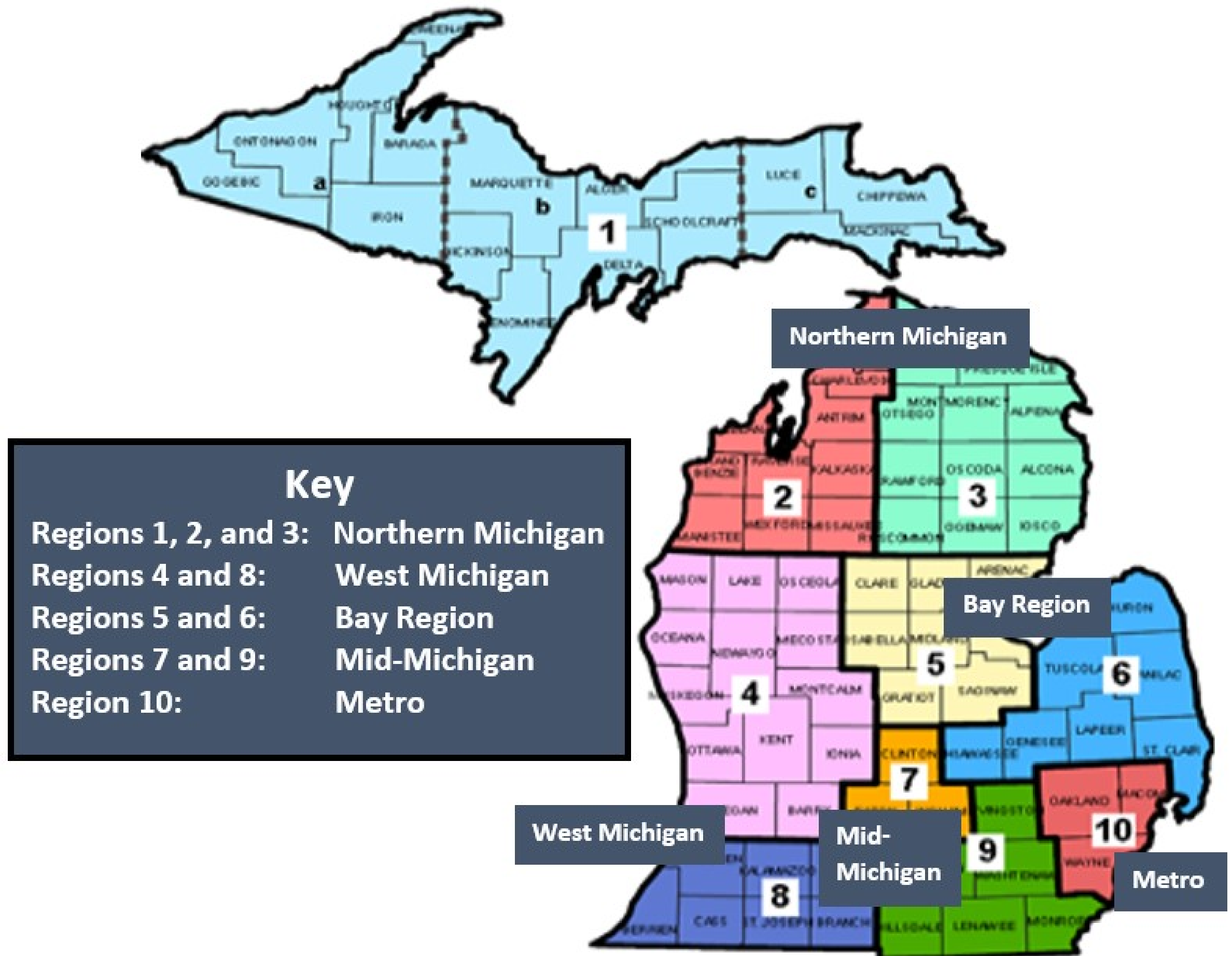
Stakeholder Forum Purpose and Objectives



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Stakeholder Forums

- Stakeholder Forums are designed to gather input from the Michigan health and human services community on what should be included in the Michigan Five-Year Health IT Roadmap
- CedarBridge, MDHHS and the HITC are hosting a series of **16 virtual, online stakeholder forums** from Sep - Oct
- **September series** will be statewide and geared toward identifying problems and opportunities
- **October series** will be tailored towards addressing issues with regional break-out sessions
 - 1 – 2 follow-up forums based on [State of Michigan Prosperity Regions](#)
 - Geared toward addressing consensus issues and opportunities identified in the September forum series



Connecting All Points of Care: Information Technology Needs and Gaps for Behavioral Health Services

