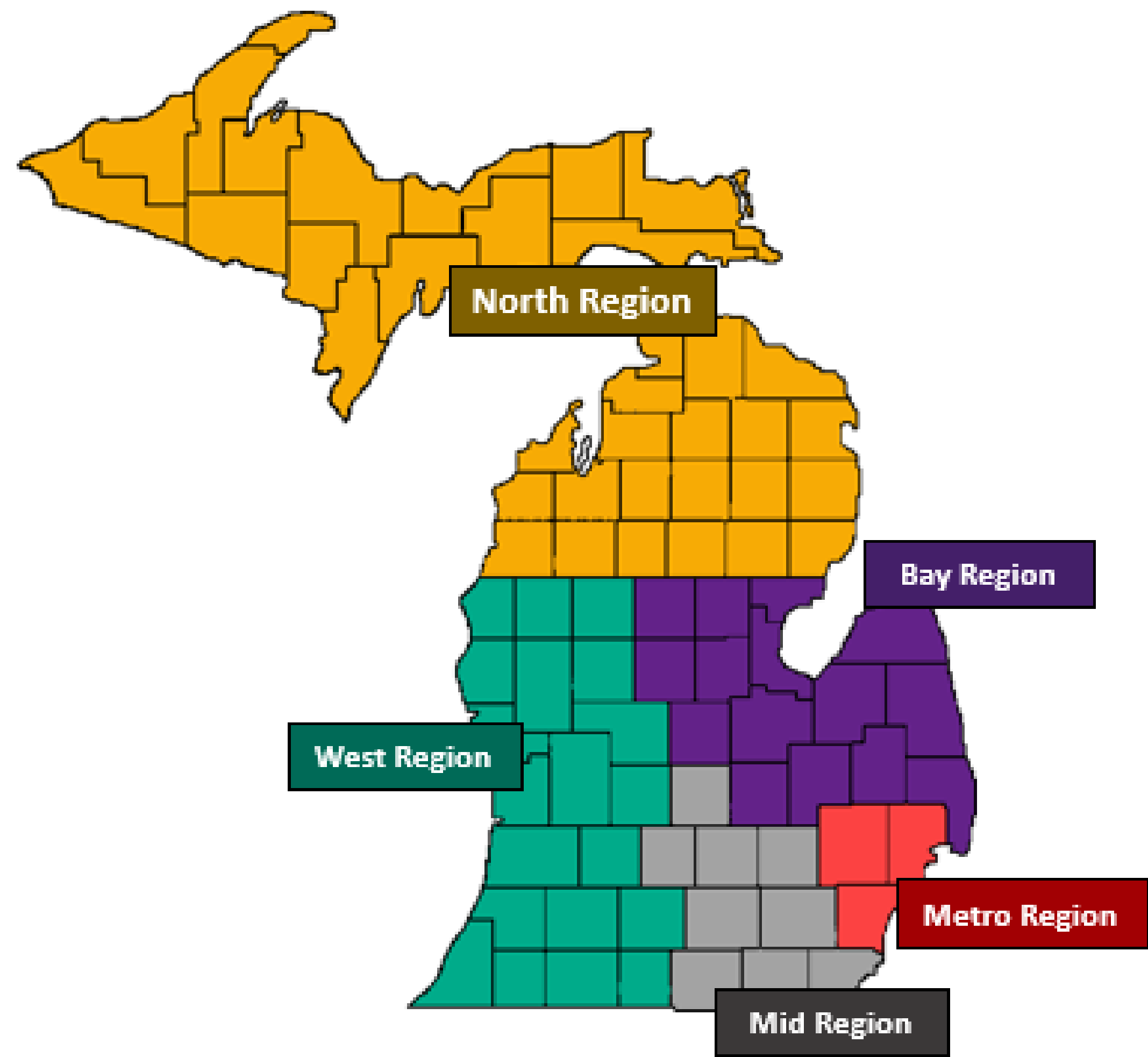# Michigan Five-Year Health IT Roadmap

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

October 20, 2020

CEDARBRIDGE GROUP

MDHHS

Reflections on Health IT During a Global Pandemic

Regional Stakeholder Forum

CedarBridge Group Facilitators

Vatsala Pathy
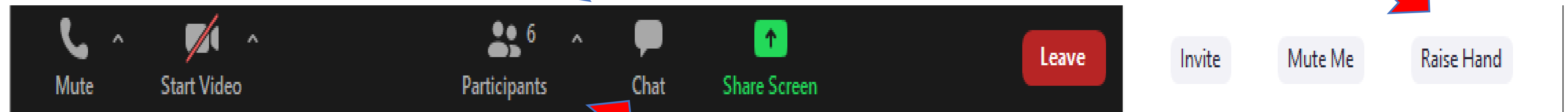**Senior Consultant**

Dawn Bonder
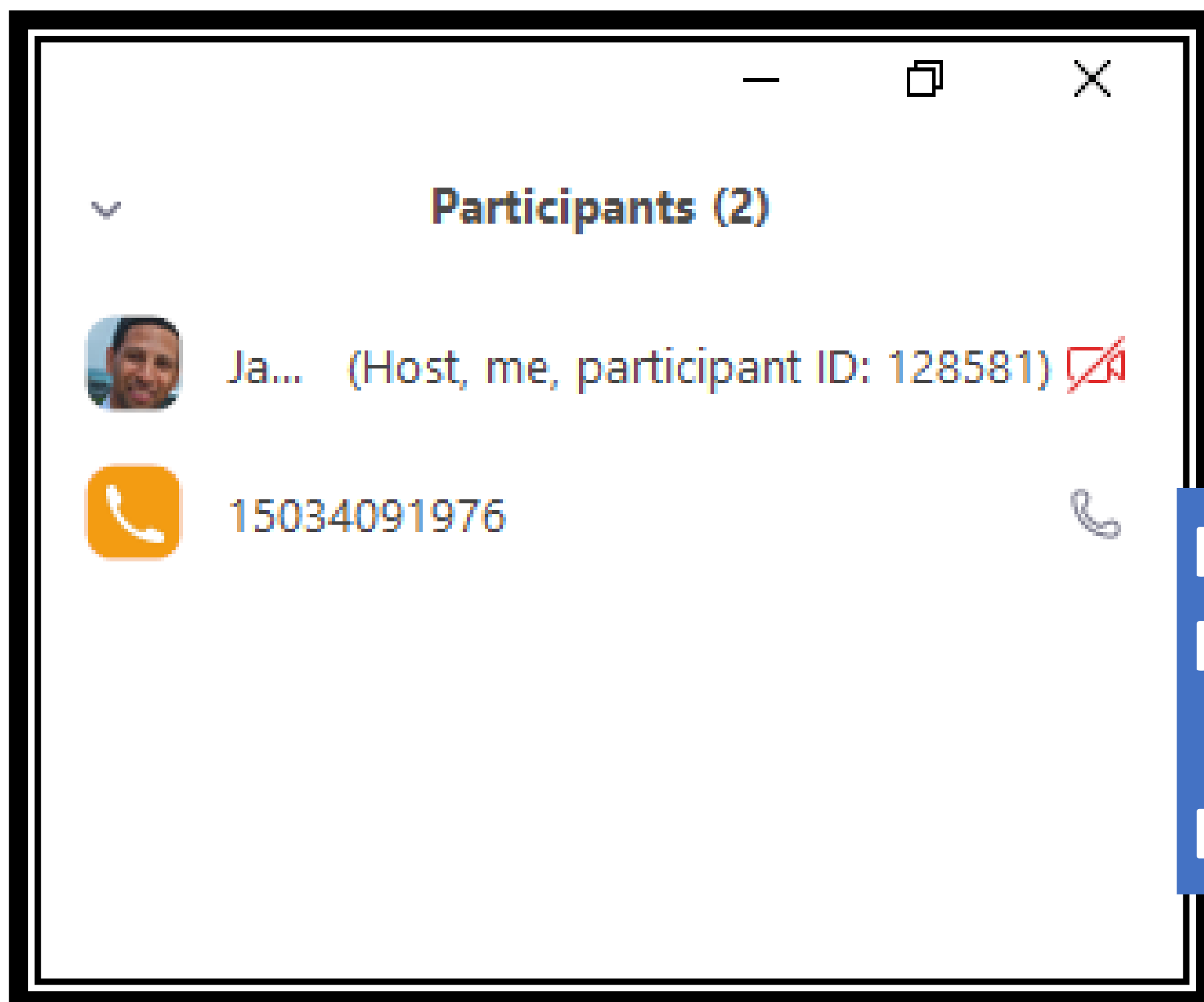**Managing Director**

Audio and Chat Controls

To respond verbally, open the Participants window and click the **Raise Hand** option, and our facilitators will unmute you.

