



Data Management & Interfaces

Alaska Workgroup Presentation
HIIP Workgroup Session 6

04.24.2018



HIIP Workgroup 6 Agenda

Roll Call

Overview of Session Goals

Workgroup Discussion: Data Management

Review Next Steps



Purpose

- Development of the DHSS Health Information Infrastructure Plan to transform the health care system in Alaska by providing:
 - The data required by health care providers for care coordination and quality improvement
 - The information support required by DHSS and health care providers to enable development and implementation of Senate Bill 74 – Medicaid Redesign Initiatives
- Development of the Health Information Infrastructure Plan includes **six** stakeholder work group sessions to determine areas of necessary infrastructure improvement and to capture use cases for the implementation



Workgroup Sessions To-Date

➤ Workgroup Session 1

- FFS Claims and Adjudication
- Pharmacy
- Program Integrity

➤ Workgroup Session 2

- Member Enrollment
- Provider Management

➤ Workgroup Session 3

- Care Management
- Public Health Registries
- Telehealth

➤ Workgroup Session 4

- Health Information Exchange

➤ Workgroup Session 5

- Coordinated Care Demonstration Project
- Accountable Services Organization
- To-Be Outcomes for the Medicaid Redesign Initiatives



Measures of Success

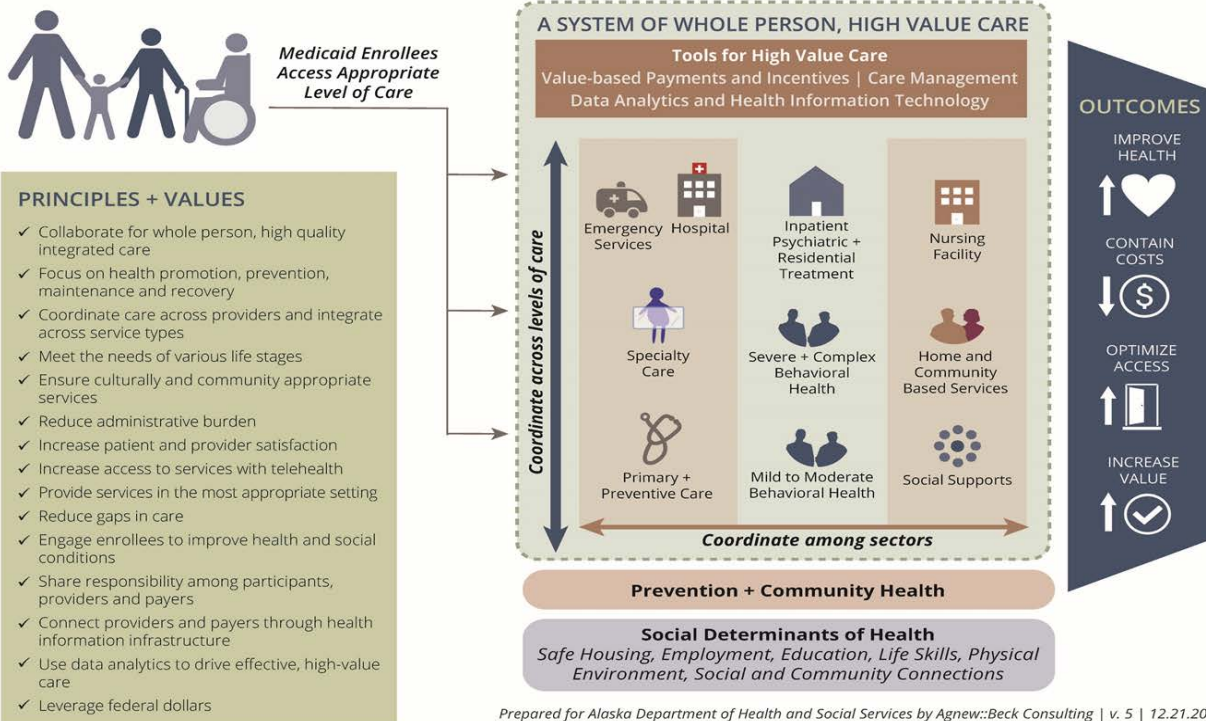
- Measurable health infrastructure outcomes based on SB 74
- Alignment of state technology standards and identified critical areas where standards are needed
- Leveraging of existing and emerging technologies with a resultant HIPAA compliant framework
- Recommend a streamlined approach to a complex technology environment
- Methods to measure compliance with the plan developed
- The plan is implemented with a phased and scalable approach
- Opportunity Improvements for Resource Allocation