Purpose

- Hear directly from stakeholders and members of the community
- Learn about your organization or individual priorities
- Learn about the current state of health IT use and functionality you or your organization uses to support objective, goals and priorities, including, but not limited to:
 - Interoperability of behavioral health data across settings for care coordination
 - Alerts and notifications; access to national interoperability networks
 - Access to the Prescription Drug Monitoring Program (PDMP)
 - Consent management
 - Availability of mental health services/inpatient/rehab beds
 - Performance measurement reporting

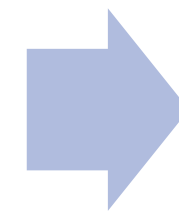
Connecting All Points of Care: Information Technology Needs and Gaps for Behavioral Health Services



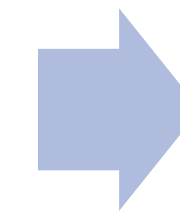
Vision for
a Five-
Year
Health IT
Roadmap



What are
your
behavioral
health
priorities?



What is MI
behavioral
health
currently
doing?



Wrap Up
and Next
Steps

Vision for a Five-Year Health IT Roadmap



Sarah Etsy
Michigan Health Information Technology Commission

Vision for a Five-Year Health IT Roadmap: A brief history

2005

- Governor Jennifer M. 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 plan

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 Five-Year Health IT Roadmap

2020

- The coronavirus pandemic puts strain on care delivery systems
- Engagement for the roadmap is reimagined for virtual spaces
- 650+ healthcare, social service and consumer stakeholders are engaged
- Virtual forums are scheduled

Principles for updating the state health IT roadmap

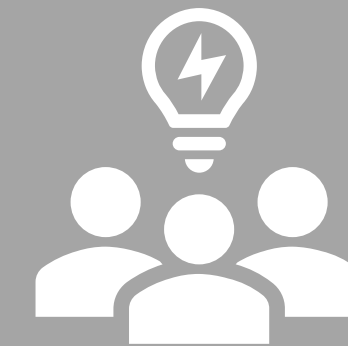
Align

- 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



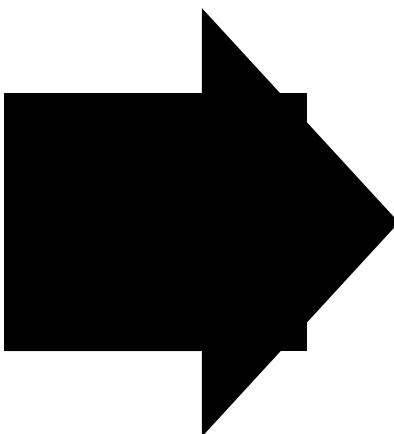
Social Service Stakeholders



Government Agencies



Consumers/Advocates



Virtual outreach and engagement

Virtual forums

Electronic surveys

Phone interviews

Partner communication tools

Social media

Roadmap development process

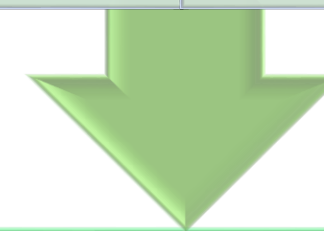
Learning from the past: Principles in the Conduit to Care report

Privacy and security are paramount

Data for clinical care processes

Regional-level efforts are critical

Collaboration leads to achievable and measurable initiatives



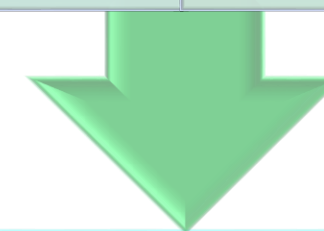
Considering today's needs: What are your experiences?

In your workplace

In your personal life

With your friends, family and in your community

With the coronavirus pandemic



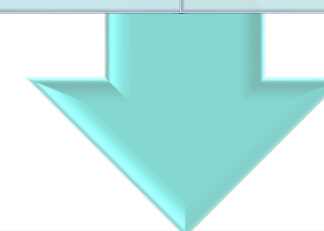
Collaborating on shared solutions: Roadmap development

What tools are in use today?

What are the opportunities to improve the delivery of care?

In what ways can social determinants of health, health inequities and 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

Tell Us About You! (**PLACEHOLDER**)

- **What type of organization do you represent?**
 - a. Behavioral Health
 - b. Community Based Organization
 - c. Health Information Exchange
 - d. Health IT Professional Group
 - e. Health IT Vendor
 - f. Hospitals and Health System
 - g. Justice System
 - h. Long Term Care Providers
 - i. Oral Health
 - j. Other Emergency Services
 - k. Other Non-Emergency Services
 - l. Payers
 - m. Pharmacies/Pharmacists
 - n. Primary Care
 - o. Quality Improvement Entity
 - p. Labs and Specialty Care
 - q. State Agencies
 - r. Public Health Experts
 - s. Other

What are your behavioral health priorities?



