

# Bridge to Better Health Report Overview

Strategic Planning for a 5-Year Health IT Strategy



Michigan Health Information Technology Commission &

Policy, Planning and Operational Support Administration,  
Michigan Department of Health and Human Services

# Presentation Overview



1

**Purpose and  
Goals**



2

**Development  
of the Bridge  
to Better  
Health Report**



3

**Strategic  
Initiatives**



4

**Discussion**

**What is health IT and  
health information  
exchange?**



# Basics on health IT

## What is Health IT?

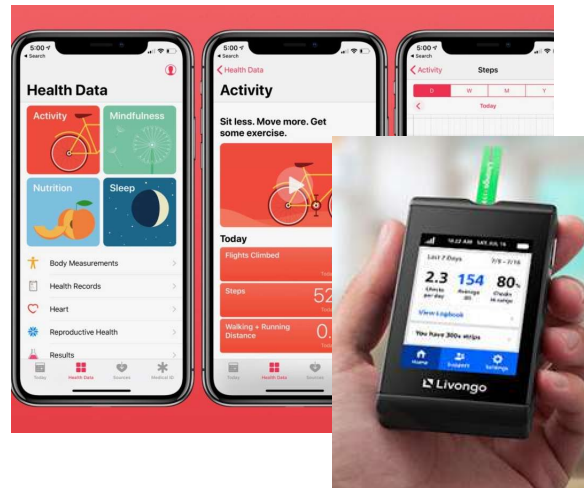
The U.S. HHS Office of the National Coordinator for Health IT (ONC) defines “health information technology” as a broad concept that **encompasses an array of technologies**, such as:

### Electronic health records



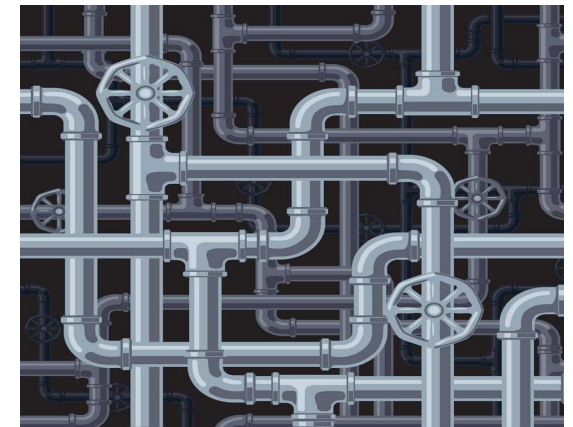
*A physician enters a patient's health information*

### Digital health tools



*Person sends or receives health information remotely*

### Health information exchange



*Technological connections between data systems*



# Basics on health IT

## What Are Electronic Health Records (EHRs)?

EHRs are real-time, patient-centered records that ***bring patient health data together in one place.***

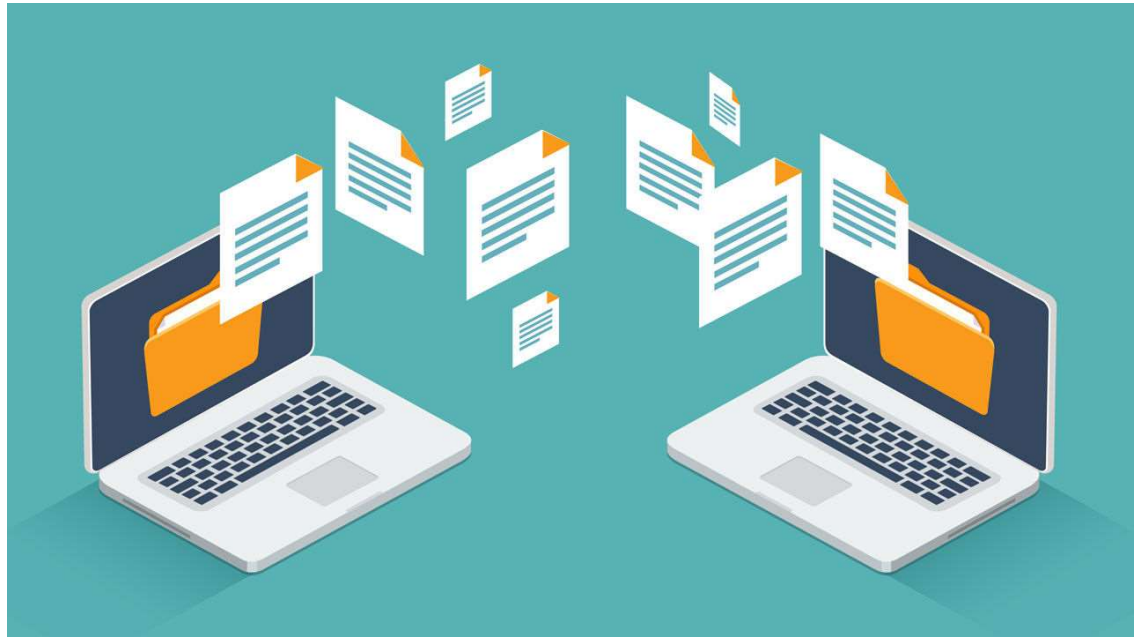
- Contain information about a patient's medical history, diagnoses, medications, immunization dates, allergies, radiology images, and lab and test results
- Offer access to evidence-based tools that providers can use in making decisions about a patient's care
- Automate and streamline providers' workflow
- Increase organization and accuracy of patient information



# Basics on health information exchange (HIE)

## What is HIE?

ONC defines electronic health information exchange (HIE) as an ability for doctors, nurses, pharmacists, other health care providers and patients to appropriately access and securely share a patient's vital medical information electronically—***improving the speed, quality, safety and cost of patient care.***



