Michigan Five-Year Health IT Roadmap

Reflections on Health IT During a Global Pandemic:
Information Technology Needs and Gaps for Public Health

9/15/2020

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MDHHS

CedarBridge Group Co-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

Stakeholder Forum Title

Rename yourself by hovering over your name and clicking "Rename".

- *Add your name, organization and preferred pronouns.*
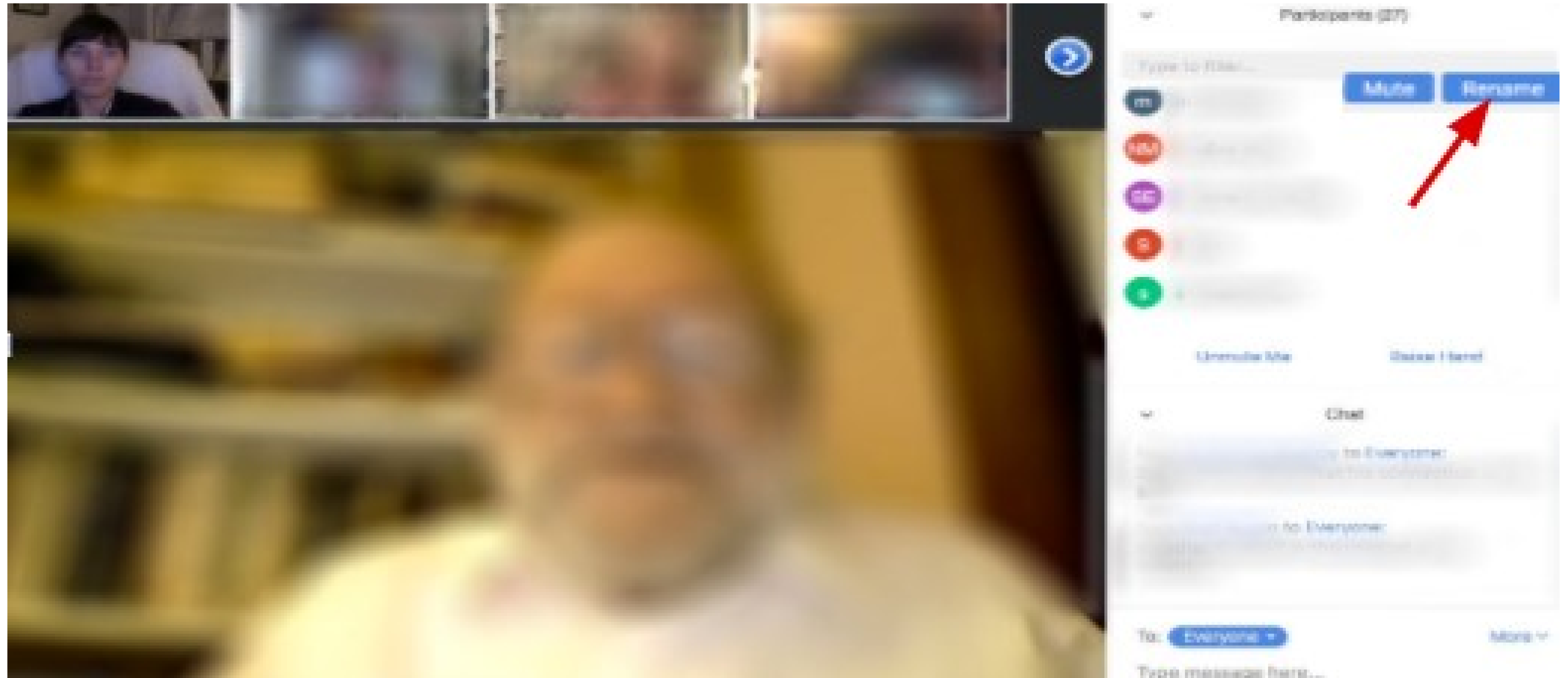
Participating in the Virtual Forum

