Michigan Five-Year Health IT Roadmap

Resident and Advocate Perspectives on Health Information Technology for Person-Centered Care

September 24, 2020

CEDARBRIDGE GROUP

CedarBridge Group Facilitators

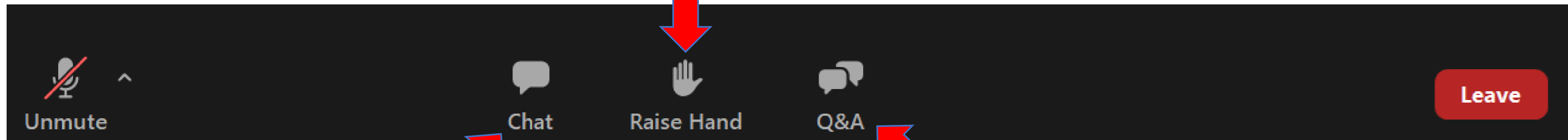

Kate Kiefert
Senior Consultant

Dawn Bonder
Managing Director

Audio and Chat Controls

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

Unmute

Chat   Raise Hand   Q&A

Leave

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:

    o "Raise hand" in the participant box and facilitator will call on you;

    o State your name / organization, and begin speaking; **OR**

    o 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)
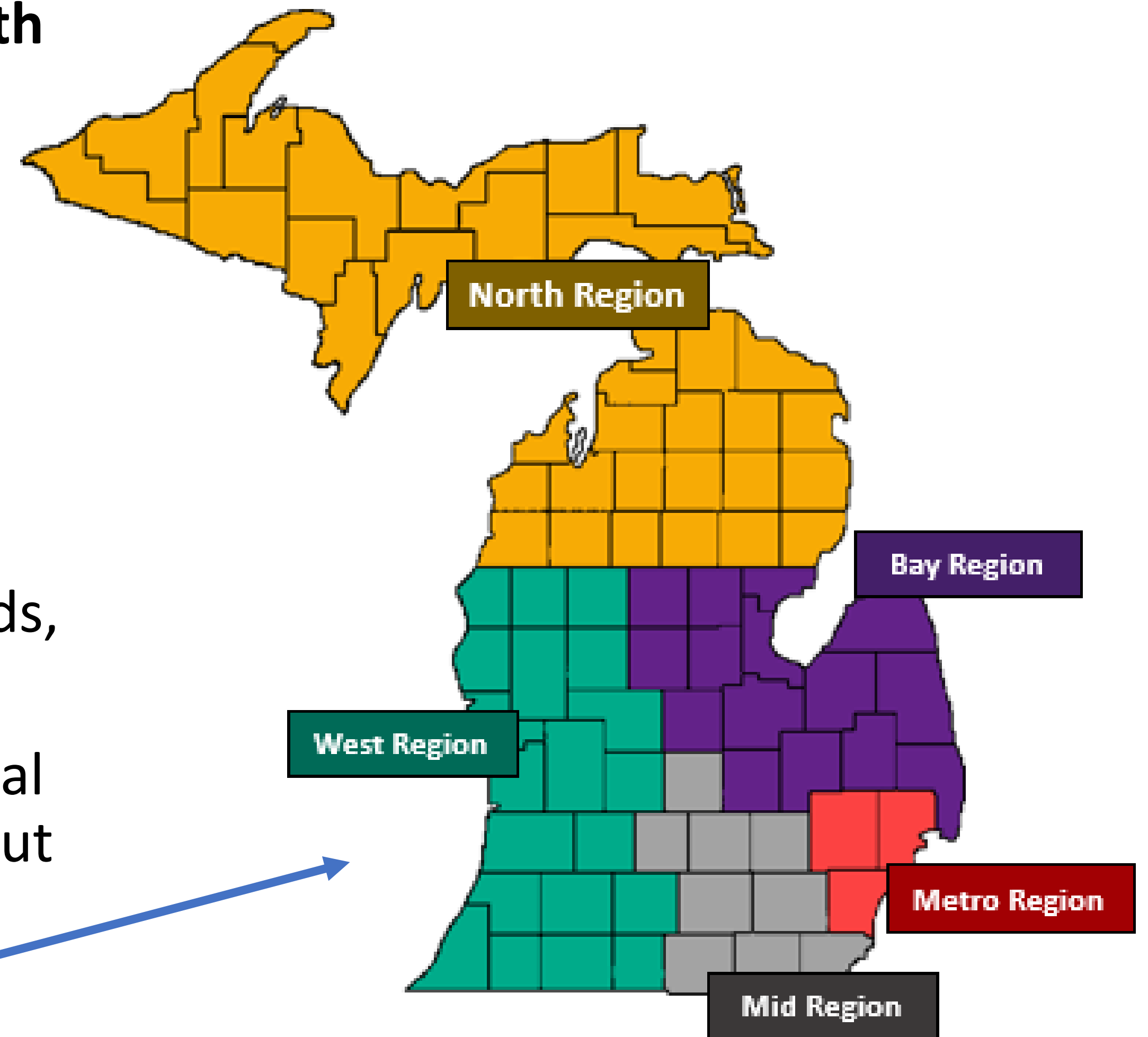
Resident and Advocate Perspectives: Data Needs & Gaps, and the Current Impact of Health IT