Vision for Medicaid Redesign

Vision for Medicaid Redesign

The Alaska Medicaid Program improves health and pays for value.



Prepared for Alaska Department of Health and Social Services by Agnew::Beck Consulting | v. 5 | 12.21.2016





Data Governance Overview

Data Governance - Overview

- What is **Data Governance**?
- **Business Drivers** for Data Governance
- **Benefits** of Data Governance
- **Challenges of** Data Governance
- Data Governance People, Policies, and Technology
- **Keys to Success**
- Next Steps



What is Data Governance?

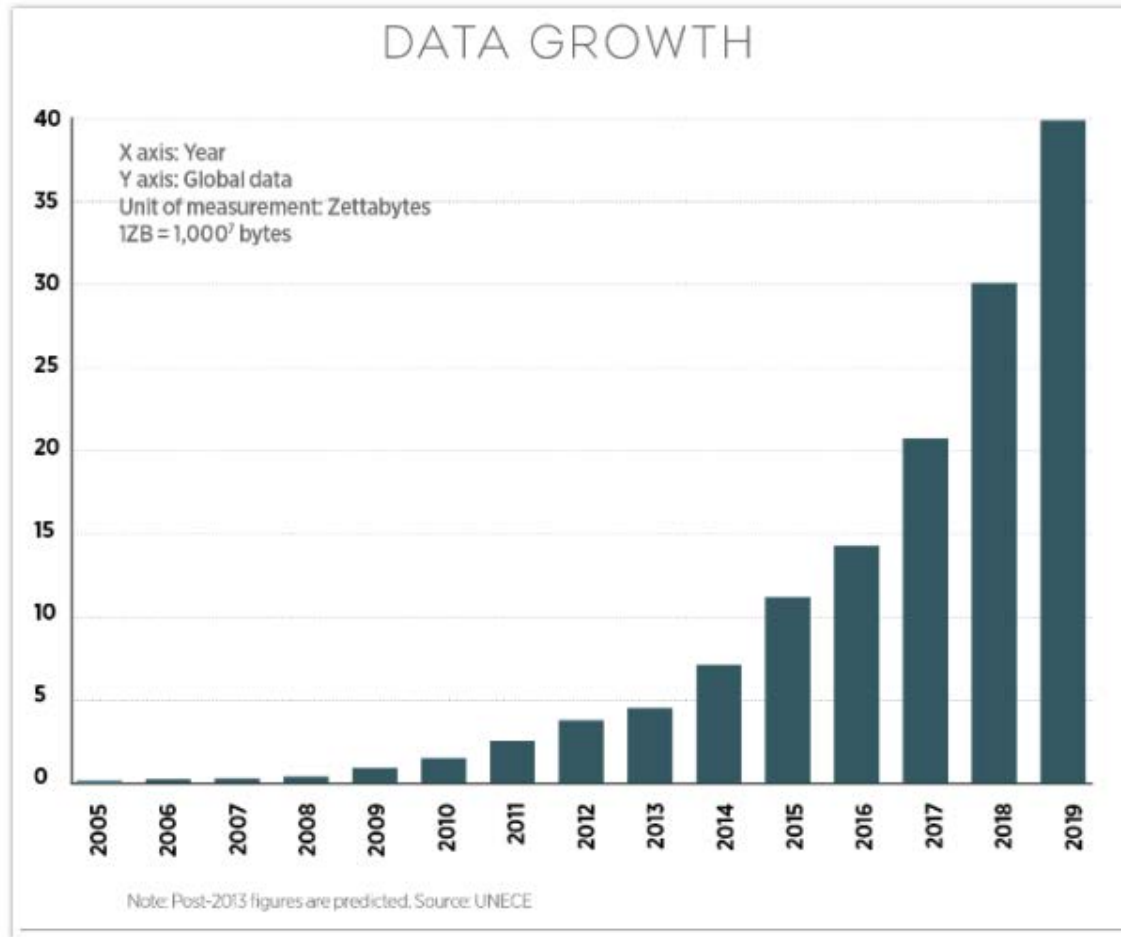
Definitions abound, but for our discussion . . .

