

# Arizona's Health IT Roadmap 2.0: Improving Patient Outcomes

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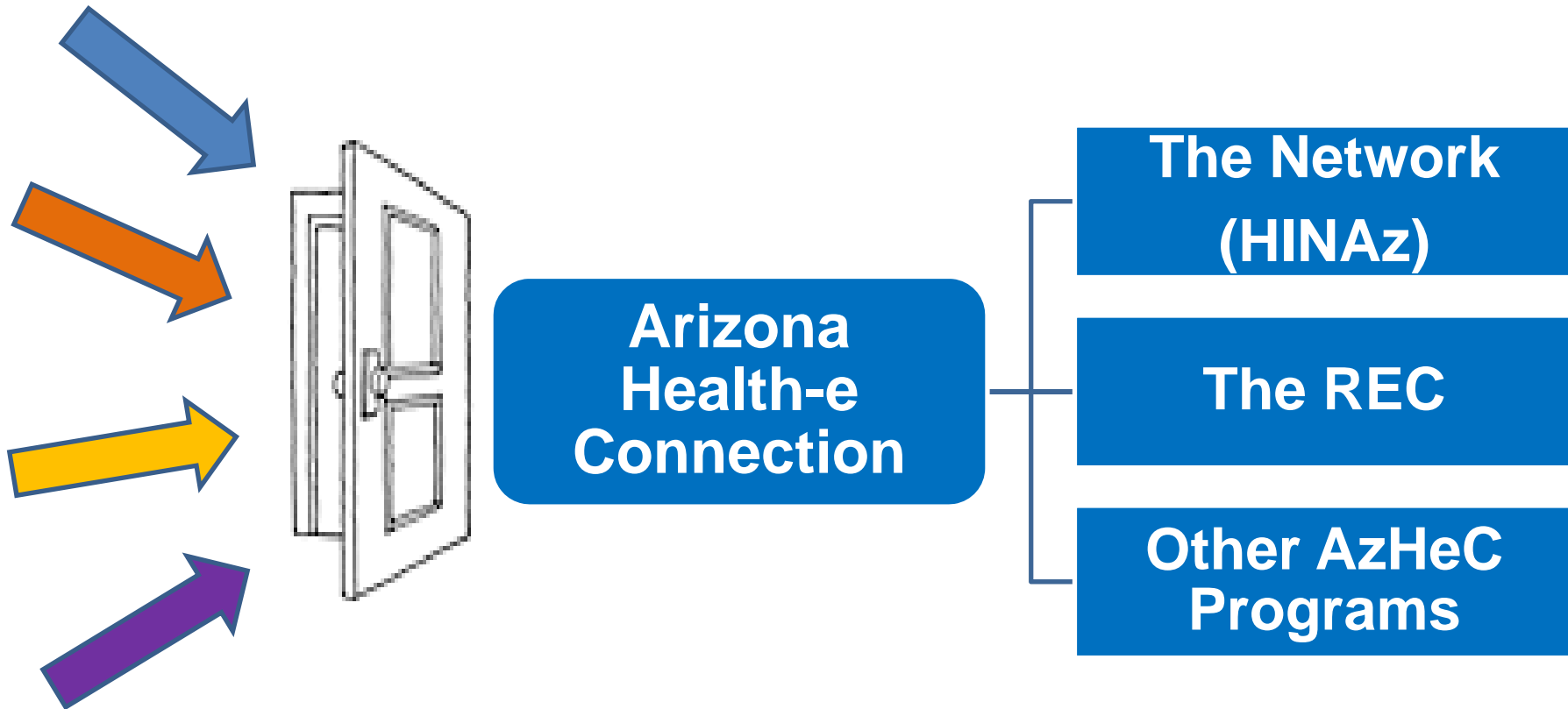
# Agenda

- AzHeC/HINAz Affiliation Overview
- Arizona's Health IT Roadmap 2.0
  - Overview
  - Initiatives Deep Dive
  - Roadmap 2.0 and CHCs
- Questions & Answers

# Affiliation Overview

- Arizona Health-e Connection (AzHeC) and HINAz formally affiliated in February 2014
  - AzHeC serves as “umbrella” organization
  - HINAz is the “network” that provides statewide HIE services
- Operating as one integrated organization
  - One integrated team
  - One integrated business plan
  - One “brand” and one website
  - One location (central Phoenix – mid-summer 2014)
  - **One door for all community-wide HIT/HIE needs**
  - Exception – two Boards of Directors

# One door for all HIT/HIE needs...



# AzHeC Programs and Initiatives

## HIT

**REC:** Helping Arizona providers meet their health IT goals

**Policy development:** leading legislative efforts

**eRx Initiative:** increasing adoption

**Consumer Outreach:** education, awareness & engagement

**Arizona's Health IT Roadmap 2.0:** 2-3 year plan for HIT/HIE in Arizona

## HIE

**The Network:** statewide, securing sharing of patient information

# Arizona's Health IT Roadmap 2.0

# Vision

“Arizonans will experience an improved quality of health enabled by robust health information technology and exchange.”