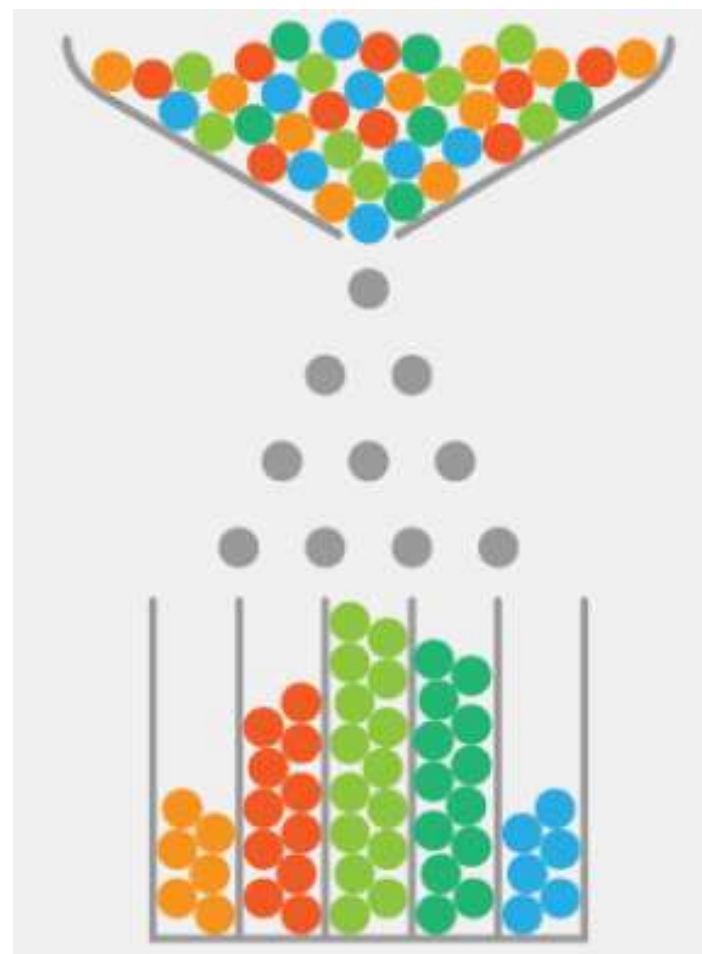
# Basics on health IT and health information exchange (HIE)

HIE allows providers to:

***Avoid readmissions, avoid medication errors, improve diagnoses and decrease duplicate testing***

The value of electronically exchanging is the standardization of data. For example:

If laboratory results are received electronically and incorporated into a provider's EHR, a list of patients with diabetes can be generated. **The lab results can be received from various organizations, but the HIE can send with a common set of standards.** The provider can then determine which of these patients have uncontrolled blood sugar and schedule necessary follow-up appointments.





# Background on health IT and HIE in Michigan

---

# EHRs and health information are not uniform across the state

The screenshot shows the RelayHealth patient portal. At the top is the RelayHealth logo and navigation tabs: Home, Your Doctors, Message Center, Health Records, and Account. On the left is a sidebar with sections: Message Options (Appointments, Prescription Refills, Lab/Test Results, Referrals, Message the Office Staff, webVisit), Quick Links (Update Your E-mail Address, Change Your Password, Change Your User ID), Provider Web Pages (Jeff Famton, Allscripts Test), and Do You Like This Service? (Tell a Doctor, Tell a Friend). The main content area includes a 'Welcome Polly' message, a 'New Messages' table with five entries, a 'Reminders' section with three links, and a 'Health Records' section with one entry.

**Message Options**

- Appointments
- Prescription Refills
- Lab/Test Results
- Referrals
- Message the Office Staff
- webVisit

**Quick Links**

- Update Your E-mail Address
- Change Your Password
- Change Your User ID

**Provider Web Pages**

- Jeff Famton
- Allscripts Test

**Do You Like This Service?**

- Tell a Doctor
- Tell a Friend

**Welcome Polly**

Use the options on the left to begin a message to your healthcare provider. When your provider replies, you will be notified at zilch@zilch.com. Use this service only for non-urgent communications.

**New Messages**

You can view all messages in your [Message Center](#)

✓	<a href="#">RE: Test Result Request</a>	Jeff Famton	Apr 27, 2010
✓	<a href="#">RE: Test Result Request</a>	Jeff Famton	Apr 27, 2010
✓	<a href="#">RE: Test Result Request</a>	Jeff Famton	Apr 26, 2010
✓	<a href="#">TEST EXTERNAL ID</a>	Jeff Famton	Apr 26, 2010
✓	<a href="#">Provider Test</a>	Jeff Famton	Apr 26, 2010

