



**CEDARBRIDGE**  
GROUP

# Michigan Five-Year Health IT Roadmap

**Connecting All Points of Care:**

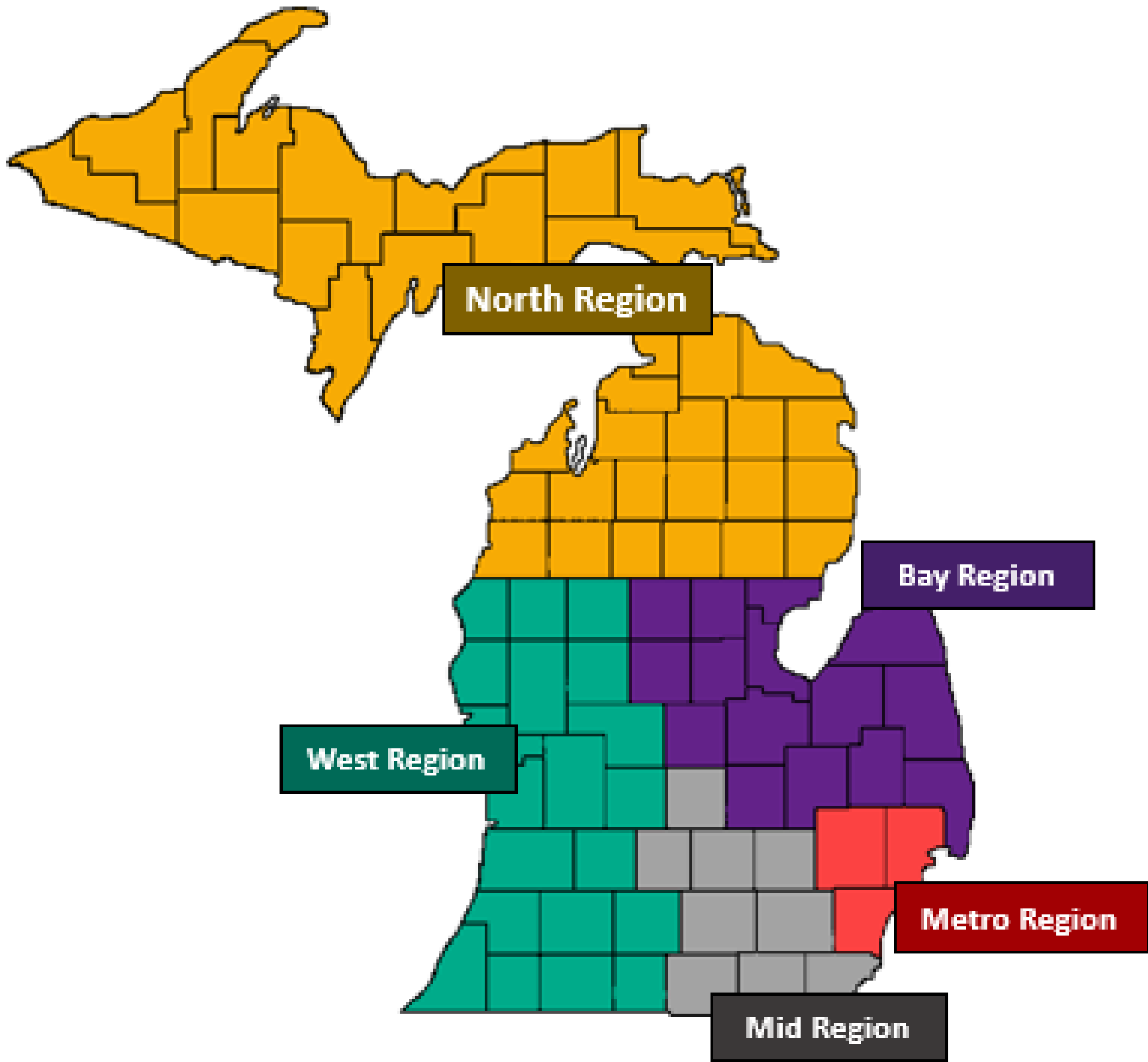
*Information Technology Needs and Gaps for Behavioral Health Services*



October 22, 2020



# Regional Stakeholder Forum



# CedarBridge Group Facilitators

---



Vatsala Pathy  
**Senior Director**

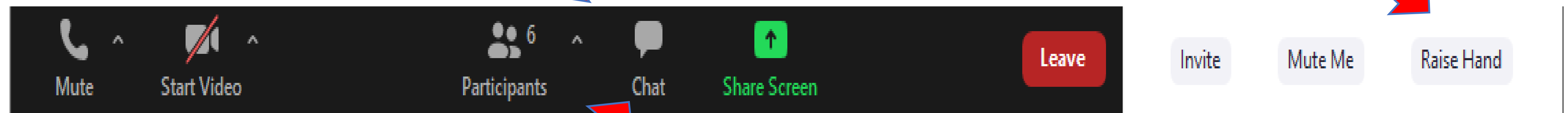


Dawn Bonder  
**Managing Director**



# Audio and Chat Controls

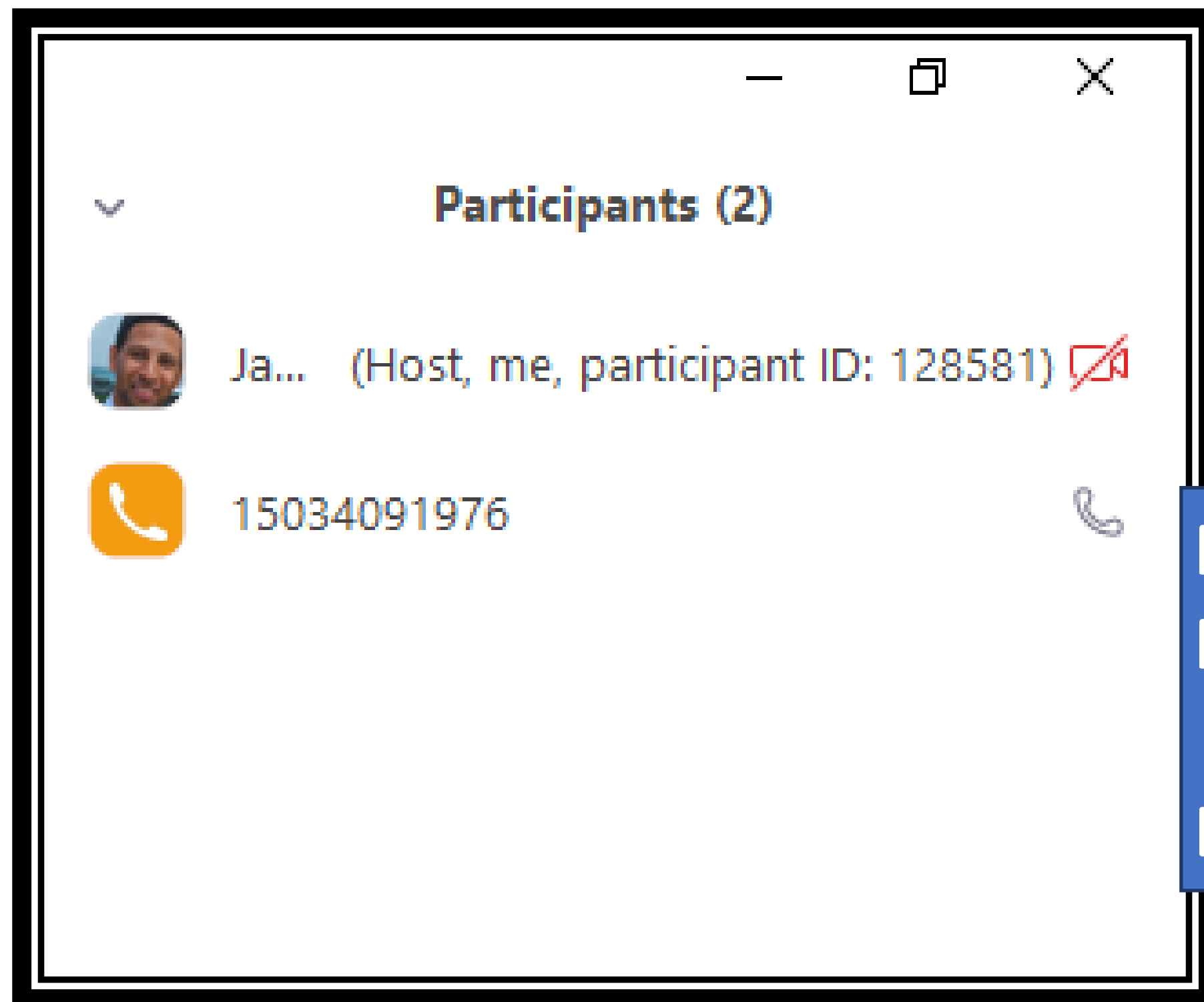
To respond verbally, open the Participants window and click the **Raise Hand** option, and our facilitators will unmute you.