Use the **Chat** to engage with all participants
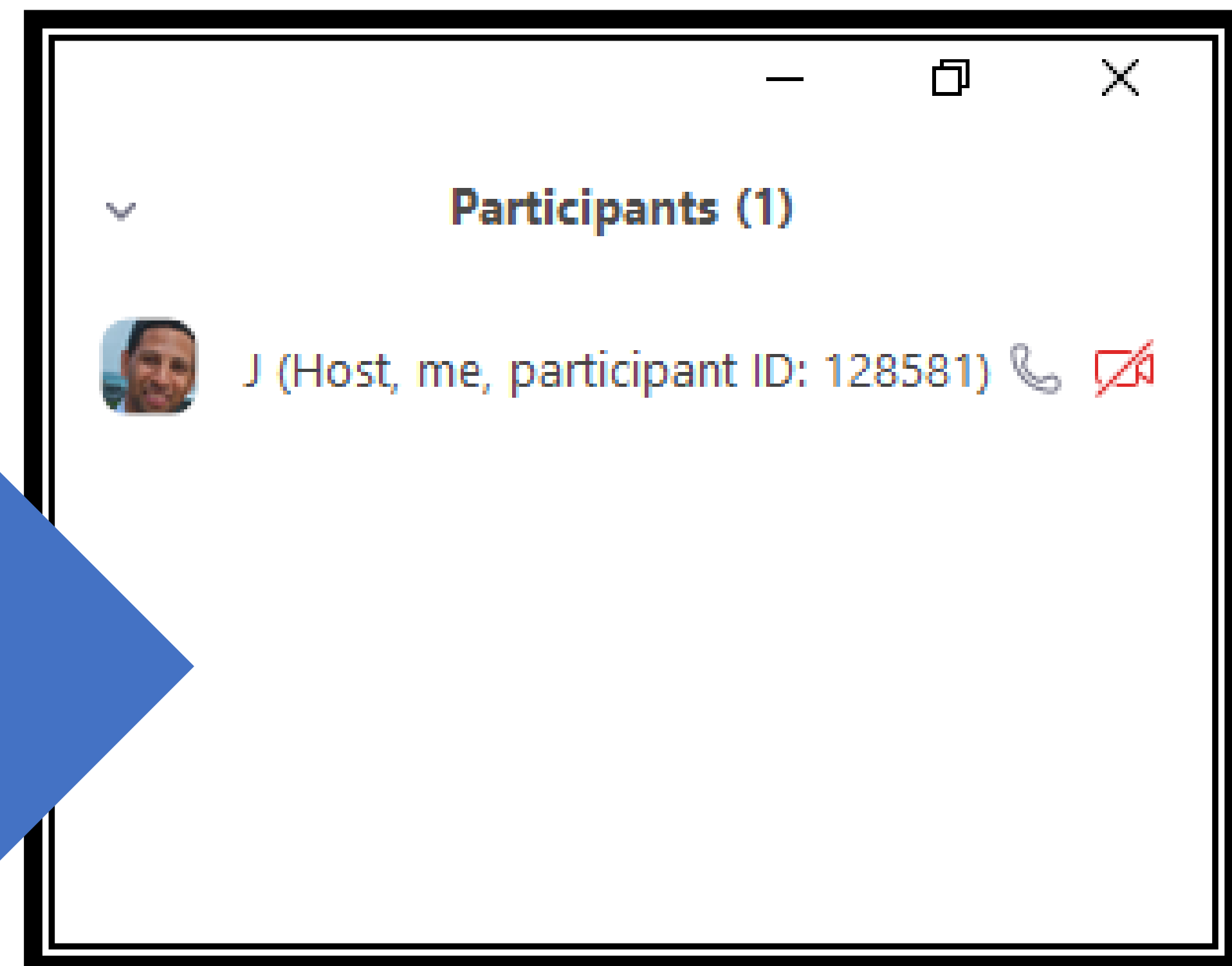
Connecting your Phone Line


Press #, Enter your Participant ID, Press #

Example: #128581#

Participants (2)

Ja... (Host, me, participant ID: 128581)

15034091976

Participants (1)

J (Host, me, participant ID: 128581)

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

- To emphasize someone's point, you may "stack" in the chat box (i.e. "+++" when you agree with what is being said)

