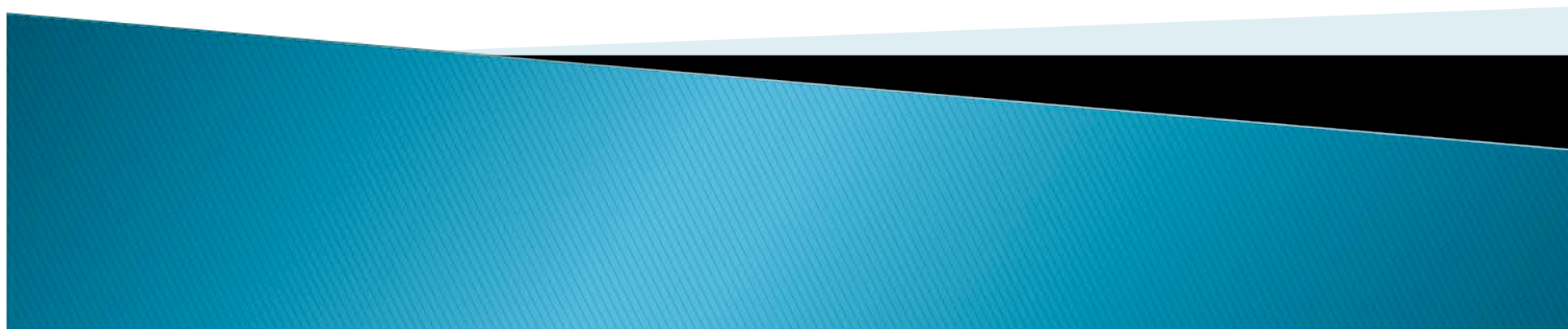


# Building a Community of Trust: Health Information Exchange in California

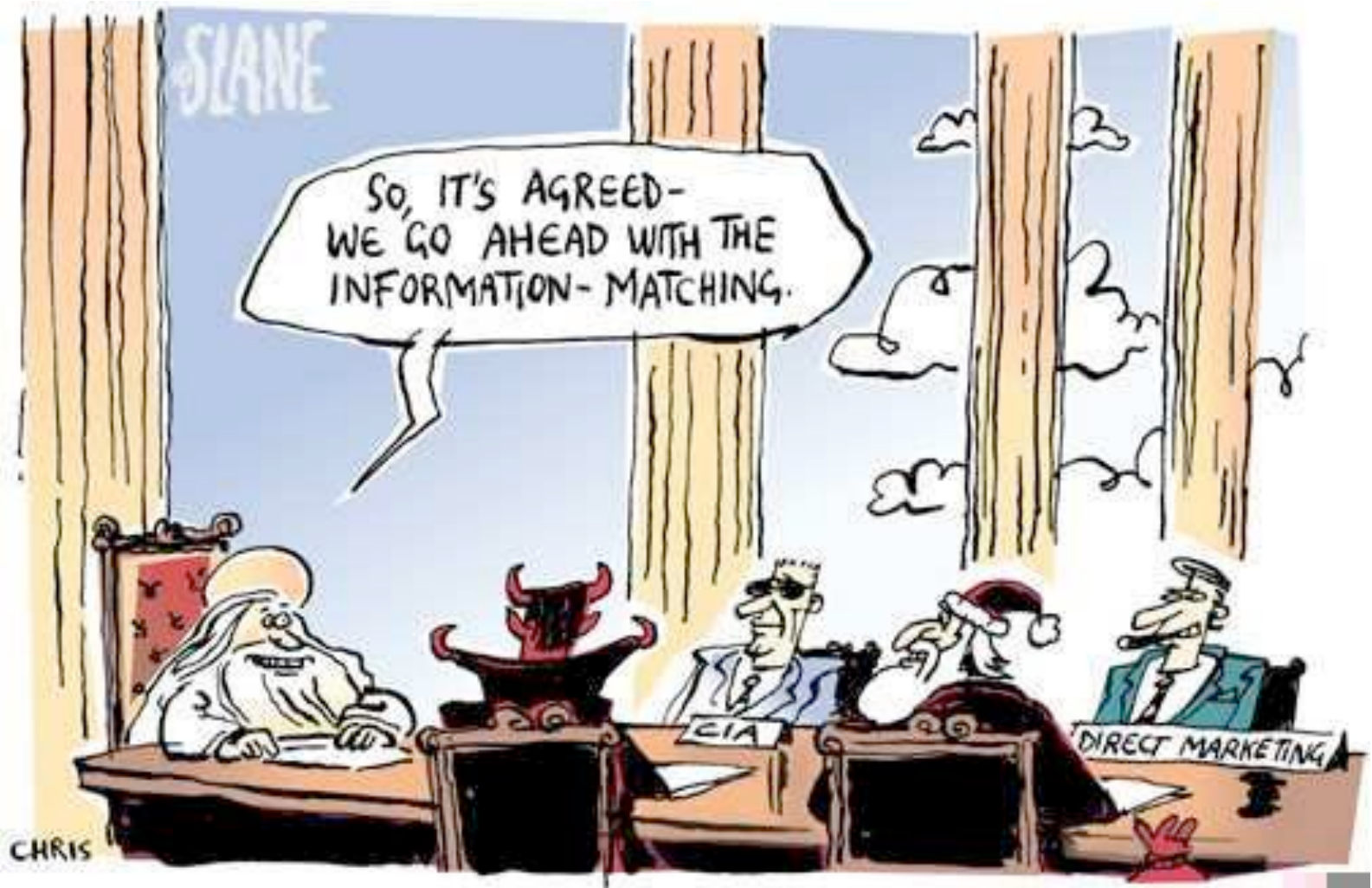
**Lori L. Hack, MBA**

Program Manager  
Estrada Consulting Inc

July 20, 2007




# The data interface Team



# Top 7 political Issues for 2007

1. Civil Rights
2. Women's Rights
3. Education
4. Health costs and insurance
5. Immigration
6. Privacy
7. Energy & environment

from "Federal Public Policy and the CIO," presented at HIMSS07 Annual Conference by David W. Roberts, FHIMSS, Vice President, Government Relations



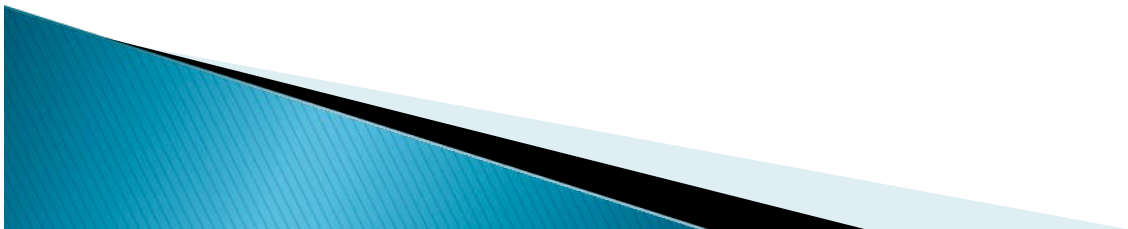
# California Governor's Executive Order: Health IT Vision and Mission for California

## **Vision**

- ▶ Achieve 100% electronic health data exchange among payers, providers, consumers, researchers, and government agencies in the next 10 years