Use the **Chat** to engage with all participants

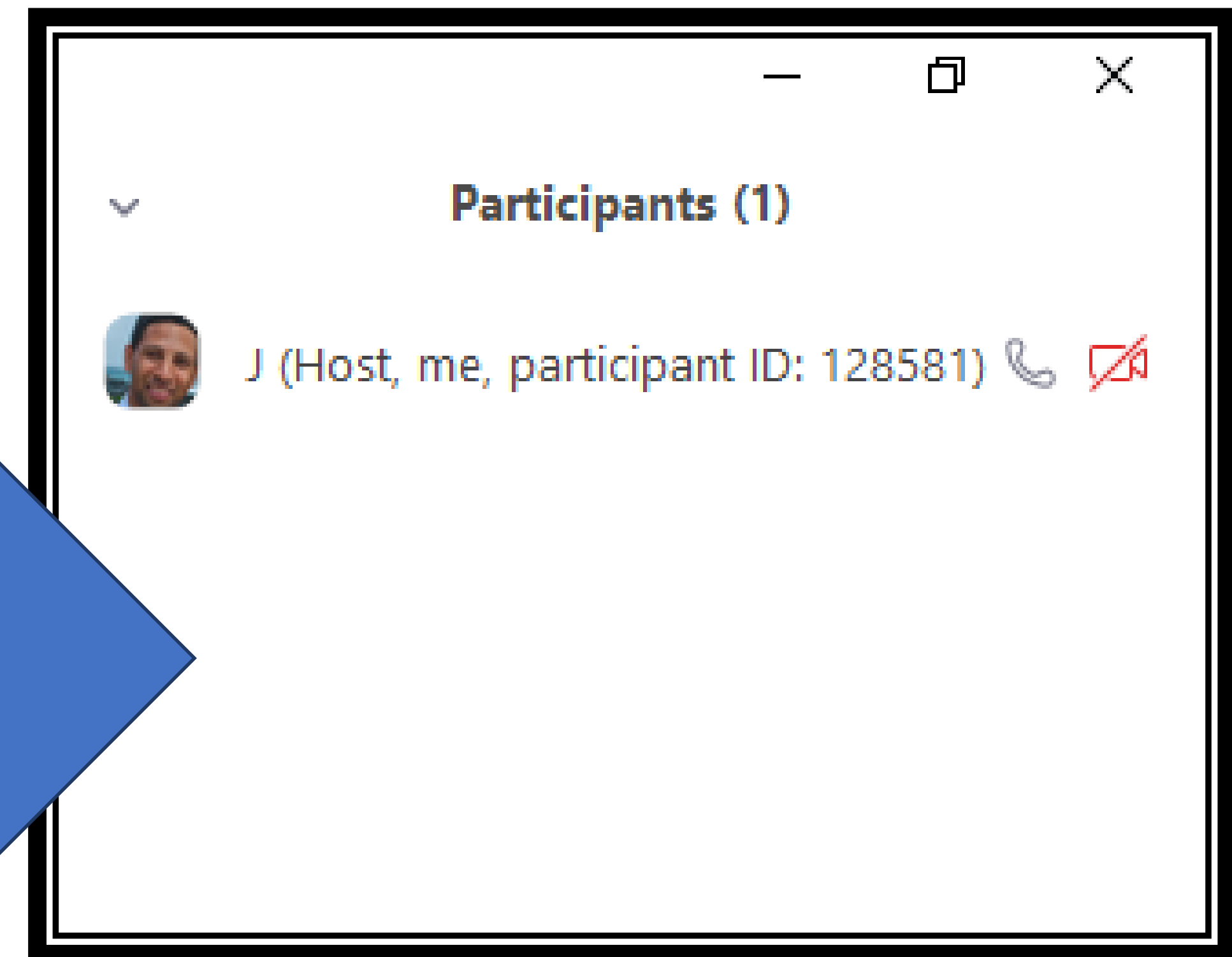


# Connecting Your Phone Line



**Press #, Enter your  
Participant ID, Press #**

**Example: #128581#**

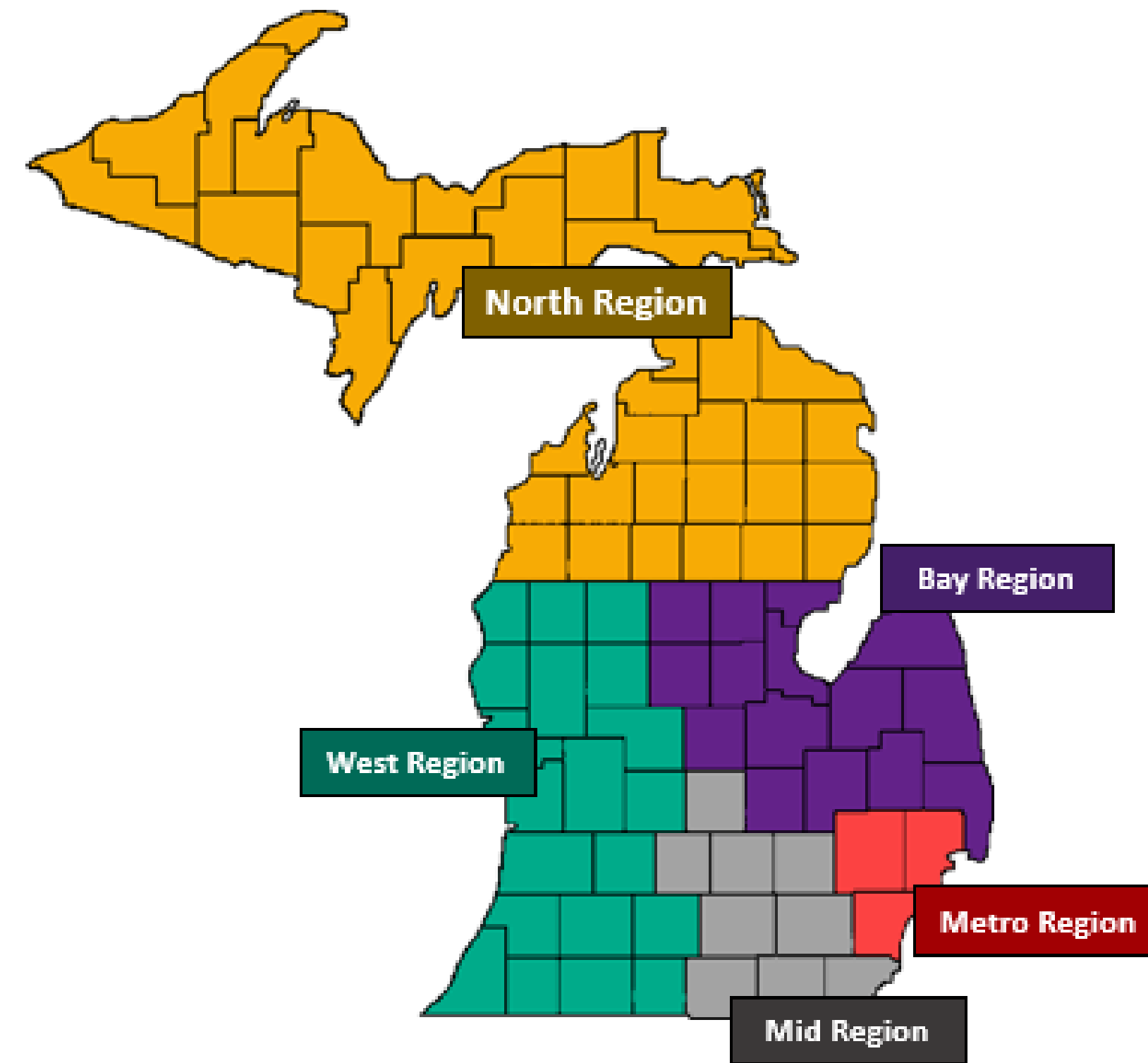




# Participating in the Virtual Forum

- 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
- 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



**CEDARBRIDGE**  
GROUP

# 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.





# 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 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



# Principles for updating the state health IT roadmap

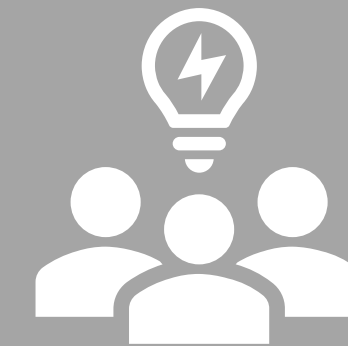
## Align

- 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



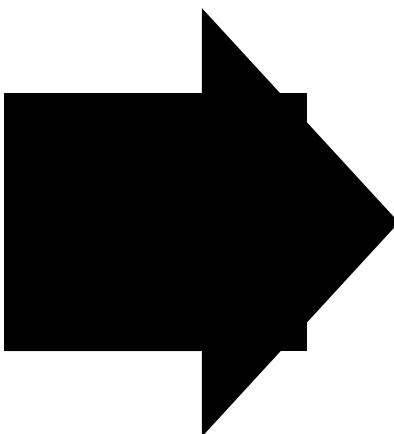
Social Service Stakeholders



Government Agencies



Consumers/Advocates



Virtual outreach and engagement

Virtual forums

Electronic surveys

Phone interviews

Partner communication tools

Social media

# Roadmap development process

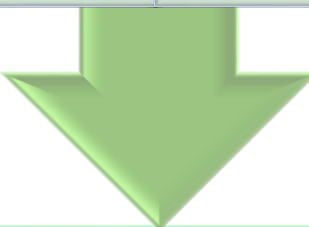
## Learning from the past: Principles in the Conduit to Care report

Privacy and security are paramount

Data for clinical care processes

