

Health Information Exchange Coordinating Committee Meeting Summary

Date: September 17, 2017

Time: 9:30 a.m. – 1:00 p.m.

Location: Agency for Health Care Administration, Building 3, Conference Room A.

Members present: Molly McKinstry, acting Chair, Deputy Secretary for Health Quality Assurance; Cristal Stickle, Florida Hospital Association; William Hightower, Florida Association of Osteopathic Medical Association; Craig Dalton, Strategic Health Intelligence; Melanie Brown-Woofter, Florida Council for Community Mental Health; Tab Harris, Florida Blue; Tom Herring, Florida Department of Health; Jarrod Fowler, Florida Medical Association; Michael Jackson, Florida Pharmacy association, Rick Gomez (proxy for Alex Romillo), Health Choice Network; Susan Langston (proxy for Peter Kress), LeadingAge Florida; Terry Fuller (proxy for Gay Munyon), Agency for Health Care Administration; Dr. Saver, Florida Academy of Family Physicians; Wences Troncoso, Florida Association of Health Plans

Staff present: Dylan Dunlap; Hiedi Fox; Carrie Gaudio, Nikole Helvey; Pam King, Aaron Parsons; and Dana Watson. **Ai:** Scott Afzal; and Evan Carter. **North Highland:** Trent Sawyer, Leda Kelly, Katie Weissert, Courtney Sullivan and Tina Worley

Interested Parties present: Joanne Gallagher, KPMG; Scott Afzal, Audacious Inquiry; Melody Arnold, Florida Health Care Association; Dr. Ernest Bertha, Sunshine Health; Ben Browning, Florida Association of Community Health Centers; Michael Cragg, Florida Department of Health; Bruce Culpepper, Florida Department of Health; Angela Dempsey, Poole McKinley; Diane Godfrey, Florida Hospital; William Hightower, Florida Osteopathic Medical Association; Dr. Greg Hindahl, BayCare Health System; Toni Large, Florida College of Emergency Physicians; Jason Aspinwall, Adventist Health System; and Andrew Reeve, Collective Medical.

Ms. Helvey welcomed guests and the HIECC members and took roll call. She explained that the committee would be participating, along with the guests in attendance, an HIE visioning session with North Highland facilitating. Those in attendance were divided into five groups to discuss the different initiatives North Highland assigned them.

North Highland drafted the following Strategy Articulation Map to summarize the meeting. Please see below.

There being no further business to discuss, the committee adjourned at 1:00 p.m.

AGENCY FOR HEALTH CARE ADMINISTRATION

Health Information Exchange (HIE) Study
Draft Output from HIECC Meeting

November 17, 2017

STRATEGY ARTICULATION MAP – UPDATED 11/17/17

Vision of HIE in Florida	Mission of HIE in Florida	Goal of HIE in Florida
Ensure the health and well-being of individuals and communities through the use of technology and relevant health information that is accessible when and where it matters most.	Better Health Care for All Floridians	For electronic personal health information to be available where and when it is needed across organizational, vendor, and geographical boundaries for patient care and public health.

