

# MIHIN OPERATIONS ADVISORY COUNCIL CHARTER

June 2024

The MiHIN Operations Advisory Council (MOAC) charter outlines the Council's purpose, responsibilities, and expectations. This document includes information on the Council's mission, the types of issues it will address, the reporting structure, and the roles and responsibilities of its members. This charter serves as a guide for the Council, helping to ensure that it operates efficiently and effectively to achieve its mission.

MiHIN is organized and operated exclusively for charitable, scientific, and educational purposes within the meaning of Section 501(c)(3) of the Internal Revenue Code of 1986, as amended. MiHIN carries out its purposes through a variety of activities, including convening groups of interested stakeholders to help develop policies and potential funding sources related to the interoperability of electronic health information systems and to promote the exchange of electronic health information, anything else here explicitly related to public and/or population health.

MOAC was established in 2013 as an advisory committee that advises the MiHIN leadership on matters related to MiHIN operations and makes recommendations to the MiHIN Board of Directors for consideration.

This charter outlines the purpose, structure, responsibilities, and expected outcomes of the MiHIN Operations Advisory Council. By fostering collaboration and a shared vision, MOAC will play a vital role in advancing health information exchange and improving healthcare.

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## MISSION

The MiHIN Operations Advisory Council (MOAC) serves as a forum for stakeholders to provide counsel, feedback, and recommendations on MiHIN's operational strategies.

Through a formalized process, MOAC fosters collaboration and alignment to enhance MiHIN's effectiveness and advance health information exchange (HIE) across Michigan.

### Objectives

- Foster a shared vision for improving MiHIN's operational plan
- Cultivate a unified approach to implementing the Health Information Technology Council (HITC) Roadmap
- Collaboratively accelerate and enhance health information exchange across Michigan
- Facilitate collaboration and coordination among stakeholders within the HIE ecosystem
- Elevate MiHIN leadership's awareness of stakeholder concerns, recommendations, and conflicts
- Establish a forum for innovation, problem-solving, and conflict resolution.

### Expected Outcomes

- A well-defined and widely accepted vision for MiHIN's operational plan.
- Streamlined HITC Roadmap implementation.
- Increased participation and efficiency in statewide HIE.
- Enhanced collaboration and coordination among stakeholders.
- Informed decision-making by MiHIN leadership.
- A platform for continuous improvement through innovation and collaborative problem-solving.
- Effective resolution of disputes and disagreements.

### Overall Benefits

- Improved governance and operational efficiency for MiHIN.
- Enhanced collaboration and communication within the HIE ecosystem.
- More effective use of resources and streamlined processes.
- Improved patient care through better data exchange and informed decision-making.

## SCOPE

MOAC shall provide recommendations to MiHIN leadership on operational guidance to accelerate participation and improve MiHIN operations. The Council and its Work Groups (WGs) will address questions related to:

- Use Cases
- MiHIN Technical and Operational Issues
- Social Determinants of Health Data
- Underserved and Underrepresented Populations
- Behavioral Health and Substance Use Disorder Data
- Data Stewardship
- HIT Commission Roadmap
- Dispute Resolution

## AUTHORITY

MOAC is an advisory council, not a decision-making body. Recommendations shall be consensus-based where possible.

## MEMBERSHIP CRITERIA & COUNCIL STRUCTURE

Organizations eligible to participate in MOAC:

- Are legally connected to and actively participating in data sharing through MiHIN, excluding technology vendors
- Have expressed interest/commitment and have been approved by MiHIN
- An individual from the organization serves on the MiHIN Board of Directors

MOAC comprises the Advisory Council, Work Groups (WGs), and the Dispute Resolution Committee.

### Advisory Council

Two co-chairs shall be nominated to oversee the Advisory Council. One representative shall represent MIHIN, and one representative shall represent the state of Michigan. The Advisory Council shall also include a balanced representation of Michigan stakeholders and healthcare partners, including but not limited to:

- Representatives from each organization represented by members of the MiHIN Board of Directors
- Representatives from each region of the state, including rural communities
- Representatives of organizations that serve communities that face health inequities
- Representatives of health plans and PIHPS
- Representatives of health care, such as health systems, hospitals, medical groups, clinics, and providers
- Representatives of behavioral health, such as behavioral health providers or behavioral health organizations

- Representatives of long-term care, such as skilled nursing facilities or long-term post-acute care facilities
- Representatives of Pharmacy
- Representatives from Tribal health
- Representatives of organizations implementing or using HIE

### Work Groups (WGs)

The advisory council oversees WGs focusing on a specific area of MiHIN operations to inform the council on various topics.

Two co-chairs oversee each of the MOAC Work Groups.