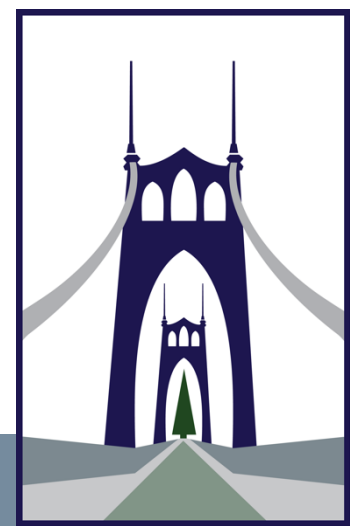
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Stakeholder Forum Title 17

Poll Questions (PLACEHOLDER)

1. What is your organization's top priorities related to health information technology and data exchange?
 - a. Responses: A) More timely and accurate information from primary care providers or other members of the care team; B) Upgrading health information technology system/EHR; C) Better information to support transitions of care/level of care; D) Supporting electronic consent management; E) Other
2. Is it a current priority for your organization to invest in updated infrastructure for information sharing?
 - Responses: A) Yes, in the next 3 months; B) Yes, within the year; C) Yes, but no plans at this time, D) No, E) Unsure
3. If you are not a BH Provider, does your organization have plans to integrate with BH providers in your area/region?
 - Responses: A) A) Yes, already integrated. B) Yes, in the next 3 months; C) Yes, within the year; D) Yes, but no plans at this time, E) No, F) Unsure

What is the MI behavioral health community currently doing?



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Stakeholder Forum Title 19

Situational Scenario

- Jonathon, 55
- Lived in Kalamazoo since 1990
- He has 2 children, recently divorced and moved into an apartment nearby
- He works a full-time job and his company recently conducted a round of lay-offs. He did not lose his job but has become responsible for other areas.
- He suffers for hypertension and diabetes

Poll Question

- Question 1:
 - If Jonathan decided to seek care from a psychiatrist and was prescribed an antidepressant, how would the primary care provider typically know of this new medication?
 - Responses: 1) It would be updated in his clinical record from our local HIE; 2) We would log into a separate portal and see this update; 3) We would find it in the PDMP; 4) Most of the time, we wouldn't know 5) Other
- Question 2:
 - If Jonathan called his PCP weeks later describing symptoms which could have resulted from a drug to drug interaction, and after an initial workup the PCP decided to change his medications (for diabetes or hypertension), how would your organization's providers typically communicate about this issue? Responses: 1) PCP would update medications and an automated alert would be sent to BH provider. 2) PCP would update medications and would manually alert (ie secure message) the BH provider. 3) BH would be informed via phone or fax. 4) BH would not be informed of this issue. 5) Other
- Question 3:
 - If, over time, Jonathan developed a substance use disorder and exhibited drug-seeking behavior, how would your organization's members know or receive relevant information? Responses: 1) The PCP/BH provider would receive an alert from the PDMP; 2) The PCP/BH would check the PDMP; 3) The PCP/BH provider flags in the EHR. 4) The pharmacist would flag and call PCP/BH. 5) Other 6) Unsure

Wrap Up & Next Steps



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Stakeholder Forum Title 22

High Level Timeline for Roadmap Development Process



Remaining Stakeholder Forums & Dates

Title	Discovery Forum	Regional Forum
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 Registration: https://zoom.us/webinar/register/WN_SQgWCZYgQ0iAUuCchjx0kg	October 27, 2020 1:00 PM – 3:00 PM Eastern Registration: https://zoom.us/webinar/register/WN_LU9KtX7fTP6RaQgQ1PW1qA
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 Registration: https://zoom.us/webinar/register/WN_vPDHRHM2Q7249zlgW5Buxg	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 Registration: https://zoom.us/webinar/register/WN_86PMKNCIR0WF1KzqL4wWbg	October 29, 2020 1:00 PM – 3:00 PM Eastern Registration: https://zoom.us/webinar/register/WN_3fAw2R9Q-qSJI1j3yQ3TA
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 Registration: https://zoom.us/webinar/register/WN_NGvV8SIsS52JyIXzMBHQow	November 2, 2020 1:00 PM – 3:00 PM Eastern Registration: https://zoom.us/webinar/register/WN_Ataj-TsgQqaMzR9kdP7fcg

Remaining Stakeholder Forums & Dates

Title	Discovery Forum	Regional Forum
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_q92lvyPcQtuJVlv5c2eRDA	Registration: https://zoom.us/webinar/register/WN_ggK1Osu1TSqwZ2BlvtNEpg

Thank you!

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



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