# Direction

- A plan for HIT and HIE advancements for the next three years and beyond.
- Based on the Triple Aim:
  - Better care
  - Better outcomes
  - Lower costs



## 2.0 Essential Strategies

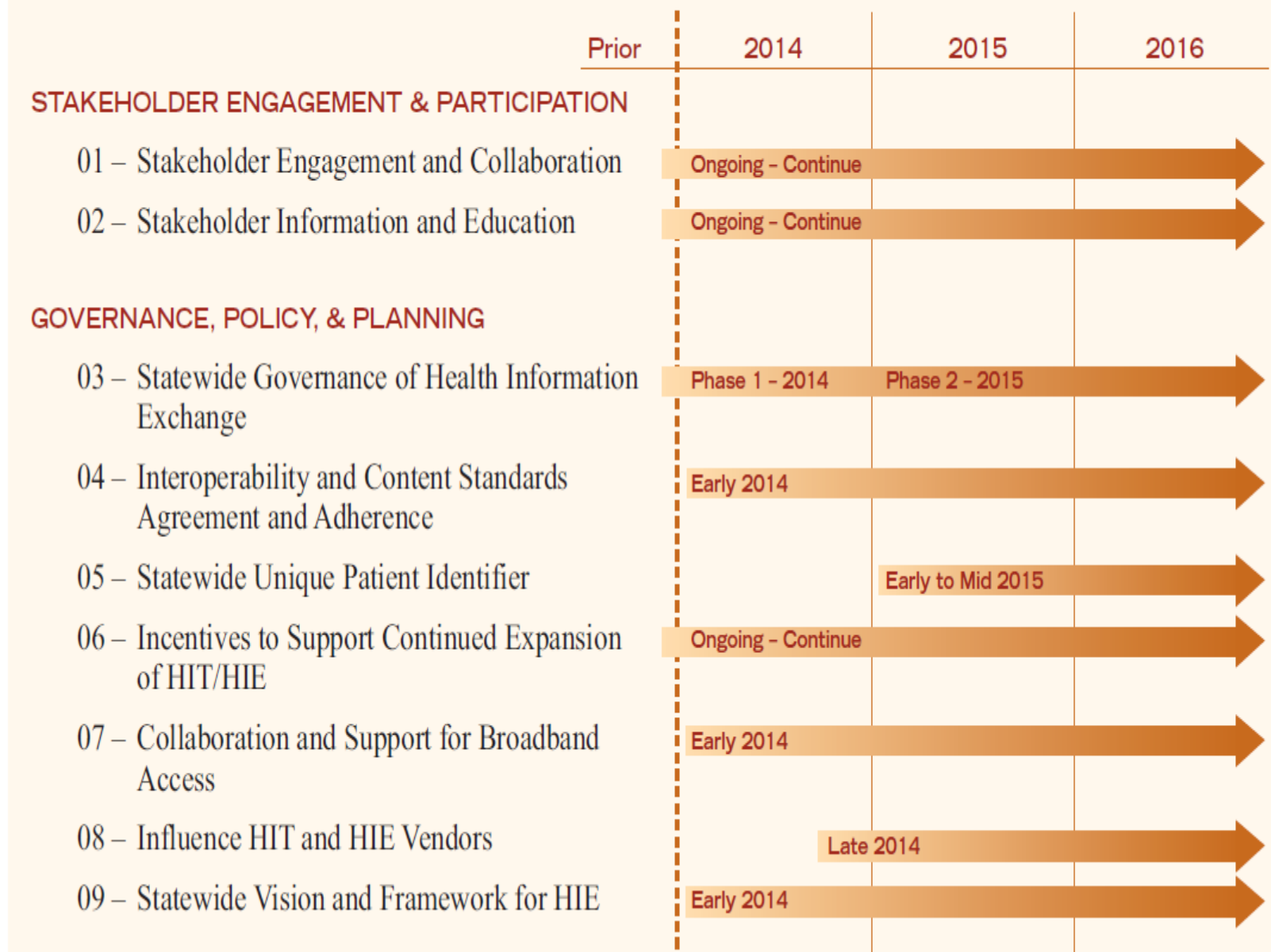
- Continue to **support providers** in their adoption and use of technology
- **Accelerate and expand** secure sharing of health information among providers
- Continue to **coordinate and convene health care stakeholders** to develop strategies that meet evolving HIT/HIE business needs

