



CEDARBRIDGE
GROUP

Coordinating During Crisis:
Information Technology Needs and Gaps for Emergency Services



Michigan Five-Year Health IT Roadmap

September 16, 2020

CedarBridge Group Facilitators



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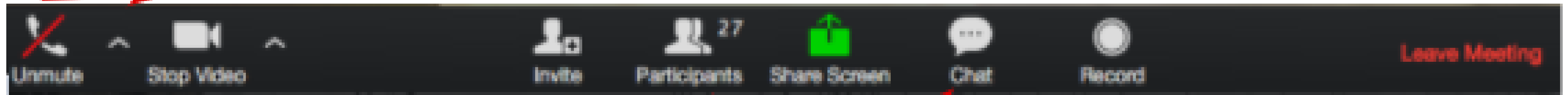


Having Trouble with the Audio Connection?

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.



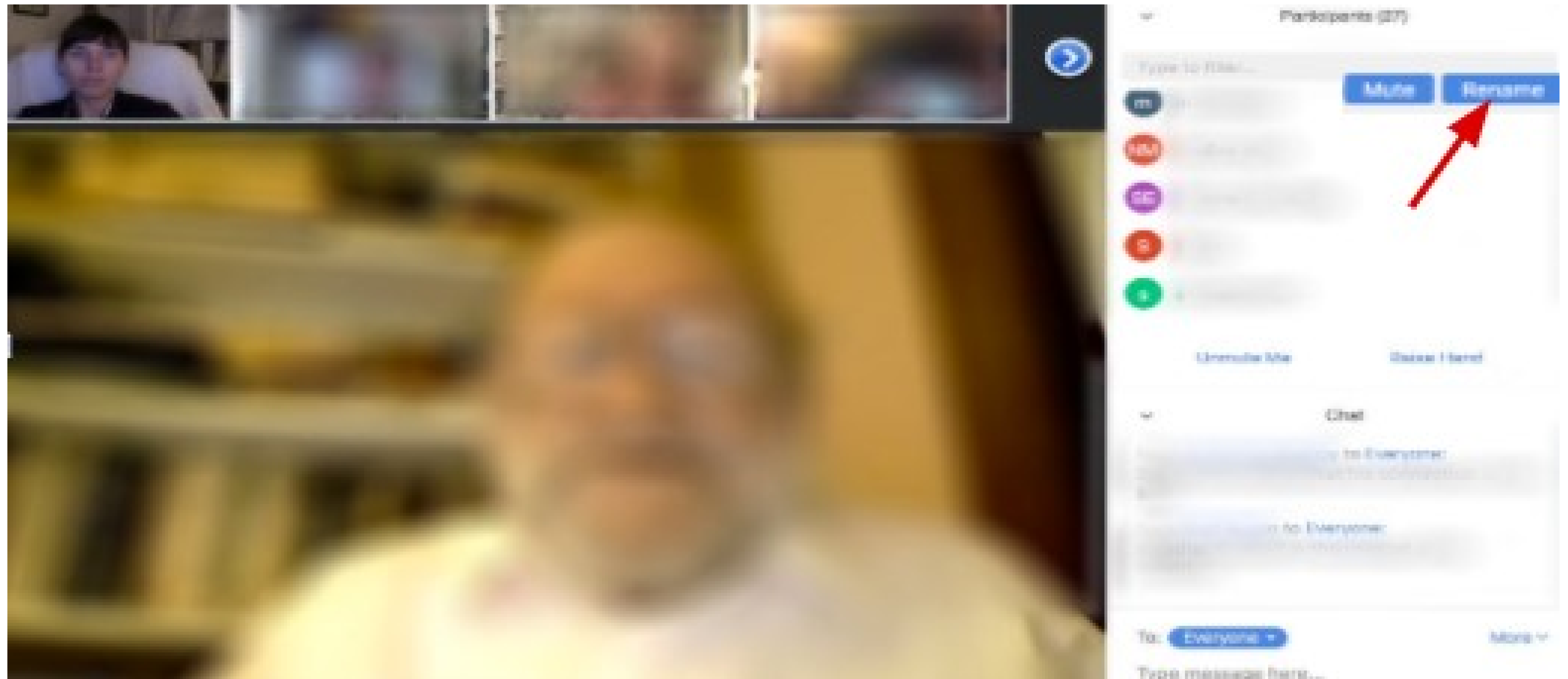
Click on **Participants** to make sure your name is showing up correctly. Use **Chat** to ask questions and introduce yourself!