- Interactive polling will be used to collect and display your input in real-time
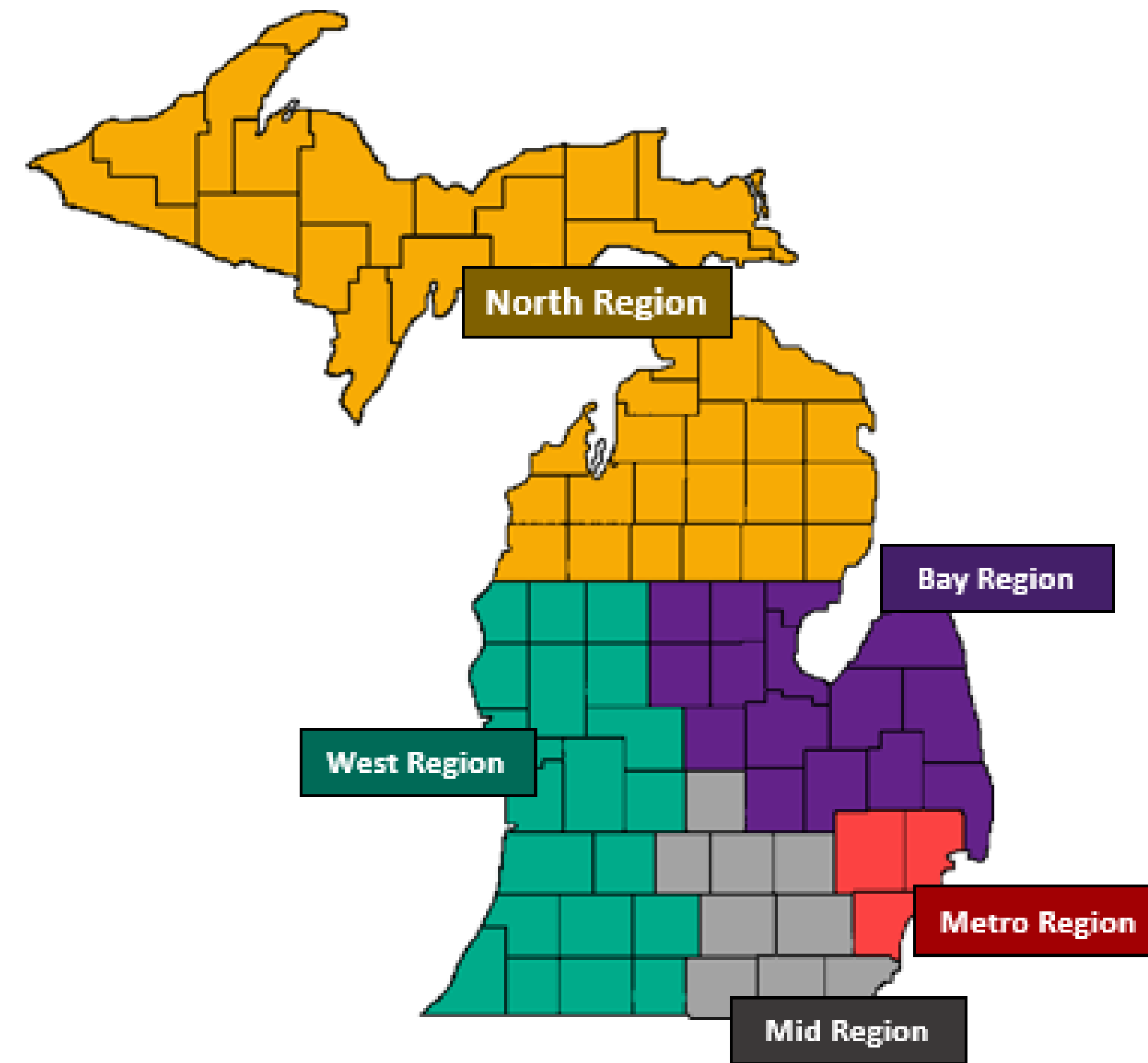
Quick Poll

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.

RG

0:02 / 2:05

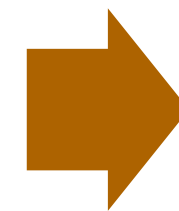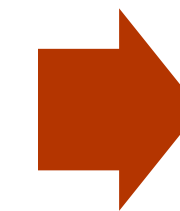# Reflections on Health IT During a Global Pandemic: Health Information Technology for Public Health

Recap & Insights from the Discovery Forum
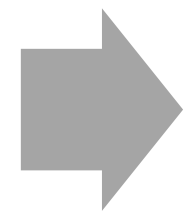
Regional Public Health Discussion

Small Group "Breakout" Sessions

Report Out and Roundtable

Vision for a Five-Year Health IT Roadmap

Pat Rinvelt
Executive Director, National Network of Depression Centers
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
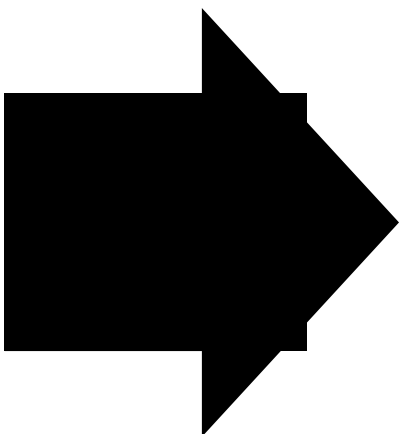
Healthcare Stakeholders

Social Service Stakeholders

Government Agencies

Consumers/Advocates

Virtual Outreach and Engagement

Virtual Forums

Electronic Surveys

Phone Interviews

Partner Communication Tools

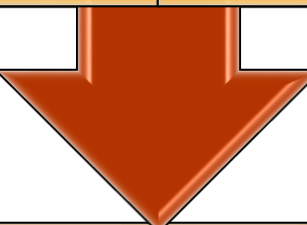Social Media

Roadmap Development Process

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

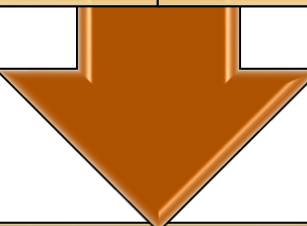| Privacy and security are paramount	Data for clinical care processes	Regional-level efforts are critical	Collaboration leads to achievable and measurable initiatives

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?
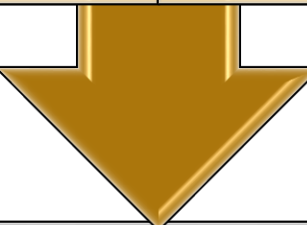
Addressing tomorrow's challenges: Roadmap implementation

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.