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 patients and advocates, including:

  o Telehealth, remote patient monitoring

  o Access to health information from care providers, care team, hospitals, caregivers

  o Consent management

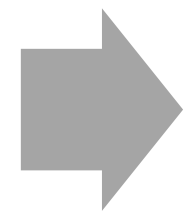 o Access to state benefit eligibility systems

Resident and Advocate Perspectives: Health Information Technology for Person-Centered Care
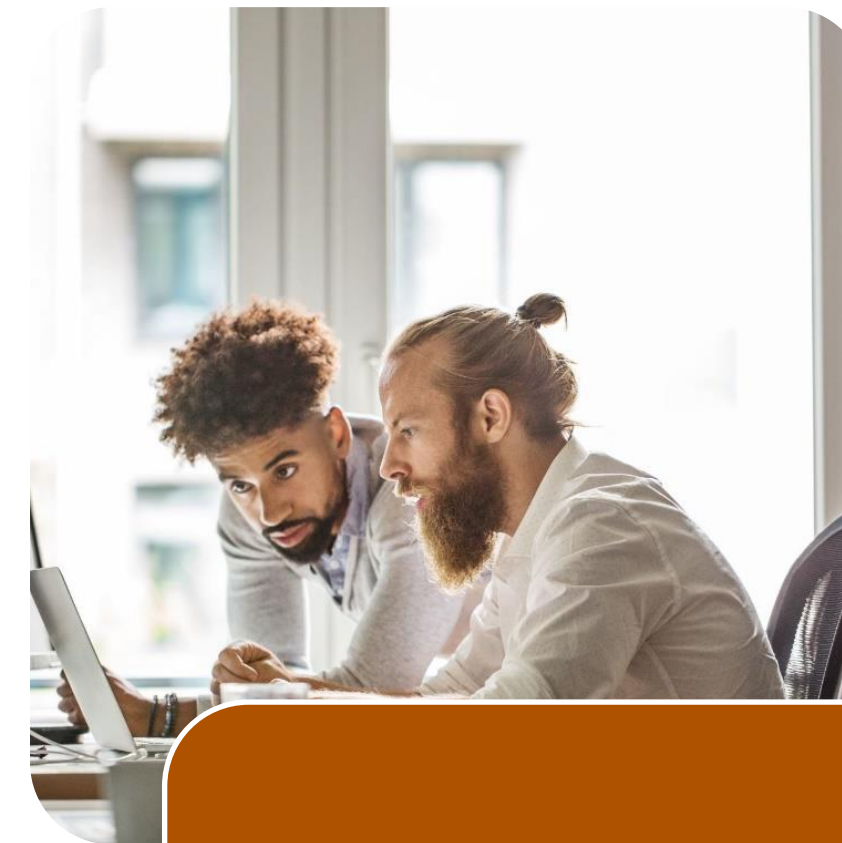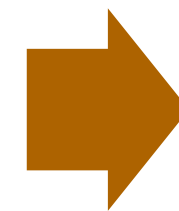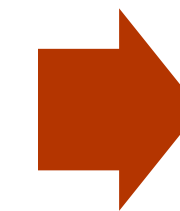

Vision for a Five-Year Health IT Roadmap

What are your health IT priorities?

