

From FIELD to FED III:

Advancing Health and Human Service Interoperability Amid the Challenges and Opportunities of Healthcare Reform

QUESTIONS of CONSEQUENCE:

An initial discussion about **WHAT MATTERS MOST** now for **ACCELERATING INFORMATION SHARING** across silos?

- Interaction...
- Dialogue...
- Interviews...
- Questions...
- Caucus...



What's the VISION?

Question #2b: Group A
Re: Silos



Do we KNOW WHAT we're TALKING ABOUT?

HIGH LEVEL COMMITMENT is essential!

Governance, leadership-led, citizen-based Incentives

BANDWIDTH: Need more!

- A lack of OVERARCHING VISION.
- A lack of ADVOCATES for INTEGRATED SERVICES.
- Different SCOPE, SCALE of recipients means that POLICIES don't fit everybody.
- PAROCHIAL VIEWS lead to MISTRUST and ZEALOUS PROTECTION of RESOURCES.

Question #2a: Group A
Significant DISCONNECTS

Bring together leaders to define COMMON GOALS, OBJECTIVES, MODELS.

- PROJECT MANAGEMENT PLAN
 - Clear vision
 - Business Case
 - Roadmap
 - Seed Money
 - Merit Team
 - Data on delivery metrics

Question #3a: Group B
Interoperability

A COMMON UNDERSTANDING of what "INTEROPERABILITY" is... Getting to YES!



- SET EXPECTATIONS by first if necessary: "This WILL happen!"
- Define CONSUMER NEED and BENEFIT
- Institutionalize CHANGE beyond the CHAMPION.

- What's the VALUE PROPOSITION?
- PARTNER with LOCAL COMMUNITIES.
- Clarify RULES for INFO EXCHANGE.

Question #4b: Group B
Re: Silos

- FASTER PROCUREMENT PROCESS.
- Business PROCESSES in place by "drop dead" dates.

- IMPROVE HEALTH and WELL-BEING for FAMILIES and the PUBLIC.
- LOOK at FAMILIES over TIME... and MEASURE OUTCOMES.
- IMPROVE OUTCOMES for ALL CLIENTS.

QUESTION #1a: Group A
"...the MOST COMPELLING REASONS to SUPPORT a LEADER [to LINK HUMAN SERVICES PROGRAMS with HEALTH...]"

- KEEP UP to DATE with RESOURCES (i.e. IT)
- IMPROVE CUSTOMER EXPERIENCE better view of human services?

SHARED VISION of PERSON and FAMILY

What's in it for OTHER SYSTEMS? STAKEHOLDERS?
• A better coalition for change?

- IMPROVE COST SAVINGS and EFFICIENCIES
 - Reduce double entries.
 - Better ROI.

- AN INTEGRATED SYSTEM of INFORMATION
- IMPROVE the public's view of GOVERNMENT

QUESTION #1b: Group A
Re: Silos

Let's LEARN from SUCCESSSES and MISTAKES!

- lack of CLARITY in IMPLEMENTATION
- DIFFERENCE in PERCEPTION and BEAUFY around PRIVACY.

We NEED Strong leadership!



CONFLICT of CULTURES. Is the value understood?

Question #3b: Group B
Re: Silos