Arizona’s Health IT Future: The Health Current Three-Year Strategic Plan, 2020-2022

Melissa A. Kotrys, MPH, Chief Executive Officer
Agenda

• Health Current – A Walk Down Memory Lane (2017 – 2019)
• New 3-Year Strategic Plan (2020 – 2022)
  • Process
  • Findings
  • The Roadmap
• Next Steps & Questions
Health Information Exchange

Behavioral Health Providers  Medical Providers  Hospitals  Labs
Who is Health Current?

679

HIE Participants and growing

as of 2/21/2020
HIE Data Suppliers

- 16 suppliers in 2015
- 30 suppliers in 2016
- 59 suppliers in 2017
- 113 suppliers in 2018
- 185 suppliers in 2019
- 196 suppliers in 2020

As of 1/22/2020
### Progress Review – Data Exchange

<table>
<thead>
<tr>
<th>Activity</th>
<th>December 31, 2016</th>
<th>December 31, 2019</th>
<th>Percent Change</th>
</tr>
</thead>
<tbody>
<tr>
<td>Active Users</td>
<td>359</td>
<td>1,428</td>
<td>298%</td>
</tr>
<tr>
<td>Total Patients in the MPI</td>
<td>7.6 M</td>
<td>12.2 M</td>
<td>61%</td>
</tr>
<tr>
<td>Total Patients with Clinical Data</td>
<td>6.9 M</td>
<td>10.8 M</td>
<td>57%</td>
</tr>
<tr>
<td>Patients Accessed via the Portal Monthly</td>
<td>7.7 K</td>
<td>79 K</td>
<td>926%</td>
</tr>
<tr>
<td>HL7 v2 Transactions Received Monthly</td>
<td>9.9 M</td>
<td>25.2 M</td>
<td>155%</td>
</tr>
<tr>
<td>CCDs Received Monthly</td>
<td>121 K</td>
<td>1.8 M</td>
<td>13,876%</td>
</tr>
<tr>
<td>Alerts Delivered Monthly</td>
<td>51 K</td>
<td>10.4 M</td>
<td>19,392%</td>
</tr>
<tr>
<td>Participating Acute Inpatient Discharges</td>
<td>83%</td>
<td>97%</td>
<td>17%</td>
</tr>
<tr>
<td>Participating ED Visits</td>
<td>91%</td>
<td>99%</td>
<td>9%</td>
</tr>
</tbody>
</table>
3-Year Review of Progress (2017-2019)

- Rebranding to Health Current
- New governance structure – 3 advisory councils, workgroups, etc.
- Expanded Permitted Use policy – payment, operations, public health, etc.
- Integrated w/ controlled substance Rx monitoring program (CSPMP)
- Finished Part 2 data integration, consent management and access
- Public health ADHS integrations – immunizations, AZPIERS
- Data quality strategy & related documents approved
- Two new technology toolsets – Diameter Health, Vorro Health
3-Year Review of Progress (2017-2019)

- AHCCCS program support – Differential Adjusted Payment (DAP), Targeted Investment (TI), etc.
- Legislation – HIO statute, advance directives registry transfer, etc.
- Significant collaboration nationally – SHIEC, HIMSS, etc. – including receipt of several national HIE awards
2019 Accomplishments

• Increased HIE participation by 102 participants – to 667 at year end
• Completed 133 new interfaces and adjusted 78 interfaces
• Implemented 201 “data use” services – portal, alerts, query
• 90% of paying participants have “data use” services live (64 of 71)
• Substantial implementation of HIE 3.0 (HDH) – continued in 2020
• Implemented data quality profiles for qualifying hospitals for DAP
• Successfully completed 4-year, $14.5 million TCPI grant – Practice Innovation Institute (Pii) – realizing over $160 M in aggregate savings
2019 Accomplishments (continued)

• Passed 3 laws related to HIE – advance directives, HIO statute and medical records continuity
• Expanded Permitted Use to support medical examiners, donor networks, public health
• Nearly 700 participants in Click for Control webinars; 600 attendees for other webinars
• Educational and networking events to nearly 3,000 (2,882 to be exact) participants, stakeholders and community members
IMPACTful Award Finalist: Vote for Health Current!