Template: Training for Change



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

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

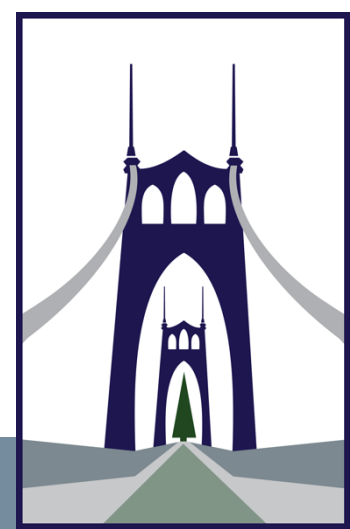


Participating in the Virtual Forum

- 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 + Objectives

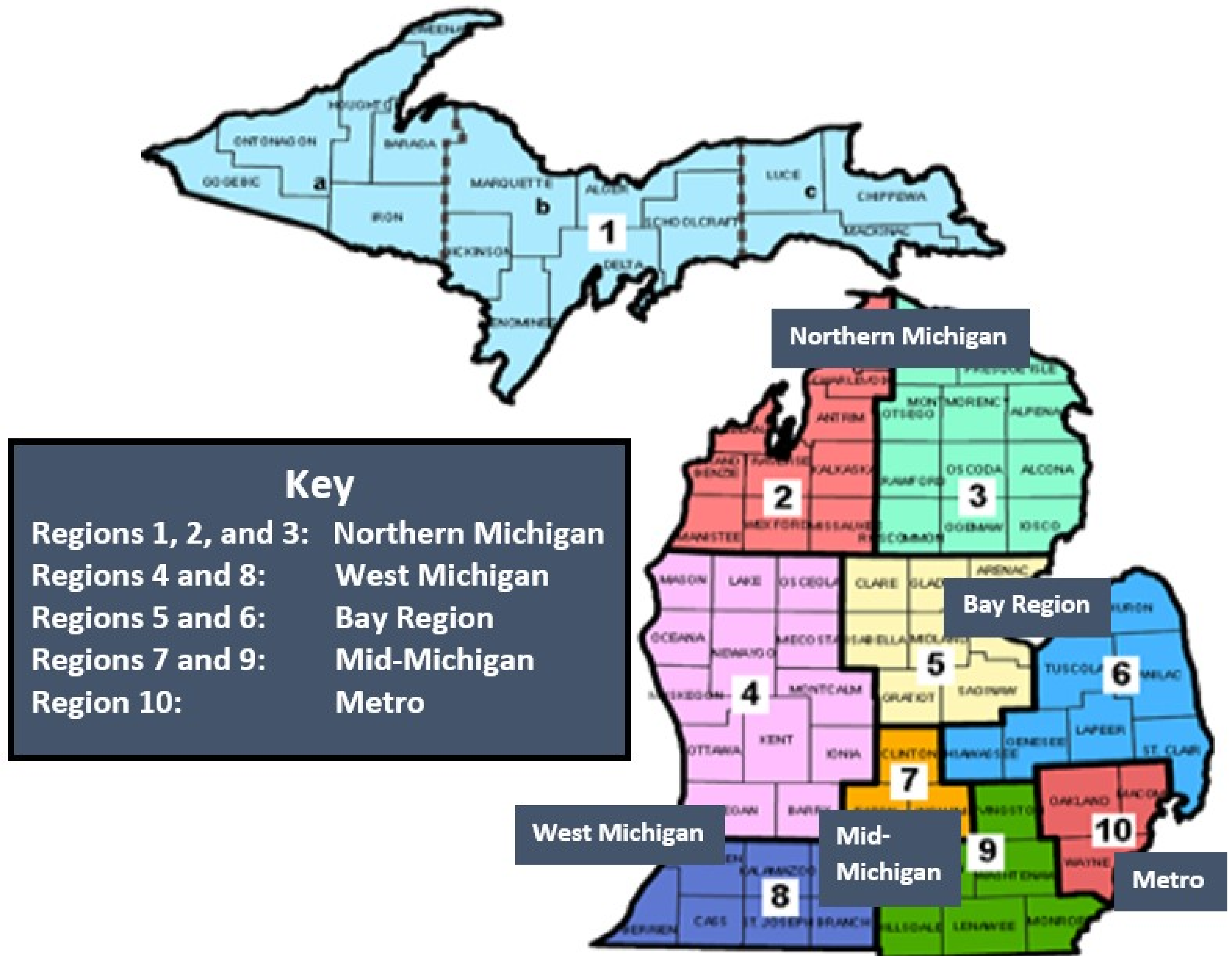


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Stakeholder Forum Title 6

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



Coordinating During a Crisis: Information Technology Needs and Gaps for Emergency 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:
 - EMT/Ambulance services access to needed health information
 - Patient Care Report (PCR) system
 - Transitions of care information and care coordination
 - Access to information about end of life treatment preferences (POLST forms, Advance Directives)

Coordinating During a Crisis: Information Technology Needs and Gaps for Emergency Services



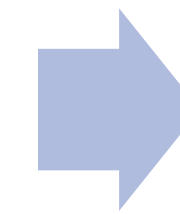
Vision for a
Five-Year
Health IT
Roadmap



What are
your
emergency
services
priorities?



What is MI
emergency
services
currently
doing?