**Reminders**

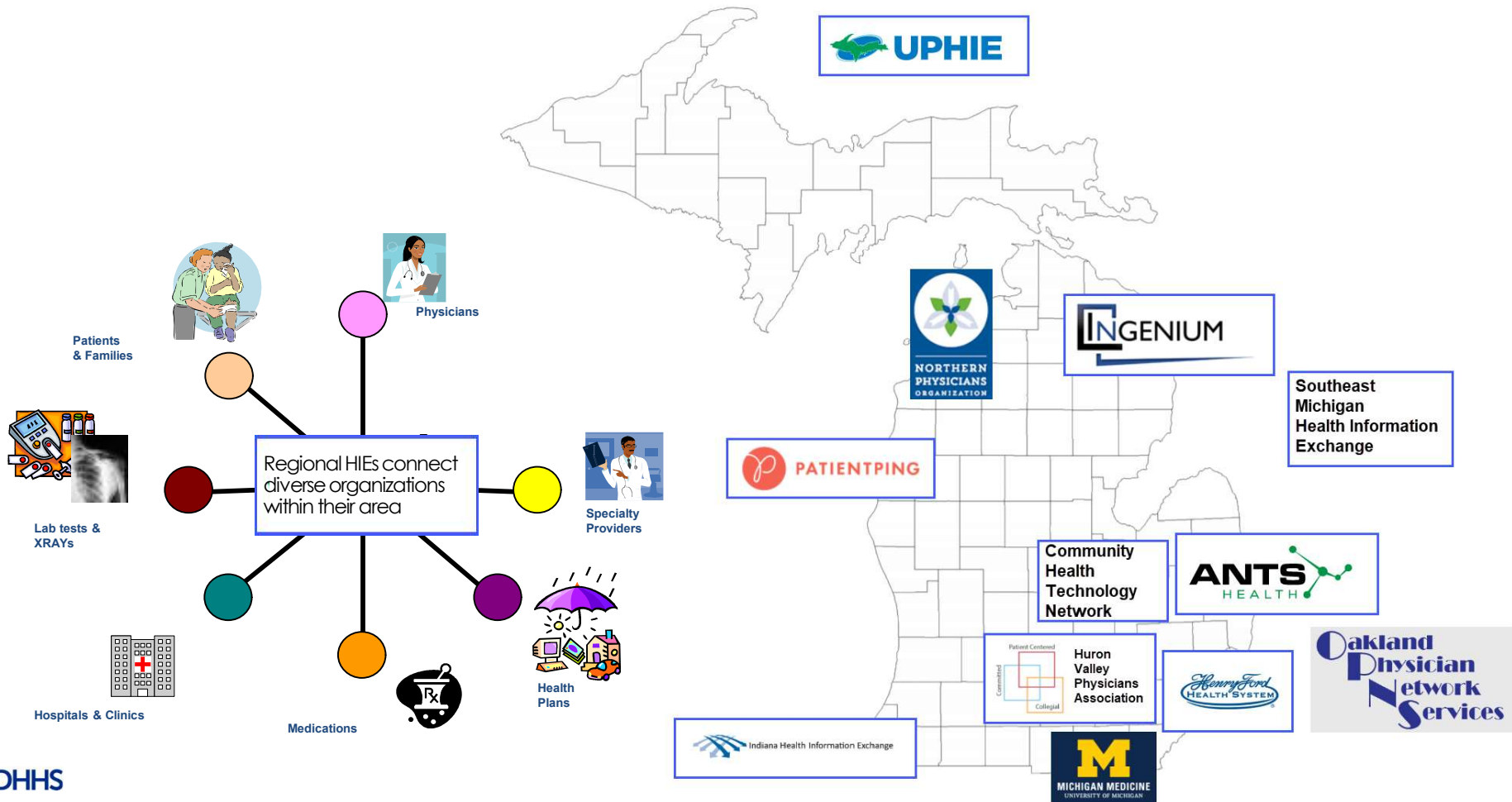
- [Link to a New Doctor](#)
- [Add a Family Member](#) to your account to send messages on their behalf
- [Set Up Your Account](#)

**Health Records**

Last Updated

	<a href="#">Polly Test</a>	zilch@zilch.com Apr 26, 2010

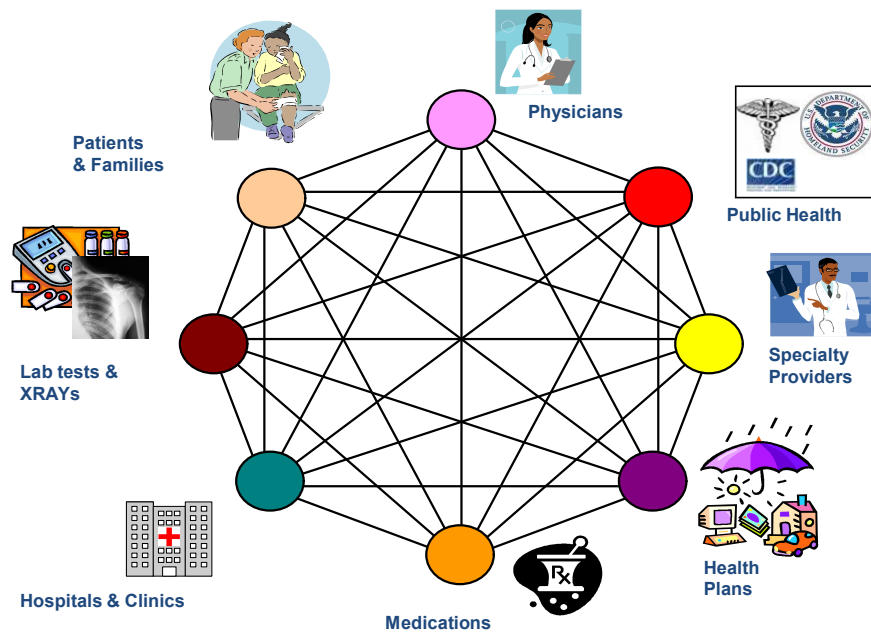
# Many networks connecting regional health providers





