

From: Joanne Jarvi

Sent: Monday, October 31, 2022 1:56 PM

To:

Subject: Michigan Health Information Network's (MiHIN's) technical migration

## **Over the course of the next few years (18-24 months), MiHIN will be migrating to a new, Integrated Technology Environment**

### **Why?**

- Improve data quality
- Modernize infrastructure and eliminate duplicative legacy systems by ensuring consolidation of GLHC and MiHIN technologies
- Increase reliability and responsiveness of scaling services
- Create the path for required FHIR transformations
- Bridge existing payer and future provider FHIR environments
- Provide a cloud native environment that's durable, faster, higher performing, and has the highest levels of modern security

### **Why now?**

Keeping all these environments running is inefficient, expensive, and has diminished our ability to be truly responsive to customer needs.

After an extensive, 6-month-long technical, management, and executive evaluation process, our leadership and governance have collectively arrived at the **Integrated Technology Environment**—an AWS platform with a cloud-native integration engine (QVERA) and a FHIR-friendly clinical data repository (SmileCDR).

This migration will give us better technology with less complexity that's positioned to take advantage of FHIR (future technological) transformations.

### **What is changing?**

We are making the slow, steady migration away from the legacy environments that support these current solutions: HealthConnect (ie:VIPR, Results Delivery, Solution Center, etc.) We are transitioning the longitudinal record viewer VIPR into a Smart on FHIR application.

Trainings and change management will be offered as we work to implement.

While most core functionality will remain, we will be conducting a gaps analysis to understand what we are offering our stakeholders and customers today vs the equivalent functionality we're expecting to be able to offer with our new environment. Analysis findings will be communicated and discussed ongoing.

### **What will not change?**

[Current use cases](#) will persist.

### **How and when will this change happen? What should we expect?**

We will be using a phased approach. [If you are interested in participating in testing through PHASE 1, please see below.](#)

We recognize that some of the upcoming changes **over the next 18-24 months** may impact you. ***Migration is a complex process.*** To mitigate impacts and risks, we will be using the following guiding principles:

- Commitment to constant communication and transparency
- Designing for optimal, least stakeholder/client disruptive processes
- Providing opportunities for early adopters to pilot and kick the tires. [Again, if you are interested in participating in testing through PHASE 1, please see below.](#)
- Understanding the best ways/means/time to deploy from our clients' unique perspectives
- Lining up with stakeholders' Smart on FHIR strategy

### **We will use the following communication channels:**

- The [INTERFACE](#), MiHIN's Monthly Newsletter (sign up [here](#))
- The [Download](#), MiHIN's Monthly Virtual Meeting
- MiHIN website
- Specific and segmented email correspondence
- Direct support and communications from your Account Manager
- Detailed presentations at stakeholder convenings
- Office hours
- Solicit IT group feedback. Hold regular meetings with IT and project managers to discuss upcoming changes and process improvements
- Solicit business feedback. Gather business requirements and understand the needs of the business before embarking on change

---

## **Phase 1:**

### **WHAT is changing in Phase 1?**

The only expected change at this point is a different type of ACK (an acknowledgement message) will be received when sending data to MiHIN.

In phase 1, customer feeds will flow directly into the new Integrated Technology Environment and back out to the customer's historical Rhapsody or Health Connect interfaces. The client will send to the same connection point they've always had, and they will continue to receive data from the same interface engine (Rhapsody or Health Connect) that they always have. **No VPN or Firewall changes will be required by customers, only the ACK message that you receive will be different.** We are simply catching the data in the firewall and rerouting it to the Integrated Technology Environment.

NOTE: We're doing it this way, so that we can migrate over time versus all at once. For example, in phase 2, this method would enable us to populate and "turn on" SmileCDR, "turn off" VIPR, but keep all other historical data flows going.

### **WHEN is it changing?**

The goal is for phase 1 to be complete by early January 2023.

### **WHO does this impact?**

All customers sending data to Rhapsody or Health Connect (i.e. hospitals, health systems, ambulatory care, payers, SNFS, Long-term Acute Care facilities, and some independent provider offices).

## HOW does it impact?

- Customers who send data will get a different type of ACK (an acknowledgement message) when sending data (see below). This is the **only** anticipated customer-facing change that will happen in Phase 1.
- In the new type of ACK from the Integrated Technology Environment, the AA portion is still there and it's still in the same spot. The Integrated Technology Environment is adding MSA 4, which is an internal unique identifier that MiHIN uses to track a message throughout the process.

### Current ACKs given from Rhapsody Production:

```
MSH|^~\&|||2.16.840.1.113883.3.4220.4.10201^2.16.840.1.113883.3.4220|20220831162125021-0400||ACK|162186504|P|2.5  
MSA|AA|828178620
```

### Future ACKs client will get from the Integrated Technology Environment:

```
MSH|^~\&|||2.16.840.1.113883.3.4220.4.10201^2.16.840.1.113883.3.4220|20220831202125||ACK^A08^ACK|2243202125076867KTUG|P|2.5  
MSA|AA|828178620|7efa982c-c7c3-4c4c-ae4-fc774723a79a
```

- The only other possible client impact is if our new environment fails to route appropriately to Rhapsody or Health Connect. In this case, the customer would experience down time, i.e. your data would backup either going in or coming out, which means you would not be actively sending or receiving data.

## How are we mitigating chance of downtime?

To mitigate the chance of this happening at wide scale, we are validating our migration procedure (i.e. making sure all of this works) by beginning with a test feeds (i.e. using [synthetic patient data](#) to test whether the environment is working. )

## What is a test feed?

When a customer initially goes live with a use case, before they start sending real patient data, we set up the interface and establish an active test feed. This enables us to make sure everything is working correctly before we move the customer into production with real patient data. For many of our clients, the test feed stops getting used after initial testing during onboard.

## Do you want to test with us?

A customer may choose to test just to make sure they can handle the new ACK. **We are looking for 4-6 testers with different systems.**

**If you would like to volunteer to test with us, please respond to this email by end of the day, Friday, November 4<sup>th</sup>.**

## When everything works, what happens next?

We will set up a cut-over date(s)—this means we will move your production feeds (i.e. the REAL data, not test data) so the data flows to the new environment and then back out to Health Connect or Rhapsody.

Again, we aren't changing the connection point (how you send us data) OR the receiving point (where you get data from).

The only expected change at this point is a different type of ACK (an acknowledgement message) will be received when sending data to MiHIN.

---


If you are interested in [TESTING](#) or learning more about our [18-24 month Integrated Technology Environment Migration](#), please email [joanne.jarvi@mihin.org](mailto:joanne.jarvi@mihin.org) .

If you would like to sign up a colleague or leader in your organization to receive communications related to this migration, please forward this email, have them sign up [here](#), or write to [joanne.jarvi@mihin.org](mailto:joanne.jarvi@mihin.org) with their contact information.



## Joanne B. Jarvi

SENIOR DIRECTOR, OUTREACH AND MARKET COMMUNICATIONS

 [joanne.jarvi@mihin.org](mailto:joanne.jarvi@mihin.org)  732.259.8888 (cell)  [www.mihin.org](http://www.mihin.org)

**Need Technical Assistance?** Visit <https://mihin.org/requesthelp/>

Confidentiality Notice: This e-mail message, including any attachments, is for the sole use of the intended recipient(s) and may contain confidential and privileged information. Any unauthorized review, use, disclosure or distribution is prohibited. If you are not the intended recipient, please contact the sender by return e-mail and destroy all copies of the original message.