Regional-level efforts are critical

Collaboration leads to achievable and measurable initiatives



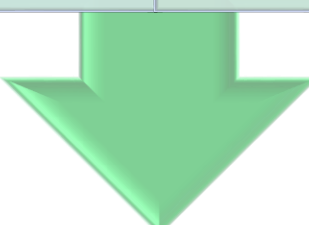
## Considering today's needs: What are your experiences?

In your workplace

In your personal life

With your friends, family and in your community

With the coronavirus pandemic



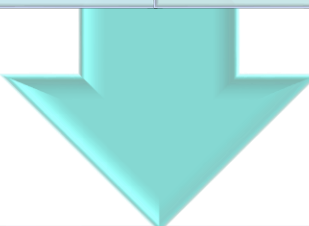
## Collaborating on shared solutions: Roadmap development

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

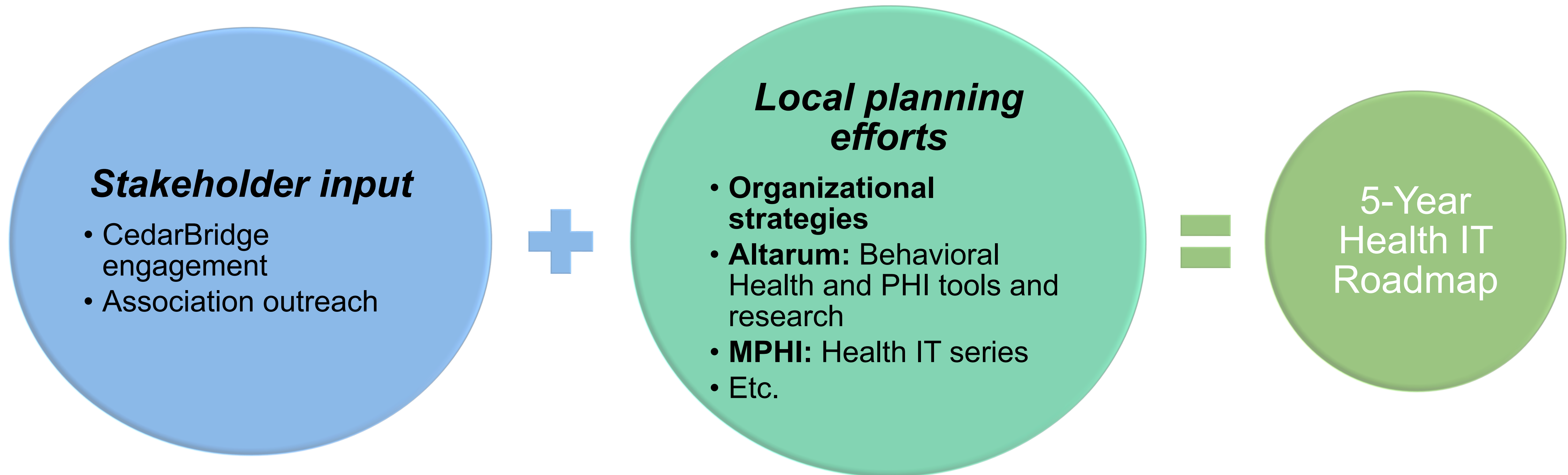
Identify and integrate funding mechanisms

Amplify the role of governance to promote interoperability



# Strategic alignment

---



# Recap of the Connecting All Points of Care Discovery Forum

September 17th, 2020

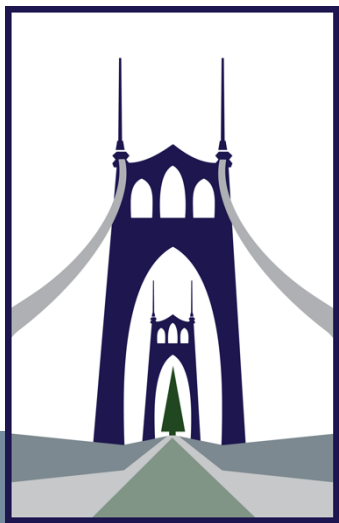


Attendees from behavioral health, health IT, hospitals, and other sectors

Facilitated dialogue with interactive polls on behavioral health tools, investments, and access to information



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



CEDARBRIDGE  
GROUP



# Theme #1 – Homelessness data

---

We heard that care coordination for homeless populations with behavioral health conditions could be improved