Michigan Person-Centered Care Today

Wrap Up and Next Steps

Vision for a Five-Year Health IT Roadmap

Michael Zaroukian, MD, PhD, MACP, FHIMSS
**Vice President, Chief Medical Information Officer & Chief Transformation Officer,
Sparrow Health System**
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
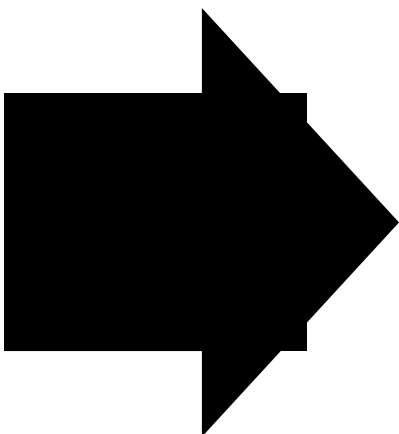
Healthcare Stakeholders

Social Service Stakeholders

Government Agencies

Consumers/Advocates

Virtual Outreach and Engagement

Virtual Forums

Electronic Surveys

Phone Interviews

Partner Communication Tools

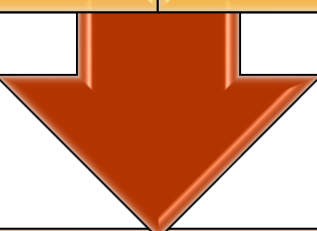Social Media

Roadmap Development Process

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

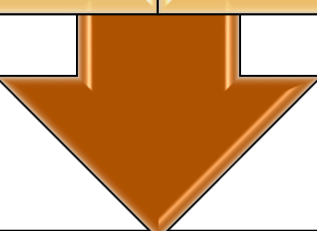| Privacy and security are paramount | Data for clinical care processes | Regional-level efforts are critical | Collaboration leads to achievable and measurable initiatives |

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? |
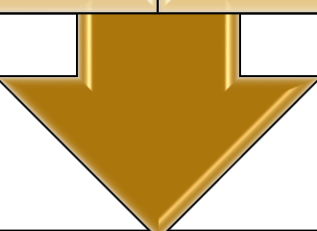
Addressing tomorrow's challenges: Roadmap implementation

| 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

Stakeholder Input

- CedarBridge engagement
- Association outreach

+

Local Planning Efforts

- **Organizational strategies**
- **Altarum:** Behavioral Health and PHI tools and research
- **MPHI:** Health IT series
- Etc.

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5-Year Health IT Roadmap
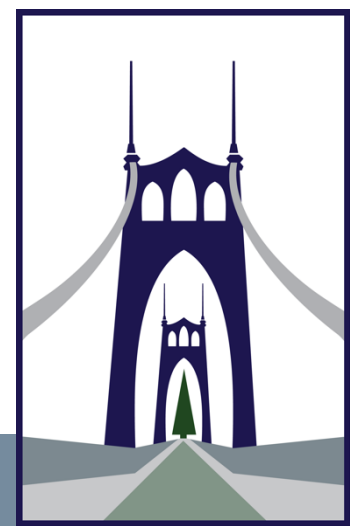
Quick Poll #2 and Discussion

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Quick Poll #3 and Discussion

Quick Poll #4 and Discussion

Quick Poll #5 and Discussion

Quick Poll #6 and Discussion

Situational Scenario for Discussion

- Lydia, 42
- Lived in Michigan since 1990
- She lives with two children, separated from her partner last year
- She is a full-time assistant manager at Meijer
- She has asthma, chronic sinusitis, and anxiety
- She takes prescription medications and often finds it challenging to manage her health, along with the rest of her family's appointments

Wrap Up & Next Steps

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

Remaining 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** **Registration:** https://zoom.us/webinar/register/WN_RYzYkP5eSIWL-vYK00wBeA
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** **Registration:** https://zoom.us/webinar/register/WN_--jwjMgqTlS9WWnb3_jZUg
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** **Registration:** https://zoom.us/webinar/register/WN_WACJTlaZQLGdBO3YT3_Qtg
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** **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: *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** **Registration:** https://zoom.us/webinar/register/WN_1Ku_2f31QgK6bjXUYc5pzg
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** **Registration:** https://zoom.us/webinar/register/WN_3fAw2R9Q-qSJl1j3yQ3TA
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** **Registration:** https://zoom.us/webinar/register/WN_NGvV8SlsS52JylXzMBHQow	**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** **Registration:** https://zoom.us/webinar/register/WN_q92IyyPcQtuJVIv5c2eRDA	**November 4, 2020** **1:00 PM – 3:00 PM Eastern** **Registration:** https://zoom.us/webinar/register/WN_ggK1Osu1TSqwZ2BIvtNEpg

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

Appendix Slides

Quick Poll Questions

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Quick Poll #1 Question

Who do you represent today?

o Myself, as an individual

o Community Based Organization/Advocacy

o State Agency

o Health Information Exchange/Health IT

o Hospitals and Health Systems

o Primary Care

o Payer

o Behavioral Health

o Public Health

o Other

Quick Poll #2 Questions

Are you currently able to access your clinical health information when you need to?

