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Michigan Five-Year Health IT Roadmap

Using Data to Drive Outcomes

Information Technology Needs and Gaps for Quality Improvement Efforts



September 21, 2020

CedarBridge Group Facilitators



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Senior Consultant

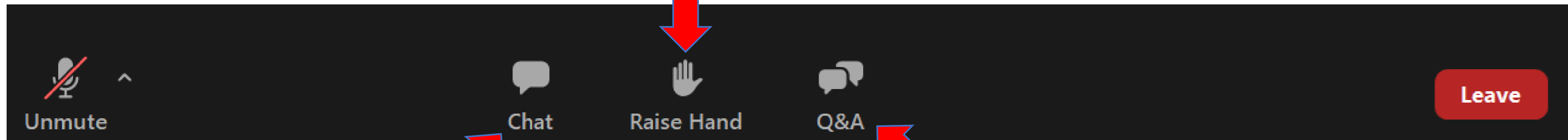


Dawn Bonder
Managing Director



Audio and Chat Controls

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



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:
 - “Raise hand” in the participant box and facilitator will call on you;
 - State your name / organization, and begin speaking; **OR**
 - 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:

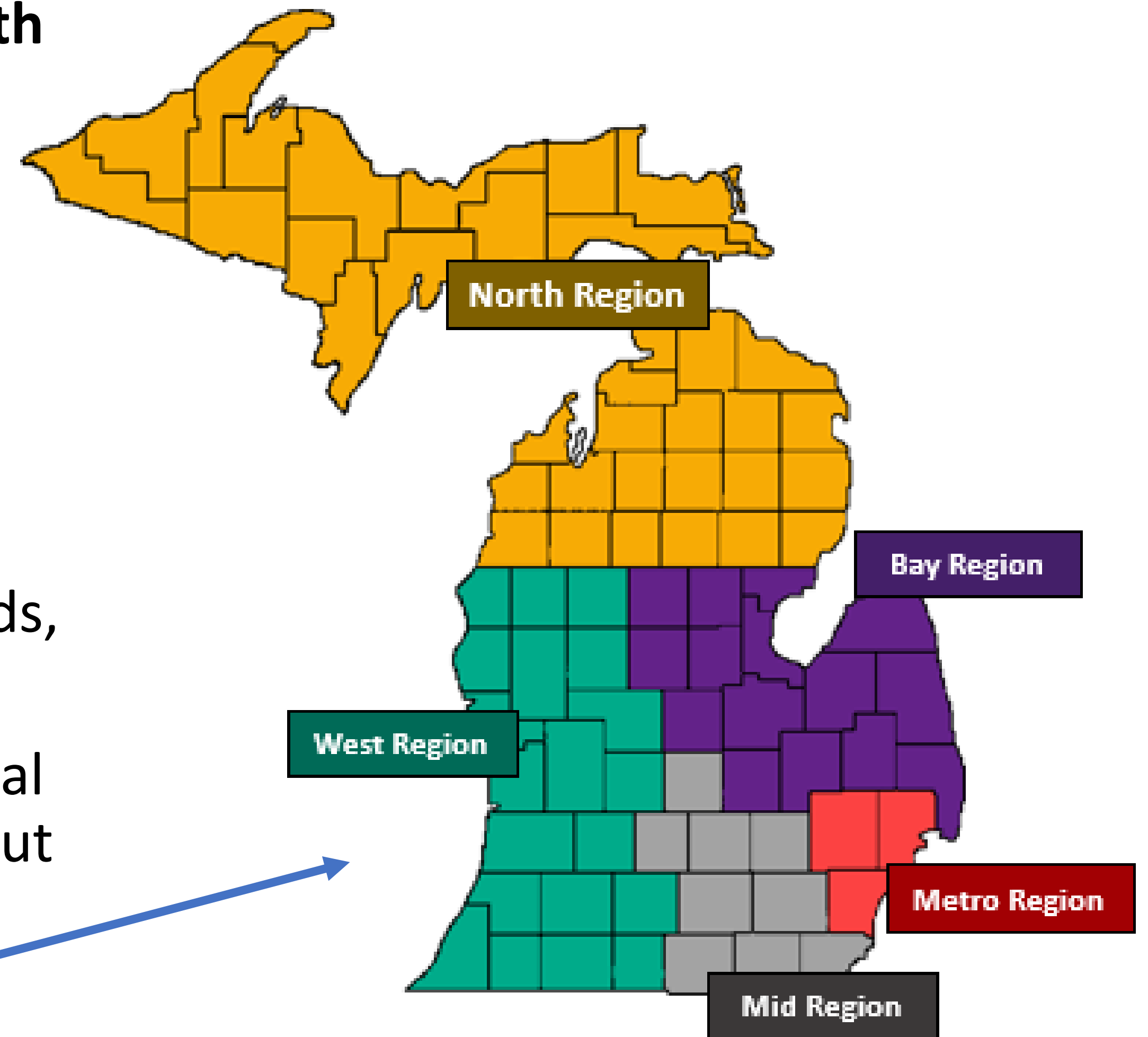
What Type of Organization Do You Represent Today?