# Initiatives & Domains

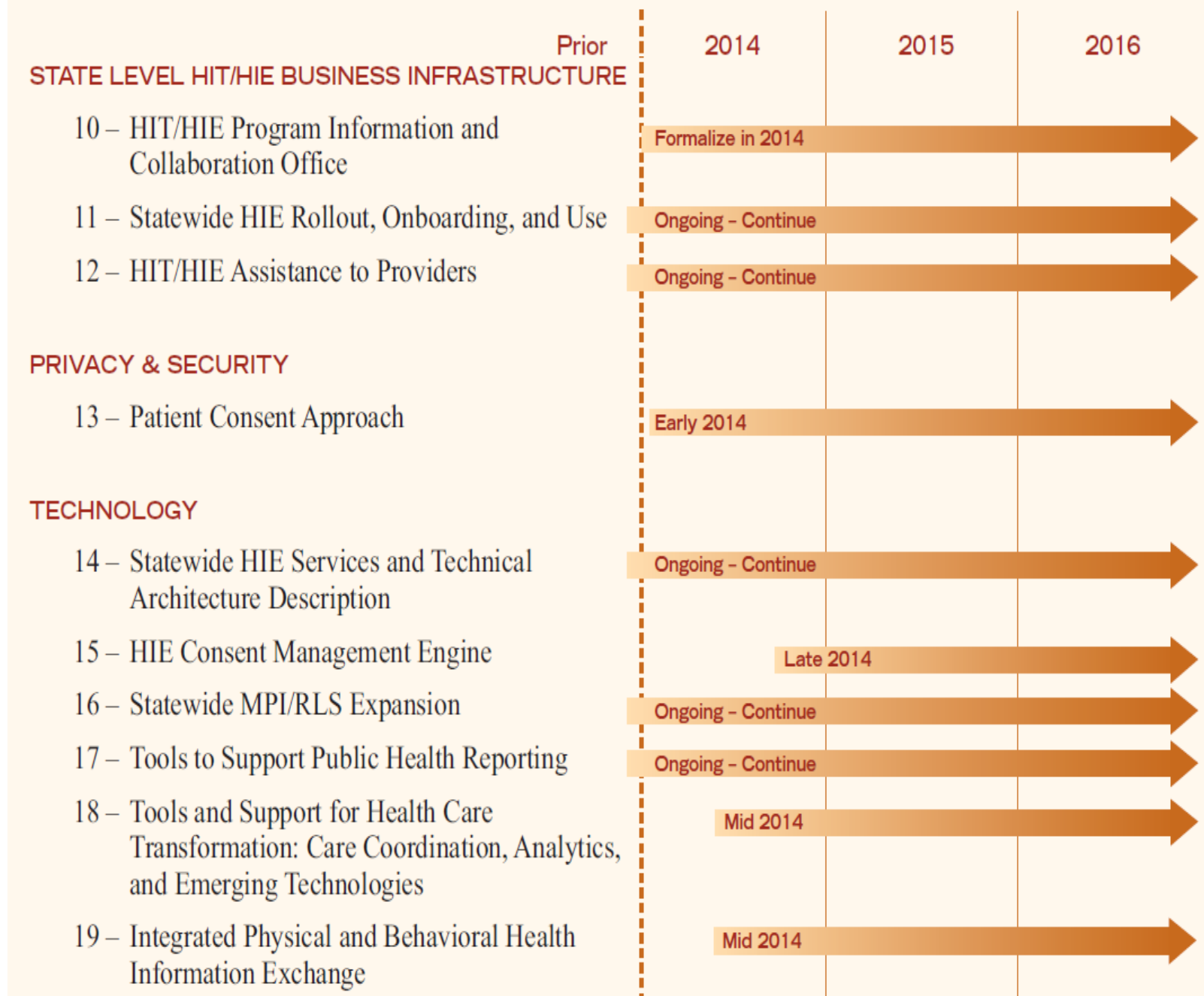
Roadmap 2.0 includes 19 initiatives that cover five domains:

- Stakeholder Engagement & Participation
- Governance, Policy & Planning
- State Level HIT/HIE Business Infrastructure
- Privacy & Security
- Technology