Help decide who will be this year's IMPACTful Nonprofit Award recipient!

Vote Today!

bit.ly/VoteHealthCurrent
New 3-Year Strategic Plan (2020 – 2022)
Strategic Plan Inputs

- 36 stakeholder participant interviews
- 2019 participant satisfaction survey
- 2019 annual user group meeting
- Ongoing conversations with board members and community stakeholders
2020 – 2022 Strategic Plan
Defining Health Current

Mission: We help our partners realize their highest potential to transform care.

Vision: Make healthcare transformation a reality.

Purpose: Integrate information with the delivery of care, to improve individual and community health and wellbeing.

Strategic Journey: Imagine Fully Informed Health
2020 – 2022 Strategic Plan
Defining Health Current – Addition of Values

Diversity  We support and sustain a community that is inclusive, diverse and equitable.

Ethics  We stand for what is just and right and hold ourselves to a high level of ethical standards.

Excellence  We have high standards, the details matter, and we take pride in our work.

Integrity  We’re honest, transparent and committed to doing what’s best for our customers and our community.

Respect  We treat those whom we serve and those who work with us with courtesy and respect.

Stewardship  We commit to being good stewards of the communities we serve.
Board of Directors

Executive Committee

Finance Committee

Nominating Committee

Legal Committee

Data Governance Council

Privacy & Security Council

Clinical Advisory Council

Medication Fill History Workgroup

Social Determinants of Health Workgroup

Public Health Workgroup

Advance Directives Workgroup*

* Under development

https://healthcurrent.org/about-us/governance-councils/
2017 – 2019 Strategic Business Plan

4 Pillars of Success

Active Participation +
Strategic Collaboration +
Participant Value +
Data Integrity =
Sustainability
2020 – 2022 Strategic Business Plan

4 Pillars of Success - UPDATED

Foundation = Data + Technology + Trust
Five (5) Key Findings

1. **The four-pillar model remains relevant.**
   We’ll continue to use it for 2020-2022 (with some modifications)

2. **Packaging services by stakeholder group will increase value.**
   We will bundle HIE services into service packages customized by participant category: FQHC, post-acute, health system, behavioral health, etc. This effort will be accompanied by more robust and customized implementation approaches, best practices, education and training.

3. **Missing data is important.**
   We will continue collecting and closing gaps related to missing data types (i.e. claims data) and missing data elements within patient records.
Five (5) Key Findings

4. **Customized data identification and delivery is desired.**
   We will design the HIE system to search for participant-specified data elements and deliver the data when, where, and how it is requested. This will be accomplished through customized queries and alerts, as well as use of FHIR-based APIs.

5. **Data insights are critical.**
   We are assembling the most data-rich, composite patient record possible. We want to be able to utilize the data for the benefit of the community.
Eight (8) Success Factors

1. More data! More data! More data! – More complete patient records increase the value of HIE to the community

2. Accumulate data and associate it together in meaningful ways to support the community

3. Advance complete, consistent and coded data – data is only valuable if it is of high quality

4. Deliver data in meaningful, valuable ways so it can be used to accomplish effective care coordination, quality improvement, predictive risk modeling & management, population health analysis & more!
Eight (8) Success Factors

5. Focus on innovative opportunities to advance Arizona as a top healthcare community & system nationwide

6. Support the community, as the ideal organization to implement select statewide tools and initiatives

7. Seize opportunities to lead in the national interoperability space, to the benefit of Arizona

8. Always keep an eye towards long-term sustainability
Six (6) Continued Areas of Focus

1. HIE 3.0 platform transition, including improved system stability
2. HIE recruitment & implementation
3. Participant engagement & satisfaction
4. Data Quality Strategy implementation
5. Privacy & security: HITRUST certification
6. Programmatic & legislative alignment
Nine (9) Opportunity Categories
New Services, Enhancements & Improvements

- Additional Data Types
- Alerts
- Care Coordination Tools
- Interoperability & Infrastructure
- Public Health
- Quality Improvement & Research
- Queries, Reports & Analytics
- Registry Services
- Miscellaneous
The Roadmap