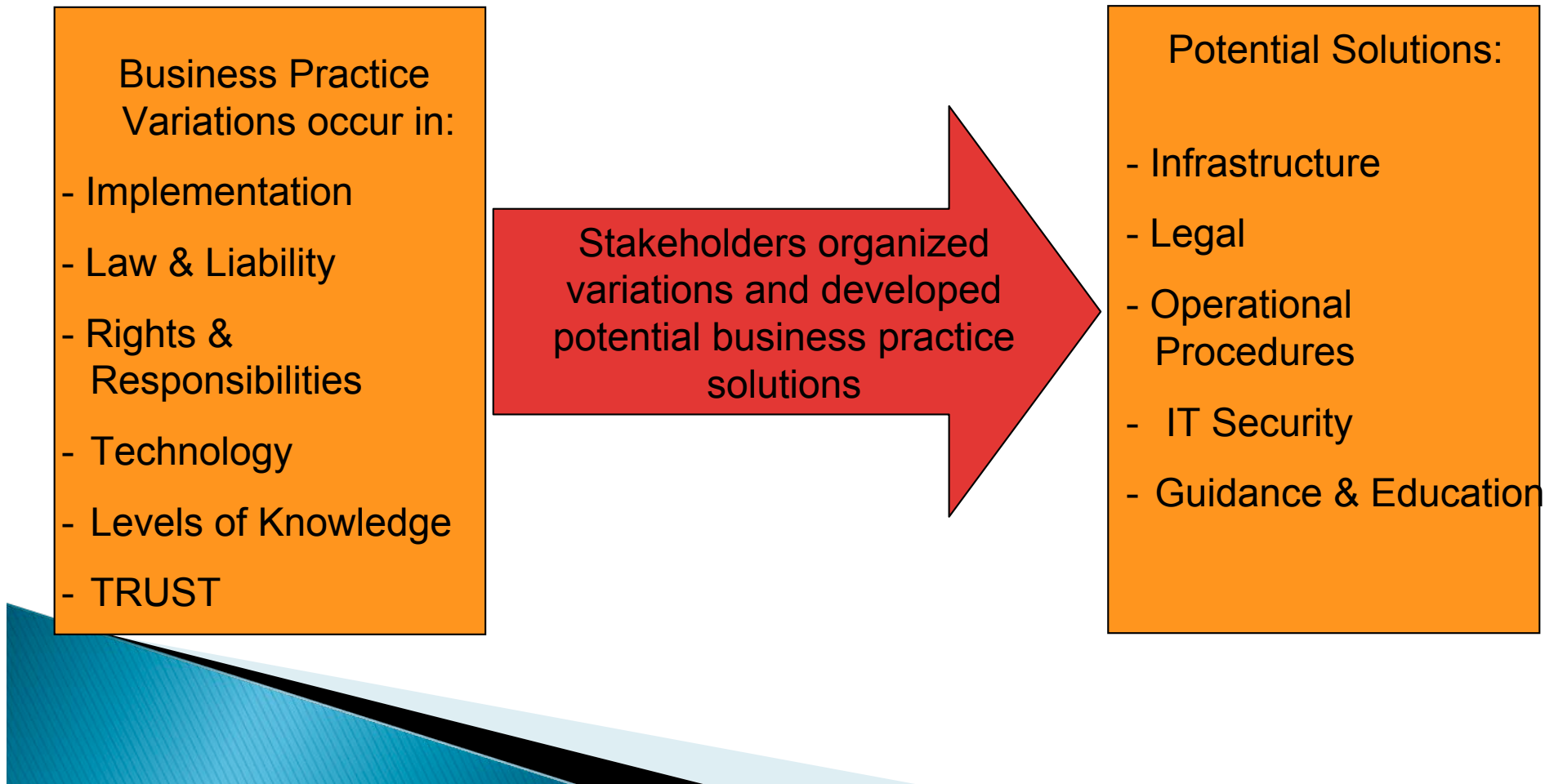
## **Mission**

- ▶ Provide appropriate personal health information to Californians, available in a timely and secure fashion
- ▶ Enable affordable, safe and accessible health care