- If you would like to respond verbally to a question:

  o Unmute yourself and begin speaking

  o State your name / organization

  o "Raise hand" in participant box (if someone is already speaking); **OR**

  o 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)
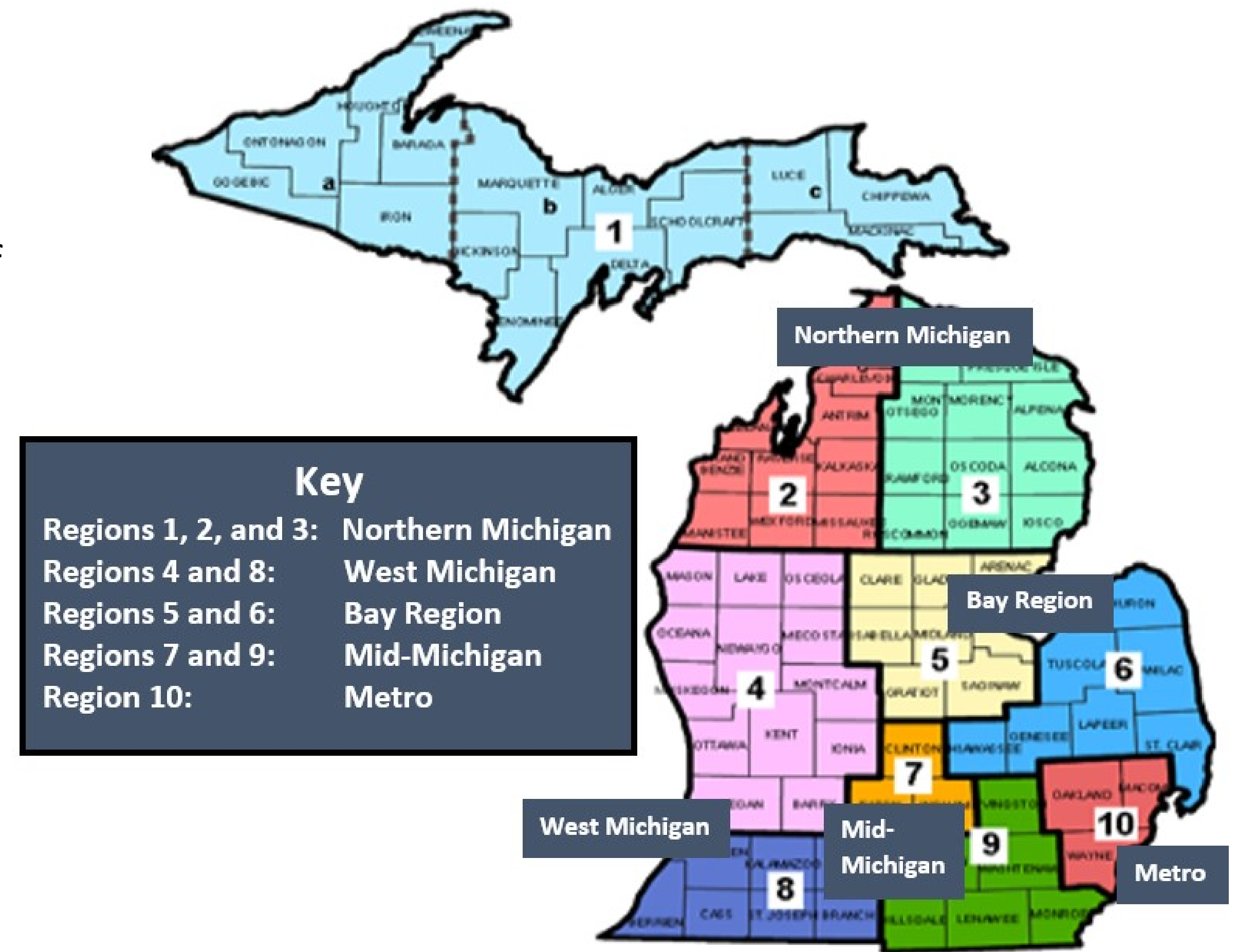
Stakeholder Forum Purpose and Objectives
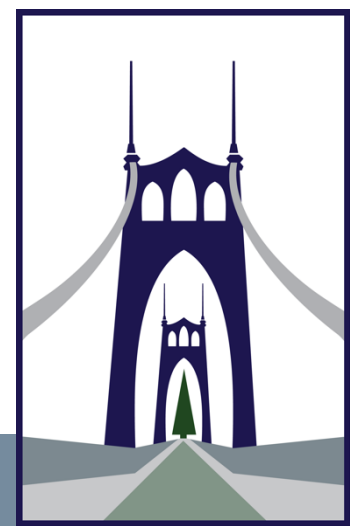
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Stakeholder Forums