Strategic Objectives

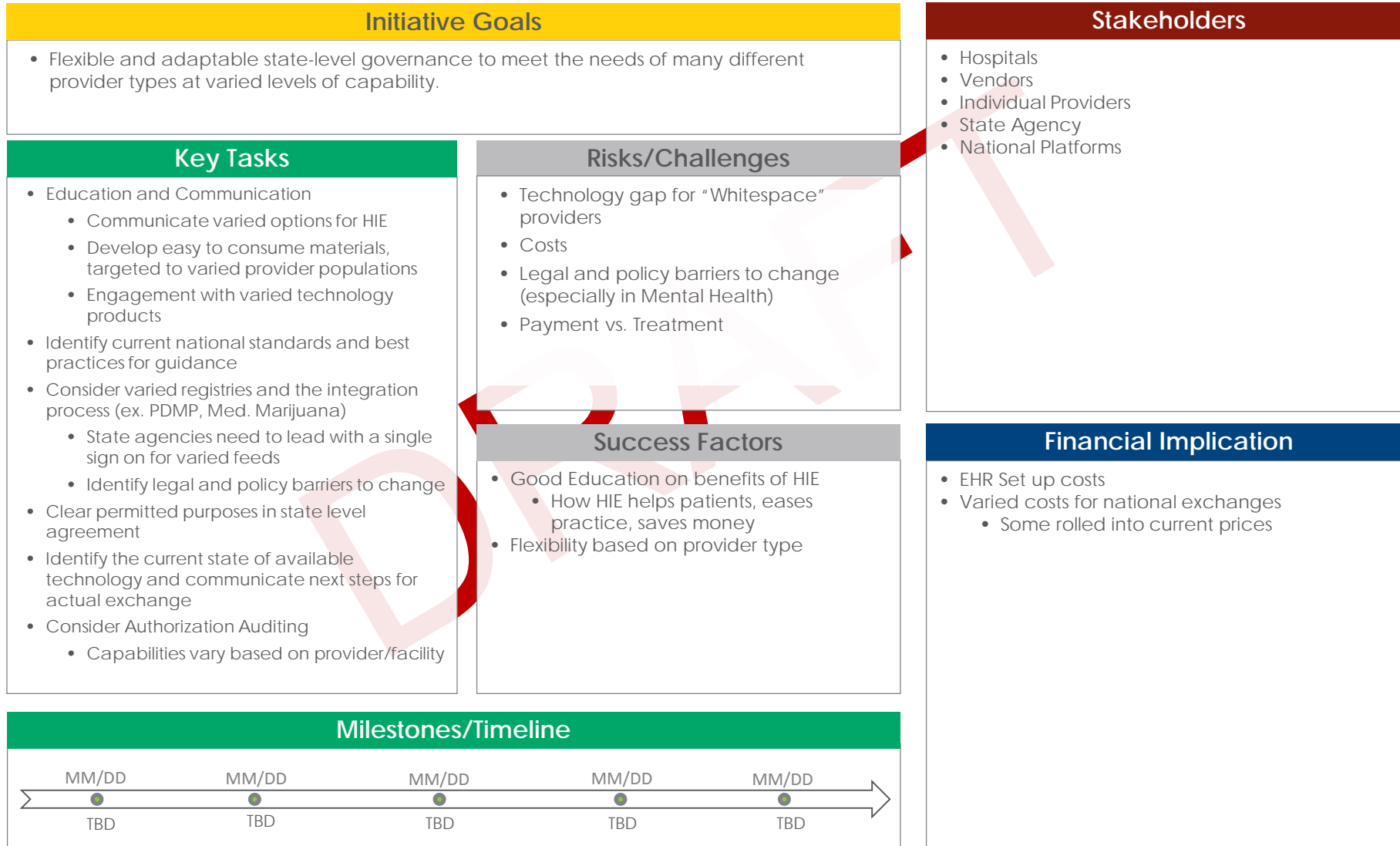
<p>Increased Access Improve access to the right information, by the right people, at the right time</p>	<p>Common Standards Promote common standards which will help encourage seamless and secure exchanges of data</p>	<p>Interoperability Employ the ability of various technology systems and software to communicate, exchange data, and use the information that has been exchanged</p>	<p>Change in Culture Evaluate, understand, and engage shifts in stakeholders' attitude towards technology to embrace its capabilities, agility, and full span of benefits</p>
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Strategic Initiatives