## Roadmap 2.0 Timeline



## Roadmap 2.0 Timeline



# Stakeholder Engagement & Participation

Initiatives 1 & 2

# Initiative #1

Title	Stakeholder Engagement & Collaboration
<b>Description</b>	Continues current, and develops and implements new, programs that promote statewide multi-stakeholder engagement and collaboration.
<b>Current State</b>	AzHeC leads ongoing activities, examples include: <ul style="list-style-type: none"> <li>• Deployment of ehealth campaign with Consumer Connections Task Force</li> <li>• Lead for Roadmap 2.0 stakeholder convening and collaboration</li> <li>• Lead for policy and legislative efforts related to HIT and HIE</li> </ul>
<b>Lead Organization &amp; Timing</b>	Organization: Arizona Health-e Connection Timing: 2014 and beyond
<b>Next Steps</b>	<ul style="list-style-type: none"> <li>• Developing workgroups and committees to support Roadmap 2.0 initiatives</li> <li>• Identifying and coordinating opportunities for funding</li> </ul>
<b>How to Participate</b>	<ul style="list-style-type: none"> <li>• <b>Participate in workgroups and committees – Consumer Connections Task Force</b></li> <li>• Sign-up to get AzHeC newsletter to stay informed of current opportunities</li> <li>• Engage with AzHeC – become a member, attend events, etc.</li> </ul>

# Initiative #2

Title	Stakeholder Information & Education
<b>Description</b>	Continues current, and develops and implements new, HIT/HIE educational and outreach programs for the various health care stakeholder segments.
<b>Current State</b>	AzHeC leads community-wide information sharing & education, examples include: <ul style="list-style-type: none"> <li>• Provider toolkit developed on consent management</li> <li>• Annual Western States Health-e Connection Summit &amp; Trade Show</li> <li>• Community forums, webinars and roadshows</li> <li>• Monthly AzHeC e-newsletter</li> </ul>
<b>Lead Organization &amp; Timing</b>	Organization: Arizona Health-e Connection Timing: 2014 and beyond
<b>Next Steps</b>	<ul style="list-style-type: none"> <li>• Redesign of website for easier access (AzHeC, REC and HINAz websites consolidated)</li> <li>• Ongoing education and information strategy developed</li> <li>• Identifying targets for provider education deployment</li> </ul>
<b>How to Participate</b>	<ul style="list-style-type: none"> <li>• <b>Sign-up to receive AzHeC monthly e-newsletters and alerts</b></li> <li>• Join AzHeC to support ongoing efforts</li> <li>• Stakeholder opportunities to lead and/or co-sponsor events/projects</li> </ul>

# Governance, Policy & Planning

Initiatives 3 through 9



# Initiative #3

Title	Statewide Governance of Health Information Exchange
<b>Description</b>	Refines and clearly describes the roles, responsibilities, and accountabilities of the AzHeC and HINAz boards and the State of Arizona related to statewide HIT/HIE within the public-private partnership governance model.
<b>Current State</b>	<ul style="list-style-type: none"> <li>• AzHeC and HINAz affiliation, new board structure</li> <li>• State HIT Coordinator position continues post grant</li> </ul>
<b>Lead Organization &amp; Timing</b>	Organizations: AzHeC & HINAz (public-private partnership) and State of AZ (oversight) Timing: Phase 1 - 2014 and Phase 2 – 2015
<b>Next Steps</b>	<ul style="list-style-type: none"> <li>• Phase 1:               <ul style="list-style-type: none"> <li>• Fully transition to new affiliation model</li> <li>• AzHeC to confirm roles, responsibilities of AzHeC and HINAz Boards</li> <li>• State HIT Coordinator transitioning to support state agencies in HIT/HIE and roadmap implementation</li> </ul> </li> <li>• Phase 2:               <ul style="list-style-type: none"> <li>• Monitor effectiveness of governance model and research HIE best practices</li> </ul> </li> </ul>
<b>How to Participate</b>	Participate in public-private governance model through AzHeC membership, HINAz participation, stakeholder engagement, etc.

# Initiative #4

Title	<b>Interoperability and Content Standards Agreement &amp; Adherence</b>
Description	Ensures that Arizona uses HIT/HIE interoperability and content standards for the exchange of health care information.
Current State	<ul style="list-style-type: none"> <li>State HIT Coordinator has been involved in ONC led Standards &amp; Interoperability Framework</li> </ul>
Lead Organization & Timing	<p>Organization: AzHeC (stakeholder engagement, participation), State HIT Coordination (state &amp; federal coordination)</p> <p>Timing: Begin in 2014</p>
Next Steps	<ul style="list-style-type: none"> <li>HINAz and AzHeC will participate in national efforts</li> <li>AzHeC to develop appropriate workgroups and committee to discuss and address gaps</li> </ul>
How to Participate	<ul style="list-style-type: none"> <li>Participate in related workgroups and committees, once initiated</li> <li>Engagement, participation and research will be needed to ensure Arizona provides align with national standards</li> </ul>