- The establishment of an organizational framework including
 - People (roles and responsibilities)
 - Policies (processes and procedures)
 - Technology (tools)

. . . designed to leverage data as a strategic asset across the organization

- May be referred to as *Information Governance* at your organization

Driver: Data Growth



- Predicted that data growth will be 350% higher in 2019 than it was in 2015


Driver: Standardization

- Enterprise systems are evolving in size and complexity
- Standardized data is captured more efficiently through code sets
 - HL7
 - SNOMED
 - LOINIC
 - HCPCS
 - CPT
 - ICD-9-CM
 - ICD-10-CM
 - RxNorm
- Code sets provide the ability to integrate data sources that have traditionally been siloed



Driver: Data Protection

**U.S. Department of Health and Human Services
Office for Civil Rights
Breach Portal: Notice to the Secretary of HHS Breach of Unsecured Protected Health Information**



[Under Investigation](#) [Archive](#) [Help for Consumers](#)

As required by section 13402(e)(4) of the HITECH Act, the Secretary must post a list of breaches of unsecured protected health information. The following breaches have been reported to the Secretary:

Cases Currently Under Investigation

This page lists all breaches reported within the last 24 months that are currently under investigation by the Office for Civil Rights.

[Show Advanced Options](#)

Breach Report Results					
Expand All	Name of Covered Entity ▾	State ▾	Covered Entity Type ▾	Individuals Affected ▾	Breach Submission Date ▲
-					



Driver: Improving Performance

Are we under increasing pressure and scrutiny to measure and improve performance?

➤ Triple Aim

- Improve Care
- Reduce Cost
- Improve Outcomes

➤ Data Awareness and Collaboration

- No longer a “nice-to-have”
- Required to be successful

➤ Resource Allocation

- Efficiency



Driver: Senate Bill 74

Data Management Directives from SB 74

- Care Coordination
- Eligibility Verification
- Fraud & Abuse Prevention Enhancement
- Medicaid Reform
- Prescription Drug Monitoring
- Reporting Requirements
- Telemedicine
- Value Based Payment Models

Benefits of Data Governance

“Bad data forces the creation of layers of bad business processes.”
-*Center for Government Interoperability*



Benefits of Data Governance

- Interoperability
 - Need for common definitions and vernacular
- Enterprise view of information
- Improved service to our patients
 - Improved coordination of care
- Empowered Workforce
 - Workforce satisfaction and retention
- Efficiency
 - Cost reduction due to improved clinical workflows
- Reuse
- Foundation for maturity and growth



Benefits of Data Governance

Improved Accuracy/Data Quality

- Data we trust
- Data our providers trust
- Information our patients trust

Cost Savings

- Time
- Quality
- Organizational Agility

Increased Interoperability

- Removal of roadblocks
- Decreased data silos
- Leverage existing assets

Benefits of Data Governance

- Enhanced reporting and analytics
- Improved coordination and alignment of systems
- Streamlined decision making
- Early identification and remediation of data quality issues
- Data security and privacy
- Enhanced program and project efficiencies
- Move from a reactive state to predictive state
 - Trends



