THE Download

A monthly webinar diving into the intersection of healthcare and technology
Today’s Agenda

01 Welcome
   Joanne Jarvi

02 MiHIN’s THE USE CASE FACTORY®
   Joanne Jarvi

03 Dynamic Discussion
   All !!!
Michigan Health Information Network Shared Services (MiHIN) is a collaboratively governed, non-profit organization providing the technology and services to connect disparate care sectors, our stakeholders, to securely, legally and technically share health information.

An unbiased data trustee, MiHIN does not provide health care services, produce health care data or compete in the marketplace.

Instead, we convene to share vital health information to advance care, better outcomes and lower costs.

Technology is a tool; humans are the energy!

Technology is meant to support the human ability to connect, communicate, collaborate and make informed decisions.
Technological Infrastructure + Human Infrastructure

Real impact will move at the speed of trust.

Communication, the successful conveying or sharing of ideas, is more critical than ever.

Every communication involves (at least) one sender, a message and a recipient.

FOR ANY DATA EXCHANGE: WHAT ARE WE TRYING TO COMMUNICATE AND WHY?
The Group Development Model
(with special thanks to MHEF and MPHI)

1. WHY?
2. WHO
3. HOW
4. WHAT

Feedback Feedback Feedback Feedback Feedback
Data for Good
Use Case
One or more scenarios to share specific information

Each use case has its own:
- Purpose
- Type of information exchanged
- Description of interactions between people/systems
- Business framework for sharing the data
- Technical framework for sharing the data
- Legal framework for sharing the data

Each use case may have different:
- Participants/interested parties
- Scenarios for information-sharing
- Rules for using the information
- Technical requirements
- Access restrictions
- Cost recovery fees or charges

Anyone can suggest a use case at https://mihin.org/submit-use-case-idea/
**WHY the Use Case Approach?**

<table>
<thead>
<tr>
<th>Feature</th>
<th>Reason</th>
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<tbody>
<tr>
<td>Reduces Complexity</td>
<td>Manageable chunks so competitive or confidentiality concerns can be addressed without “boiling the ocean”</td>
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<tr>
<td>Consistent Pattern</td>
<td>Standardized mechanism for scoping purpose, technical requirements, costs, and limits on how data is used</td>
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<td>Modular (like LEGO® blocks)</td>
<td>Use Cases can be combined to create more extensive stories for data sharing</td>
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<tr>
<td>Aligns Priorities</td>
<td>Incentives, regulations or policies can target specific Use Cases to foster or accelerate adoption</td>
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<tr>
<td>Transparent</td>
<td>Constituents can understand expected use of their data and follow common chain of trust across organizations</td>
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<tr>
<td>Measureable</td>
<td>Aids focused monitoring and measurement of progress</td>
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<tr>
<td>Faster &amp; Cost Effective</td>
<td>Reduces variability and enables scalability</td>
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WHY and WITH/FOR WHOM?
The Use Case Factory®

To be able to exchange Health Information at SCALE (the required size to solve a problem)

In 2023, WE WILL LIKELY HIT A CUMULATIVE TOTAL OF 10 BILLION MESSAGES

Federal Gov’t
State Gov’t
Health Department
Health Payers
Health Systems
PIHPs

Doctors
Nurses
Clinicians
Care Managers
Social Workers
Dentists
Pharmacists
CARE SEEKERS!

Hospitals
Clinics
Practices
CMHs
Hospices
FQHCs
Pharmacies
Physician Orgs
Physician Hospital Orgs

A YEARLY AVERAGE OF ABOUT 7.5M
Admit, Discharge, Transfer Notifications IN & 11.5M OUT

2 MILLION LABS FLOWING INBOUND TO MIHIN

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HOW: The Use Case Factory ®
five domains make up the core workstreams

The set of activities to enable scalable electronic health information (EHI) exchange.

- This framework provides MiHIN's roadmap to be able to

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Clear Chain of Trust
How the Health Information is Exchanged...

Covered Entity

Trusted Data-Sharing Organization

Business Associate

MiHIN

Trusted Data-Sharing Organization

Business Associate

Covered Entity

Business Associate

Covered Entity

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help@mihin.org
The Use Case Factory®

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Legal Framework
The set of activities to enable scalable electronic health information (EHI) exchange.

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MiHIN Governance Model

MiHIN Board of Directors

Michigan Health Information Technology (HITC) Advisory Council

MiHIN Executive Leadership

MiHIN Operations Advisory Committee (MOAC)
**HOW:** The Use Case Factory ®

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Use Case Development

How does it work?