# Initiative #5

Title	<b>Statewide Unique Patient Identifier</b>
Description	Explores the feasibility for alternative approaches for identifying a patient
Current State	<ul style="list-style-type: none"> <li>• HINAz currently uses Optum’s community patient index</li> <li>• Interest in considering alternative approaches to ensure highest probability of successful patient matching</li> <li>• ONC published white paper on patient identification challenges and opportunities</li> </ul>
Lead Organization & Timing	<p>Organization: AzHeC Timing: Early to mid 2015</p>
Next Steps	<ul style="list-style-type: none"> <li>• AzHeC to convene stakeholders in early to mid 2015 to discuss and consider alternative approaches to patient matching</li> <li>• Until then, current patient matching for HIE will continue</li> <li>• Continue to participate and leverage federal efforts</li> </ul>
How to Participate	<ul style="list-style-type: none"> <li>• <b>Participate in workgroups and committees, once formed</b></li> </ul>

# Initiative #6

Title	Incentives to Support Continued Expansion of HIT/HIE
<b>Description</b>	Builds upon current programs for incenting providers to adopt HIT and participate in HIE. Explores and identifies innovative ways to incent providers to continue to adopt and/or mature their use of HIT/HIE.
<b>Current State</b>	<ul style="list-style-type: none"> <li>• Medicaid and Medicare EHR incentive programs continue</li> <li>• CMS has approved AHCCCS to contract with HINAz for HIE subsidy program</li> <li>• REC received no cost extension to continue grant program through Q1 2015</li> </ul>
<b>Lead Organization &amp; Timing</b>	<p>Organizations: AzHeC (convening), HINAz (implementing HIE subsidy program), AHCCCS (Medicaid EHR incentive program, HIE subsidy program oversight)</p> <p>Timing: 2014 and beyond</p>
<b>Next Steps</b>	<ul style="list-style-type: none"> <li>• <b>HINAz to continue implementing the **NEW** Network HIE Subsidy Program</b></li> <li>• Monitor EHR incentive program participants to ensure continued movement thru MU</li> <li>• Continue to recruit into EHR incentive programs, leverage the REC to assist providers</li> <li>• Leverage Medicaid 90/10 funding whenever possible</li> <li>• Identify opportunities for collaboration with stakeholders</li> </ul>
<b>How to Participate</b>	<ul style="list-style-type: none"> <li>• <b>If qualified, participate in EHR incentive programs and/or HIE subsidy program</b></li> <li>• Support alternative efforts to incentivize provider technology adoption</li> </ul>

# Initiative #7

Title	Collaboration & Support for Broadband Access
<b>Description</b>	Coordinates information on broadband access assistance available to health care providers.
<b>Current State</b>	<ul style="list-style-type: none"> <li>• ASET is state agency developing, coordinating, and monitoring state broadband plans</li> <li>• State CIO on AzHeC Board, through State HIT Coordinator is sharing resources</li> <li>• Minimal coordinated effort to date in this area</li> </ul>
<b>Lead Organization &amp; Timing</b>	Organization: Arizona Strategic Enterprise Technology Office (lead), AzHeC (communications) Timing: 2014 and beyond
<b>Next Steps</b>	<ul style="list-style-type: none"> <li>• ASET to share broadband opportunities with AzHeC for communication and possible stakeholder engagement</li> </ul>
<b>How to Participate</b>	<ul style="list-style-type: none"> <li>• Participate in workgroups or committees, if formed</li> <li>• Stay abreast of information and opportunities to collaborate for funding</li> </ul>

# Initiative #8

Title	Influence HIT and HIE Vendors
<b>Description</b>	Develops an approach to help Arizona providers bring their needs to the attention of HIT and HIE vendors and promotes the development of appropriate solutions to address those needs.
<b>Current State</b>	<ul style="list-style-type: none"> <li>• REC has maintained Vendor Alliance Program, includes EHR and non-EHR vendors</li> <li>• Through HIE Cooperative Agreement Program, AzHeC formed Arizona HIE Marketplace, to support Direct Exchange</li> </ul>
<b>Lead Organization &amp; Timing</b>	Organization: AzHeC Timing: Late 2014
<b>Next Steps</b>	<ul style="list-style-type: none"> <li>• Develop an approach to support Az providers in reviewing, selecting technology vendors</li> <li>• Convene stakeholders to leverage community-wide support</li> <li>• Blend REC vendor alliance program and HIE marketplace into new vendor program</li> </ul>
<b>How to Participate</b>	<ul style="list-style-type: none"> <li>• <b>Offer suggestions and feedback for new vendor program approach</b></li> <li>• Participate in workgroups or committees, if formed</li> </ul>