Challenges of Data Governance

- No “single version of the truth”
 - Who has the correct information?
- Multiple applications, platforms, and databases
- Incompatible and inconsistent business data
 - Multiple reference data definitions, formats, and rules
- Data Lifecycle
 - Where does data originate?
 - Where and how does it get used?
 - Multiple data entry points
- Data locked in siloed systems

Challenges of Data Governance

➤ Stakeholder Engagement

- Do our stakeholders understand or care about data governance?
- Do stakeholders have other priorities?
- Resistance

➤ Roles and Responsibilities

- Do we know what people and roles will be necessary?
- Do we have the resources to staff data governance roles?

➤ What are our expected Outcomes?

- Improving data quality?
- How will we know that we are getting better?





How do we get started with Data Governance?

Vision

- What Are Our Desired Outcomes
- Focus on the ability of information to:
 - Transform Business Practices
 - Enhance Stakeholder Interactions
 - Improve Service to our Members
 - Empower Providers to provide Quality Care
 - Enable Organizational Maturity
- Incremental Changes and Improvements to achieve our desired Outcomes



Vision Considerations

- What are the current data related issues/problems/challenges we are facing?
- How are these challenges affecting our Business and Technology processes? Our resources?
- Can Data Governance be achieved by the IT department alone?
- Stakeholder Engagement
 - How will stakeholders be involved?
 - How will stakeholders be affected?
 - How/will stakeholders collaborate?



Data Governance Approach

- There is no “right” way to begin
- Stakeholder identification and engagement is key
- Data governance is an ongoing effort
- It is an important complex undertaking, a program or project . . .
 - It must be managed as such



Date Governance: People

- Individuals and Groups interacting with data and influencing outcomes (Roles and Responsibilities)
 - Sponsor
 - Stakeholders
 - Data Governance Council or Steering Committee
 - Data Owner
 - Data Steward
 - Data Custodian
- Primary Considerations:
 - Data Governance Organization
 - Data Domains
 - Decision Rights



Data Governance: Policy

Data Governance

Data Quality & Policies

Data Standards/Definitions
Data Quality Requirements
Roles and Responsibilities
Data Use Agreements