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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](#))



Quality Improvement: Data Needs & Gaps, and the Current-State 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 health IT functionality and use of data for supporting program objectives and goals, including:
 - Quality measure reporting
 - Population health dashboards/analytics available to providers
 - Quality improvement resources
 - Reducing administrative burden on providers

Using Data to Drive Outcomes: Quality Improvement Statewide Forum



Vision for a Five-Year Health IT Roadmap



Dr. Thomas Simmer
Chief Medical Officer, Blue Cross Blue Shield of Michigan
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



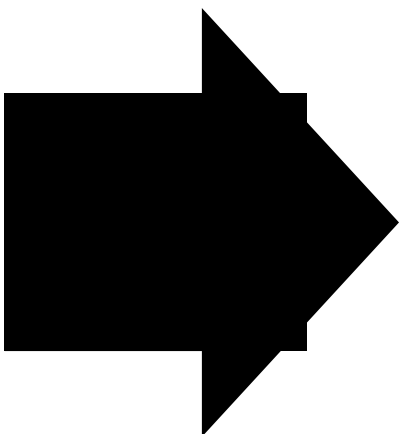
Social Service Stakeholders



Government Agencies



Consumers/Advocates



Virtual Outreach and Engagement

Virtual Forums

Electronic Surveys

Phone Interviews

Partner Communication Tools

Social Media

Roadmap Development Process

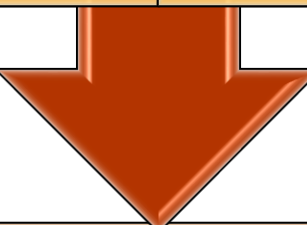
Learning from the past: Principles in the Conduit to Care report

Privacy and security are paramount

Data for clinical care processes

Regional-level efforts are critical

Collaboration leads to achievable and measurable initiatives



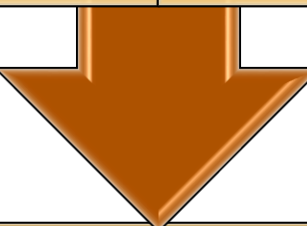
Considering today's needs: What are your experiences?

In your workplace

In your personal life

With your friends, family and in your community

With the coronavirus pandemic



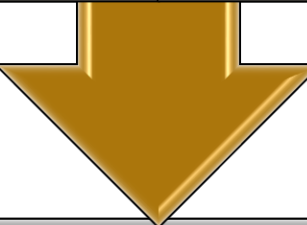
Collaborating on shared solutions: Roadmap development