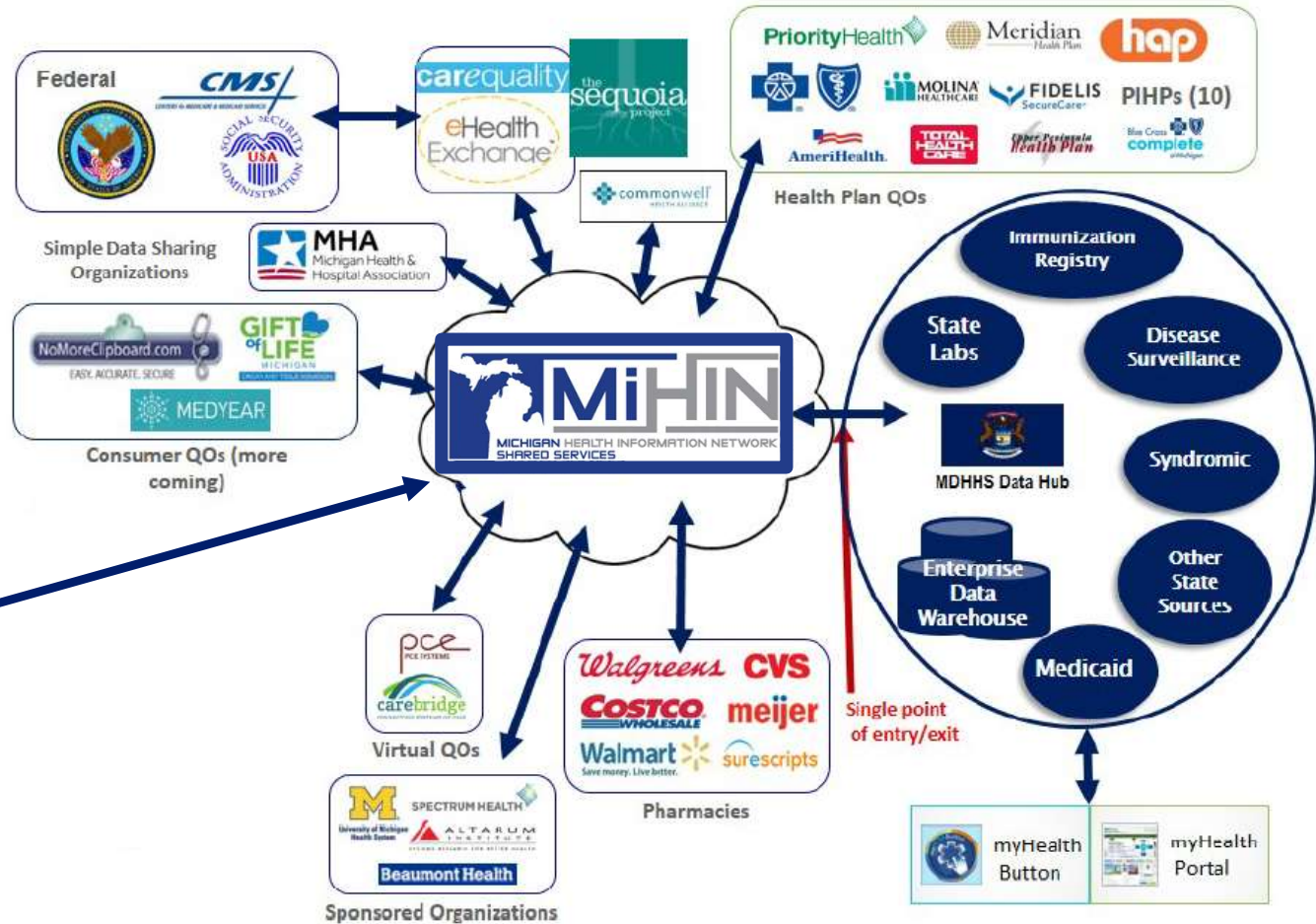
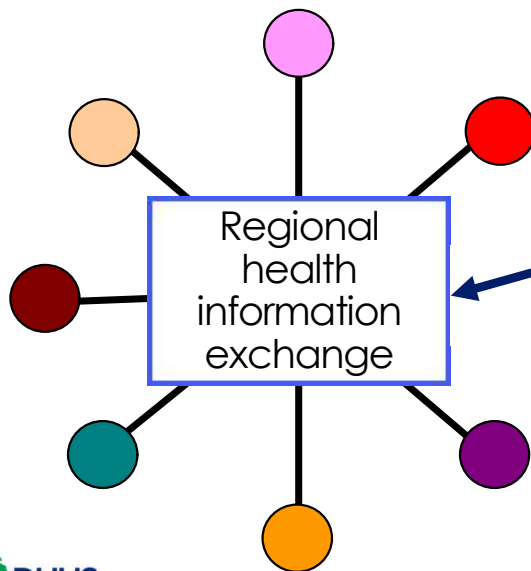
# Michigan's "network of networks"

**BEFORE:**  
Duplication of effort,  
waste and expense



# Michigan's "network of networks"

SINCE 2010:  
Connect once to  
access shared  
services



# Michigan's "network of networks"

**TOMORROW:**  
Connect once to access  
interstate data exchange,  
leveraged under the ONC  
Trusted Exchange Framework  
and Common Agreement

I need the  
medical  
history for my  
new patient!



In-state data  
sharing  
partners

Out of state health  
information network

Out of state health  
information network

Out of state health  
information network



Out of state health  
information network

# Examples of Health Information Exchange in Michigan

## Web-Based Patient Record

21<sup>st</sup> 2007 2:53:19 PM

Patient Quick Search: [Last Name] [First Name] [Middle In] [Date of Birth] [Patient Chart #] [All Reports] [Search] [Clear]

Your inbox will only show the first 10 reports available. To view all of the reports, if applicable, click "Display All"

MD Alert (Viewing 2 of 2)						Display All
Last Name	First Name	DOB	Date Discharged	Worksite	Organization	
Jones	Jane	02/12/2007	02/04/2007 05:36 PM	Knee Replacement	St. Luke Hospital	<a href="#">View/Edit</a>   <a href="#">View Alert</a>   <a href="#">Send Only</a>
Johnson	Mark		02/07/2007 01:00 PM	HSA	St. Luke Hospital	<a href="#">View/Edit</a>   <a href="#">View Alert</a>   <a href="#">Send Only</a>

Waiting E-Signature (Viewing 2 of 2)						Display All
Last Name	First Name	DOB	Date Discharged	Worksite	Organization	
Johnson	John	02/04/2007	02/04/2007 03:42 PM	Knee Replacement	St. Luke Hospital	<a href="#">View/Edit</a>   <a href="#">Sign</a>   <a href="#">Read Only</a>
Jones	Robert	02/10/2007	02/04/2007 05:50 PM	Knee Replacement	St. Luke Hospital	<a href="#">View/Edit</a>   <a href="#">Sign</a>   <a href="#">Read Only</a>