Privacy & Security

Access
Identity Management
Incident Management
Risk Mitigation
Safeguards

- Theft
- Corruption
- Unauthorized Users

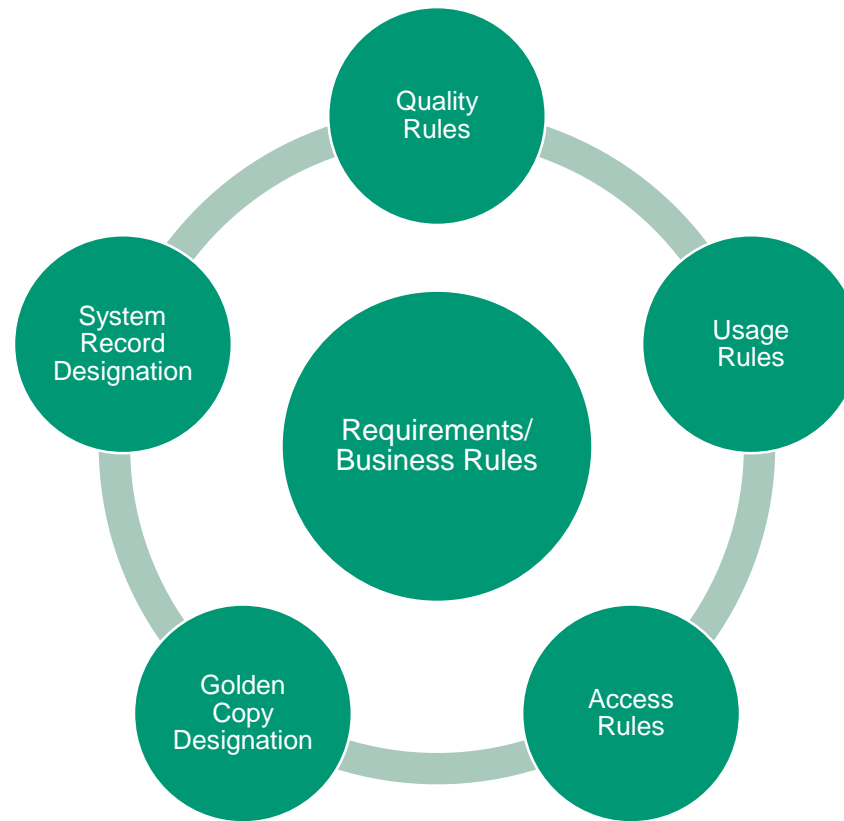
Organization & Culture

Stewardship
Trust
Consent
Acceptable Use

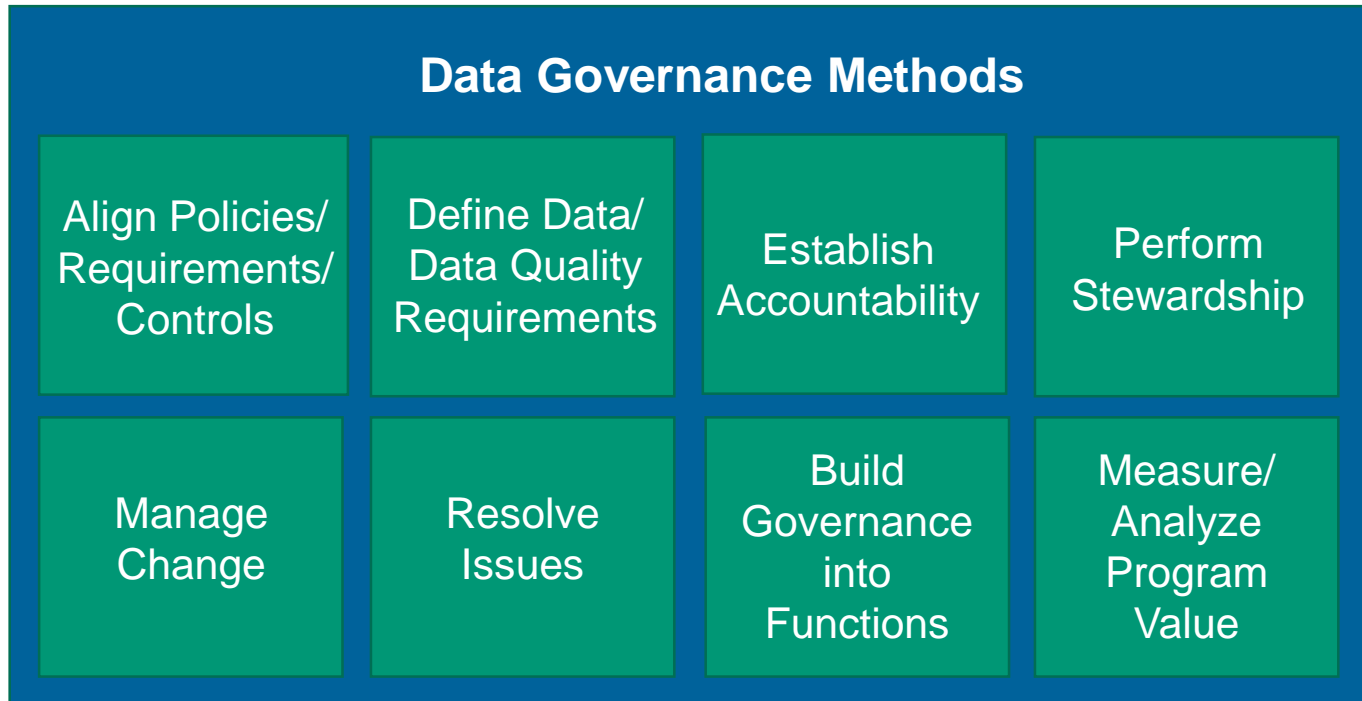
Data Governance: Policy

Development of Key Policies
Organizational Framework and Data Governance Roadmap
Master Data Management Strategy and Data Quality Process
Enterprise Data Governance Policies and Procedures Standards & Guidelines
Communication and Change Management Strategy
Prioritization and Escalation Procedures
Requirements and Business Rules