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

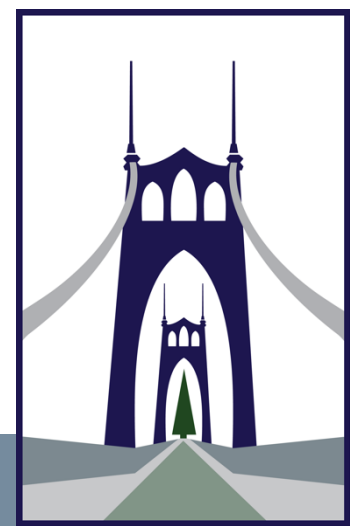


Quick Poll #2 and Discussion: Quality Improvement Priorities



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Quick Poll #3 and Discussion: Engaging with Quality Improvement Initiatives



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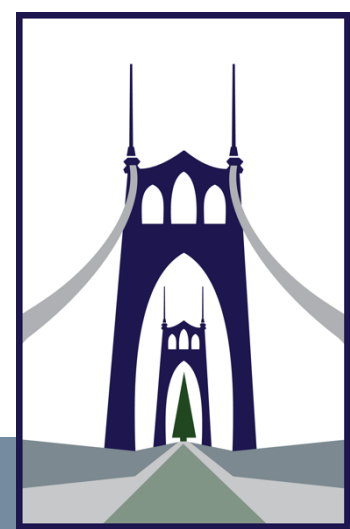
Situational Scenario for Discussion



- Grandview Community Health is a fictional clinic.
- Grandview serves approximately 29,000 patients annually.
- 73% of Grandview's patients are on Medicaid, 12% are eligible for Medicare, and 8% uninsured.
- Grandview has significant challenges recruiting and retaining providers despite NHSC¹ loan repayment participation.
- Grandview provides pre- and post-natal care for its patient population which is 62% female.
- Clinicians and administrators are passionate about improving maternal and infant mortality rates in the area.
- Grandview previously participated in a state quality incentive program but found that their staff and clinicians lacked the bandwidth to consistently meet reporting requirements.

¹ National Health Services Corps, supported by HRSA (Health Resources & Services Administration) as a Student to Service loan repayment program.

Wrap Up & Next Steps



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High Level Timeline for Roadmap Development Process



Remaining Stakeholder Forums & Dates

Register at: <https://bit.ly/32uM6gJ>

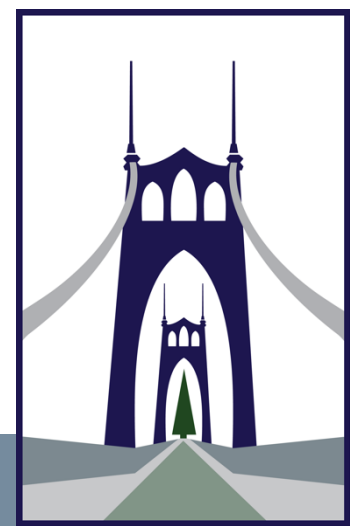
Title	Discovery Forum	Regional Forum
Reflections on Public Health During a Global Pandemic: <i>Information Technology Needs and Gaps for Public Health</i>	September 15, 2020 1:00 – 3:00 PM Eastern	October 20, 2020 1:00 – 3:00 PM Eastern Registration: https://zoom.us/webinar/register/WN_RYzYkP5eSIWL-vYK00wBeA
Coordinating During Crisis: <i>Information Technology Needs and Gaps for Emergency Services</i>	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_--jwjMgqTIS9WWnb3_jZUg
Connecting All Points of Care: <i>Information Technology Needs and Gaps for Behavioral Health Services</i>	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: <i>Information Technology Needs and Gaps for Quality Improvement Efforts</i>	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: <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-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

Roundtable Discussion



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Thank you!

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

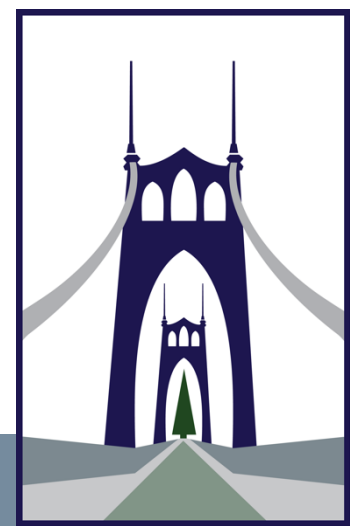
For more information, visit the HITC website: <https://bit.ly/32uM6gJ>



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Appendix Slides

Quick Poll Questions



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Quick Poll #1 Question

What type of organization do you represent?

