2022

OHS Race, Ethnicity, and Language Implementation Plan 1.0

November 8, 2022

OHS
CONNECTICUT
Office of Health Strategy

Table of Contents

Implementation Plan Pursuant to PA 21-35

REL Implementation Plan 1.0 Purpose and Domains Covered

The purpose of the REL implementation plan is to provide broad support to State Agencies, providers and other organizations who must update systems and processes in accordance with the new Race, Ethnicity, and Language standards. Standards were developed and promulgated by the Office of Health Strategy pursuant to Public Act 21-35 Section 11. Please submit any question(s) or feedback relative to this guide to ohs@ct.gov

This implementation plan includes typical tasks that organizations impacted by PA 21-35 would undertake. Please adjust tasks as appropriate for your organizational needs.

Who is Affected?

The organizations impacted by PA 21-35 include "any state agency, board or commission that directly, or by contract with another entity, collects demographic data concerning the ancestry or ethnic origin, ethnicity, race or primary language of residents of the state in the context of health care or for the provision or receipt of health care services or for any public health purpose…[and] Each health care provider with an electronic health record system capable of connecting to and participating in the State-wide Health Information Exchange as specified in section 17b-59e of the general statutes." (Assembly)

Implementation Plan Domains

The Office of Health Strategy's REL implementation plan contains five domains with associated target completion dates as listed below. The information provided are examples to aid each organization in document creation and underlying tasks/activities. Each domain contains a list of recommended tasks. Each organization may make its own assessment as to the best use of tasks for its implementation.

Domain	Target start/end periods
Initiation and Planning	through January 2022
Design	January 2023 - March 2023
Build and Test	April 2023 - September 2023
Training and Deployment	October 2023 – November 2023 and ongoing
Monitoring, Controlling and Reporting	November 2023 and ongoing

Initiation and Planning Tasks

Develop REL project charter
Create stakeholder registry
Set project team meeting schedule
Identify impacted systems that contain REL Data
Identify and define REL data model changes to impacted systems
Determine resources needed for REL implementation
Identify security and privacy requirements
Identify all staff who work with REL data and responsibility regarding REL data
Identify staff training needs
Identify workflow changes to facilitate REL Data Collection according to new Standard
Create budget for implementation cost to update systems, workflow changes, and training on REL Standards
Create project plan

Table 1: Sample Stakeholder Registry

Role	Name	Email
Executive Sponsor		
Project manager		
Business/Systems Analysts		
Database Manager		
Developers		
Security/Compliance Officer		
Testers		
Implementation Manager		
Trainer		

Design Tasks

Design Solution to address security and privacy requirements
Design database monitoring tools
Design updates to data model to accommodate new values for REL Standard Compliance
Design solutions to satisfy data integration between current REL collection and 2022 issued REL Standards
Design new documentation for data model, data protocols etc.
Design document management protocol pertaining to REL updates
Update operational reporting requirements impacted by new REL Standards
Design data quality strategy

Design user interface mock-up
Design acceptance criteria based on design requirements

Build and Test

Build updates to data model
Build pre-and post-production environments
Build new documentation for data model, data protocols etc.
Build document management protocol
Build protocol for integrating current REL collection and 2022 Issued REL standards
Build data quality strategy including building controls

Training and Deployment

Identify the cohort to be trained e.g. social workers, physicians, medical support personnel etc.
Create training content
Identify training delivery method

Monitoring, Controlling and Reporting

Develop a framework for assessing REL data quality
Developing a data quality assessment
Perform root cause analysis for data quality issues identified
Identify current challenges to collecting REL data after solution deployment
Measure and monitor data quality
Identify, deliberate, and execute remedies/improvements
Adherence to new workflow and standards
Develop Data Validations
Develop validation to ensure that the data is self-reported
Reporting REL data, disability, and insurance status to the HIE where applicable

References

Assembly, C. G. (n.d.). Retrieved from https://www.cga.ct.gov/2021/ACT/PA/pdf/2021PA-00035-R00SB-00001-PA.pdf

U.S. Health and Human Services. (n.d.). Retrieved from https://www2a.cdc.gov/cdcup/library/hhs_eplc/45%20-%20implementation%20plan/eplc_implementation_plan_template.doc