Adoption
• Critical Mass

Implement
• Production Status
• Metrics

Mass Marketing & Outreach
Successful Adoption

Plan and Develop
• Technical Planning
• Pilot and Refine

Continuous Improvement. Bringing us back to...

Idea with Sponsor

Conceptual
• Define purpose
• Evaluation

Implementation:

• Define purpose
• Evaluation
Phase 1

CONCEPTUAL

An Idea with a Sponsor

Activities

Workshops  White Paper  Personas  Pilot Identification
Phase 1

CONCEPTUAL

An Idea with a Sponsor

Current Developing Use Cases
- Alert & Query
- Personalized Medicine
- Intelligent Query Broker

Use Case Scenarios or Activities
- Exchanging Lab Orders (technology not there yet)
- Piloting with State Bureau of Labs on orders and results Consumer Choices
- ACRS AWARE
- ADT Privacy Tagging
PLANNING & DEVELOPMENT
Developing the Project

Activities
- Design Session & Working Group
- Demonstration & Evaluation
- Implementation Guide
- Use Case Exhibit
PLANNING & DEVELOPMENT
Developing the Project

Current Use Cases Supporting Care Coordination
- Imaging
- Advanced Care Documents
- Statewide Telehealth
- Interoperable Referrals

Current Use Cases Supporting Public Health
- Death Notifications (for hospitals)
- Electronic Consent Management Solution (ECMS or Econsent)

Current Use Cases Supporting Quality Information and Administration
- Health Claims

- Use Case Scenarios or Activities
  - Out of State ADT's
  - Cross Sector Data Sharing: First Responders
IMPLEMENTATION
Ensuring Successful Adoption

Activities
- Incentives & Policy Levers
- Onboarding Package
- Conformance Reporting
- Value Assessment
IMPLEMENTATION
Ensuring Successful Adoption

Current Use Cases Supporting Care Coordination
• Referrals
• Social Determinants of Health

Current Use Cases Supporting Public Health
• Electronic Case Reporting (eCR)
Phase 4

ADOPTION

Utilization, Demand, and Sustainability

Activities

- Cost Recovery Mechanism
- Utilization Reports
- Trend Analysis
- Ongoing Evaluation
Phase 4

ADOPTION
Utilization, Demand, and Sustainability

Current Use Cases Supporting Care Coordination
- Admission, Discharge, Transfer Notifications
- Exchange Consolidated Clinical Document Architecture
- Longitudinal Record

Current Use Cases Supporting Public Health
- Health Information for State
- Immunization History Forecast
- Syndromic Surveillance

Current Use Cases Supporting Results Delivery
- Lab Orders-Results (Cancer Notifications, Cancer Pathology, Newborn Screenings, Reportable Labs, Blood Lead, Disease Surveillance)
- Radiology Studies
- Transcribed Document Delivery

Current Use Cases Supporting Quality Information and Administration
- Physician Payer Quality Collaborative (QMI)

Current Use Cases Supporting Network Infrastructure
- Common Key Service
- Active Care Relationship Service
- Health Directory
**HOW: The Use Case Factory ®**

five domains make up the core workstreams

*The set of activities to enable scalable electronic health information (EHI) exchange.*

- This framework provides MiHIN’s roadmap to be able to

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The WHAT:
The Use Case determines the Service which can be operationalized by the Solution
Interested in working with MiHIN?

The first step is to identify a use case with a manageable scope that can grow incrementally.

Does my organization have health data that other members of the care team would find valuable or vice versa?

Why do I want to share the data?

What is the data going to be used for?

From there, let’s work together to identify policy or governance challenges and figure out how to create a technology solution to enable that data sharing.

What use cases has my organization onboarded to? How is it working for us? What is the value?
Emergency Department Optimization and the value of an “alert and query” use case within the ER setting

MiHIN and partner, PointClickCare, are calling upon hospitals and clinicians delivering care to complex and vulnerable patient cohorts (such as those experiencing health inequities, those that are being transitioned from post-acute facilities, and those impacted by the opioid crisis) to attend. Let’s explore what care journeys look like when harnessing alert notifications to trigger a query to a care facility - in order to gather and present the most actionable prior information to the ED.

What information do Emergency Room staff need to have? When? What critical information do other providers and clinicians think the emergency room staff needs to know? When?

Learn how PointClickCare’s Emergency Department Optimization tool can help ED’s gain insight on behavioral health patients, design readmission algorithms, and create unified care guidelines utilizing an interdisciplinary team consisting of care managers, social workers, nurses and physicians - while decreasing ED utilization by as much as 81%.