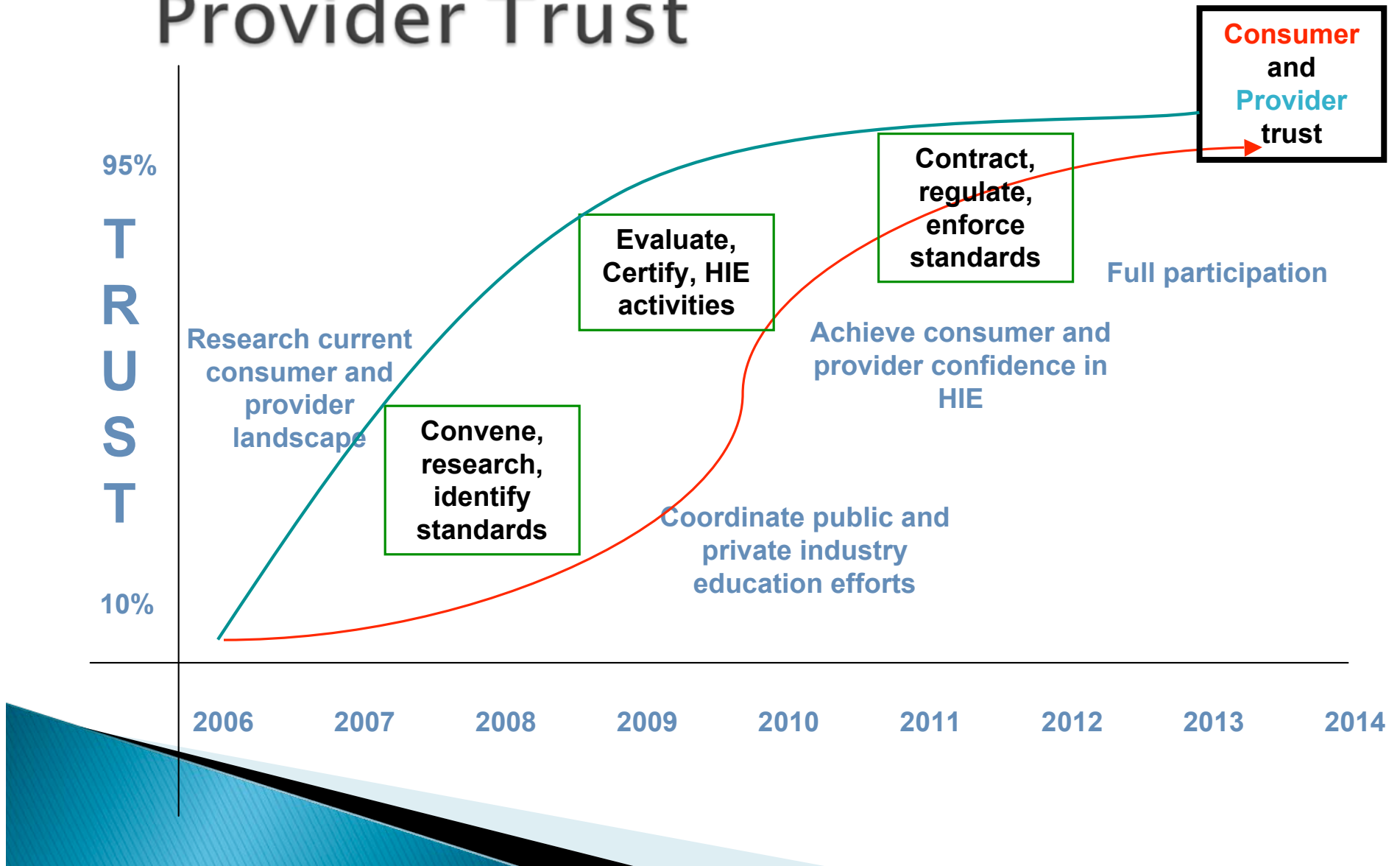
# Privacy and Security – A California Focus

- ▶ Stakeholders representing 7 geographic areas in California identified over 200 business practice variations and condensed them into 5 categories