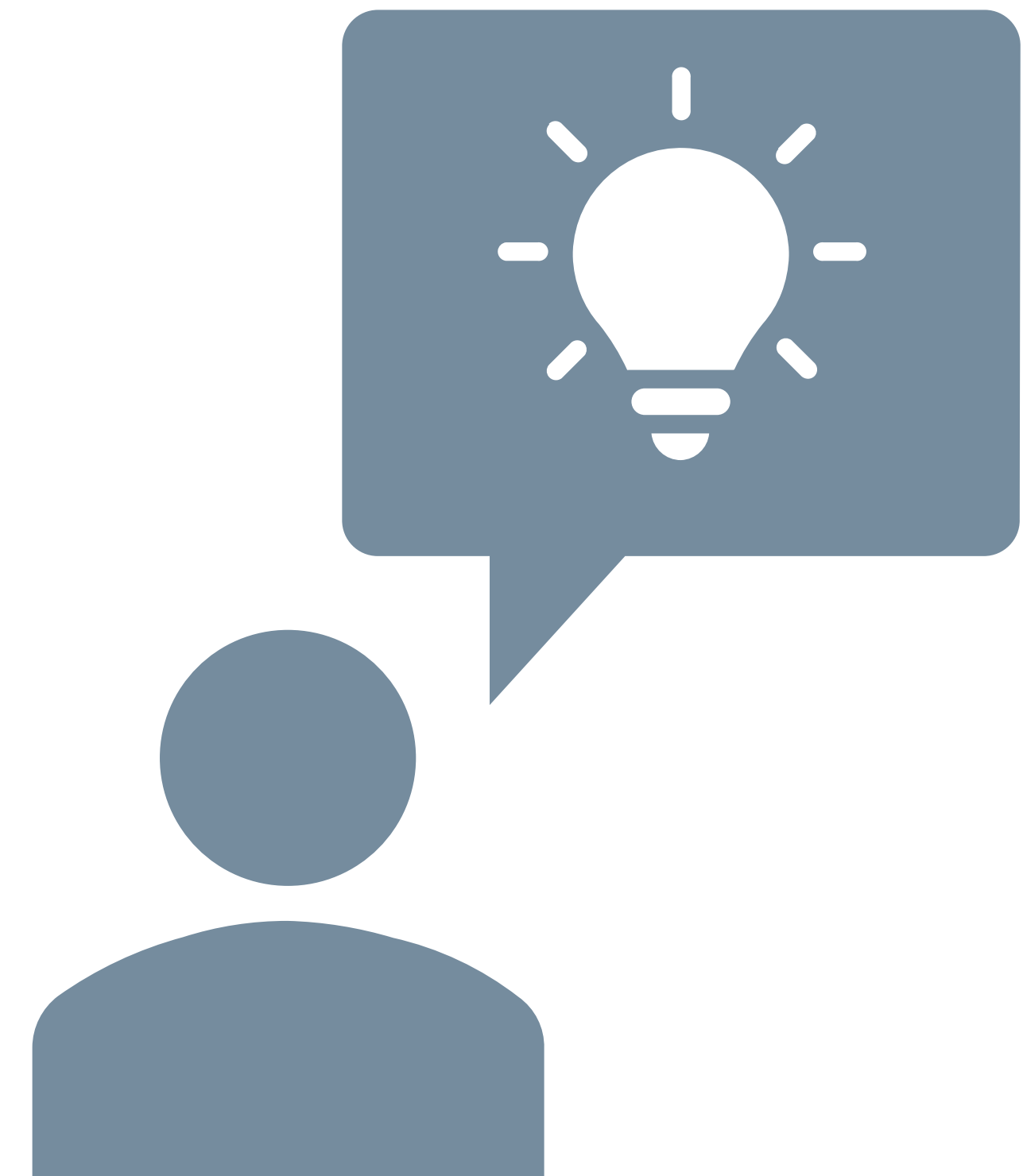
- How could your organization leverage homelessness data to benefit clients?
- What barriers might be in place that could limit actionable insights about homelessness?
- What could some solutions be?

## Theme #2 – BH data standardization

Work is needed to define common data fields for capturing and sharing information related to mental health

**What kinds of actions might be most helpful to support development of a set of common data elements to support coordination of care for individuals with behavioral health needs?**

- How could the state or other partners better lead these efforts (e.g. policy, training, etc.)?
- **We heard that a statewide e-consent system is a top priority.** Are there data sets that need to be better standardized to enable e-consent to succeed?



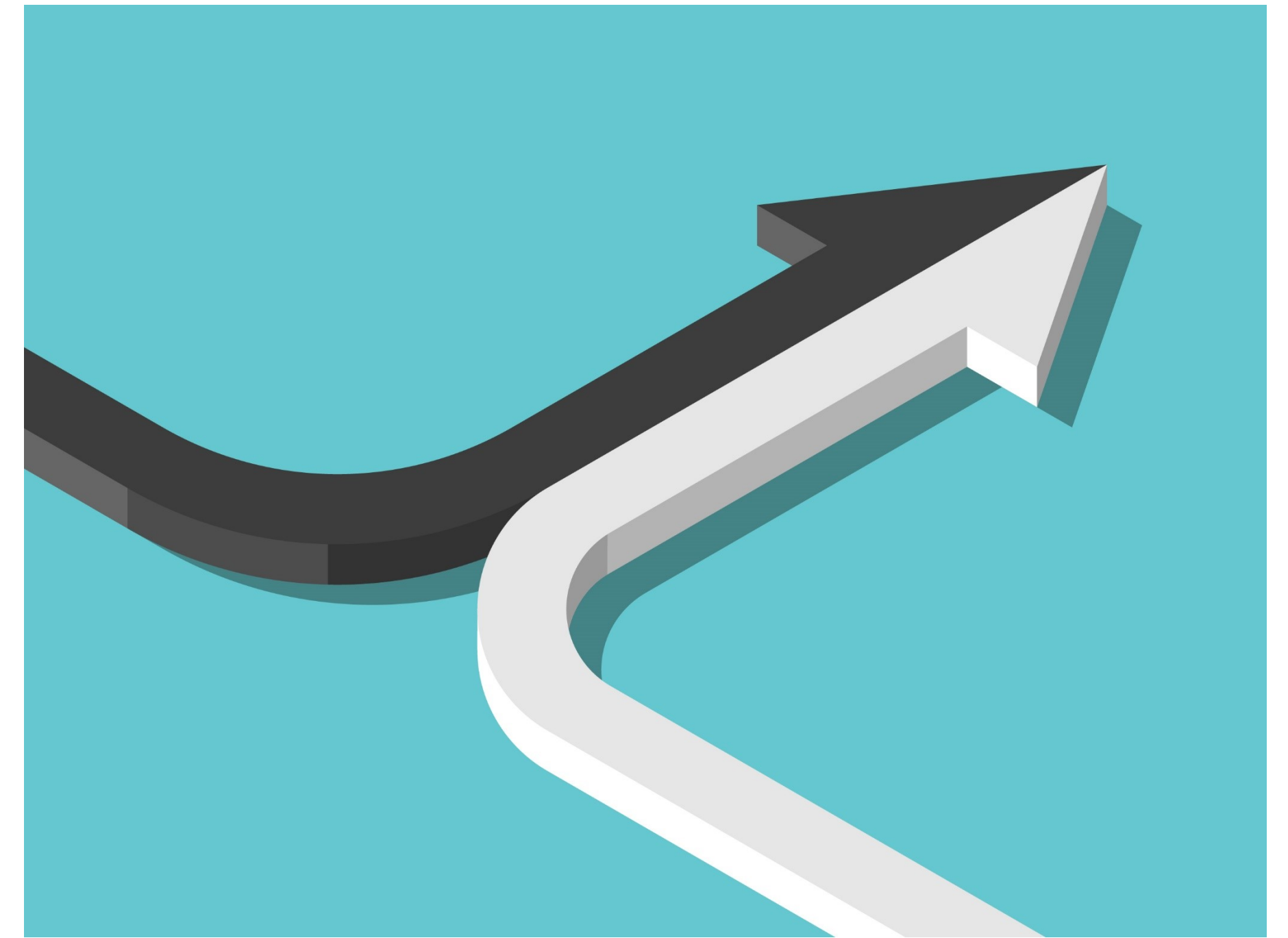


## Theme #3 – Connections to social services

There was mention of need to better incorporate information related to social determinants of health, social needs, history of trauma, and other information likely to factor into an individual's health and well-being into the behavioral health workflow.