# Initiative #9

Title	Statewide Vision and Framework for HIE
<b>Description</b>	Develops the process and provides the content for Arizona's ongoing vision for health information exchange.
<b>Current State</b>	<ul style="list-style-type: none"> <li>• HINAz has a newly approved business plan</li> <li>• HINAz is working to assess and develop a set of second generation services</li> </ul>
<b>Lead Organization &amp; Timing</b>	Organization: AzHeC in collaboration with State HIT Coordinator Timing: mid to late 2014
<b>Next Steps</b>	<ul style="list-style-type: none"> <li>• Develop a process for creating and documenting the vision</li> <li>• Involve broad stakeholder input</li> <li>• Update the vision annually</li> </ul>
<b>How to Participate</b>	<ul style="list-style-type: none"> <li>• Participate in workgroups and committees, once formed</li> <li>• <b>Provide feedback to AzHeC an State HIT Coordinator on items that should be considered when developing the statewide HIE vision</b></li> </ul>

# State level HIT/HIE Business Infrastructure

Initiatives 10 through 12



# Initiative #10

Title	HIT/HIE Program Information and Collaboration Office
<b>Description</b>	Establishes an office and formalizes a program to gather and disseminate information on HIT/HIE related tools and activities.
<b>Current State</b>	AzHeC has historically provided this function, including: <ul style="list-style-type: none"> <li>• General coordination of a variety of initiatives, including consumer education and awareness, e-prescribing, etc.</li> <li>• Dissemination of key HIT/HIE information via e-newsletters, websites, events</li> </ul>
<b>Lead Organization &amp; Timing</b>	Organization: AzHeC Timing: 2014
<b>Next Steps</b>	<ul style="list-style-type: none"> <li>• Develop the framework for the office</li> <li>• Identify and coordinate new funding opportunities</li> <li>• Continue efforts to disseminate information, provide education, etc.</li> <li>• Develop a dashboard to track Arizona HIT/HIE progress</li> </ul>
<b>How to Participate</b>	<ul style="list-style-type: none"> <li>• <b>Sign-up to receive AzHeC updates</b></li> <li>• Collaborate on opportunities, as identified</li> </ul>

# Initiative #11

Title	Statewide HIE Rollout, Onboarding & Use
Description	Develops and implements a plan to expand the rollout, onboarding, and use of the statewide HIE services.
Current State	<ul style="list-style-type: none"> <li>• HINAz has clinical information on over 3.5 million patients in the statewide network</li> <li>• Over 37 health care organizations have signed participation agreements</li> <li>• Implementation plans for 2014 have been scheduled and are being initiated</li> </ul>
Lead Organization & Timing	Organization: HINAz Timing: 2014
Next Steps	<ul style="list-style-type: none"> <li>• Develop and implement updated marketing and communications plan for HIE</li> <li>• Complete 2014 implementations</li> <li>• Complete assessment of participant/stakeholder input on second generation services</li> <li>• Develop and begin implementation of second generation services</li> <li>• Recruit new participants according to strategic expansion plans</li> <li>• <b>Implement the **NEW** Network HIE subsidy program</b></li> </ul>
How to Participate	<ul style="list-style-type: none"> <li>• <b>Become a participant of HINAz</b></li> </ul>

# Initiative #12

Title	HIT/HIE Assistance to Providers
<b>Description</b>	Continues, and develops and implements new, programs to assist health care providers adopt and expand the use of HIT/HIE.
<b>Current State</b>	Significant assistance has been provided for HIT adoption in recent years, including: <ul style="list-style-type: none"> <li>• Over \$400 million in incentives to Arizona providers and hospitals</li> <li>• Over 3,000 providers assisted through the Arizona Regional Extension Center</li> <li>• Support provided through Arizona HIE Marketplace and Arizona eRx Initiative</li> <li>• Over \$1 million provided in funding for HIE initiatives to unconnected providers</li> </ul>
<b>Lead Organization &amp; Timing</b>	Organization: AzHeC Timing: 2014
<b>Next Steps</b>	<ul style="list-style-type: none"> <li>• Spread news of REC no cost extension and encourage additional providers to receive Meaningful Use support</li> <li>• Identify new and innovative methods to support providers' technology adoption</li> <li>• Continue to promote and encourage participation in Medicaid and Medicare EHR incentive programs</li> </ul>
<b>How to Participate</b>	<ul style="list-style-type: none"> <li>• <b>Provide input to AzHeC &amp; AHCCCS on new ideas for services, sustainable models, etc.</b></li> </ul>