# Ultimate Goal: Consumer and Provider Trust



# Building a Foundation of Trust

**HISPC**

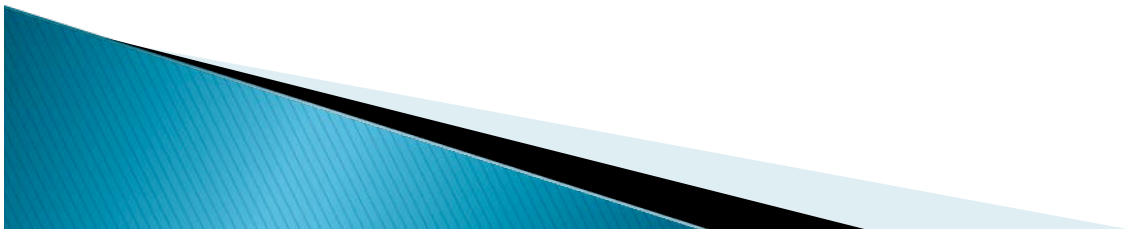
**Technology standards**

**COHIT**

**HITSP**

**State legislation**

**Federal Legislation**



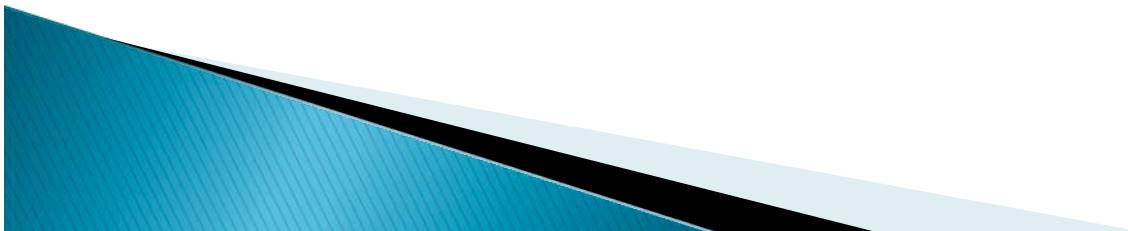
# Operational Context

- ▶ Data security issues look technical but the solutions also require policy actions:
  - Who decides whether a record or component of a record must be changed for integrity reasons (error, timeliness, coding, payment)
  - If a record is changed, then for HIE, who is responsible for making sure that it is changed everywhere it exists?
  - How does the provider and consumer know the system is secure?