- Community Based Organization
- State Agency
- Health Information Exchange/Health IT
- Hospitals and Health Systems
- Primary Care
- Other Provider Groups (e.g., oral health, specialists, LTC, EMS)
- Payer
- Behavioral Health
- Quality Improvement Entity
- Other (please describe in the **Chat starting with “Q1”**)

Quick Poll #2 Questions

What are your organization's top priorities related to health IT and quality improvement? (select all that apply)

- ☐ Reducing the **administrative burden of quality incentive reporting** on healthcare providers
- ☐ Gaining access to more **payer data for population health analytics**
- ☐ Gaining access to more **public health data for population health analytics**
- ☐ Demonstrating improved **population health outcomes**
- ☐ **Identifying poor performance** through data analytics
- ☐ Identifying **health disparities** for marginalized groups
- ☐ Mobilizing **community action** based on health data analytics
- ☐ Other (please describe in the **Chat starting with "Q2"**)

What areas of the health care and social services ecosystem require expanded quality improvement efforts? (select all that apply)

- ☐ Maternal and infant care
- ☐ Racial health disparities
- ☐ Social determinants of health (e.g., housing instability, food insecurity, justice system involved)
- ☐ Total cost of care
- ☐ Behavioral health integration and coordination
- ☐ Person-centered primary care
- ☐ Immunization rates
- ☐ Chronic disease management
- ☐ Long term and post-acute care
- ☐ Other (please describe in the **Chat starting with "Q3"**)

Quick Poll #3 Questions

Is it a current priority for your organization to expand its engagement with quality improvement organizations/initiatives (e.g., Accountable Care Organizations (ACOs), Community Health Innovation Regions (CHIRs), Clinically Integrated Networks)?

- ☐ Yes, in the next 3 months.
- ☐ Yes, within the year.
- ☐ Yes.
- ☐ No, not beyond existing engagement.
- ☐ No, we do not intend to engage with these organizations/initiatives at this time.
- ☐ Unsure.
- ☐ Not applicable.

What are your health IT or data needs for better quality improvement efforts? (select all that apply)

- ☐ Use of third-party data analytic organizations
- ☐ Better in-house data analytic operations
- ☐ State and managed care incentive payments
- ☐ Commercial health plan incentive payments
- ☐ Multi-payer value-based care models
- ☐ Bi-directional connection to a health information exchange
- ☐ More accurate data from the state and/or other payers
- ☐ More timely data from the state and/or other payers
- ☐ Other (please describe in the **Chat starting with “Q5”**)

Quick Poll #4 Questions

In your experience, is adequate support available in Michigan for clinics like Grandview to help them with technology support to move toward value-based care models?

- ☐ Yes
- ☐ No
- ☐ Unsure

Grandview has an EHR capable of interoperable data exchange. To help Grandview, *and organizations such as your own*, what entities are available in Michigan to extract their data and calculate their performance on standardized quality measure sets?

- ☐ Health information exchanges
- ☐ Health IT platforms specializing in data analytics
- ☐ Medicaid health plans (managed care)
- ☐ State data systems
- ☐ ACOs
- ☐ Community Health Innovation Regions
- ☐ Other (please describe in the chat starting with “Q7”)

Quick Poll #5 Question

Do you or your organization participate in value-based models and report on quality measures? (select all that apply)

- ☐ Yes, at the measure level (submit measures)
- ☐ Yes, at the data level (submit individual or aggregate data)
- ☐ Yes, our EHR is capable of reporting measures
- ☐ Yes, we could use Technical Assistance for data extraction from our EHR
- ☐ No, we don't participate in a value-based model
- ☐ Not applicable
- ☐ Other (please describe in the chat starting with **"Q8"**)