



Connecticut Health Information Technology Stakeholder Engagement: Overview of Process and Timeline

Interoperable health information exchange (HIE) technology services, as envisioned by Connecticut Public Act 16-77, will enable healthcare providers to deliver more efficient and effective care for their patients. When a patient's digital health information is available in a secure and timely manner to authorized providers, better health outcomes can be expected, with fewer duplicative diagnostic tests, and better data-driven information for both the patient and the provider. Over time, the total value of interoperable health information exchange should be accrued across the entire system; a more coordinated delivery system will reap improvements in population health and demonstrate smarter spending of finite healthcare dollars.

In coming weeks, the Health Information Technology Officer (HITO), his staff and CedarBridge Group will be conducting an environmental scan to synthesize the "current state" and the "desired future state" for HIE services in Connecticut. The scan will include an assessment of needs and the current availability of technology, as well as an assessment of the readiness of providers and consumers to adopt and use HIE services when those are developed under the direction of PA 16-77.

In close collaboration with the HITO and SIM PMO, CedarBridge Group will lead a disciplined and comprehensive process to gain input from key stakeholders. Stakeholder groups, in addition to state agencies, to be enlisted in this process include:

- Hospitals and health systems
- Physicians and other physical health providers
- Consumers and community organizations
- Payers, including insurers and employers
- Long-term and post-acute care providers
- Behavioral health providers
- Other organizations such as labs and pharmacies

A preliminary list of individuals and organizations in the above stakeholder domains has been developed and is undergoing further review and refinement.

Three principal methods will be used to gather information from stakeholders: interviews (either in-person or telephone); surveys; and focus groups.

In all approaches, the following areas of input will be sought:

- Current health information technology (IT) and HIE capabilities
- Future "desired state" of health IT and HIE

- Current understanding of electronic clinical quality measures (eCQMs) and their impact on health IT requirements
- Areas of support that may be of value, such as technical assistance and training

This work began with a kickoff meeting on January 11, 2017 with the Lt. Governor’s Office, SIM PMO and Office of the State Comptroller. Scheduling for interviews begins on January 13, with the goal to have interviews completed by the end of February. Flexibility is built into the schedule given the anticipated time constraints of the interviewees. The graphic below displays the overall timeline of activities associated with this initiative.



While stakeholder engagement activities will occur for the duration of CedarBridge’s current engagement, this first phase consisting of a comprehensive environmental scan is essential for informing other key initiatives such as planning for a eCQM solution. This effort will also coordinate with groups such as the SIM PMO Quality Council who are working on similar or related activities.

If you have questions, or want more information about this phase of stakeholder engagement, please contact Michael Matthews, CedarBridge Senior Engagement Director at michael@cedarbridgegroup.com.