### What support does your organization need to integrate these data sets?

- Is there support needed from the state? From MiHIN? From fellow organization partners?
- What is the biggest barrier to connecting with this information? Consent concerns? Technical barriers? Other resistance?



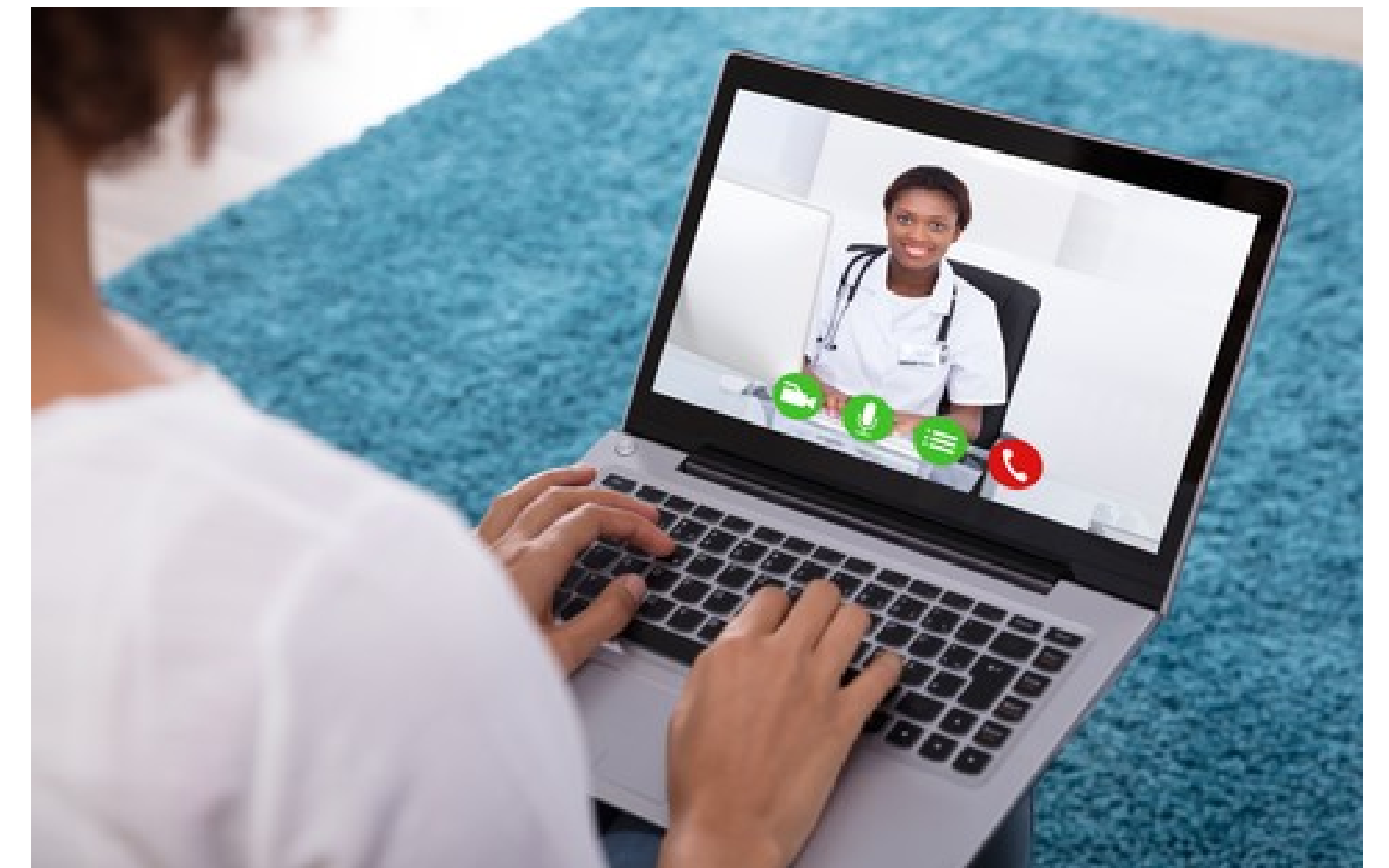
## Theme #4 – Telemedicine

---

The pandemic has facilitated the use of more telehealth for behavioral health conditions.

- Use of telehealth has reduced no-show rates
- Improved ability to coordinate care with vulnerable populations

- What is needed further integrate telehealth services in your organization?
- Is there anything the state could do to help support behavioral health providers with telehealth services?





# Theme #5 - Data Quality

---



## Data Availability

Are there specific improvements that could be made to state or commercial data feeds that could enhance data quality?

## Data Accuracy

Are there specific data sets that are not useable due to significant time delays or outdated information?  
What is needed to enable more real-time data sharing to providers?

# Rank Voting

What are your top two priorities for the roadmap to address, based on the themes identified in the Discovery Forum?

---

**We know that e-consent is a top priority, but in addition...**

In the chat box, please list the numbers of your first and second priority choices (e.g. 4,5)

- 1 – Integrating homelessness data
- 2 – Better defined data standards
- 3 – Adding connections to social services
- 4 – Expanding telemedicine in BH
- 5 – Focus on improving data quality