Incoming CC

You do not have any incoming CC reports at this time

copyright © iSource Solutions, Inc. All Rights reserved

## Referral Platform



## Alert Routing



## "Attribution"





# Purpose and Goals

---



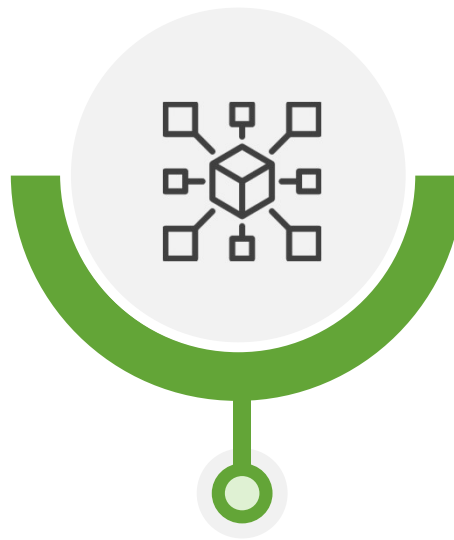


# Connecting Michiganders to Their Health Information

In 2006, Governor Jennifer Granholm sponsored a collaborative effort which developed a statewide strategy for health IT. This strategy, called the "[Conduit to Care Report](#)," included principles such as:



Focusing on Michigan citizens, and putting them at the center of health information sharing, to improve patient care and population health



Leveraging existing investments and centrally connect health information sharing in a statewide network



Collaborating with multi-sector stakeholders to implement achievable and measurable initiatives for connecting Michigan health insurance payers, health providers and patients



# **“Focusing on Michigan citizens** and putting them at the center of health information sharing...”

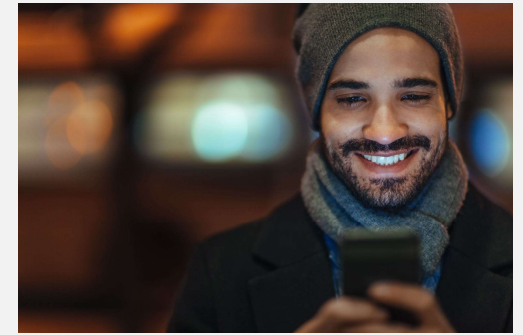
What does an updated health IT strategy mean for residents?



**Streamlining and better coordinating care between providers**, allowing for residents to not have to provide the same information multiple times, manually transport their own records, or receive unsuitable care



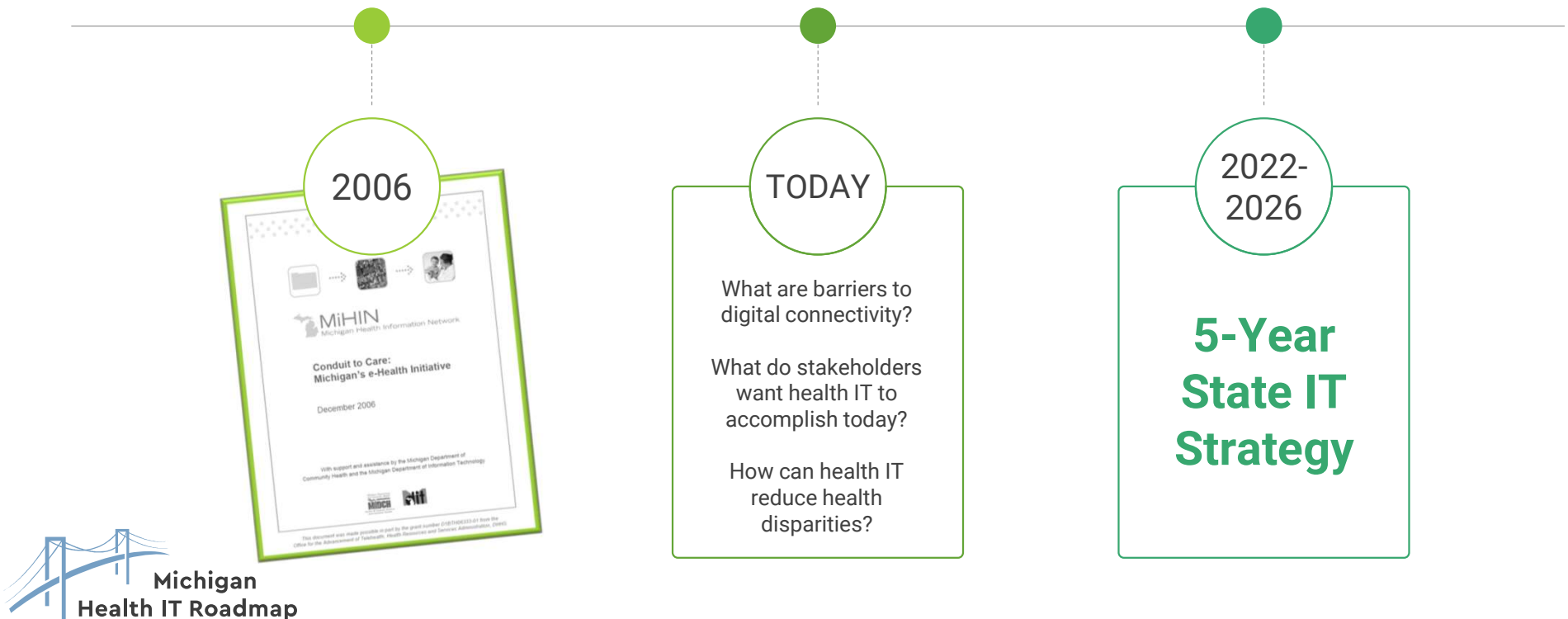
**Improving connections between systems that support public health preparedness** and better positioning Michigan from uncontrolled future disease outbreaks