=

5-Year Health IT Roadmap

Recap and Insights from the Discovery Forum

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Recap of the Public Health Discovery Forum

September 15th, 2020

49 attendees from public health, health IT, hospitals, and other sectors

Facilitated dialogue with interactive polls on COVID-19 response topics

Identified key issues and opportunities related to public health and health IT

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GROUP

Theme #1 – State Data Sharing for COVID-19 Response and Tracking

- On a scale of 1 - 5, the state's data sharing for COVID-19 response was rated a 3

- The state has done a decent job, but some improvements are needed:

  o Michigan Disease Surveillance System (MDSS) could be more stable; downtime impacts contact tracing

  o TraceForce needs streamlining; could benefit from regional "heatmap" of positive results

  o Reportable lab system data may not be included in MiHIN reports; need integrated data reports

  o Improve state communications and coordination; act as a "command center", including for laboratory testing (supplies, reagents, capacity, etc.)

Theme #2 – Health IT Investments During the Pandemic

A large majority of respondents indicated the pandemic has **not** made it a priority for them to invest in new health IT systems

- o COVID-19 caused major hit to organizations' revenue

- o Organizations were required to make better use of existing tools, like telehealth

- o Some local public health need extensive new investments in health IT due to historical underinvestment; however, they have largely depended on state systems (e.g., MDSS, MCIR)

Theme #3 – Community Partnerships and Information Sharing

- 63% responded "somewhat" to feeling like they had partnerships and information sharing protocols necessary for efficient COVID-19 response:

  - Desire to make better use of MiHIN data for COVID-19 tracking and receiving targeted regional information

  - Public-private partnerships have been critical; need facilitation of more transparent resource coordination

- Desire for "Regional Command Centers"

  - Need to understand capacity and constraints in various organizations; better coordinate resources

  - Better distribution of supplies, routing of patients to testing tents, results reporting, etc.

Theme #4 – Systems for Responding to Outbreaks

- Most indicated "unsure" or "no" regarding receiving information necessary to help manage or prevent future COVID-19 outbreaks

- Local public health uses TraceForce and Outbreak Management System, which feed into the Michigan Disease Surveillance System, to coordinate with providers

- A number of different systems are needed to effectively manage a COVID-19 outbreak: case management, medical management, and proximity tracing systems

- Organizations report vaccine administration to the Michigan Care Improvement Registry through web entry/upload or utilize HL7 messaging through a health information exchange
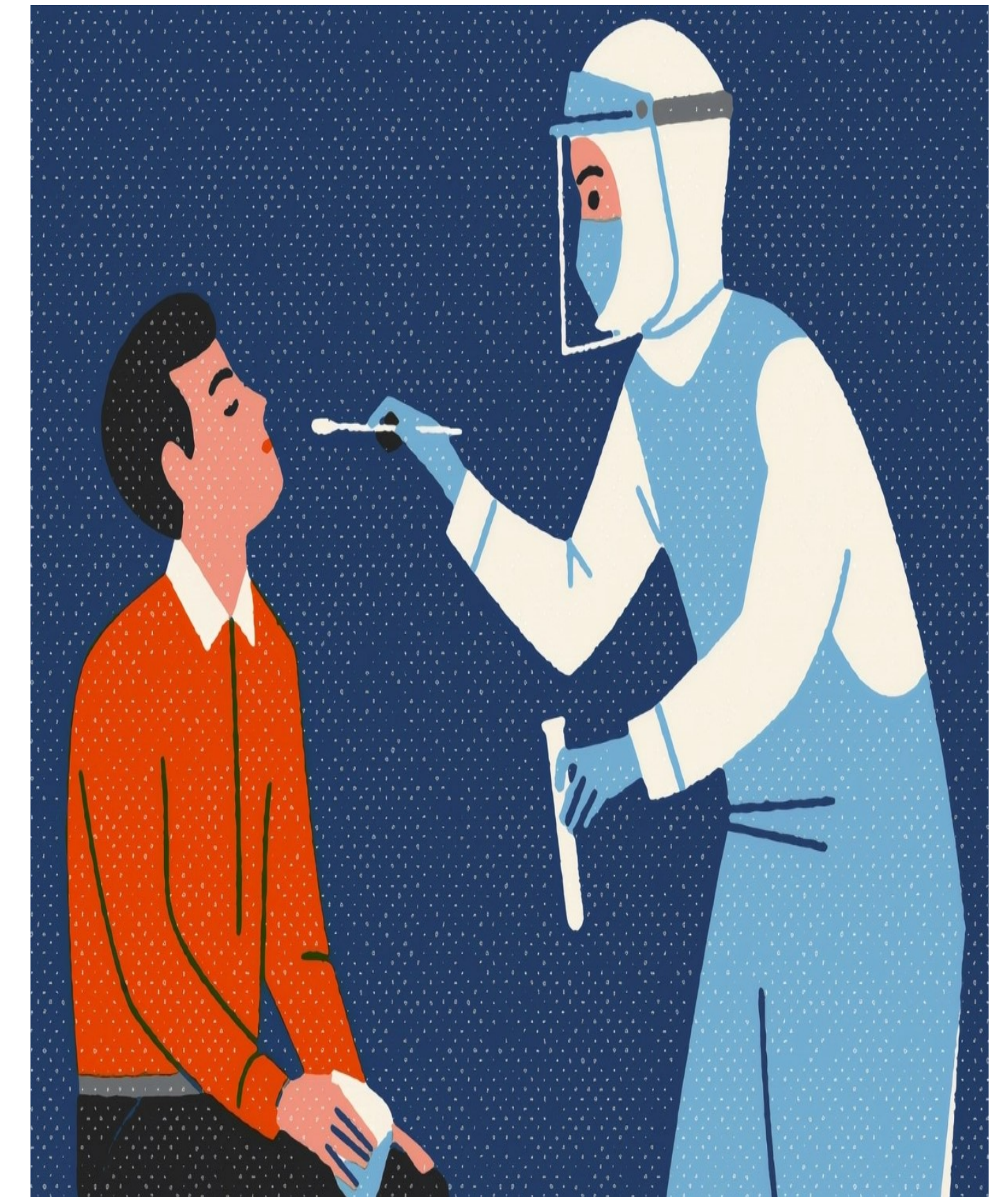
Regional Considerations
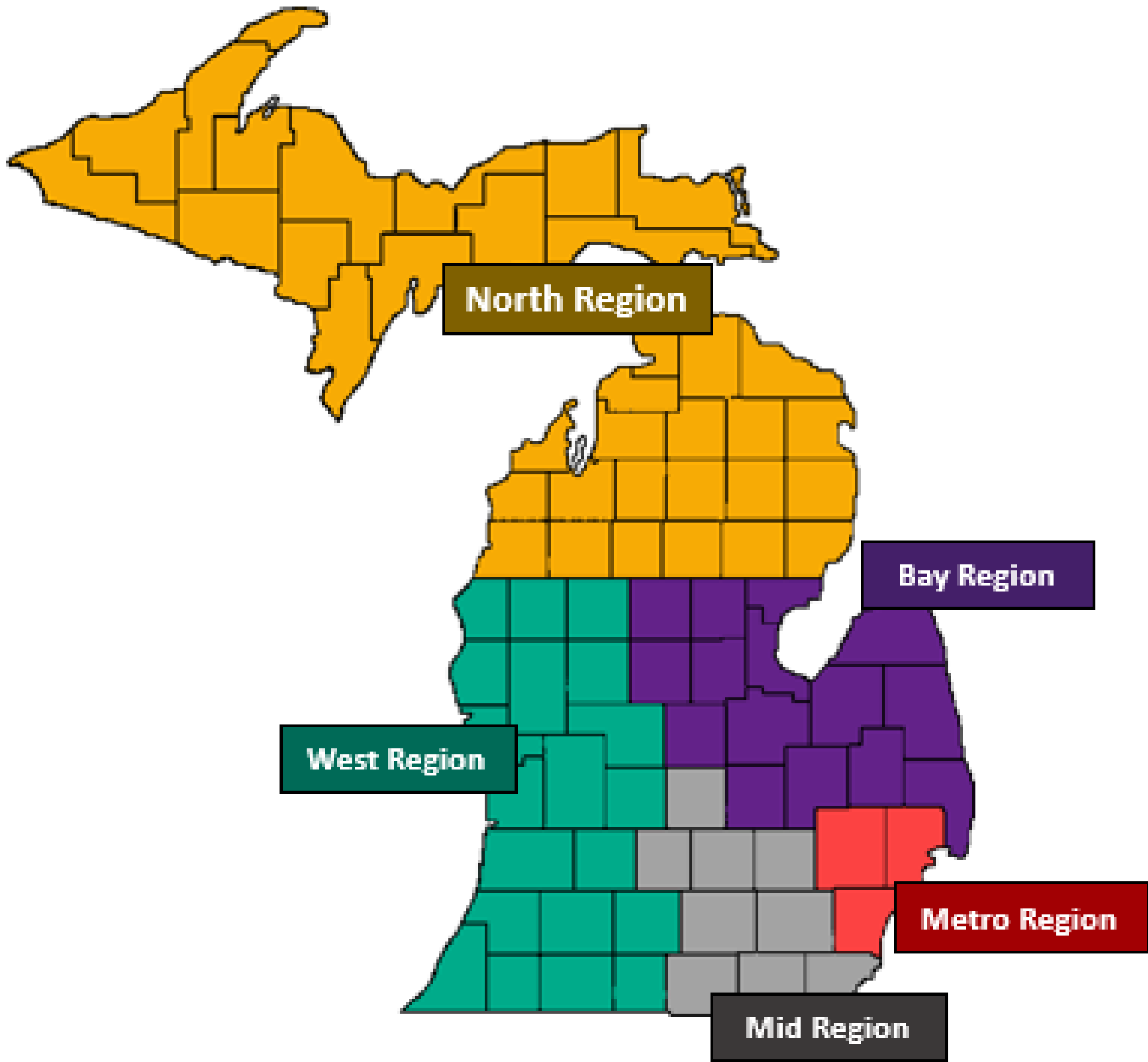
Contact Tracing for COVID-19 & Future Pandemics