# Breakout Room Discussions

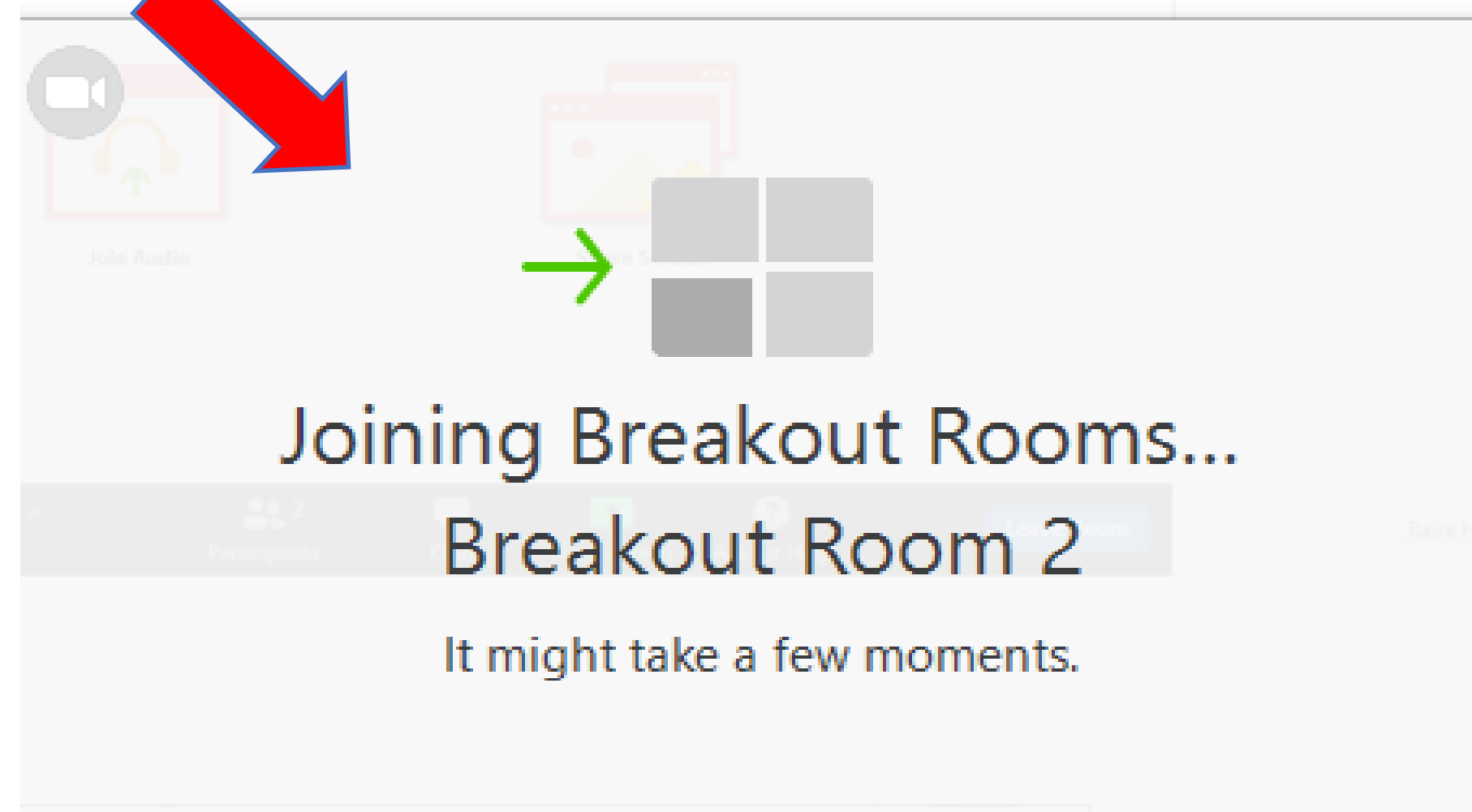
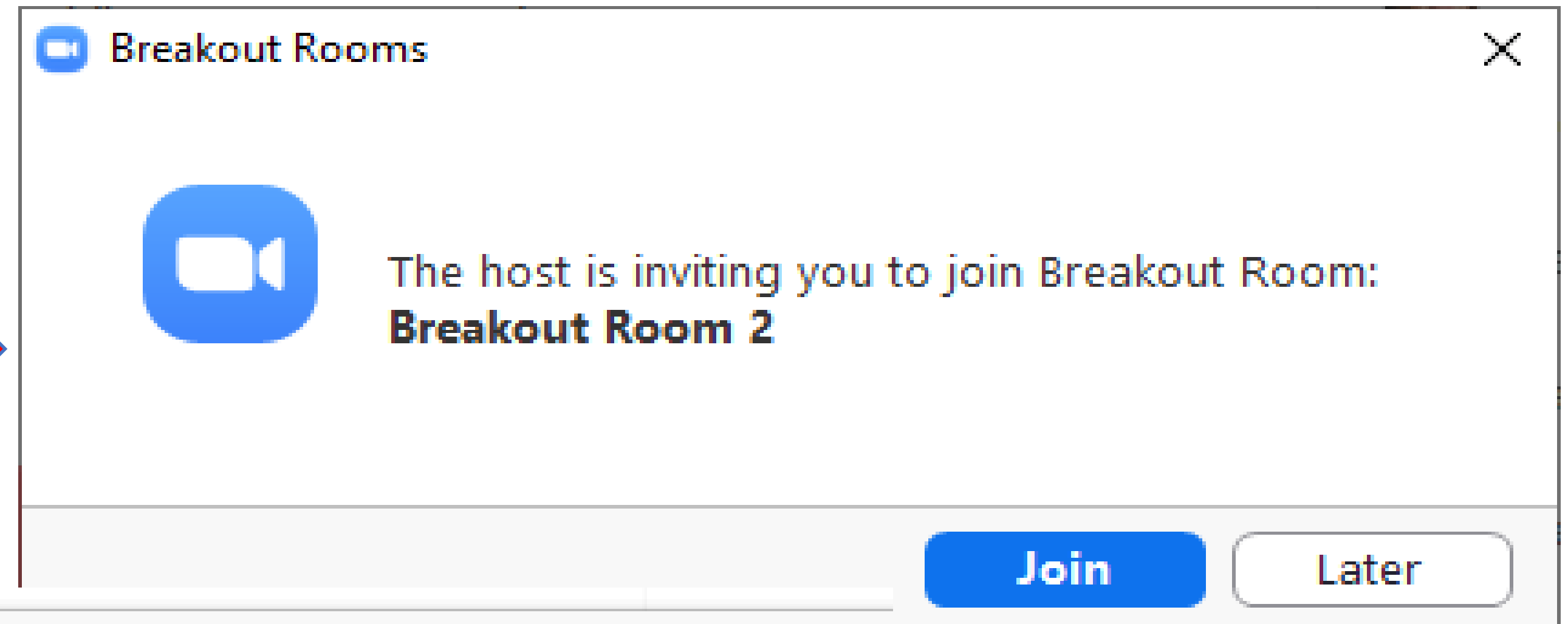


**CEDARBRIDGE**  
GROUP



# Joining the Breakout Rooms

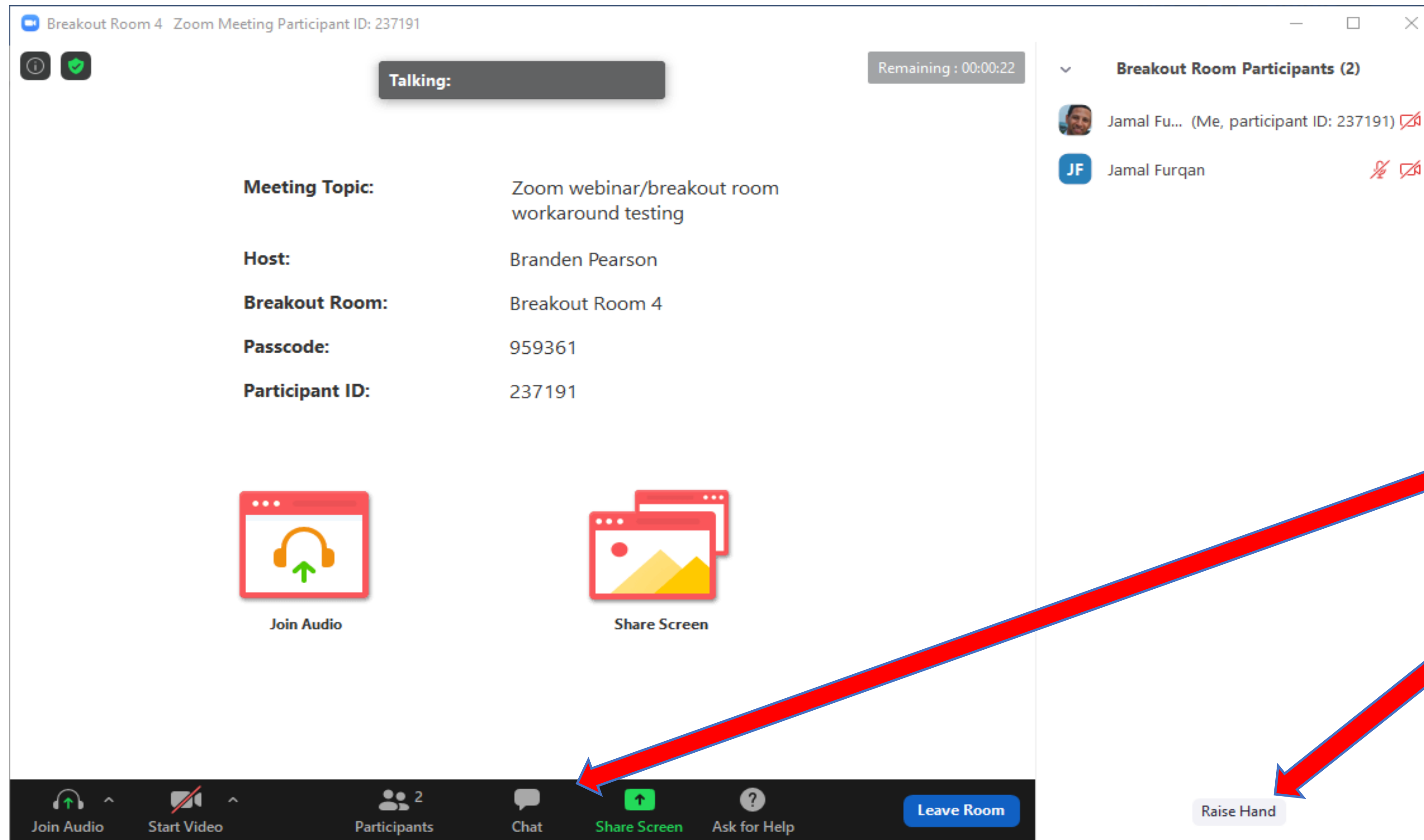
- In a moment, we will send invites to join a Breakout Room
- Please click the “Join” button in the pop-up window
- A message will appear indicated you are joining the Breakout Room