**Increasing resident access to their health information** to better manage their conditions, treatments, and wellness

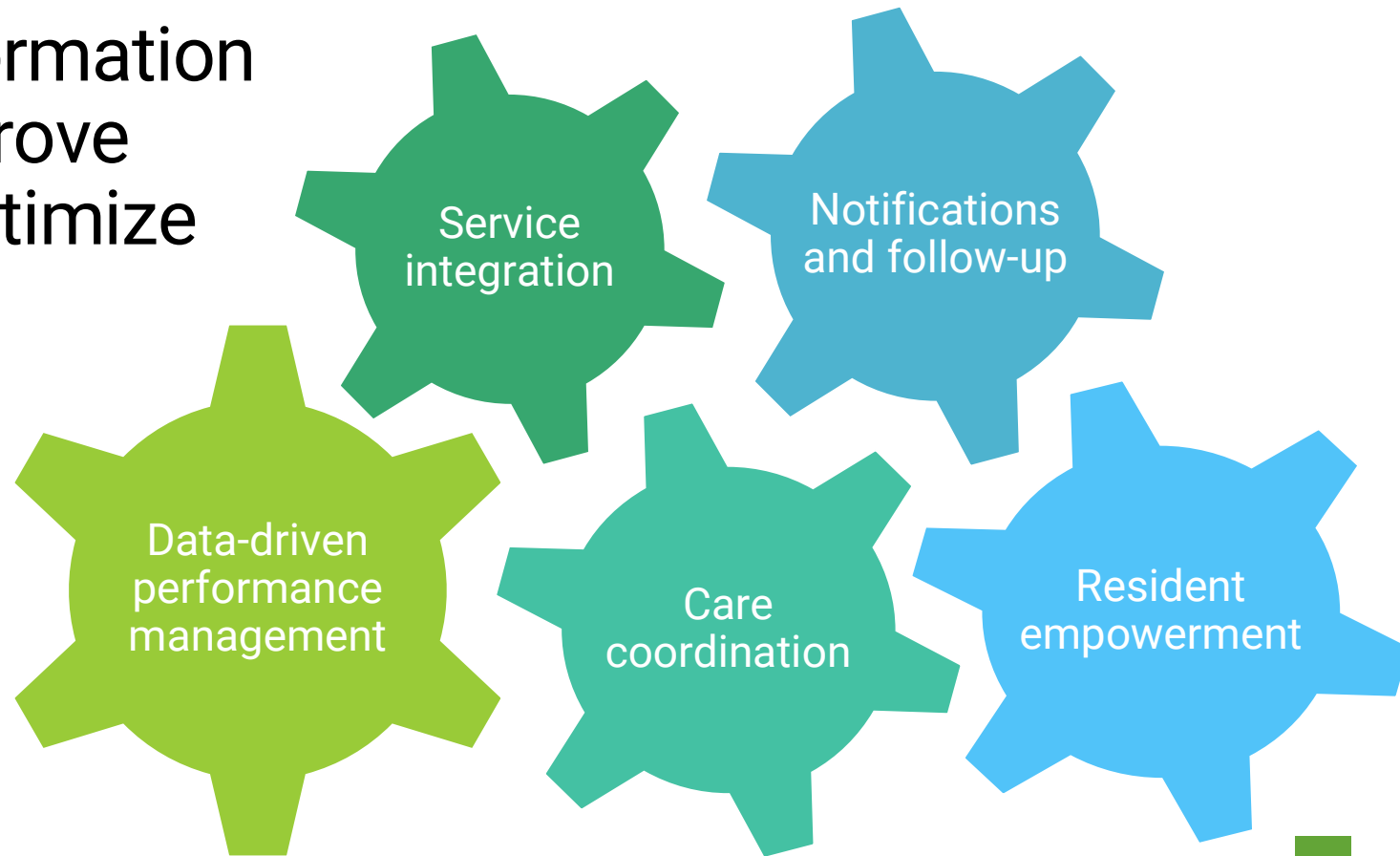
# Bringing Modern Insight to the Health IT Strategy

In 2019, the governor-appointed Michigan Health IT Commission adopted a plan to update the 2006 statewide strategy for health IT. The kickoff for this strategy “refresh” began in March 2020.



# The potential of health IT in Michigan:

Connecting information systems to improve services and optimize health



# Areas of opportunity



Reduce health disparities and underlying drivers of inequities, with solutions to bridge the digital divide, and give residents more control over their own health



Maximize the impact of public-private partnerships by creating a statewide plan that can drive joint investments in interoperable HIT



Support systems that address social determinants of health with screening and referral systems, and integrated health and human services data



Expand real-time notifications and data exchange to improve coordinated care delivery, follow up, and public health response



Enhance the use of data to measure performance and drive decision-making in the public and private sectors, including improving standardization and completeness



Streamline activities across the system, creating tools that reducing duplication of effort for providers and patients, and adopting a “build once” mindset



# Development of the Bridge to Better Health

---



# Foundational principles for a health IT strategy



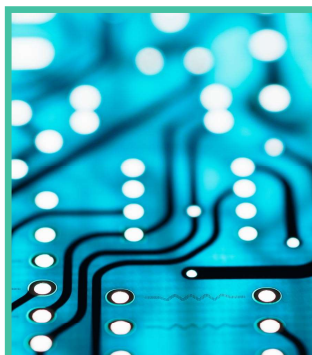
Develop a strategy that is inclusive of all stakeholders



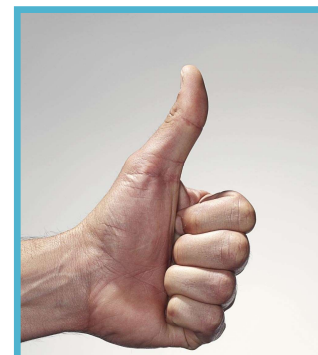
Implement a project plan with oversight by the Michigan Health IT Commission



Align the strategy with State of Michigan and MiHIN priorities



Maximize local community utilization of, and benefit from, existing health IT investments



Validate stakeholder feedback through solicitation of public comment



# Phased Approach to Strategy Development

## 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: Strategy development

What tools are in use today?

