Use Case Approval Policy		COO Approval Date	
		COO Signature	
		BOARD Approval Date	
Author	Jenn Searls	CEO Approval Date	
Owner	Jenn Searls	CEO Signature	
Owner-Title/Dept	Executive Director	Version #	Board Second Read April 6, 2021
Regulatory Compliance		Regulation #	

Scope/Applicability

The Health Information Alliance, Inc. (HIA) Board of Directors recognizes the importance of ongoing stakeholder engagement in the use case development process to support health information exchange. It is imperative to successful data exchange that the organization leverage a multi-part process to vet and intelligently design use cases that best serve the needs of our users in meeting the goals of the health information exchange.

Those goals include:
- Allowing real-time, secure access to patient health information and complete medical records across all health care provider settings,
- Providing patients with secure electronic access to their health information,
- Allowing voluntary participation by patients to access their health information at no cost,
- Supporting care coordination through real-time alerts and timely access to clinical information,
- Reducing costs associated with preventable readmissions, duplicative testing and medical errors,
- Promoting the highest level of interoperability,
- Meeting all state and federal privacy and security requirements,
- Supporting public health reporting, quality improvement, academic research and healthcare delivery and payment reform through data aggregation and analytics, and
- Supporting population health analytics

Policy Statements

Use case development generates new products and services that support the sustainability of the HIA business operation.

The Use Case Working Group (UCWG) is made up of OAC participating organization members. The UCWG is responsible for developing and maturing the initial use case concept. The UCWG takes into consideration any applicable technology, standards, regulatory enablers and impediments, operational considerations, financial sponsorship, available funding, and community champions are identified for each UC concept. The UCWG using community of practice (CoP) methods to create summary documentation describing the use case including any required data, any known or discovered defects, policy levers, the business case, value

proposition and the associated metrics of success. Summary documents and artifacts are sent to the OAC.

The OAC is responsible for reviewing the use case concept and related documents and artifacts drafted by the UCWG. The OAC gathers community feedback and they are responsible for developing use case recommendations to the HIA management. OAC recommendations may include suggestions to move the use case forward to development, suggestions to not move forward, recommended changes or feedback from the community.

The HIA management has the authority to accept, amend, or reject recommendations received from OAC. Any decision made by HIA management would be taken to the Board of Directors for a full review as a mechanism of transparency. The Board of Directors would provide additional feedback and suggestions at their discretion, and the HIA management would take all related information under advisement.

The Board of Directors is informed of any decisions made by the HIA management related to a use case concept moving into a pilot demonstration. Upon completion of successful pilot demonstration, the use case is recommended to the board for approval. Subsequently, through normal scheduled board reporting processes, the Board of Directors is updated on the progress and success of any use case that is implemented. The metrics of success for each use case will be tracked and monitored by the HIA management.

Use cases that underperform, are discontinued, or fail demonstration will be reported to the Board of Directors. The report will include planned or tried mitigation strategies, financial implications and any lessons learned.

Exceptions

Any use case that is deemed a priority because of a disaster, public health emergency, pandemic, or other act of God, and found to have immediate, high value to Connecticut stakeholders will not be subject to the above process with the UCWG. However, all high priority use cases will be made public and subject to approval by the Board of Directors.