# Joining the Breakout Rooms



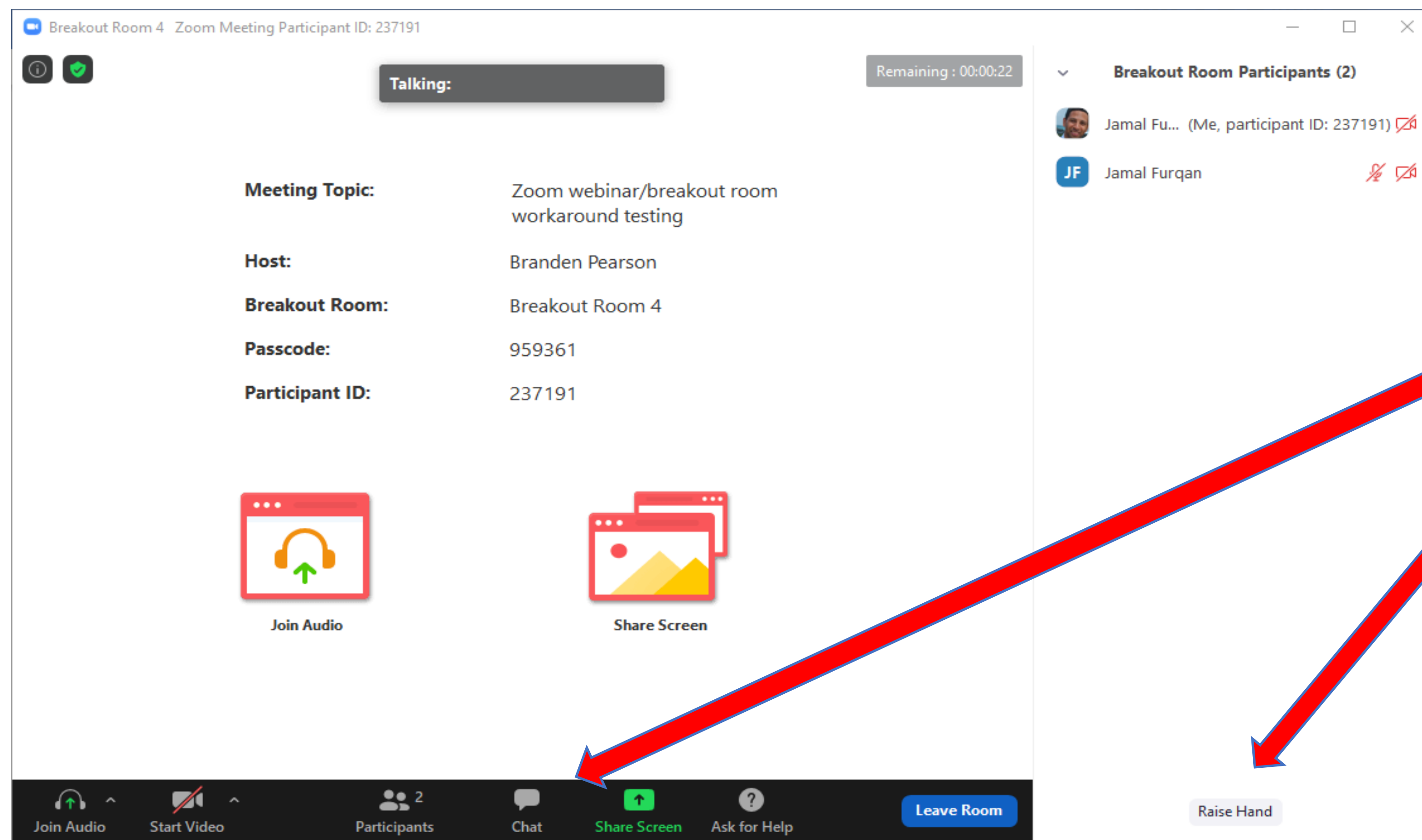
- You will be taken to a new Zoom window for the Breakout Room
- A facilitator will moderate a dialogue on public health and health IT
- Utilize the same “Chat” and “Raise Hand” features to engage with the group
- If you’re having technical difficulties, click the “Ask for Help” button