What are the opportunities to improve the delivery of care?

In what way can social determinants of health, health inequities and disparities be addressed?

How can we achieve greater interoperability?



## Addressing tomorrow's challenges: Strategy implementation

Strategies to reduce disparities

Prioritization of digital and IT tools

Address the Quadruple Aim

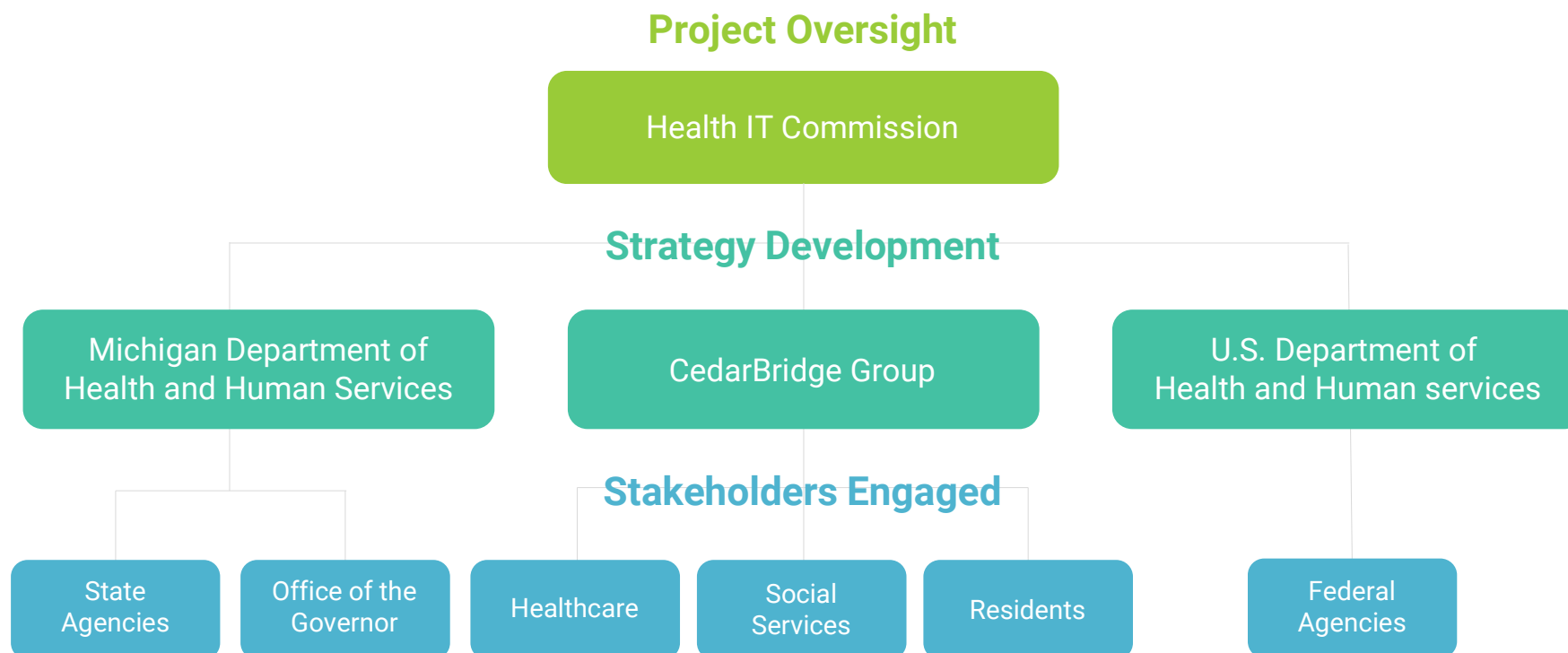
Create value

Maximize the impact of public-private partnerships

Identify and integrate funding mechanisms

Amplify the role of governance to promote interoperability

# Key Informants: Utilizing Input Across Sectors



# Key Informants: Highlights from Engagement



500+ individual  
stakeholders engaged



300+ Michigan  
organizations engaged



250+ registrants for  
online virtual forums



50+ key informant one-  
on-one interviews



300+ survey responses  
received



Over 40 hours of facilitated  
virtual sessions dedicated  
to receiving public comment



# Bridge to Better Health Report Strategic Initiatives

---





# Initiative #1: Identify champions and empower leaders



**Purpose: Empower state leadership to support all future initiatives with more inclusive representation and authority to implement the strategies outlined in this report**

- Track, monitor, and evaluate metrics demonstrating roadmap implementation progress over time
- Expand Health IT Commission representation to better reflect sectors that address whole-person outcomes
- Develop engagement, education, and communication capacities on the Health IT Commission to inform the public on relevant health IT, security, consent, and consumer access topics

## Initiative #2: Enhance health data utility (slide 1)



**Purpose: Ensure that core share services are prioritized for development and that public-private alignment ensures stability of the health information network**

- Implement information exchange that leverages existing investments wherever possible
  - Support the implementation of priority MDHHS IT system developments
  - Encourage use of public services and utility
- Advance and promote core capabilities, such as ADT, attribution, identity management, and web-based longitudinal record services
- Enhance interoperable clinical documentation
- Promote secure health information practices that promote individual privacy and resident-mediated exchange