Not all local public health departments in the state use TraceForce.

Should all local public health departments be required to use TraceForce? What specific improvements need to be made to TraceForce to make it a more impactful tool?

In addition to TraceForce, what other technologies are needed in order to optimize contact tracing efforts?

Regional Command Centers

If implemented, what would the role of Regional Command Centers be and how best should they be overseen/managed?

Do the emergency preparedness regions adequately address pandemic response needs?

Future Health IT Investments in Public Health

Public health focused health IT investments are long overdue.

In your region, what are the top three priority health IT investments in light of COVID-19? Why are those the top priorities?

Breakout Room Discussions

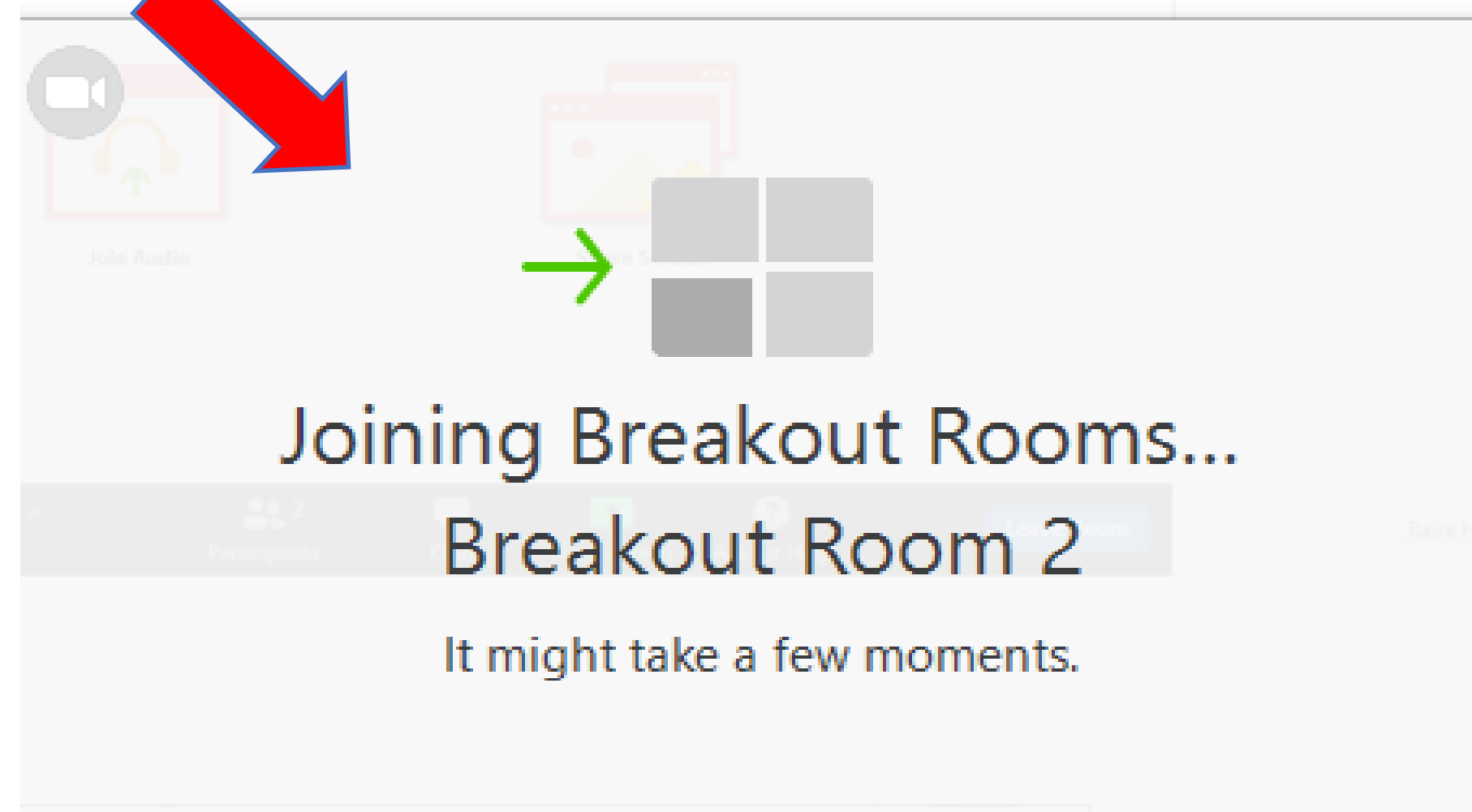# Joining the Breakout Rooms

- In a moment, we will send invites to join a Breakout Room

- Please click the "Join" button in the pop-up window

- A message will appear indicated you are joining the Breakout Room

Breakout Rooms

The host is inviting you to join Breakout Room:
Breakout Room 2

Join   Later

Joining Breakout Rooms...
Breakout Room 2
It might take a few moments.
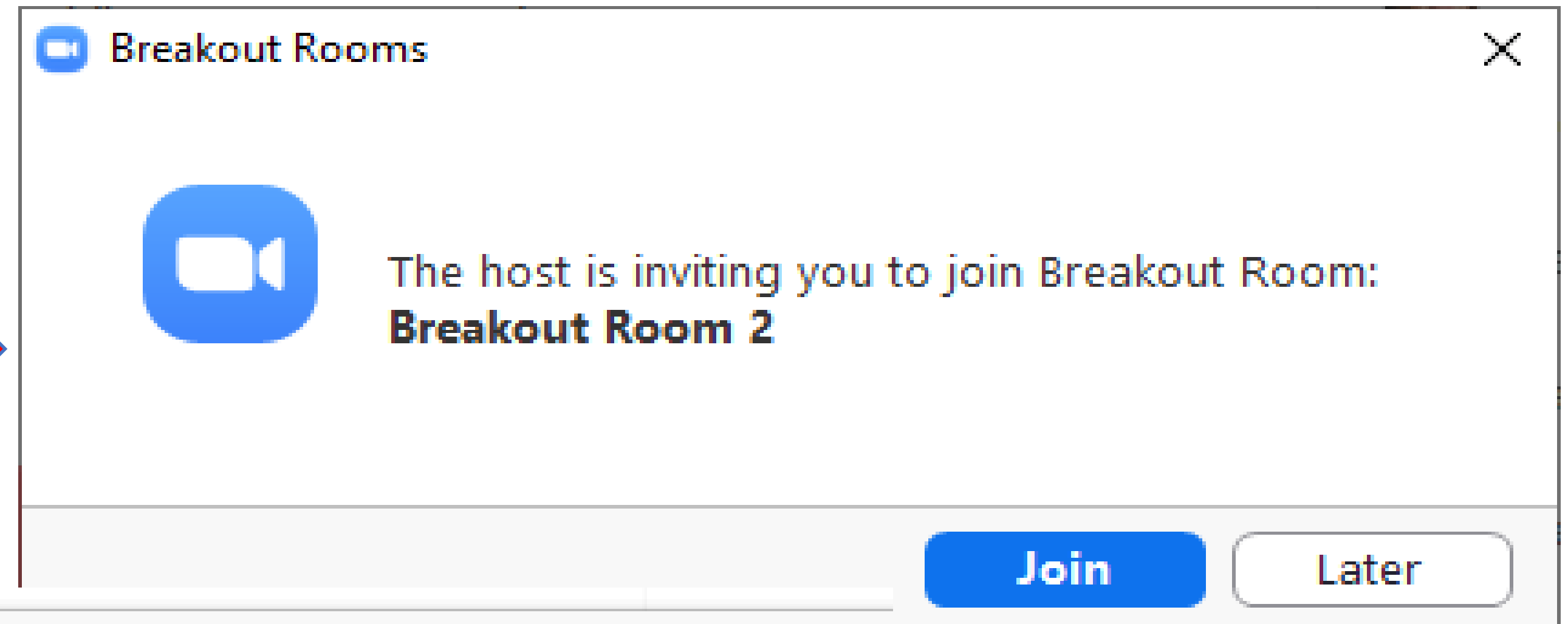
Joining the Breakout Rooms
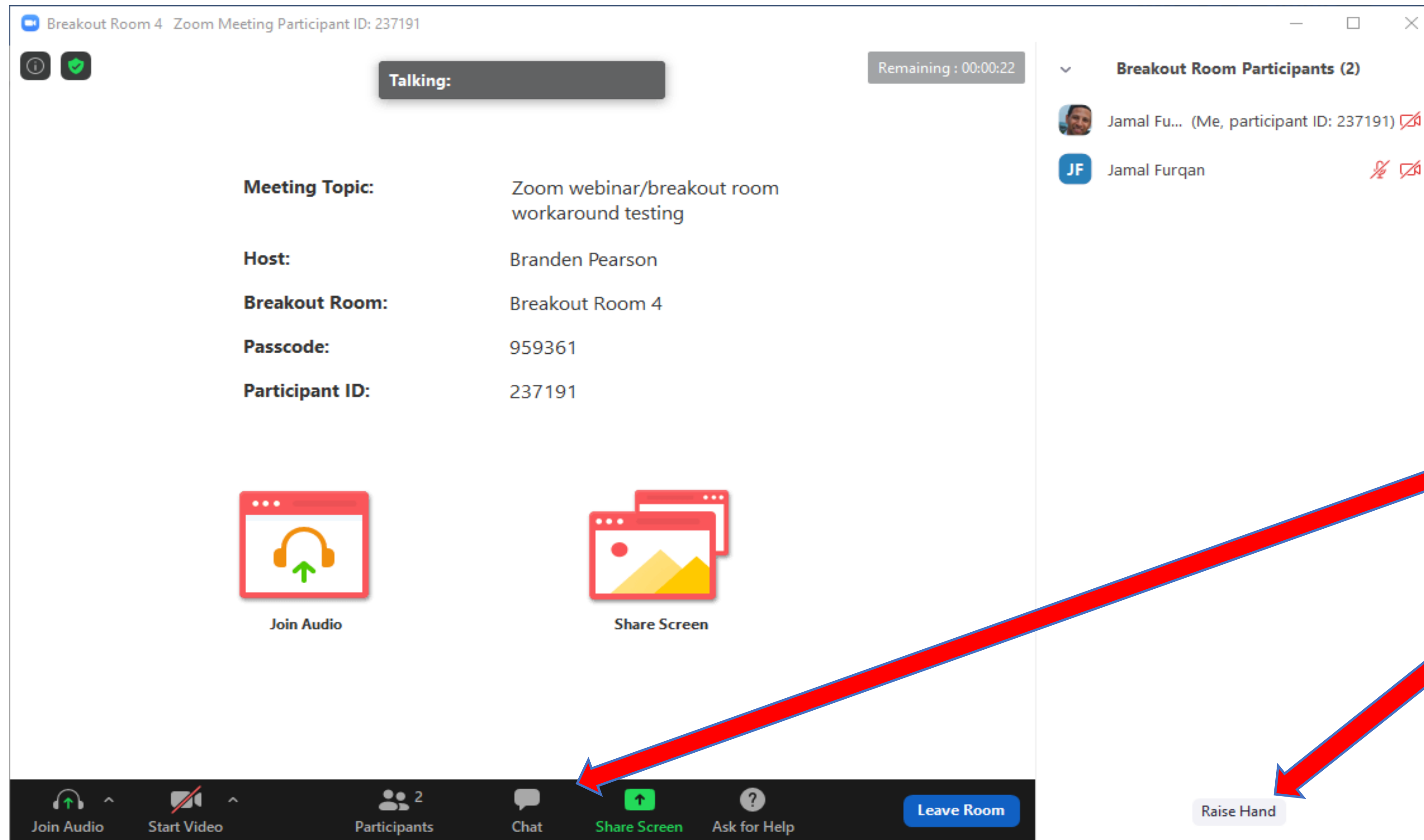
- You will be taken to a new Zoom window for the Breakout Room