# 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



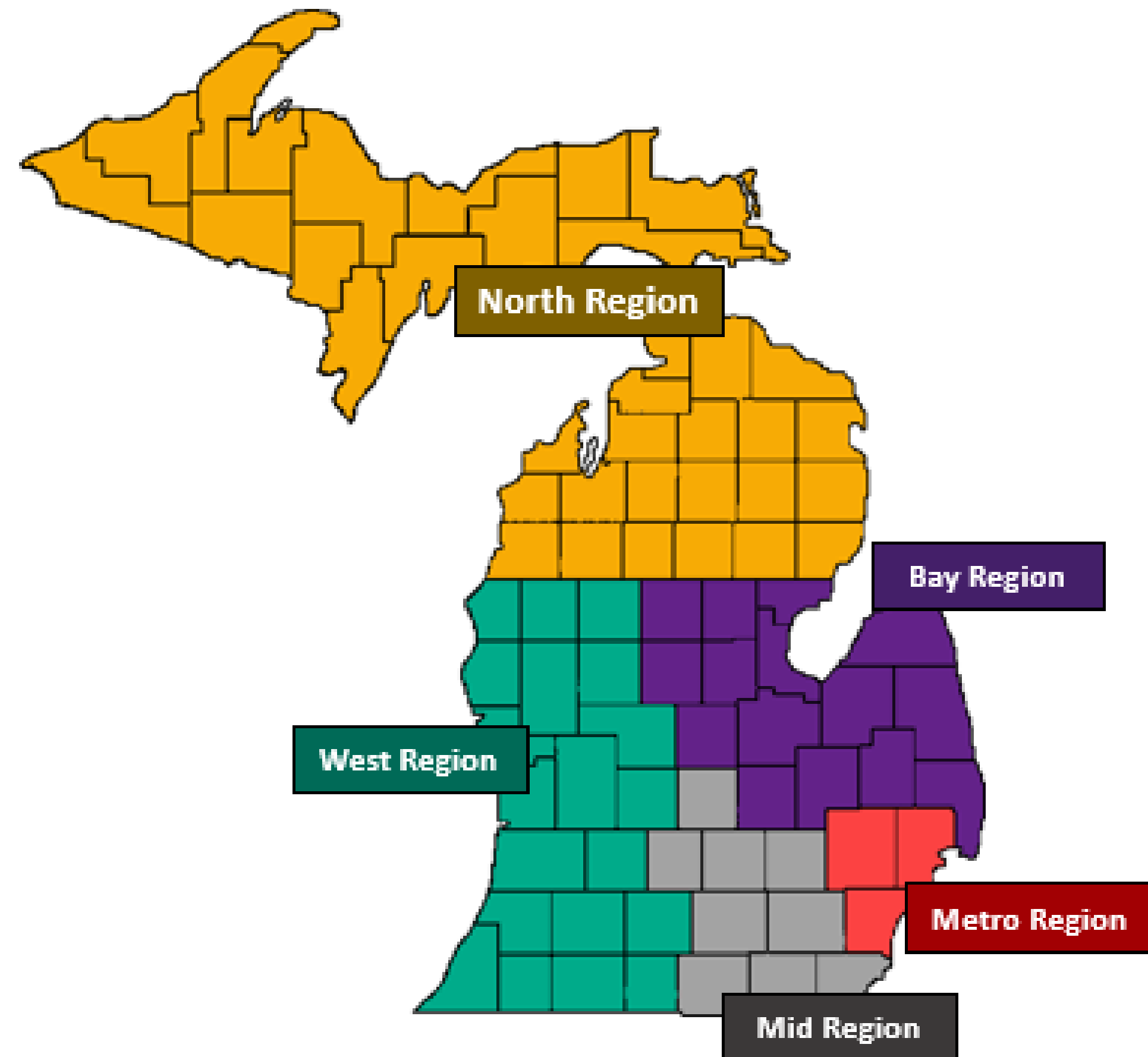


# Breakout Room Discussion Questions

---

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

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



## Breakout Room Discussion Questions

---

Cases of COVID-19 are again on the rise in Michigan. **What unique behavioral health or substance abuse challenges has your region faced relative to the coronavirus pandemic?** *How could access to information or digital technology have improved those outcomes?*





## Breakout Room Discussion Questions

---

Let's talk about the priorities you ranked in the previous slide. **Why did you make those selections? How are those specific priorities important to your region?**





## Breakout Room Discussion Questions

---

Greater system interoperability between healthcare and social services has been of interest. **What other non-clinical data sets (e.g. release status of parolees, absentee data for students, early childhood enrollment data, etc.) would be advantageous in your region to integrate with BH provider systems? *Why?***





# Thank you!

Please wait while we return to the main room....



**CEDARBRIDGE**  
GROUP

# Report Out and Roundtable Discussion

For additional questions or feedback, please email:  
[miroadmap@cedarbridgegroup.com](mailto:miroadmap@cedarbridgegroup.com)



**CEDARBRIDGE**  
GROUP



# Wrap Up & Next Steps



**CEDARBRIDGE**  
GROUP

# High Level Timeline for Roadmap Development Process

---





# Remaining Stakeholder Forums & Dates

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

Title	Discovery Forum	Regional Forum
<b>Reflections on Public Health During a Global Pandemic:</b> <i>Information Technology Needs and Gaps for Public Health</i>	<b>September 15, 2020</b> <b>1:00 – 3:00 PM Eastern</b>	<b>October 20, 2020</b> <b>1:00 – 3:00 PM Eastern</b>
<b>Coordinating During Crisis:</b> <i>Information Technology Needs and Gaps for Emergency Services</i>	<b>September 16, 2020</b> <b>1:00 PM – 3:00 PM Eastern</b>	<b>October 21, 2020</b> <b>1:00 PM – 3:00 PM Eastern</b>
<b>Connecting All Points of Care:</b> <i>Information Technology Needs and Gaps for Behavioral Health Services</i>	<b>September 17, 2020</b> <b>1:00 PM – 3:00 PM Eastern</b>	<b>October 22, 2020</b> <b>1:00 PM – 3:00 PM Eastern</b>
<b>Using Data to Drive Outcomes:</b> <i>Information Technology Needs and Gaps for Quality Improvement Efforts</i>	<b>September 21, 2020</b> <b>1:00 PM – 3:00 PM Eastern</b>	<b>October 27, 2020</b> <b>1:00 PM – 3:00 PM Eastern</b>
<b>Registration:</b> <a href="https://zoom.us/webinar/register/WN_LU9KtX7fTP6RaQgQ1PW1qA">https://zoom.us/webinar/register/WN_LU9KtX7fTP6RaQgQ1PW1qA</a>		

# Remaining Stakeholder Forums & Dates

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

Title	Discovery Forum	Regional Forum
<b>Bridging the Digital Divide:</b> <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	October 28, 2020 1:00 PM – 3:00 PM Eastern  Registration: <a href="https://zoom.us/webinar/register/WN_1Ku_2f31QgK6bjXUYc5pzg">https://zoom.us/webinar/register/WN_1Ku_2f31QgK6bjXUYc5pzg</a>
<b>Resident and Advocate Perspectives on Health IT for Person-Centered Care:</b> <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	October 29, 2020 1:00 PM – 3:00 PM Eastern  Registration: <a href="https://zoom.us/webinar/register/WN_3fAw2R9Q-qSJl1j3yQ3TA">https://zoom.us/webinar/register/WN_3fAw2R9Q-qSJl1j3yQ3TA</a>
<b>Coordinating Care for the Vulnerable:</b> <i>Information Technology Needs and Gaps for Aging and Disability Services</i>	September 29, 2020 1:00 PM – 3:00 PM Eastern	November 2, 2020 1:00 PM – 3:00 PM Eastern  Registration: <a href="https://zoom.us/webinar/register/WN_Ataj-TsgQqaMzR9kdP7fcg">https://zoom.us/webinar/register/WN_Ataj-TsgQqaMzR9kdP7fcg</a>
<b>Give All Kids a Healthy Start:</b> <i>Information Technology Needs and Gaps for Maternal, Infant and Children’s Services</i>	September 30, 2020 1:00 PM – 3:00 PM Eastern	November 4, 2020 1:00 PM – 3:00 PM Eastern  Registration: <a href="https://zoom.us/webinar/register/WN_ggK1Osu1TSqwZ2BlvtNEpg">https://zoom.us/webinar/register/WN_ggK1Osu1TSqwZ2BlvtNEpg</a>



# Thank you!

For questions or feedback, please email:  
[miroadmap@cedarbridgegroup.com](mailto:miroadmap@cedarbridgegroup.com)

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



**CEDARBRIDGE**  
GROUP

# Appendix Slides

## Quick Poll Questions



**CEDARBRIDGE**  
GROUP



# Quick Poll Questions

---

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

- ☐ Yes
- ☐ No
- ☐ I watched the video

Q2: Which Michigan region is your organization affiliated with?

- ☐ North Region
- ☐ West Region
- ☐ Bay Region
- ☐ Mid Region
- ☐ Metro Region
- ☐ None of the above
- ☐ Multiple regions **(please list in the Chat box)**

Q3: My organization has responsibility for

- ☐ Mostly urban (city; towns of 40,000+) areas
- ☐ Mostly rural (no cities; smaller towns) areas
- ☐ A mix of urban and rural areas