

# THSA



TEXAS HEALTH SERVICES AUTHORITY

## **EHR Adoption and Consumer Engagement Workgroup** *Facilitated Session I*

April 20, 2010

9:00 AM CST

Radisson Hotel, Austin, Texas

# Agenda

- Welcome and Introductions
- Engagement Objectives and Approach
- Workgroup Approach and SLAs
- Workgroup Charter
- Review of Survey Results
- Review of Deliverables
- Discussion of Potential Subgroups
- Engagement and Adoption Models
- Preparation for Next Meetings
- Open Discussion

# THSA Overview

- The Texas Health Services Authority (THSA) was created through House Bill 1066 in 2007 to support the improvement of the Texas healthcare system by promoting and coordinating electronic health information exchange (HIE) and health information technology (HIT) throughout the state to ensure that the right information is available to the right health care providers at the right times.

# THSA Overview

## Vision

- To enhance healthcare quality and effectiveness for all patients, the healthcare sector should be supported by an infrastructure made up of interoperable EHRs composed of standardized, structured data elements that are exchanged among authorized healthcare organizations and providers across secure regional and statewide networks.

## Mission

- THSA will promote and coordinate the development of a seamless electronic health information infrastructure to improve the quality, safety, and efficiency of the Texas healthcare sector while protecting individual privacy.

# Engagement Objectives and Approach

## Objectives

- Develop strategic and operational plan for HIE in the state of Texas

## Approach

- Multi-stakeholder involvement (payers, providers, Medicaid, medical schools, local government)
- Facilitated sessions and environmental scan
- Flexible and collaborative process

# Expectations

## What will we do?

- Facilitate discussion and gather input from you, the constituents/stakeholders
- Engage you in this process
- Provide information and identify key players
- Maintain a level of neutrality

## What will you do?

- Provide input and create a roadmap for Texas' health information infrastructure
- Make decisions about the future of Texas health information exchange

# Workgroup Approach

- Single workgroup owner/leader
- At least four workgroup meetings per group (one per month April through July)
- Subsequent workgroup meetings hosted regionally
- Workgroup meetings scheduled approximately one week prior to THSA board meetings
- Subdivide workgroups as needed
- Workgroup leader will distribute meeting packet two business days prior to meeting
- Workgroup leader will turn around outcomes packet within three business days

# EHR Adoption and Consumer Engagement Workgroup

## Workgroup Approach

- Encourage participation and cooperation amongst key stakeholders
- Review workgroup members' roles and responsibilities
- Share, promote, and support options for the deployment of EHR
- Engage consumers in their healthcare
- Facilitate development, standards, technical approaches, and services necessary for successful and sustainable adoption of interoperating EHRs across Texas

# EHR Adoption and Consumer Engagement Workgroup Workgroup Charter

- Strive for solutions that can interoperably share data across disparate EMR solutions
- Expand access to services that facilitate EHR implementation and promote greater use
- Provide options for ensuring active consumer education and outreach
- Define consumer engagement initiatives
- Forge stronger partnerships between providers and patients

# EHR Adoption and Consumer Engagement Workgroup

## Review of Survey Results

- Providers:
  - Provider adoption
  - Encourage participation by promoting a market that includes reasonably priced products
  - Increase provider education on EHRs and HIE
  - Flexibility to include broad spectrum of providers
- Patients:
  - Maintain patient-focused environment
  - Focus on patients in all HIE efforts
  - Consider unique requirements of special needs patients and their providers
  - Improve patient access to their information
  - Create privacy and security for patients
  - Educate consumers and patients on benefits of HIE and PHRs
  - Consumer engagement
  - Make patients increasingly accountable for their healthcare
  - Patients should see benefits of EMRs and HIE early in the implementation process
  - Provide resources for patients to learn about prevention, illness, and treatment options
- Usability and interoperability
- Incremental adoption that produces bedside results quickly
- Facilitate administrative processes such as eligibility, referrals, authorizations, payments
- Support meaningful use of EMRs
- Implement personal health records along with EMRs
- Use HIE and EHRs to facilitate communication between patients and providers

# EHR Adoption and Consumer Engagement Workgroup

## Review of Deliverables

- Communication strategy and plan
- HIE rollout plan and milestones
- Consumer and provider adoption recommendations

# EHR Adoption and Consumer Engagement Workgroup

## Discussion of Possible Subgroups

- Possible subgroups:
  - EHR Adoption
  - Consumer Engagement
- Provide resources and time to research, prepare, and present during subsequent workgroup meetings (TBA)
- Members and their affiliated organizations will choose subgroup to participate in based on their expertise, experience, interests, and commitment

# EHR Adoption and Consumer Engagement Workgroup

## Engagement and Adoption Models

- Clinical priorities and EMRs
- Community and personal health records (PHRs)

# EHR Adoption and Consumer Engagement Workgroup Preparation for Next Meetings

- “Homework”
- Monthly workgroup meetings
  - Location
    - In person (Dallas, Houston, Lubbock, Austin)
    - Via webinar/conference call
    - Next meeting location: ?
  - Dates
    - May 19
    - June 17
    - July 15



**Thank you!**