Opportunities are:
• On the Road
• On the Ramp
• In the Parking Lot
# 2020-2022 Roadmap: Additional Data Types

## Additional Data Types

<table>
<thead>
<tr>
<th>On the Road</th>
<th>On the Ramp</th>
<th>In the Parking Lot</th>
</tr>
</thead>
<tbody>
<tr>
<td>ACO Membership</td>
<td>ACO Patient Risk Assignment</td>
<td>Health Plan Benefits</td>
</tr>
<tr>
<td>Health Plan Membership</td>
<td>Court System</td>
<td>Health Plan Eligibility</td>
</tr>
<tr>
<td>Health Plan Claims</td>
<td>Patient-Provider Attribution</td>
<td></td>
</tr>
<tr>
<td>Med Fill History – Participants</td>
<td>Health Plan Risk Assignment</td>
<td></td>
</tr>
<tr>
<td>Radiology Reports</td>
<td>Justice System</td>
<td></td>
</tr>
<tr>
<td>Social Determinants/Social Risk Factors</td>
<td>Med Fill History – Single Source</td>
<td></td>
</tr>
<tr>
<td></td>
<td></td>
<td>Med Fill History – Pharmacies/PBMs</td>
</tr>
</tbody>
</table>
## 2020-2022 Roadmap: Alerts

<table>
<thead>
<tr>
<th>Alerts</th>
<th>On the Road</th>
<th>On the Ramp</th>
<th>In the Parking Lot</th>
</tr>
</thead>
<tbody>
<tr>
<td>Gaps-In-Care</td>
<td></td>
<td>Drug Seeking</td>
<td>Patient Facility Transfer</td>
</tr>
<tr>
<td>Inpatient Readmission</td>
<td></td>
<td>ED Diversion</td>
<td></td>
</tr>
<tr>
<td>Psych Inpatient ADT</td>
<td></td>
<td>Fall Risk</td>
<td></td>
</tr>
<tr>
<td>Super Utilizer</td>
<td></td>
<td>Inpatient Pre-Discharge</td>
<td></td>
</tr>
<tr>
<td>SMI Patient</td>
<td></td>
<td>Justice System</td>
<td></td>
</tr>
<tr>
<td></td>
<td></td>
<td>Part 2 Program/Data</td>
<td></td>
</tr>
</tbody>
</table>
## 2020-2022 Roadmap: Care Coordination Tools

<table>
<thead>
<tr>
<th>On the Road</th>
<th>On the Ramp</th>
<th>In the Parking Lot</th>
</tr>
</thead>
<tbody>
<tr>
<td>SDOH Closed Loop Referrals</td>
<td>Community Care Coordination</td>
<td>Community Referral Management</td>
</tr>
<tr>
<td></td>
<td>Community Care Plans</td>
<td>Community Scheduling</td>
</tr>
<tr>
<td></td>
<td>Home Health Care Plan Review &amp; Physician Signature</td>
<td>Pre-Authorizations</td>
</tr>
<tr>
<td></td>
<td></td>
<td>Secure Text Messaging</td>
</tr>
</tbody>
</table>
**2020-2022 Roadmap: Interoperability & Infrastructure**

<table>
<thead>
<tr>
<th><strong>Interoperability &amp; Infrastructure</strong></th>
<th><strong>On the Road</strong></th>
<th><strong>On the Ramp</strong></th>
<th><strong>In the Parking Lot</strong></th>
</tr>
</thead>
<tbody>
<tr>
<td>Consent Management Portal</td>
<td>Patient Demographics Service</td>
<td>Community Master Patient Index</td>
<td></td>
</tr>
<tr>
<td>HIE-HIE Collaboration</td>
<td>Provider Directory</td>
<td></td>
<td></td>
</tr>
<tr>
<td>TEFCA/QHIN Strategy</td>
<td></td>
<td></td>
<td></td>
</tr>
</tbody>
</table>
2020-2022 Roadmap: Miscellaneous