# Privacy & Security

## Initiative 13

# Initiative #13

Title	Patient Consent Approach
<b>Description</b>	Creates a common approach that can be used statewide for complying with patient consent requirements. Ensures alignment with state and federal regulations relating to consent for securely sharing physical and behavioral health information.
<b>Current State</b>	<ul style="list-style-type: none"> <li>• Patient consent has been implemented in all HINAz participating organizations who are sending or receiving data from the network</li> <li>• Common patient notification and consent toolkit finalized</li> <li>• Plans for sharing between HINAz and BHINAz underway, consent discussions initiated</li> </ul>
<b>Lead Organization &amp; Timing</b>	Organization: AzHeC Timing: 2014
<b>Next Steps</b>	<ul style="list-style-type: none"> <li>• Distribute consent notification and consent toolkit publically</li> <li>• Consider gaps in current policy and identify solutions – i.e., break the glass, use of de-identified information, etc.</li> <li>• Initiate work to incorporate behavioral health consent requirements into consent toolkit</li> </ul>
<b>How to Participate</b>	<ul style="list-style-type: none"> <li>• <b>Participate in workgroups and committees, as formed</b></li> <li>• <b>Participate in Consumer Connections Taskforce, to continue consumer awareness</b></li> </ul>

# Technology

Initiatives 14 through 19

# Initiative #14

Title	Statewide HIE Services and Technical Architecture Description
<b>Description</b>	Creates and maintains a resource that describes the services provided by the statewide HIE (functional description), and the statewide HIE technical architecture (technical description).
<b>Current State</b>	<ul style="list-style-type: none"> <li>• HINAz has developed a list and description of all current services (complete)</li> <li>• HINAz has initiated discussions related to potential second generation services</li> </ul>
<b>Lead Organization &amp; Timing</b>	Organization: HINAz Timing: 2014
<b>Next Steps</b>	<ul style="list-style-type: none"> <li>• Distribute list of current services and architecture</li> <li>• Continue meeting with key participants and stakeholders regarding current and future community HIE needs</li> <li>• Develop and implement second generation services</li> <li>• Continue to keep documentation up to date</li> </ul>
<b>How to Participate</b>	<ul style="list-style-type: none"> <li>• <b>Sign up to receive AzHeC and HINAz updates, to be informed when new information is released</b></li> </ul>

# Initiative #15

Title	HIE Consent Management Engine
<b>Description</b>	Develops a technical infrastructure to support the common statewide patient consent approach and processes identified in <i>Initiative 13 – Patient Consent Approach</i> .
<b>Current State</b>	<ul style="list-style-type: none"> <li>• Consent must be managed by each entity and aggregated at the HIE level</li> <li>• Each HIO effort (HINAz, BHINAz, etc.) must manage consent separately</li> <li>• Granularity of consent is no extremely robust</li> </ul>
<b>Lead Organization &amp; Timing</b>	Organization: AzHeC (stakeholder engagement) Timing: late 2014
<b>Next Steps</b>	<ul style="list-style-type: none"> <li>• Convene appropriate stakeholders to discuss potential business requirements and related technical requirements for a statewide consent management engine</li> <li>• Identify interest and funding to proceed with implementation</li> <li>• Develop a plan for statewide implementation</li> </ul>
<b>How to Participate</b>	<ul style="list-style-type: none"> <li>• Provide input and feedback into business model, as needed</li> </ul>



# Initiative #16

Title	<b>Statewide Master Patient Index /Record Level Service Expansion</b>
Description	Explores opportunities to leverage the statewide HIE master patient index (MPI) / record locator service (RLS) technical framework.
Current State	<ul style="list-style-type: none"> <li>• HINAz received funding to support MPI, RLS and provider directory through Arizona HIE Cooperative Agreement Program</li> <li>• MPI and RLS functionality provides foundation of HINAz network</li> </ul>
Lead Organization & Timing	<p>Organization: HINAz Timing: 2014</p>
Next Steps	<ul style="list-style-type: none"> <li>• Continue implementation of new entities with HINAz, thereby expanding number of patients and users</li> <li>• Explore options to utilize the statewide MPI/RLS for purposes beyond the core functions of the Network, as a resource for other organizations.</li> </ul>
How to Participate	<ul style="list-style-type: none"> <li>• Participate with HINAz as a participant</li> <li>• Provide input and feedback on other opportunities for MPI, RLS</li> </ul>