- Co-chairs are leaders in facilitating meaningful conversations between stakeholder groups and work to create an environment to address issues collaboratively.
- Co-chairs are responsible for informing WG members about MiHIN operations and activities and encouraging them to provide input.
- At least one co-chair shall be a MiHIN employee, and the other shall represent another organization, as agreed upon by its members.

A MOAC member organization does not need a representative in every WG/Committee. We encourage individuals and organizations to participate intentionally in WGs/Committees.

Any MiHIN Participant organization in good standing may nominate a qualified representative from their organization to participate as a member of a WG.

Any interested organization may be a member of a MOAC Workgroup even if they are not currently connected to MiHIN or sharing data through MiHIN. *Technology vendors are not eligible to participate as HIE Workgroup members.*

### Dispute Resolution Committee

The Advisory Council shall appoint the Dispute Resolution Committee (DRC) members. The DRC shall be comprised of MiHIN and Advisory Council members.

## ROLES & RESPONSIBILITIES

### Advisory Council members

- Actively participate in the MiHIN Advisory Committee meetings (attend sessions, provide feedback, update status)
- Identify opportunities for operations improvement and develop recommendations
- Responsible for formal recommendations to Advisory Council Executive Sponsors

- Identify roadblocks and escalate issues to Co-Chairs and Executive Sponsors
- Provide input for research, investigation of new opportunities/use cases, and understanding of active and planned initiatives
- Raise opportunities for synergy, alignment, or potential conflicts/risks across the enterprise to Co- Chairs
- Input into potential performance metrics or KPI for MiHIN operations
- Reviewing and analyze operational data and performance metrics
- Reaching for consensus (Recommendations shall be consensus-based where possible. Identifying areas where consensus is not reached will also be informative to MiHIN leadership and shall be communicated as such)
- Input into the recruiting and balance of MOAC Membership

#### Role of MiHIN Executive Sponsors

- Ensure Alignment on MOAC initiatives across MiHIN leadership team and MiHIN Board via (at minimum) MOAC meeting minutes overview read-out
- Respond directly, or by proxy, to each formal MOAC recommendations
- At their discretion, or owing to the appeal process, shall pursue recommendations or take them to the MiHIN Board, depending on the scope and nature of the recommendation
- Provide direction on active and proposed initiatives to appropriate MiHIN Business Teams and Departments
- Provide support to MiHIN Co-Chairs

#### Role of MOAC Co-Chairs

- Coordinate and facilitate MOAC meetings by setting the agenda, scheduling and preparing communication tools
- Record Minutes of each meeting with an electronic copy to be e- mailed to MOAC Members and Executive Sponsors within two weeks after a meeting has been convened.
- Facilitate the organization and formation of MiHIN Workgroups and Dispute Resolution Committee
- Raise opportunities for synergy, alignment, or potential conflicts/risks to Executive Advisory Committee Sponsors
- Enable understanding of enterprise view of MiHIN operations as they relate to MOAC initiatives
- Provide input for research, investigation of new opportunities/use cases, and understanding of active and planned initiatives through Strategic and Operational Plans
- Provide support to MOAC Workgroups and MiHIN Business Teams and Departments to engage and interact with MOAC Workgroups

- Responsible for the management of recruiting and balancing MOAC Membership Representation

## PROCEDURAL GUIDELINES

The Advisory Council is a consensus based advisory committee.

### Input Process

Any Council member can initiate a formal recommendation (Change Request, Enhancement Request, Use Case Evaluation, etc.) for which the Council will review and approve or reject to escalate to MiHIN Leadership for formal response. If necessary, a workgroup can be convened to develop or enhance recommendations.

### Appeal Process

An appeal of a MiHIN Leadership decision can be initiated within 30 days by any Council member. The MiHIN Executive Sponsor identifies the appellant and the decision for appeal. The Council reviews the appeal and determines to uphold or revisit the decision. MiHIN Leadership and Board discuss whether to uphold or overturn the decision that was appealed and will have final say on appealed decisions.

### Dispute Resolution Process

The Dispute Resolution process requires written notice to the Dispute Resolution Committee. Within 30 days of notice, the committee shall convene its members approved by the Advisory Council to review the reported dispute. Within 15 days of the meeting, the committee shall issue a recommendation.

### Approval Requirements

A majority of the Council members in attendance at a Council meeting at which a quorum is present shall be necessary to approve any action or recommendation by the Council.

### Meeting Cadence

The committee shall convene at least four times per year with the ability to call an ad-hoc meeting if necessary.

### Meeting Minutes

Minutes of each meeting shall be recorded. An electronic copy will be e-mailed to MOAC representatives and MiHIN Leadership within two weeks after a meeting has been convened.

## AMENDMENTS

Advisory Council members may amend this charter iteratively. Any changes must be submitted in writing at least two weeks before the next meeting at which they shall be considered.