Michigan Five-Year Health IT Roadmap

Bridging the Digital Divide

Information Technology Needs and Gaps to Address Racial Disparities and Social Determinants of Health

September 23, 2020

CEDARBRIDGE GROUP

MDHHS

CedarBridge Group Facilitators

Kate Kiefert
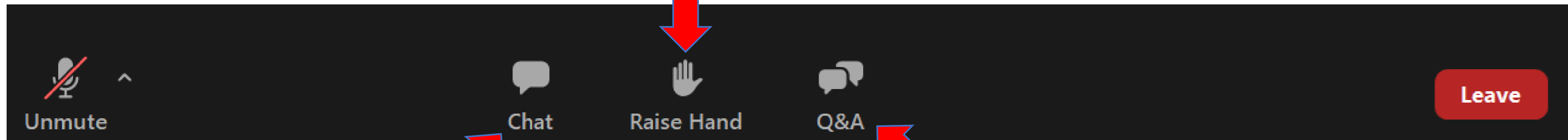**Senior Consultant**

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

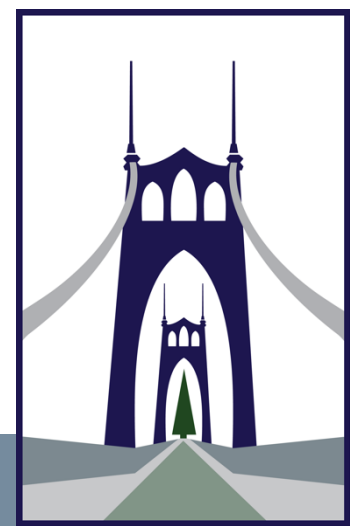Use the **Q&A** option when you have a question for the facilitators

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:
What Type of Organization Do You Represent Today?

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)
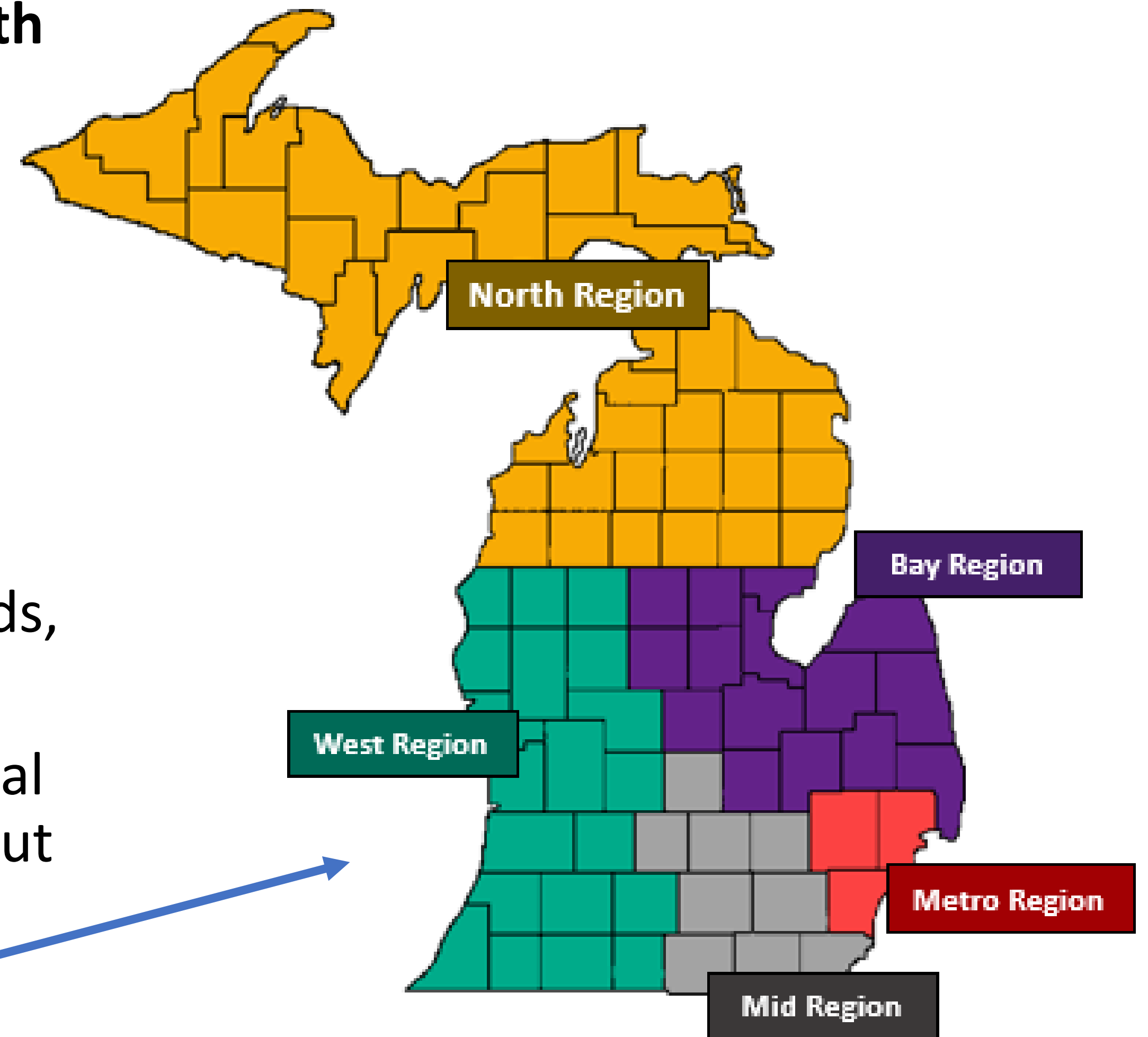
Social Determinants of Health and Racial Disparities: Data Needs & Gaps, and the Current Impact of Health IT