Requirements/Business Rules



Data Governance: Policy



Data Governance: Technology

- Certified EHR Technology
- Mapping, Extracting, Transformation, and Loading
- Enterprise Data Warehouse
 - Report once method, access to multiple data sources in one location
 - Business Intelligence and Advanced Analytics
- Master Data Management
 - Solution that cleanses, transforms, and integrates data and data sources
 - Creation of metadata for advanced reporting/analytics and increased transparency
- Enterprise Master Patient/Client Index
 - Provides consistent, accurate, identities across the enterprise



Adoption & Necessity

- Based on 2018 study in the Journal of AHIMA, approximately 30% of providers have formalized data governance policies in their organizations
 - Considered critical activities for provider operations
 - Makes data meaningful and increases data accessibility
- Provides improved confidence in the data
 - What story is the data telling?
 - What are the sources for the data?
- How has your organization adopted data governance practices?
Would you consider that you have formalized data governance?

Keys to Success

- Strong Sponsorship
- Early Stakeholder Engagement
- Thoughtful Governance and Organizational Structure
- Clearly defined Roles and Responsibilities
- Establishment of and Compliance to Policies and Standards
- Understanding Current State
- Articulating Visions for To-Be State
 - Defining Requirements
- Identification of Gaps
- Plan to achieve desired Outcomes
- Pursue Incremental Wins