<table>
<thead>
<tr>
<th>Miscellaneous</th>
<th>On the Road</th>
<th>On the Ramp</th>
<th>In the Parking Lot</th>
</tr>
</thead>
<tbody>
<tr>
<td>Participant HIM</td>
<td>Disaster Planning &amp; Recovery Support</td>
<td>All Payer Claims Database</td>
<td></td>
</tr>
<tr>
<td>Alternative Data Source</td>
<td>Patient Access</td>
<td>Electronic Image Sharing</td>
<td></td>
</tr>
<tr>
<td></td>
<td></td>
<td>Personal Health Record</td>
<td></td>
</tr>
</tbody>
</table>
# 2020-2022 Roadmap: Public Health

<table>
<thead>
<tr>
<th>Public Health</th>
<th>On the Road</th>
<th>On the Ramp</th>
<th>In the Parking Lot</th>
</tr>
</thead>
<tbody>
<tr>
<td>Immunization Registry</td>
<td></td>
<td>Analytics, Reports &amp; Alerts</td>
<td></td>
</tr>
<tr>
<td>Public Health Reports</td>
<td></td>
<td>Hospital Discharge Reporting</td>
<td></td>
</tr>
<tr>
<td></td>
<td></td>
<td>Opioid Reporting</td>
<td></td>
</tr>
<tr>
<td></td>
<td></td>
<td>Reportable Disease Registries</td>
<td></td>
</tr>
<tr>
<td></td>
<td></td>
<td>(eCase Reporting)</td>
<td></td>
</tr>
<tr>
<td></td>
<td></td>
<td>Reportable Lab Results</td>
<td></td>
</tr>
<tr>
<td></td>
<td></td>
<td>Syndromic Surveillance</td>
<td></td>
</tr>
</tbody>
</table>
# 2020-2022 Roadmap: Quality Improvement & Research

<table>
<thead>
<tr>
<th>Quality Improvement &amp; Research</th>
<th>On the Road</th>
<th>On the Ramp</th>
<th>In the Parking Lot</th>
</tr>
</thead>
<tbody>
<tr>
<td>Consent Required Research</td>
<td></td>
<td>Non-Consented Research</td>
<td></td>
</tr>
<tr>
<td>Clinical Quality Improvement Support</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>NCQA HEDIS and CMS Star Reporting</td>
<td></td>
<td></td>
<td></td>
</tr>
</tbody>
</table>
2020-2022 Roadmap: Queries, Reports & Analytics

<table>
<thead>
<tr>
<th>Queries, Reports &amp; Analytics</th>
</tr>
</thead>
<tbody>
<tr>
<td>On the Road</td>
</tr>
<tr>
<td>Gaps-In-Care Reconciliation</td>
</tr>
<tr>
<td></td>
</tr>
<tr>
<td>HIE Analytics &amp; Dashboards</td>
</tr>
<tr>
<td>FHIR-based APIs</td>
</tr>
<tr>
<td>Patient Bulk Data Extracts</td>
</tr>
</tbody>
</table>
# 2020-2022 Roadmap: Registry Services

<table>
<thead>
<tr>
<th>Registry Services</th>
<th>On the Road</th>
<th>On the Ramp</th>
<th>In the Parking Lot</th>
</tr>
</thead>
<tbody>
<tr>
<td>Advance Directives</td>
<td>Psychiatric Bed Availability</td>
<td></td>
<td></td>
</tr>
<tr>
<td>OTP 24-Hour Treatment</td>
<td>SUD Rehabilitation Treatment Availability</td>
<td></td>
<td></td>
</tr>
<tr>
<td></td>
<td>Child Vision and Hearing Screening</td>
<td></td>
<td></td>
</tr>
</tbody>
</table>
Next Steps

• Internally, we have prioritized all “On the Road” items and will be slating them for development and implementation in 2020 and beyond

• Finalizing a process to capture other ideas from the community
  • If there is something you think we should consider that is not on the Roadmap, check-in with your Health Current account manager or send an idea to ceo@healthcurrent.org

• Interested to get engaged on an advisory council or workgroup?
  • Advisory council nominations will be coming soon
  • Workgroup inquiries – email ceo@healthcurrent.org
Reminder: Vote for Health Current

bit.ly/VoteHealthCurrent
Questions?

Melissa Kotrys
ceo@healthcurrent.org
@melissakotrys

www.healthcurrent.org
info@healthcurrent.org
@AZHealthCurrent
Imagine fully informed health.