- A facilitator will moderate a dialogue on public health and health IT

- Utilize the same "Chat" and "Raise Hand" features to engage with the group

- If you're having technical difficulties, click the "Ask for Help" button

Breakout Room

Welcome!

- We will moderate a dialogue on public health and health IT

- Utilize the same "Chat" and "Raise Hand" features to engage with the group

- If you're having technical difficulties, click the "Ask for Help" button
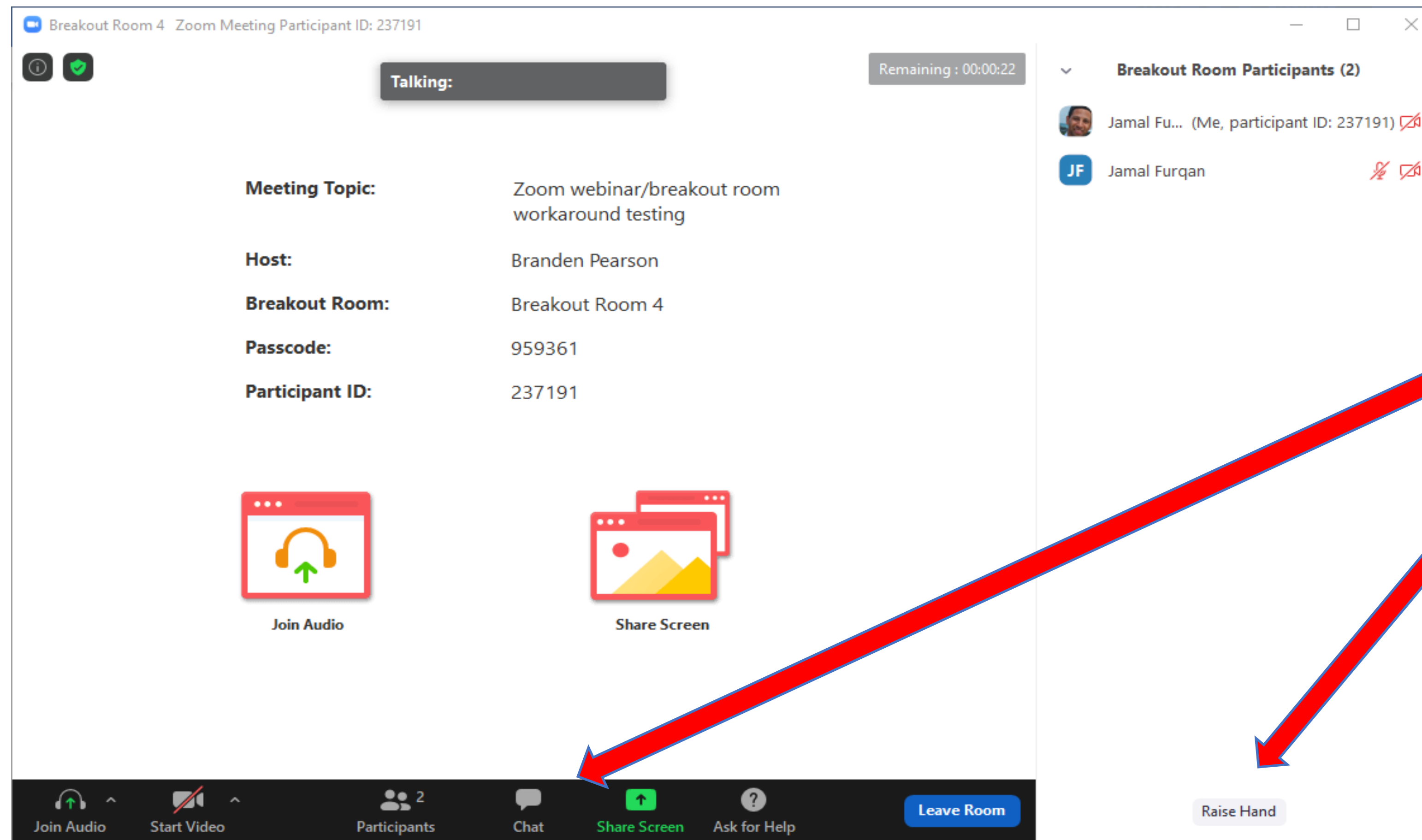
Breakout Room Discussion Questions

Do you represent a rural area or urban area? Or both?