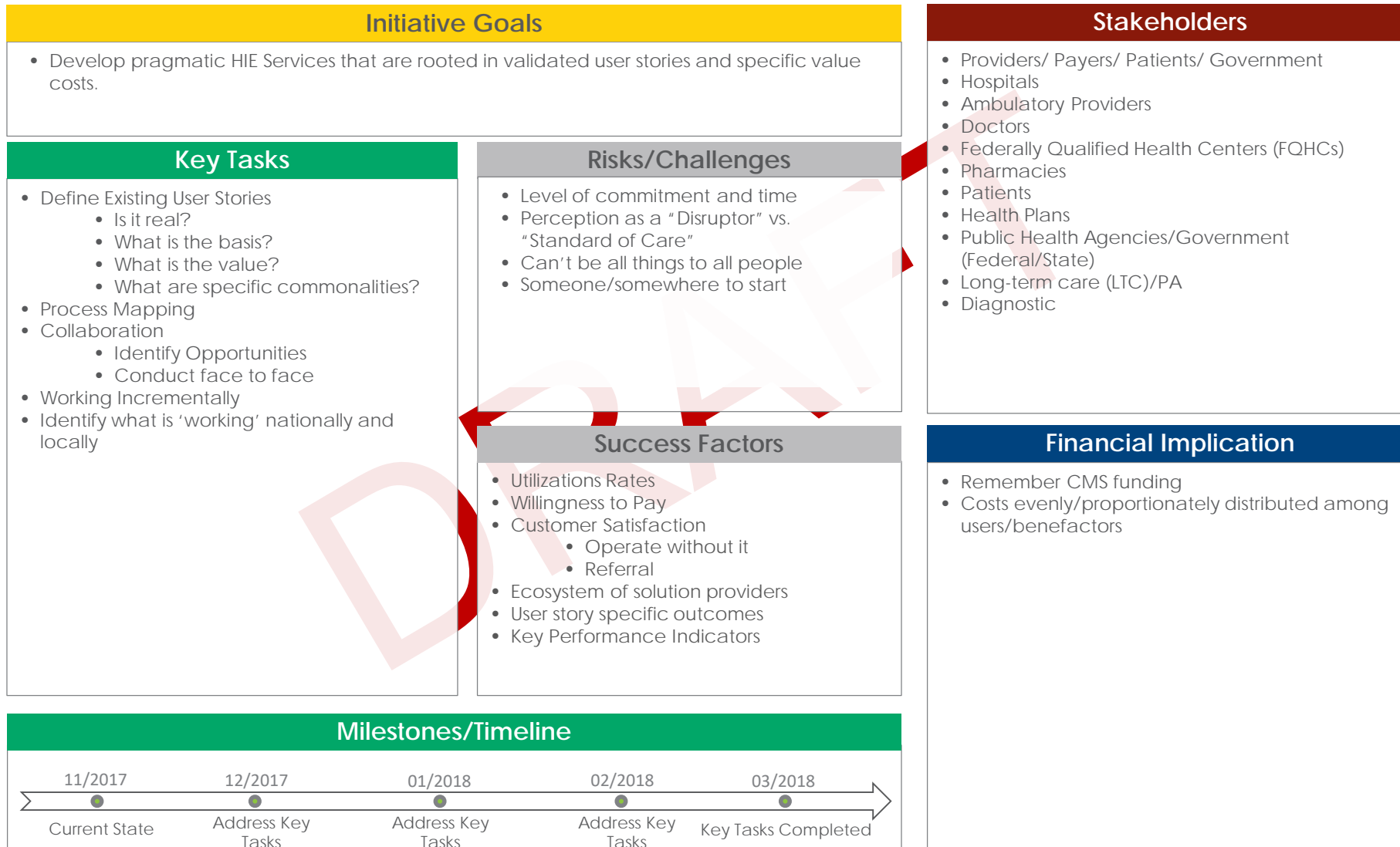
Structure State-level Governance	Decrease Costs & Complexity	Increase Awareness of Capabilities and Benefits	Strategically Communicate and Engage Stakeholders	Build Trust
<p>A structured governance surrounding HIE in Florida will allow all stakeholders to understand where they fit into the picture and what expectations exist for them.</p> <p>Things to consider:</p> <ol style="list-style-type: none"> 1. Nat'l standards & best practices 2. Privacy & Security 3. Funding & Statutory Requirements 4. Global understanding of market 5. What is AHCA's role? 6. Management & Oversight (public/private) 	<p>Cost and complexity are natural barriers to entry. By aiming for more standardized methodologies, more willing participants will surface and embrace HIE in Florida.</p> <p>Things to consider:</p> <ol style="list-style-type: none"> 1. Identify funding sources 2. Better utilization for sustainability 3. Open source HIE tools 4. Education surrounding adopting HIE into workflows 5. Diversity in types of services and cost package 	<p>Combating misinformation and creating awareness of actual system capabilities is a first step towards a truly interoperable model across Florida.</p> <p>Things to consider:</p> <ol style="list-style-type: none"> 1. Influence demand 2. Real patient stories 3. Speaking engagements, events, weekly webinars, workshops 4. Promotional items 5. Provider alerts 6. Public websites (AHCA, HIE, etc.) 	<p>Strategically and proactively communicate and engage stakeholders to achieve understanding, buy-in, and enthusiasm.</p> <p>Things to consider:</p> <ol style="list-style-type: none"> 1. Advisory group – HIECC 2. Educational workshops, webinars, surveys, focus groups 2. Funding opportunities? 3. EHR Incentive Program 4. Develop use cases and value proposition by user category 	<p>Establish stakeholders' confidence in the process and programs.</p> <p>Things to consider:</p> <ol style="list-style-type: none"> 1. Transparency and consistency in cost discussions 2. Well documented agreement/understanding 3. Active stakeholder engagement 4. Demonstrate the ROI 5. Peer-to-peer connection 6. Identify champions 7. Focus groups and interviews 8. Est. best practice in community

