

THE STEWARDS of CHANGE
6th ANNUAL NATIONAL CONFERENCE
BUILDING INTEROPERABILITY to SCALE

the PANEL — LINDA GIBBS
 — WILLIAM HAZEL

"There is a lot of PILOTING going on around the Country..."

? WHAT DOES IT LOOK LIKE WHEN THINGS ARE BUILT OUT? ARE

As a case worker... I don't want to traumatize clients with the inefficiencies in the system...
 THERE HAS TO BE A BETTER WAY!

A STORY OF "CARE" and THE LACK THEREOF...

"WHO WILL HELP HER?!"

"DON'T YOU KNOW SHE'S SUFFERING?!"

A rationale for the need for restructuring...

AS-IS: Today's Challenges...

- WHO KNOWS WHAT?
- WHO TALKS TO WHOM?
- HOW ARE DECISIONS MADE?

! WE NEED TOOLS! ...but they merely facilitate what we're trying to do.

! FIRST... IMAGINE THAT SOMETHING BETTER IS POSSIBLE...

? POTENTIAL PARTNERS?

! WE NEED COMMITMENT from LEADERS WHO WILL BE WILLING to BUY IN! ...It's IMPORTANT!

Universities? Court System?

HOW CAN WE CREATE SYSTEMS THAT TALK TO EACH OTHER?

HOW DO WE TALK ABOUT WHY THIS IS IMPORTANT?

ULTIMATELY THIS IS ABOUT PEOPLE... and HEART... and EMOTION... and STORIES.

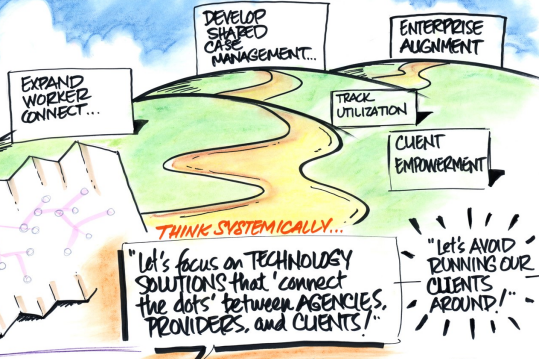
11.

- CITIZEN CENTRIC PORTALS
- REAL TIME INFORMATION
- SHARED SERVICES
- HEALTH INFORMATION EXCHANGE

ROADMAP 2.0 Our plan for HHS CONNECT...

LET'S DEAL WITH THE WHOLE FAMILY... NOT JUST THE CRISIS!

"We have had GREAT PARTNERS, especially IT!"



...BUT DO OUR SYSTEMS, PROCESSES, and TECHNOLOGIES ALLOW FOR COLLABORATIVE CASE MANAGEMENT?

HHS CONNECT...

- ✓ CLIENT PORTAL
- ✓ WORKER CONNECT
- ✓ COMMON CLIENT INDEX
- ✓ FEDERATED DOCUMENT MANAGEMENT
- ✓ ENTERPRISE CASE MANAGEMENT

"For issues like information sharing and confidentiality, we got the people who were stakeholders and decision makers (including legal) in the same room to hash out the BARRIERS and PROBLEM AREAS."