Keys to Success

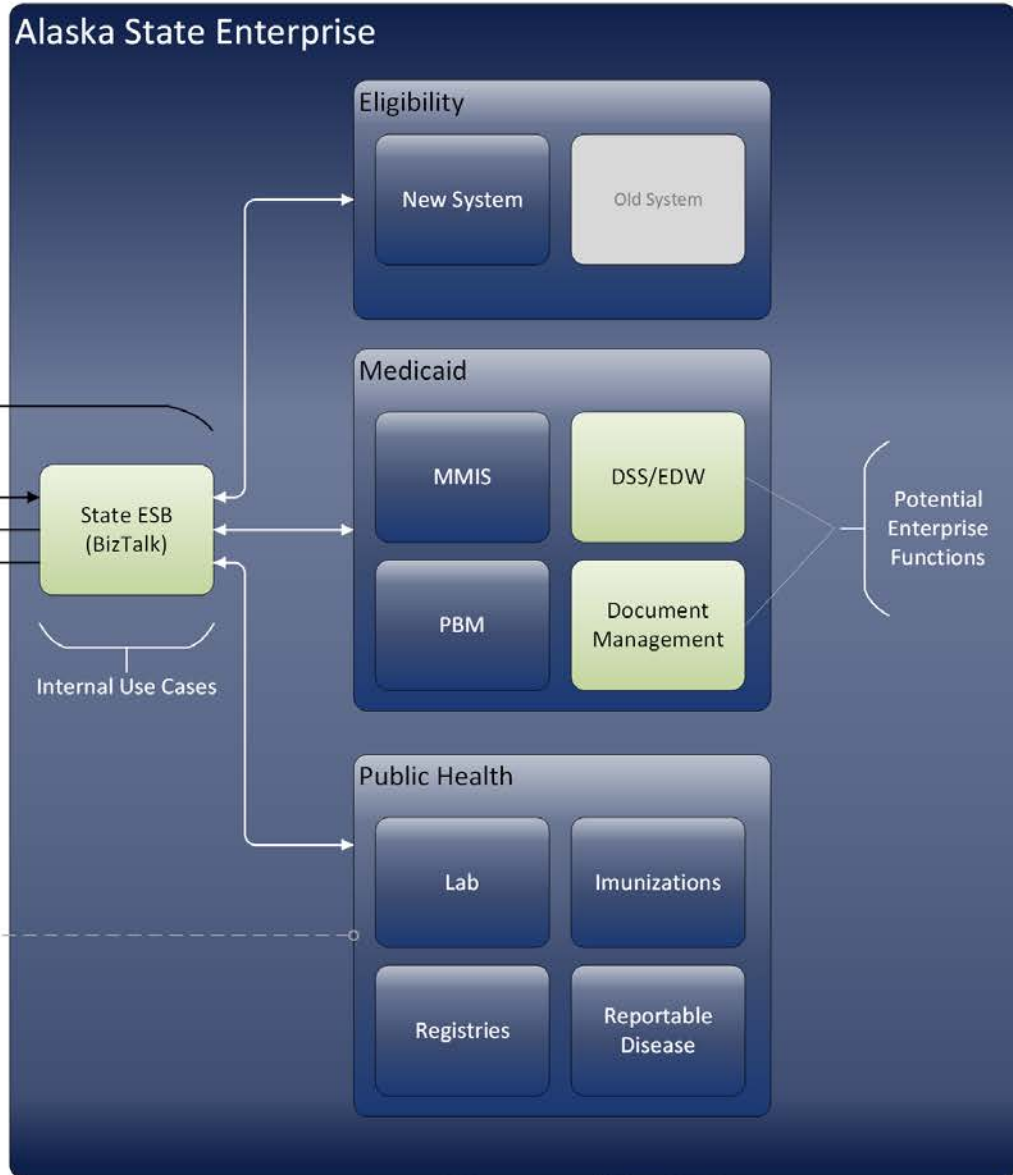
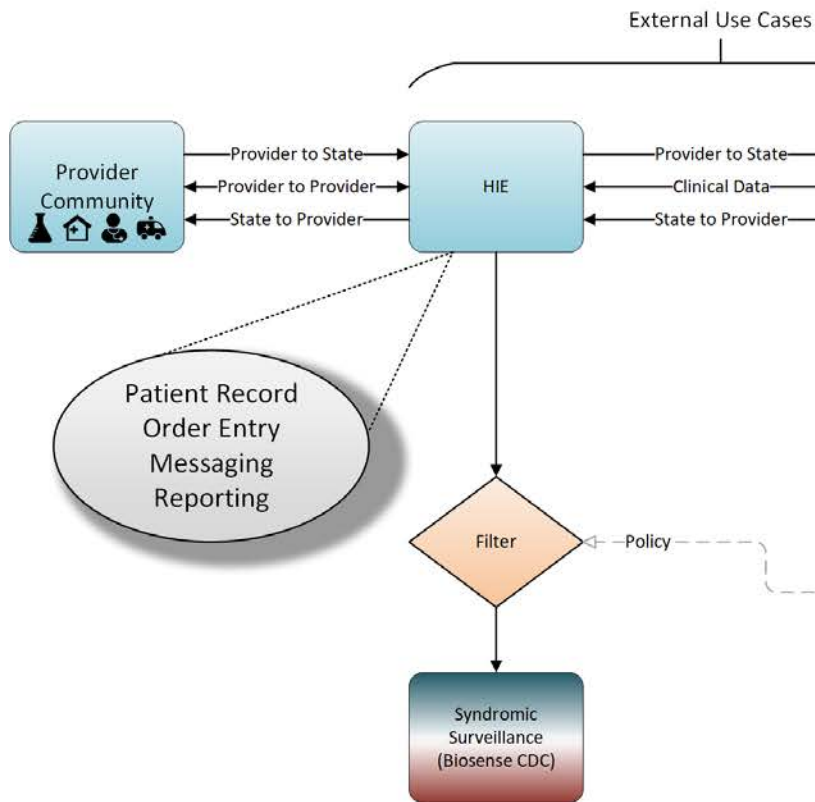
- Vision for the Data Governance Operation
- Data Quality Process Enforcement
 - Data Owners and Data Stewards
 - ✓ Oversight
- Increased Access and Use of Quality Data
 - Internally and Externally to Patients and Providers
 - ✓ How can patients access their data? What type of data can or should patients have access too?
- Monitor and Evolve Program
 - Target scorecards
 - Ongoing data mining and enrichment
- Communicate, report, and deliver value