Of the five Michigan regions, what region do you primarily serve?

North Region

Bay Region

West Region

Metro Region

Mid Region
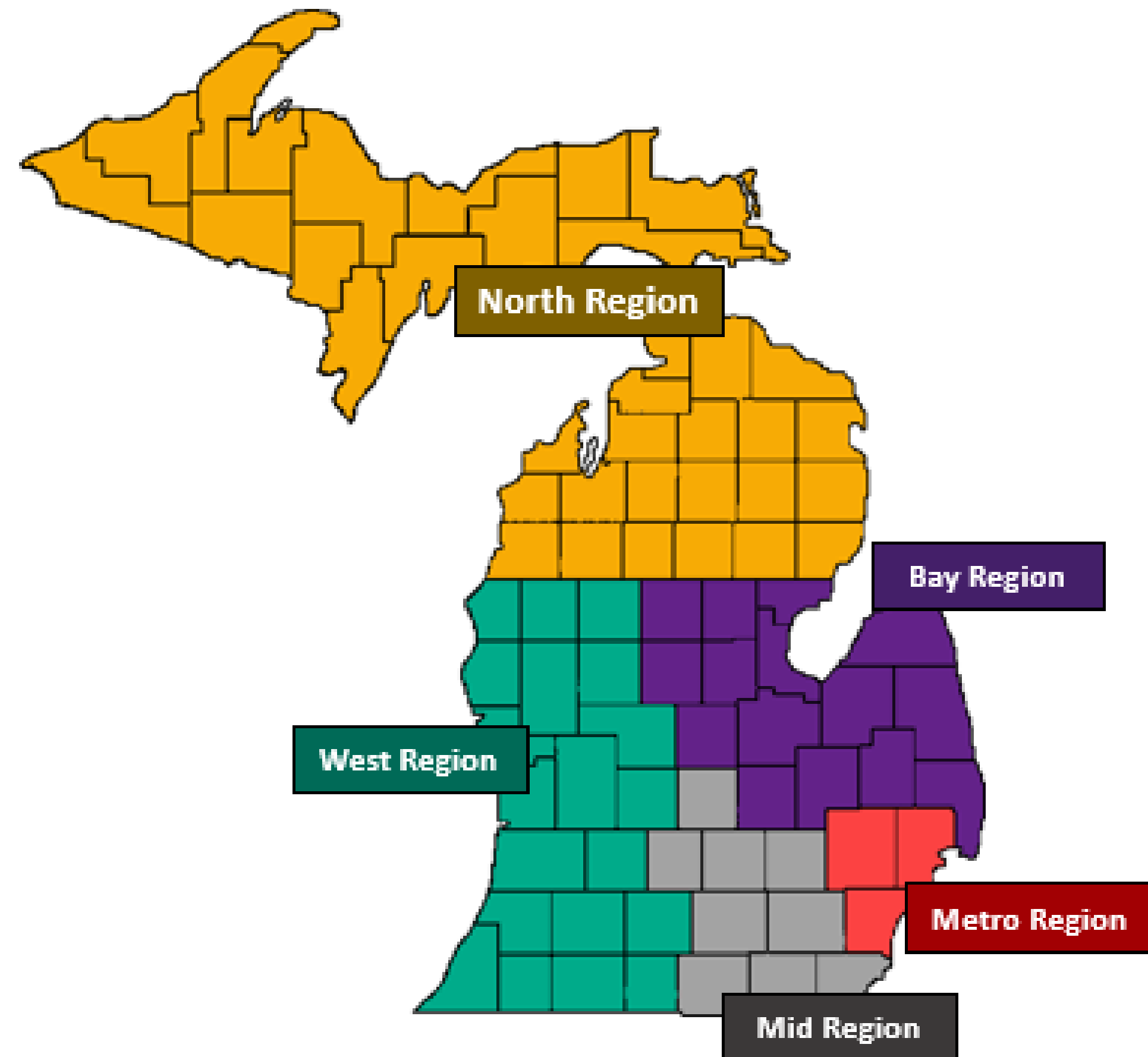
Breakout Room Discussion Questions

In what areas are you lacking information that you need to effectively meet the public health needs of your community?

Breakout Room Discussion Questions

Could you talk about the information sharing that currently exists in your region?

What specific integrations with either your local HIE and/or MiHIN would be helpful to your local public health efforts?

Breakout Room Discussion Questions

In the Discovery Forums we heard local public health relies upon state systems such as MDSS and MCIR.

If you could wave a magic wand, which systems would the state invest in – either existing or new – in order to improve daily operations for public health in your region?

Breakout Room Discussion Questions

Michigan's public health infrastructure is local control/home rule. Looking ahead, what public health IT technology/infrastructure should be implemented statewide across all regions?

Among those, which ones should be overseen/managed by:

- MiHIN
- State of Michigan

Breakout Room Discussion Questions

In order to support your region's adoption of public health IT, what training, technical assistance and workforce (including IT support) is needed?

Thank you!

Please wait while we return to the main room….

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Report Out and Roundtable Discussion

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

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**
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**	**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**	**November 4, 2020** **1:00 PM – 3:00 PM Eastern** **Registration:** https://zoom.us/webinar/register/WN_ggK1Osu1TSqwZ2BIvtNEpg

Thank you!

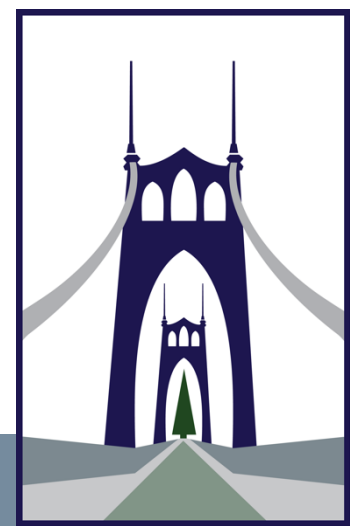For questions or feedback, please email:
miroadmap@cedarbridgegroup.com

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

Appendix Slides

Quick Poll Questions

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Quick Poll Questions

Q1: Did you participate in the first Discovery Forum on this topic, held in September 2020?

o   Yes

o   No

o   I watched the video

Q2: Which Michigan region is your organization affiliated with?

o North Region

o West Region

o Bay Region

o Mid Region

o Metro Region

o None of the above

o Multiple regions **(please list in the Chat box)**

Q3: My organization has responsibility for

o Mostly urban (city; towns of 40,000+) areas

o Mostly rural (no cities; smaller towns) areas

o A mix of urban and rural areas