STRATEGIC INITIATIVE DRILL DOWNS

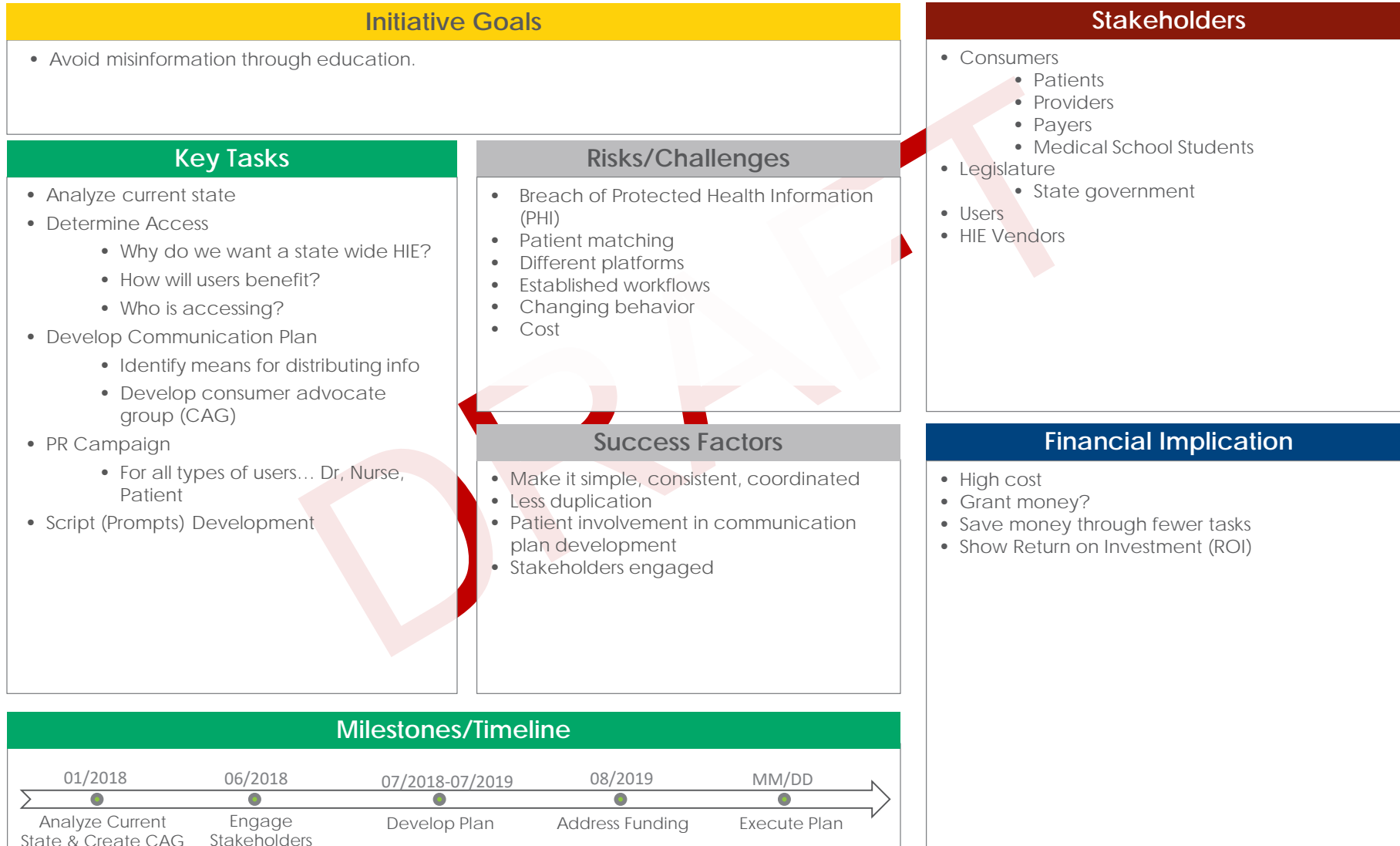
STRUCTURED STATE-LEVEL GOVERNANCE



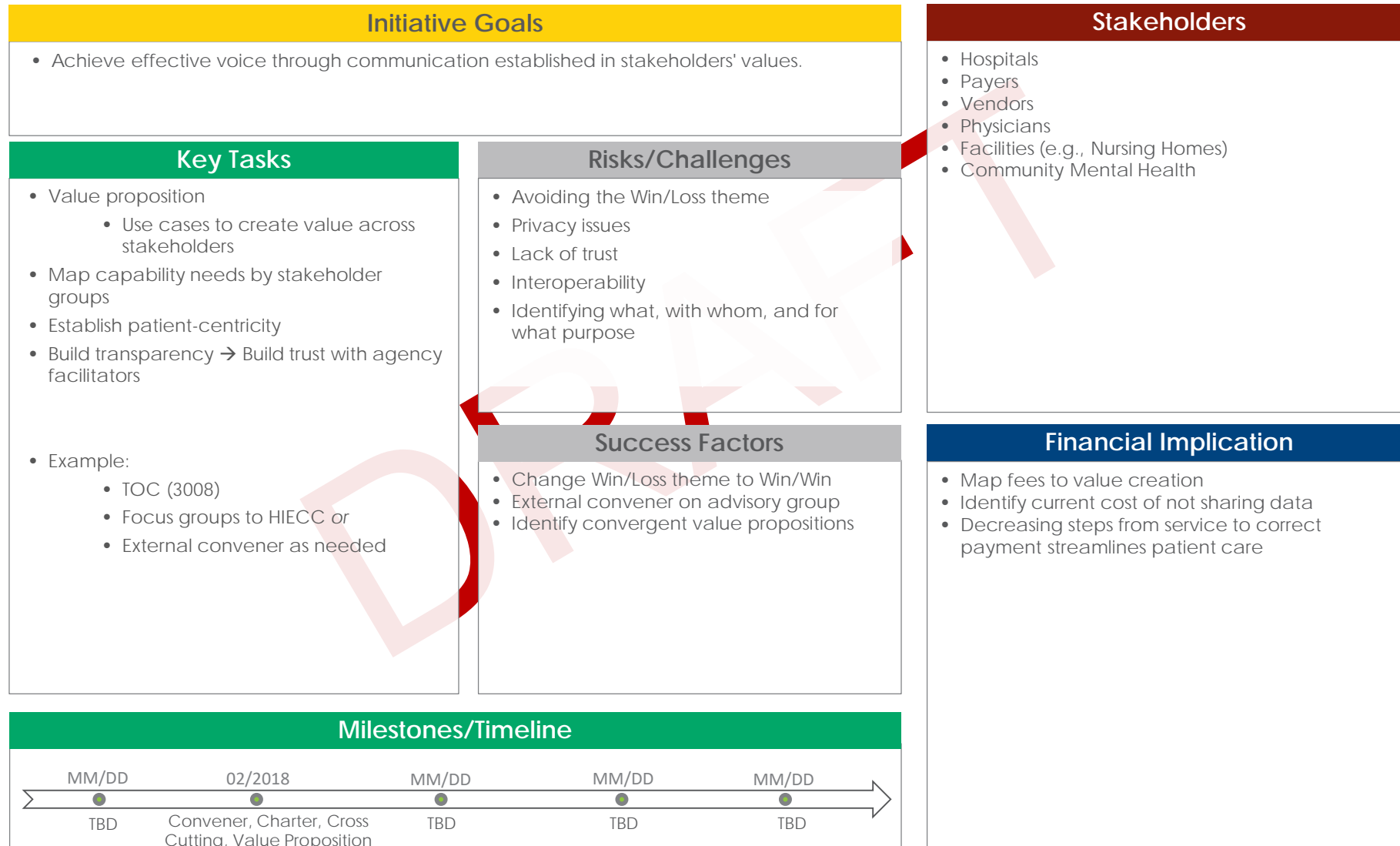
DECREASE COST & COMPLEXITY



INCREASE AWARENESS OF CAPABILITIES AND BENEFITS



STRATEGICALLY COMMUNICATE & ENGAGE STAKEHOLDERS



BUILD TRUST

