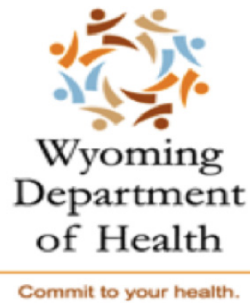


Challenges of Deploying Wyoming's Total Health Record (THR)

Cristal Valley, Operations Manager
Wyoming Department of Health

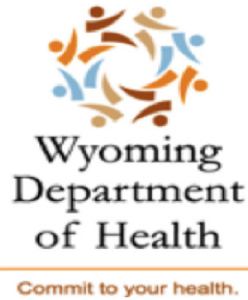
Melissa Erikson, Public Knowledge, LLC



Why THR?

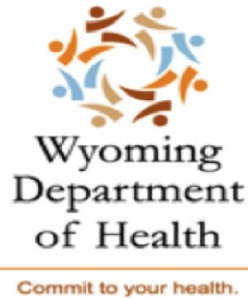
The goals of the THR are consistent with Wyoming's desire to:

- Integrate client-centered and preventive care into the overall electronic continuum of care record through Health Information Exchange (HIE)
- Emphasize pro-active quality care as a component of provider reimbursement
- Facilitate an integrated team approach to managing each client's healthcare



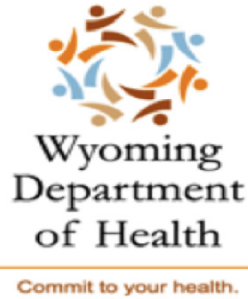
THR Components

- Electronic Health Record (EHR)
- Pay-for-Participation (P4P) program
- Patient Centered Medical Home concept (PCMH)



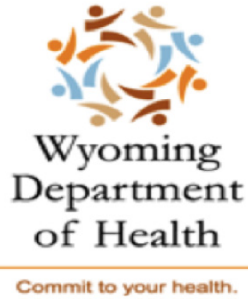
THR Timeline

- Initial project planning: 2006
- THR Request for Proposal (RFP) released: February 2009
- Start of THR contractor: August 2009
- Phase One rollout of THR: January 2010
- Phase Two rollout: July 2010
- Statewide rollout: August 2010



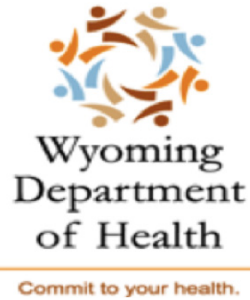
Planning for a Statewide System

- Vision and project goals
- Physician visits
- Internal stakeholder group
- Requirements gathering



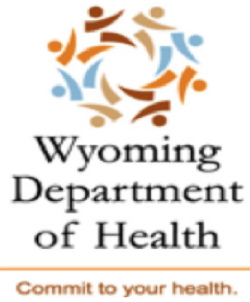
Planning and Timeline Challenges

- Internal Red Tape
- Demographically Rural State
- HIPAA and Security
- Implementation Timeline
- Cultural Changes
- Diverse System Needs



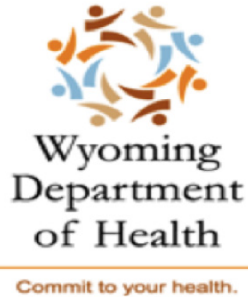
Challenge: Internal Red Tape

- Recommended Mitigation Steps
 - Start the communication channels early
 - Document a vision, along with a clear set of goals and objectives prior to planning functionality
 - Form an integrated internal stakeholder group to collect diverse viewpoints early in planning phase



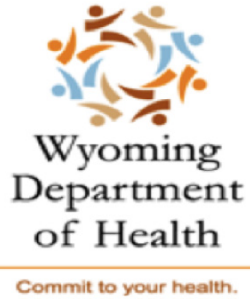
Challenge: Demographically Rural State

- Recommended Mitigation Steps
 - Currently looking at grants, solutions to issue
 - End user website as communication tool to provide regular updates on status of THR



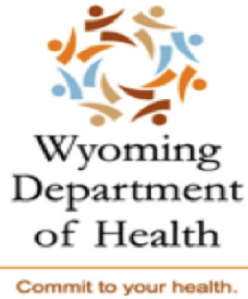
Challenge: HIPAA and Security

- Recommended Mitigation Steps
 - Define users, roles and responsibilities in the planning phase, with input from integrated stakeholders
 - Delegate one person or group with the appropriate level of understanding of the system and requirements to make security-related decisions to avoid spinning wheels
 - HIPAA security training



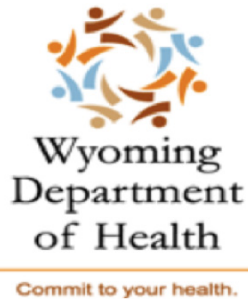
Challenge: Implementation Timeline

- Recommended Mitigation Steps:
 - Communicate, communicate, communicate!
 - Develop a website to help communicate a consistent message and provide regular updates on the implementation progress



Challenge: Cultural Change for Providers

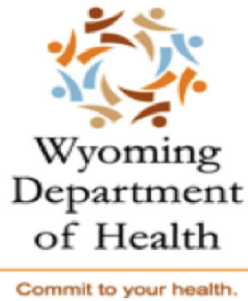
- Recommended Mitigation Steps:
 - Communicate, communicate, communicate!
 - Conflict can be good. Can allow for better thought-through solutions to stakeholders concerns.
 - Do not let the opposition control the vision of the THR



Challenge:

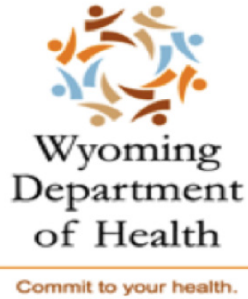
Diverse System Needs

- Recommended Mitigation Steps
 - Integrated requirement gathering sessions
 - Integrated stakeholder work group to decide on compromise of system requirements
 - Develop process maps to capture providers' workflows to highlight areas of overlap and areas that differ among the diverse group of providers
 - 80/20 Rule: Can never design the “perfect” system, need to focus on what will align the most with the THR goals and priorities



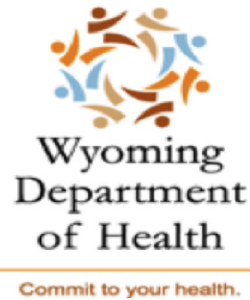
THR Recommendations and Lessons Learned

- Planning
 - Involve the Subject Matter Experts (SMEs) and integrated stakeholders early on in the planning process
 - Spend the time understanding the diverse end-user needs before planning functionality
 - Communication is the key!
- Procurement
 - Allow sufficient time for requirement gathering. Recommend at least 6-12 weeks to focus on requirement gathering for RFP
 - Release draft RFP for public comments to strengthen final RFP



Next Steps with the THR

- Analysis/Requirement Gathering
- Design
 - Commercial off the Shelve
 - Custom Build
- Testing/Training
- Phase One Implementation
- Phase Two Implementation
- Statewide rollout-Medicaid clients
- Possible expansion to all patients and providers



Questions?

Further Questions?

Teri Green

State Medicaid Agent

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307-777-7908