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 SDOH objectives and goals, including:

  o Resource directories and referral management

  o Event notifications

  o Interoperability between healthcare and social service organizations for coordination of care, services, benefits

  o Reporting requirements and analytics for population health, risk adjustment, outcomes

Bridging the Digital Divide:
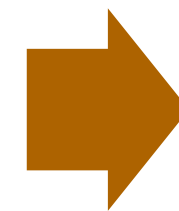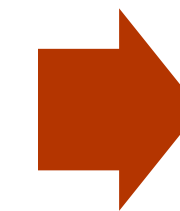# Social Determinants of Health and Racial Disparities

Vision for a Five-Year Health IT Roadmap
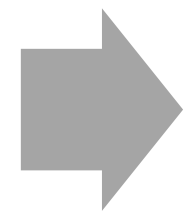
What are your SDOH & Health Equity priorities?

Michigan SDOH & Health Equity Today

Wrap Up and Next Steps

Vision for a Five-Year Health IT Roadmap

Dr. Norm Beauchamp
Executive Vice President for Health Sciences, Michigan State University
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

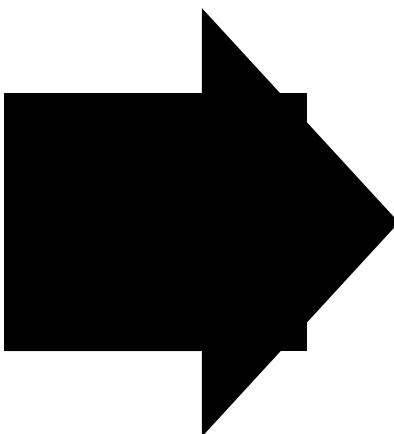**Healthcare Stakeholders**

Social Service Stakeholders

Government Agencies

Consumers/Advocates

Virtual Outreach and Engagement

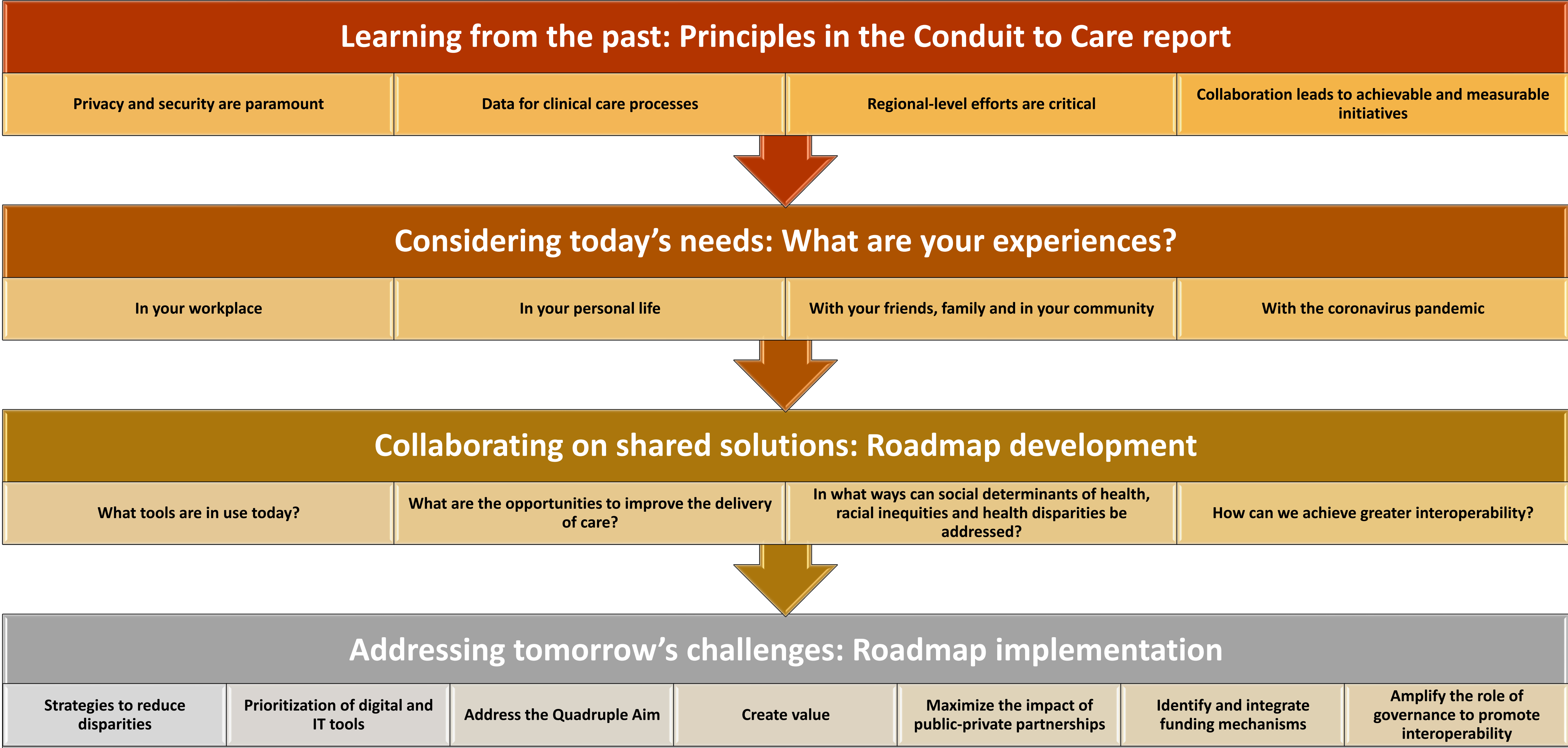- Virtual Forums
- Electronic Surveys
- Phone Interviews
- Partner Communication Tools
- Social Media

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:
Social Determinants of Health Priorities
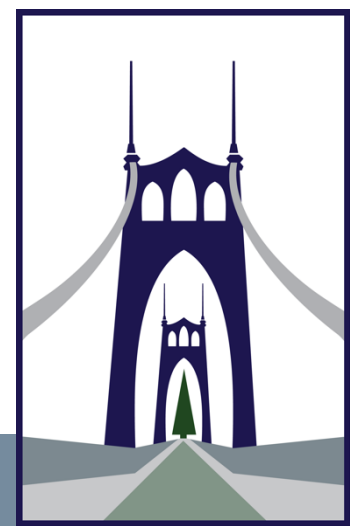
Quick Poll #3 and Discussion:
Social Determinants of Health Priorities

Quick Poll #4 and Discussion:
Health Equity Priorities

Quick Poll #5 and Discussion:
Health Equity Priorities

Situational Scenario for Discussion

- Brenda, 62

- Lived in Michigan since 1990

- Her only family member is a younger brother

- Her primary source of income is Social Security

- Her deteriorating health poses a significant challenge to carry out daily routines.

- She takes many prescription medications, has asthma, stomach problems, and breast cancer; she is currently undergoing radiation treatment for her breast cancer.

- She finds it difficult to pay for co-payments for medications

Wrap Up & Next Steps

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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_WACJTIaZQLGdBO3YT3_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** **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-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