- o No
- o Some of my clinical health records
- o Most of my clinical health records
- o Yes

How many different patient portals do you have access to?

- o Just one with my primary care provider.
- o One with my primary care provider and one with my health plan.
- o Several across multiple providers.
- o None.
- o Other

How do you currently access your clinical health records?

- o I log on to my provider's website (i.e., patient portal).
- o I log on to multiple patient portals to access primary care, specialty services, or hospital admission information.
- o I contact my providers and they mail my health records.
- o I contact my providers and they send my health records in a digital format.
- o I use a personal health record app or portal to manage my health records.
- o I do not know how to access my health records.
- o Other

Quick Poll #3 Questions

What health information would be useful to access electronically? (select all that would apply)

- Benefit information, such as copay, coinsurance, remaining deductible amounts

- Claims and billing information for past medical visits

- Clinical health information, such as medication list, problem list, after visit summaries

- Immunization records

- In-network providers in your health plan network with open panels or availability

- Lab results

- Prescription re-fill information

- Other

Do you feel the providers you see have sufficient information about your history to provide quality care?

- Yes

- No

- Unsure

Quick Poll #4 Questions

Have you had to transport your own medical information (e.g., x-rays, lab results) between different health providers?

- o Yes

- o No

- o Unsure

Are you satisfied with the control you have over who uses, views, or shares your health data?

- o Yes

- o No

Do you use any other health IT tools for improving or monitoring your health? (select all that apply)

- o Google and internet information

- o Remote patient monitoring devices (e.g., portable electrocardiogram, mobile cardiac telemetry)

- o Wearables (e.g., FitBits, mobile phone apps)

- o My provider's digital patient portal

- o My health plan's digital patient portal

- o State of Michigan health agency websites or information

- o A health information exchange platform

- o Other

Quick Poll #5 Questions

When you can not make it into the provider's office for a visit, what alternative visit methods do you prefer? (select all that apply**)**

o A phone call with your provider or care team

o A virtual videoconference visit

o E-mail exchange

o Text messaging

o Wait for an in-person visit

o Other

In the past 12 months, have you had a "virtual visit" with your provider or care team (i.e., telephone, videoconference)?

o Yes

o No

Quick Poll #6 Questions

For the populations you serve, what are the most prominent barriers to quality care?

- Lack of infrastructure, systems, and/or policy to address individuals' social determinants of health

- Lack of support systems for individuals who are chronically ill and/or disabled

- Lack of support systems for individuals with serious mental illness or substance use disorders

- Fragmented care delivery systems

- Incomplete or inaccurate health records

- Inability to access individuals' health records

- Lack of funding or capacity for social services and community-based organizations

- Issues with access to non-emergency transportation to appointments

- Other

How challenging is it to access health information as a care giver (i.e., parent, elderly care)?

- 1 – Easy, no challenges

- 2 – Somewhat easy

- 3 – Neutral

- 4 – Difficult

- 5 – Very difficult

Quick Poll #7 Questions

If Lydia wanted to change her allergist, typically, how would she find a provider covered in her network/plan?

o She could go to health plan provider directory.

o She calls a patient navigator.

o She googles an allergist and calls the doctor's office.

o Other

If Lydia was prescribed a new medication and was having an adverse reaction (not severe), how would she communicate with her care team?

o Through her provider's online portal.

o Phone call.

o Request an appointment.

o She would only reach out if it were severe.

o Other

Quick Poll #8 Question

If Lydia had questions on her benefits or copays, how would she get that information?

o She could look up the information via health plan app.

o She calls her health plan.

o She could text or send a message to her health plan.

o Other

Lydia's children are going to camp and she needs her their immunization records. How would she currently receive those?

o Access through a health provider's portal.

o Access through a public health portal.

o Call and request copy via email, mail, fax.

o Other