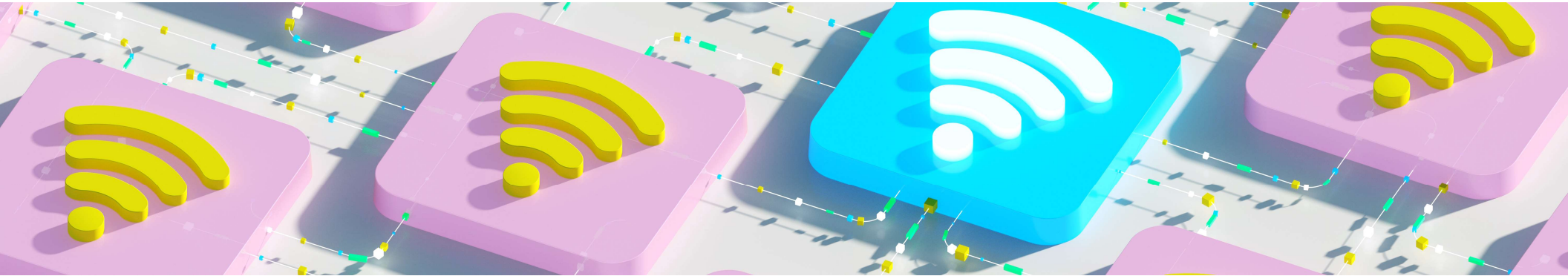
## Initiative #2: Enhance health data utility (slide 2)



**Purpose: Ensure that core share services are prioritized for development and that public-private alignment ensures stability of the health information network**

- Empower the Health IT Commission to implement standards development
- Implement a comprehensive statewide electronic consent management system
- Protect patient safety by supporting critical life-saving data services, such as medication information, Advanced Directive, and statewide identity management use cases
- Connect all points in the care ecosystem, especially for vulnerable populations such as services for children, justice-involved individuals, and behavioral health patients
- Simplify resident access to electronic health information, using single sign-on or interoperable applications

## Initiative #3: Work to address Michigan's digital divide



**Purpose: Advocate to close service gaps and ensure safer and more quality internet services to all residents and providers**

- Build on and leverage work already occurring, such as through the Michigan High Speed Internet Office
- Support and advocate for further funding opportunities that bring high-speed broadband, public Wi-Fi, and cellular service to all census tracts statewide
  - The commission will remain engaged and advocate for healthcare providers and stakeholders who are unserved or underserved by adequate broadband access
  - The commission will produce recommendations and guidance on how its stakeholders' needs can be met

## Initiative #4: Improve onboarding and technical assistance programs



**Purpose: Help the providers “left behind” with incentives and technical assistance for using health IT (e.g., certified EHRs, connections to HIE)**

- Support statewide technical assistance programs that optimize use of health IT by physical and behavioral health clinicians, support staff, and public health professionals
- Integrate and better utilize telemedicine resources

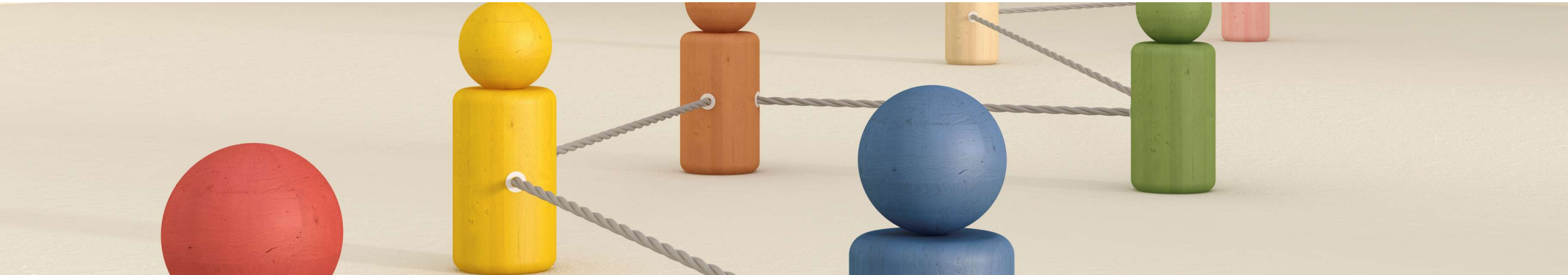
# Initiative #5: Protect public health



**Purpose: Unite intentions around the development and maintenance of priority health IT services and capabilities, leading to greater public health emergency preparedness, population health management, and disease management capabilities**

- Enable bi-directional data flow of accurate and timely information
- Support statewide registries and analytics that develop complete data
- Enhance data services that build capacity for more complete insight into utilization, quality, and evidence
- Focus on improving quality of data shared in the health information exchange
- Provide extensive training and education to local public health agencies and other key stakeholders
- Modernize state public health systems and improve functionality

## Initiative #6: Adopt standards for social care data fields



**Purpose: Work to address the social determinants of health by leveraging clinical, social care, and other data to improve care coordination, need identification, and resource allocation for vulnerable communities**

- Charter a Commission workgroup to assess the extensibility of current national and state work being done to develop standards for social care data
- Advance individual and population-level transfer of health and social care that supports whole-person care management
- Align stakeholders and SDoH strategies to enable data solutions that support interoperability and integration
- Take advantage of aggregate data opportunities and analytics

# Initial Timeline and Activities

2022

- Commission develops and adopts roadmap implementation metrics
- Begin evaluation and planning for Commission statute and composition redesign
- Begin State prioritized investments, based on roadmap initiatives
- Align and partner with broadband initiatives

2023

- Commission launches SDoH workgroups and advisory committees
- Commission health IT education campaigns begin
- Launch Commission privacy and security workshops
- Commission standards development work begins
- Begin planning and development of improved onboarding and technical assistance programs

2024-2026

- Continued development of priority use cases and systems
- Commission expands its capacity for public engagement, education, and HIT/HIE information distribution
- Commission continues to advise the department on gaps, barriers, and challenges in implementing roadmap initiatives
- Department and commission continually provide status updates and strategic outreach on annual assessment of roadmap implementation progress





## Open Comment Period

If you would like to submit comments to be shared with the commission, please send a message to [YoungquistT1@michigan.gov](mailto:YoungquistT1@michigan.gov)



# Thank you!

---

TJ Youngquist (he/his),  
MDHHS  
Assistant Deputy Director for Policy,  
Planning, and Operational Support

[YoungquistT1@michigan.gov](mailto:YoungquistT1@michigan.gov)