- 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

  o 1 – 2 follow-up forums based on State of Michigan Prosperity Regions

  o Geared toward addressing consensus issues and opportunities identified in the September forum series

Key

Regions 1, 2, and 3:	Northern Michigan
Regions 4 and 8:	West Michigan
Regions 5 and 6:	Bay Region
Regions 7 and 9:	Mid-Michigan
Region 10:	Metro

Reflections on Health IT During a Global Pandemic: *Information Technology Needs and Gaps for Public Health*

- **Purpose**

  - Hear directly from stakeholders and members of the community

  - Learn about your organization's current priorities

  - Learn about the current state of health IT use and functionality your organization uses to support program objective, goals and priorities, including but not limited to:

    - Syndromic Surveillance / Electronic Lab Reporting / Electronic Case Reporting

    - Contact and proximity tracing

    - Immunization Information Systems, vaccine management

    - Bidirectional communication between health systems and public health agencies (local and state)

Reflections on Health IT During a Global Pandemic: Public Health Statewide Forum

Vision for a Five-Year Health IT Roadmap
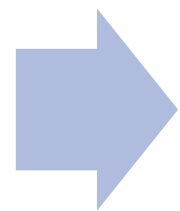
→ What are your public health priorities?

→ What is MI public health currently doing?

→ Wrap Up and Next Steps

Vision for a Five-Year Health IT Roadmap

Allison Brenner, PharmD
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

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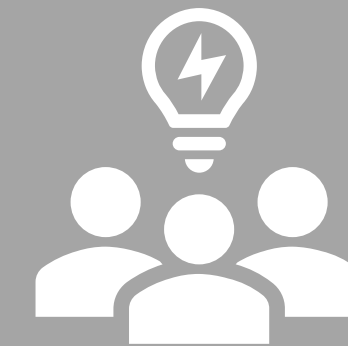# Principles for updating the state health IT roadmap

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
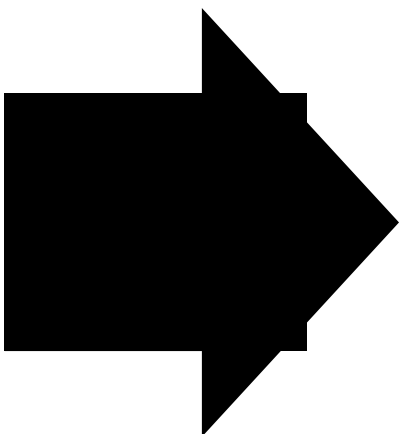
Healthcare Stakeholders