Wrap Up
and Next
Steps

Vision for a Five-Year Health IT Roadmap



Nick D'Isa
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

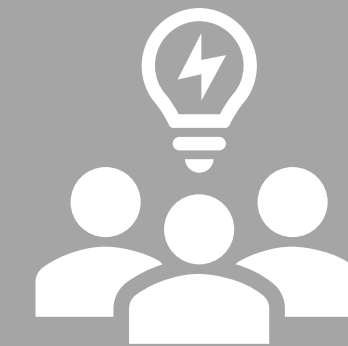
Align

- 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



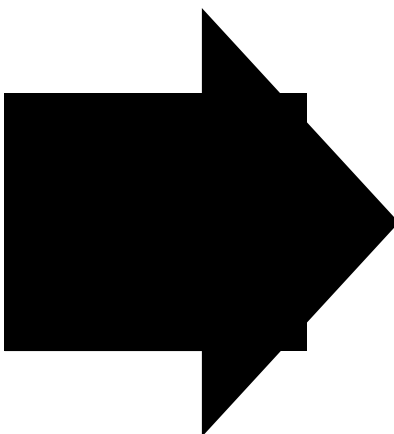
Social Service Stakeholders



Government Agencies



Consumers/Advocates



Virtual outreach and engagement

Virtual forums

Electronic surveys

Phone interviews

Partner communication tools

Social media

Roadmap development process

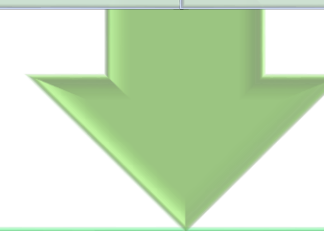
Learning from the past: Principles in the Conduit to Care report

Privacy and security are paramount

Data for clinical care processes

Regional-level efforts are critical

Collaboration leads to achievable and measurable initiatives



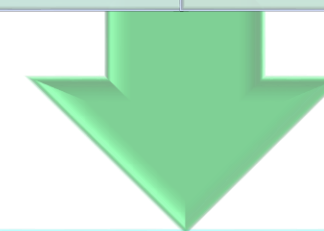
Considering today's needs: What are your experiences?

In your workplace

In your personal life

With your friends, family and in your community

With the coronavirus pandemic



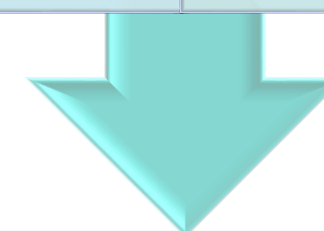
Collaborating on shared solutions: Roadmap development

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

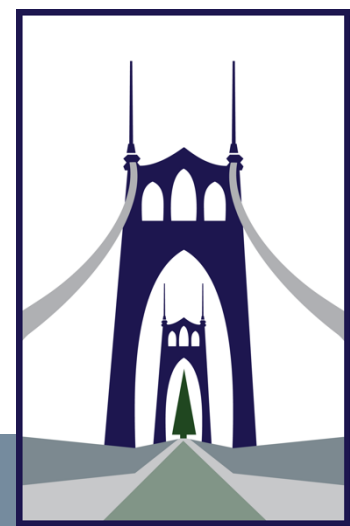
Identify and integrate funding mechanisms

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 emergency services priorities?



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Stakeholder Forum Title 17

POLL QUESTIONS (PLACEHOLDER)

- What is your organization's top priorities related to health information technology and data exchange?
 - Responses: A) More accurate and timely access to medical information at time of emergency; B) Better coordination with mental health/SUD providers; C) Better coordination with ED/hospital D) Other
- Is it a current priority for your organization to invest in updated EMS 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; F) N/A
- If you are not an EMS provider, is it a current priority to invest in infrastructure for information sharing with EMS providers?
 - 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; F) N/A

What is MI emergency services 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-off. He did not lose his job but has become responsible for other areas.
- He suffers for hypertension and diabetes

POLL QUESTIONS [Placeholder for Zoom Poll]

- Question 1:
 - Today, if Jonathan collapsed at work and his colleagues called 911, would the EMS providers who were dispatched receive any other medical information prior to arriving?
 - Responses: 1) Yes; 2) No; 3) Unsure
- Question 2:
 - Is the Patient Care Report system integrated with other providers the patient may seek care from (ie hospital, primary care, specialists)?
 - Responses: 1) Yes; 2) No; 3) Unsure
- Question 3:
 - Do you have access to information about end of life treatment preferences?
 - Responses: 1) Yes; 2) No; 3) Unsure

Wrap Up & Next Steps



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High Level Timeline for Roadmap Development Process



Remaining Stakeholder Forums & Dates

Title	Discovery Forum	Regional Forum
Connecting All Points of Care: Information Technology Needs and Gaps for Behavioral Health Services	September 17, 2020 1:00 PM – 3:00 PM Eastern Registration: https://zoom.us/webinar/register/WN_-m7jRYpTEeGtWXWPovB0g	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 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: Information Technology Needs and Gaps to address Racial Disparities and Social Determinants of Health	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

Remaining Stakeholder Forums & Dates

Title	Discovery Forum	Regional Forum
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_86PMKNCIR0WF1KzgL4wWbg	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 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
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 Registration: https://zoom.us/webinar/register/WN_q92lvyPcQtuJVlv5c2eRDA	November 4, 2020 1:00 PM – 3:00 PM Eastern Registration: https://zoom.us/webinar/register/WN_ggK1Osu1TSqwZ2BlvtNEpg

Thank you!

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



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