# Initiative #17

Title	Tools to Support Public Health Reporting
<b>Description</b>	Develops a strategic approach that uses HIT/HIE tools and resources, including the statewide HIE, to streamline the sending and receiving of data between ADHS and providers.
<b>Current State</b>	<ul style="list-style-type: none"> <li>• ADHS can receive electronic lab data and immunization data, but not yet syndromic surveillance data</li> <li>• ADHS has received Medicaid 90/10 funds to develop the IT infrastructure to support Meaningful Use reporting submissions</li> </ul>
<b>Lead Organization &amp; Timing</b>	Organizations: AHDS (lead), AHCCCS (support), HINAz (collaborator) Timing: 2014
<b>Next Steps</b>	<ul style="list-style-type: none"> <li>• ADHS to continue connecting providers within current functionality to meet Meaningful Use requirements</li> <li>• ADHS, AHCCCS and HINAz to finalize strategy for utilizing the statewide network for public health reporting</li> <li>• Implement any agreed upon strategies and increase reporting efficiency</li> </ul>
<b>How to Participate</b>	<ul style="list-style-type: none"> <li>• <b>Work with AHDS to meet Meaningful Use measures, if appropriate</b></li> </ul>

# Initiative #18

Title	<b>Tools and support for Health Care Transformation; Care Coordination, Analytics and Emerging Technologies</b>
Description	Develops a resource to gather and provide information on tools that support health care transformation, including the alignment with new payment models. As needed, develops community-wide strategies for tool implementation.
Current State	<ul style="list-style-type: none"> <li>Beyond other initiatives and activities, minimal activity to date in this area</li> </ul>
Lead Organization & Timing	Organization: AzHeC Timing: Late 2014
Next Steps	<ul style="list-style-type: none"> <li>Research and identify tools and resources that support care transformation – disseminate to the community</li> <li>Develop workgroup to support discussion, input and strategy development</li> <li>Implement workgroup structure and initiate discussions</li> </ul>
How to Participate	<ul style="list-style-type: none"> <li><b>Participate in workgroups, as developed and initiated</b></li> </ul>

# Initiative #19

Title	Integrated Physical and Behavioral Health Information Exchange
<b>Description</b>	Creates and implements a strategy for the integrated sharing of information between behavioral health and physical health care providers.
<b>Current State</b>	<ul style="list-style-type: none"> <li>• HINAz does not accept behavioral health information related to 42 CFR Part 2</li> <li>• Behavioral Health Information Network of Arizona (BHINAz) is the community HIE effort to integrate behavioral health information</li> <li>• HINAz and BHINAz collaborating to share information HIE-to-HIE</li> <li>• Mercy Maricopa Integrated Care (MMIC) working with both HINAz and BHINAz to streamline HIE efforts</li> </ul>
<b>Lead Organization &amp; Timing</b>	Organization: HINAz (lead), BHINAz and MMIC (collaborators) Timing: 2014
<b>Next Steps</b>	<ul style="list-style-type: none"> <li>• Continue collaborative discussions between HINAz, BHINAz and MMIC</li> <li>• Develop community-wide behavioral health/physical health coordination strategy</li> <li>• Communicate and implement strategy</li> </ul>
<b>How to Participate</b>	<ul style="list-style-type: none"> <li>• <b>Participate in appropriate workgroups, if developed</b></li> </ul>

# Roadmap 2.0 for CHCs

How does the Roadmap 2.0 tie to better utilization of EHRs & improving patient outcomes?

- Supports technology adoption and use...
- Accelerates health information exchange...

... leading to better care coordination  
& improved outcomes

# Roadmap 2.0

## Activities Today

- Support for technology adoption and use
  - EHR Incentive Programs continue = \$\$\$
  - The Network HIE Subsidy Program = \$\$\$
  - Application for SIM grant = \$\$\$ TBD
- Accelerated health information exchange
  - The Network's technology upgrade
    - Meaningful Use Stage 2
    - ADT Alerts
    - Public health reporting

# Action Items

- Sign-up for AzHeC Updates
- Participate in workgroups, as interested
- Continue to meet Meaningful Use
  - Utilize REC support
  - Progress to Stage 2 and beyond
- Participate in health information exchange
  - The Network HIE Subsidy Program
    - Subsidy is \$4,500 or more!
    - To learn more, call (602) 688-7200 or [TheNetwork@azhec.org](mailto:TheNetwork@azhec.org)

# Questions?

Arizona Health-e Connection

[www.azhec.org](http://www.azhec.org)

[info@azhec.org](mailto:info@azhec.org)

602-688-7200