Social Service Stakeholders

Government Agencies

Consumers/Advocates

Virtual outreach and engagement

Virtual forums

Electronic surveys

Phone interviews

Partner communication tools

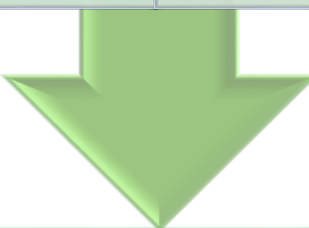Social media

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 |
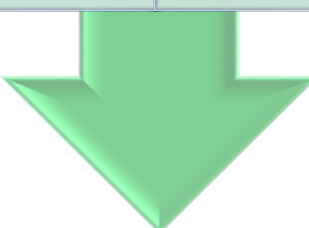
Collaborating on shared solutions: Roadmap development

| 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? |
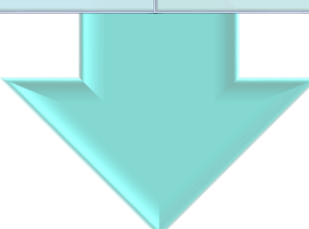
Addressing tomorrow's challenges: Roadmap implementation

| 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 Systems

g. Justice System

h. Long Term Care Providers

i. Oral Health

j. 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 Public Health

r. Local Public Health

s. Other

What are your public health priorities?
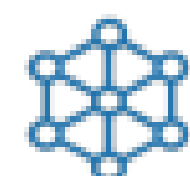
State Health Assessment

Jennifer Schuette, MPH, CQIA, CQPA
Accreditation and Performance Improvement Consultant
Michigan Department of Health and Human Services
Public Health Administration

State Public Health Assessment – Key Findings (**PLACEHOLDER**)

Across all 10 Essential Public Health Services, discussions largely discussed the responsibility and actions of governmental public health. The public health system in Michigan would likely benefit from better identification of roles for all partners as part of the larger public health system.

Partners identified various gaps in the data that support monitoring health status and identifying health problems, including as: data system interoperability challenges, timeliness of data, and multiple entry points at the state level to support data use.

Michigan has multiple examples of positive responses to emerging health threats in recent years, but partners shared the perception that efforts are most often reactive due to a lack of resources (i.e. funding, training, evaluation, etc.) to support proactive public health practices.

System partners emphasized the importance of focusing on improving public health messaging to ensure culturally and linguistically appropriate information delivered through the different modalities needed to reach Michiganders of varying cultures, ages, ability, literacy, and income.
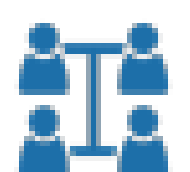
There are numerous examples across the public health system of strong partnerships that have worked together to identify and solve health problems. However, public health programs and partnerships largely exist in silos. System partners identified a a need for additional partnership development across the public health system.
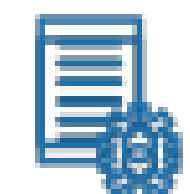
Michigan's Public Health System partners identified opportunity for improvement regarding shared decision making for state-wide policy development. Partners also emphasized the importance of moving toward a Health in all Policies approach.

Michigan's Public Health Code gives governmental public health the authority it needs to enforce laws and regulations that protect health and ensure safety. Partners identified a need for additional support at the local level (i.e. funding, professional development, legal council etc.) to fully support local health departments in exercising their legal authority.

Michigan's Public Health System must continue to focus on the implications of health inequities on population health to ensure Michiganders are connected to personal health services that are culturally sensitive and appropriate, meet the needs of vulnerable populations, and reduce inequitable health outcomes.

Michigan's public and personal health care workforce are crucial to the protection and promotion of Michiganders health and wellbeing, and therefore need to be adequately supported through educational opportunities, professional opportunities for advancement and growth, and competitive pay scales to retain a robust and educated workforce.

There is varying capacity across Michigan's Public Health System related to quality improvement, evaluation, and performance improvement. There is a strong need for more support and continued development opportunities for public health professionals at all levels of the public health system.

Michigan's Public Health System encounters many barriers to research and innovations, often due to barriers such as funding restrictions, siloed programming, staff capacity, and lack of access to academic institutions in some areas of the state. This creates the need for additional support and strategic planning to encourage research and innovation.