System Interfaces

Existing Alaska Interfaces and Gaps

- BizTalk ESB integrates internal systems
- HIE integrates provider systems
- Integrating these two environments as a best overall solution





Interface Management

Policy

➤ Guidance

- EA Frameworks
- EA Group
- Federal Guidance

➤ Standards

- General Standard (format and vocabulary)
- Harmonization within community (we use this code for this activity)

➤ Rules

- Governance processes



Practices

- Project Management
 - Onboarding Process
- Monitoring
 - Keeping track of the running state of interchanges
- Tracking
 - Enterprise/community metadata and communication framework
- Testing
 - Published Standards
 - Self-Service Testing
 - Outreach to Vendors



Interface Drivers

Modularity

➤ Definition

- CMS requires state systems to be modular and leverage best of breed technologies
- Modularity is the practice of implementing small modules and then integrating them into systems

➤ Benefits

- Much easier to remove and replace components
- Keeps systems more up-to-date and “fresh”
- Reduces the risk of large “rip and replace” systems replacements of the past

➤ Costs

- More vendors to manage
- More interfaces to manage
- Standards and specifications are much more important

➤ Key Activities

- Planning
- Governance



Service Oriented Architecture

➤ Service Oriented Architecture

- Definition
 - ✓ An architectural style that emphasizes the leveraging of specific services as opposed to discrete systems
- Benefits
 - ✓ Flexibility is greatly increased
 - ✓ Solutions are orchestrated from reusable services
 - ✓ Modular nature allows for the removal and replacement of component technologies
- Costs
 - ✓ Planning and governance requirements are high to the co-dependent nature of sharing components
- Key Activities
 - ✓ Managing the portfolio of services
 - ✓ Managing the service lifecycle
 - ✓ Setting policies to ensure service consistency
 - ✓ Monitoring performance of services
 - ✓ Managing service access and use



State Enterprise Service Bus (ESB)

➤ Definition

- An ESB is a tool that connects/is connected to individual systems and services for the purpose of very flexible and standard integration
- AK uses Microsoft BizTalk as an ESB to integrate systems

➤ Benefits

- Hides individual system peculiarities from the community of systems greatly easing integration
- Supports orchestration of services into larger-scale services and workflows
- Exposes enterprise metadata to provide automatic documentation of interfaces

➤ Costs

- Complicated software
- Standards knowledge is important
- High administration costs

➤ Key activities

- Establish Enterprise Architecture Governance, which will make rules on the ESB's use
- Begin to train on schemas, maps, and orchestrations – particularly how the requirements for each are gathered



Vocabulary Management

- Definition
 - Provides an authoritative crosswalk of codes from different code sets
- Benefits
 - Better data quality
 - Easier data mapping
- Costs
 - Mapping work
 - Price of software
- Key Activities
 - Define datasets
 - Mapping values





Potentially Leverageable Technologies

Potentially Leverageable Technologies

- Provider Directory
- Health Information Exchange (HIE)
- Master Client/Person/Provider Indices
- Operational Data Store
- Document Management
- Enterprise Data Warehouse
- Identity and Access Management





Questions



IT's just part of our
Strategic Insight.

Project Status & Next Steps

- This concludes our external workgroup sessions. A final workgroup report will be developed and distributed.



<https://healthtechsolutions.com>