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Appendix Slides

Quick Poll Questions

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Quick Poll #1 Question

What type of organization do you represent?

o Community Based Organization/Advocacy

o Government Agency

o Health Information Exchange/Health IT

o Hospitals and Health Systems

o Primary Care

o Behavioral Health

o Other Provider Groups (e.g., oral health, specialists, LTC, EMS)

o Payer

o Public Health

o Other (please describe in the **Chat starting with "Q1"**)

Quick Poll #2 Questions

Is investing in information sharing systems or IT infrastructure designed for addressing social determinants of health (SDOH) a priority for your organization? Please rate 1 – 5. (1 = not important, 5 = extremely important)

What are the most effective IT systems or tools for addressing SDOH at the individual level? (select all that apply) Electronic social risk screenings and assessments

o Resource directory

o Closed-loop referral platform (e.g., Aunt Bertha, Unite Us, NowPow, Healthify)

o Health information exchange platform

o Community information exchange platform (e.g., platform integrating data from and between health care and social service providers)

o Electronic health record with access to physical and behavioral health information

o State data sets and access to state data systems

o Other (please describe in the **Chat starting with "Q3"**)

What are the most effective IT systems or tools for addressing SDOH at the population level? (select all that apply)

o Aggregated, electronic social risk screenings and assessments

o Community resource directory

o Closed-loop referral platform (e.g., Aunt Bertha, Unite Us, NowPow, Healthify)

o Health information exchange platform

o Community information exchange platform (e.g., platform integrating data from and between health care and social service provider

o Electronic health record with access to physical and behavioral health information

o State data systems and IT platforms

o Population health analytics platform

o Other (please describe in the **Chat starting with "Q4"**)