Ranking MI Public Health Systems Delivery of the 10 Essential Public Health Services (Placeholder)

10 ESSENTIAL PUBLIC HEALTH SERVICES	SCORES
1 Monitor Health Status to Identify Community Health Problems	2.9
2 Diagnose and Investigate Health Problems and Health Hazards	3.3
3 Inform, Educate, and Empower People about Public Health Issues	3.0
4 Mobilize Partnerships to Identify and Solve Health Problems	2.1
5 Develop Policies and Plans that Support Individual and Statewide Health Efforts	3.0

10 ESSENTIAL PUBLIC HEALTH SERVICES	SCORES
6 Enforce Laws and Regulations that Protect Health and Ensure Safety	3.2
7 Link People to Needed Personal Health Services and Assure the Provision of Health Care When Otherwise Unavailable	2.5
8 Assure a Competent Public and Personal Health Care Workforce	2.3
9 Evaluate Effectiveness, Accessibility, and Quality of Personal and Population-Based Health Services	2.6
10 Research for New Insights and Innovative Solutions to Health Problems	2.0

Scale: No activity (1), Minimal activity (2), Moderate activity (3), Significant activity (4), Optimal activity (5)

Audience Poll Questions

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Polling Questions (**PLACEHOLDER**)

- The State Public Health Assessment identified various gaps in data that support monitoring health status and identifying health problems. How would you rank the state's use of data to support your organization's COVID-19 response? (1 = limited or lacking and 5 = exceptional)

  - o Response options: 1 - 5

- Does your organization need additional IT systems for COVID-19 response operations and tracking?

  - o Response options: Yes, No, Unsure

- On the State Public Health Assessment, the public health system scored low on "Mobilize Partnerships to Identify and Solve Health Problems". Do you feel your organization has the community partnerships and information sharing protocols necessary for efficient COVID-19 response activities?

  - o Response options: Yes, No, Somewhat, Unsure

- Has the pandemic made it a priority for your organization to invest in any new health IT systems?

  - o Yes, No, Unsure

What are you currently doing to improve public health?

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Situational Scenario

- A rural area on the northwest side of Michigan has a population of 13,000

- There is limited access to health services; 41% of residence are at least 20 miles away from the nearest clinic

- In May, local public health officials report a COVID-19 workplace outbreak at a meat packaging plant

- Franklin Memorial is a small critical access hospital serving the area

  o Hospital administrators report they are running out of capacity in the ICU due to influx of COVID-19 patients

  o They also put out a request for desperately needed protective supplies and equipment

Poll Questions (**PLACEHOLDER**)

- Question 1: What IT systems would your organization use in this situation for COVID-19 contact tracing?

  - Multiple Choice Responses: (1) Case Management Tools (2) Medical Monitoring Tools (3) Proximity Tracking Tools (e.g. Smartphone "sensors") (5) Non-electronic methods (4) None of the above (5) All of the above

- Question 2: How is your organization able to coordinate and share COVID-19 case information among providers in the community?

  - Multiple Choice Responses: (1) Through a Health Information Exchange (2) Through a state public health application/platform (3) Phone, fax, and/or email (4) A direct connection between IT systems (5) Other

- Question 3: Are you currently receiving the information you need to help manage and prevent future outbreaks?

  - Multiple Choice Responses: (1) Yes (2) No (3) Unsure

- Question 4: How would your organization report vaccine administration to the Michigan Care Improvement Registry (MCIR)?

  - Multiple Choice Responses: (1) Website entry/submission (2) Through MiHIN (3) Through a regional HIE (4) Through a direct IT connection to the MCIR (5) Unsure (6) N/A – our organization does not administer vaccines

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

Title	Discovery Forum	Regional Forum
Coordinating During Crisis: *Information Technology Needs and Gaps for Emergency Services*	**September 16, 2020** **1:00 PM – 3:00 PM Eastern** **Registration:** https://zoom.us/webinar/register/WN_-4PyY6DdSJCsOawxyXKiaw	**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** **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

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Remaining Stakeholder Forums & Dates

Title	Discovery Forum	Regional Forum
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

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Thank you!

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

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