Quick Poll #3 Questions

What are the biggest challenges or "pain points" your organization faces today around SDOH? (select all that apply)

- Multiple screening tools to document SDOH screenings

- Awareness and access to available resources to provide follow up services

- Having adequate workforce and workflow to support SDOH data collection and sharing

- Ability to electronically share data across health and social service organizations

- Monitoring and tracking electronic referrals for needed services

- Administrative burden reporting to payers, state agencies, or other programs

- Broad use of population health analytics tools

- Access to additional non-health data sets

- Other (please describe in Chat starting with **"Q5"**)

What are your organization's top priorities related to health IT and addressing social determinants of health? (select all that apply)

- Identifying an individual's social risk factors and determinants through **screenings and assessments**

- **Identifying necessary interventions** for an individual

- Accessing up to date resource directory of available social service organizations

- Coordinating with external, partner organizations, such as community benefit organizations, to support **interventions addressing an individual's social needs**

- **Enabling electronic referrals** with external organizations

- **Managing and tracking referrals** ensuring individuals get the necessary services

- **Building interoperability** between healthcare and social service organizations for coordination of care, services, benefits

- Analyzing **population health needs and outcomes**

- Other (please describe in Chat starting with **"Q6"**)

Quick Poll #4 Questions

Is your organization using data to identify racial disparities and other health inequities <u>within your organization</u>?

o Yes

o No, but we intend to start this practice in the next 12 months

o No, but we intend to start this practice in the next 24 months

o No

o Unsure

Is your organization using data to identify racial disparities and other health inequities <u>within your community</u>?

o Yes

o No, but we intend to start this practice in the next 12 months

o No, but we intend to start this practice in the next 24 months

o No

o Unsure

Quick Poll #5 Questions

What are your organization's top priorities related to health IT and addressing heath equity and reducing health disparities (select all that apply)

- o Education and information sharing on health inequity for marginalized or underserved populations for leaders and staff to reduce bias and provide effective care

- o Hiring additional workforce to support providers and individuals

- o Providing multi-lingual patient information electronically or on paper

- o Understanding the effects of adverse childhood experiences and use trauma-informed care

- o Developing and strengthening structures and processes that understand the causes of health inequity support health equity

- o Building decision support tools to help providers and care coordinators navigate available community resources

- o Expanding quality improvement programs to monitor and address workflows and measuring outcomes

- o Partnering with community organizations

- o Expanding data collection to discover and correct disparities for underserved populations' health, such as elderly, women, racial/ethnic minorities, sexual orientation, gender expression, and other dimensions to identify any disparities or unmet needs

- o Others (please describe in Chat starting with **"Q9"**)

What are the biggest challenges or "pain points" your organization faces today around addressing health equity? (select all that apply)

- o Education and information on addressing health inequity for marginalized or underserved populations

- o Lack of structures and processes to understand the causes of health inequity

- o Need decision support tools to help providers and care coordinators navigate available community resources

- o Awareness of community partnerships and organizations available to support patient's needs

- o Expanding data collection to discover and correct disparities for underserved populations' health, such as elderly, women, racial/ethnic minorities, sexual orientation, gender expression, and other dimensions to identify any disparities or unmet needs

- o Others (please describe in Chat starting with **"Q10"**)

Quick Poll #6 Questions

If Brenda needed help to find financial assistance for her co-payments and medications, how would your organization support her?

o Our organization could not support this.

o We would refer her to a care coordinator or social worker to see what benefits she would be eligible for or assist her in applying for financial assistance.

o We would refer her to another organization for assistance (e.g., community benefit organization, community action agency).

o We would use an electronic referral platform to refer her to a community-based organization.

o Others (please describe in Chat starting with **"Q11"**)

If Brenda missed one of her follow up visits with her Oncologist because her car broke down or she could not find a ride, how would/could your organization support her?

o Our organization could not support this.

o Our team could find her non-emergency transportation options.

o Our team would refer her to a care coordinator or social worker who could assist her in finding other transportation options or services.

o We would reschedule her treatment based on when she thought she could find a ride.

o Others (please describe in Chat starting with **"Q12"**)

Quick Poll #7 Question

If Brenda was suffering from stress or depression due to her health issues, how/could your organization support her?

- Our organization could not support this.

- Our team would screen, assess, and refer her to a mental health provider on the team or in the organization.

- Our team would screen, assess, and refer her to an external mental health provider.

- Our team would refer her to a care coordinator or social worker who could assist her with finding options for mental health services.

- Others (please describe in Chat starting with **"Q13"**)