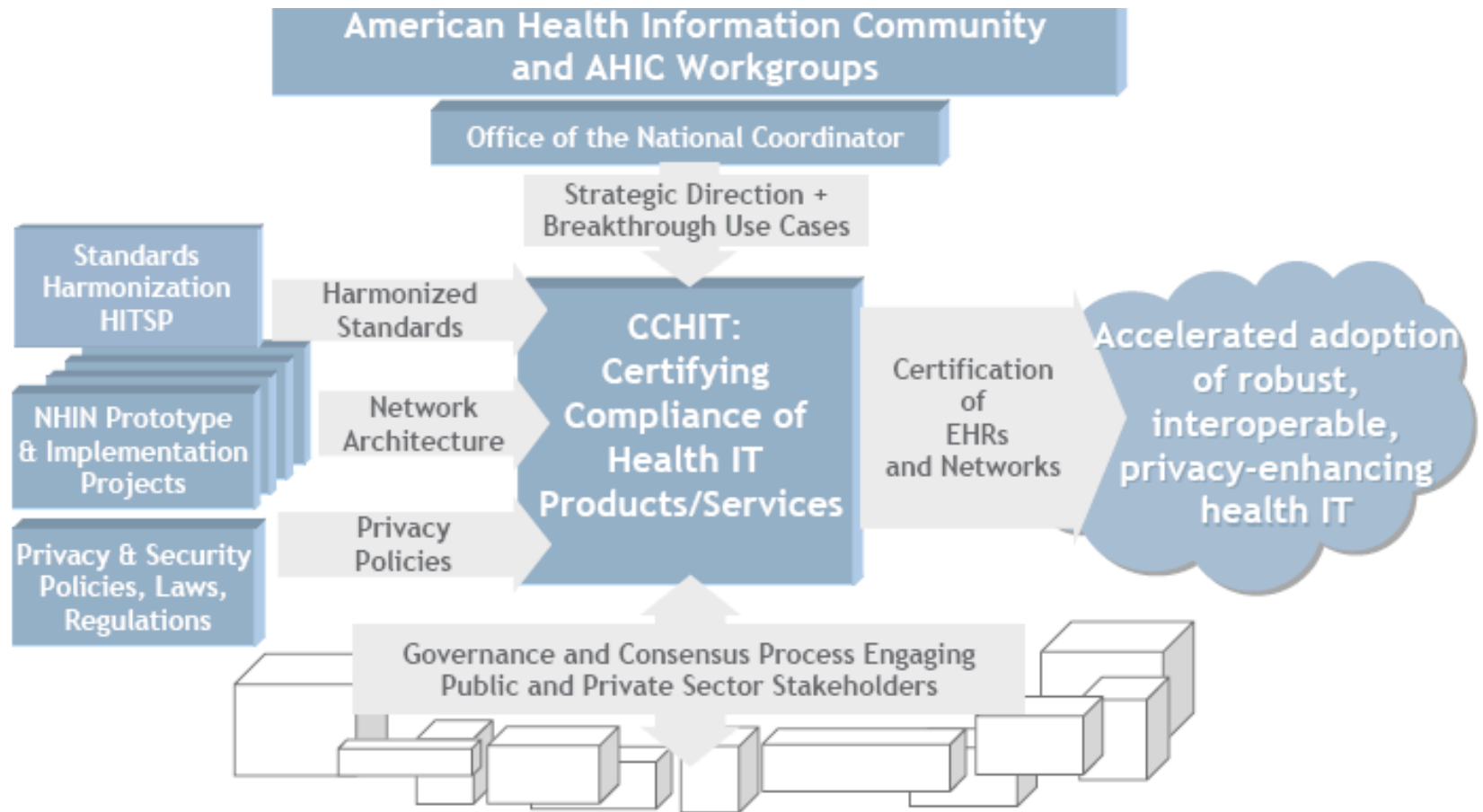


# Certification Commission for Health IT - Goals

- ▶ Reduce the risks of investing in health IT
- ▶ Facilitate interoperability of EHRs and health information exchange networks
- ▶ Enhance availability of adoption incentives and regulatory relief
- ▶ Ensure that the privacy of personal health information is protected



# Role of CCHIT



*Certification is a voluntary, market-based mechanism to accelerate the adoption of standards and interoperability*

# Consumer and Provider Trust

- ▶ In order for HIE to improve the quality of health care, consumers and providers must believe that the chain of trust improves quality along the entire spectrum

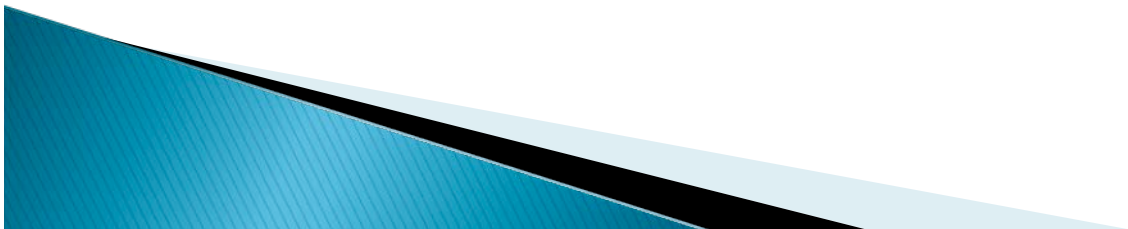


# What is a RHIO to do?

- Consult counsel. The most competent sources of judgment about what is permitted or prohibited are local counsel, state attorneys general, and the courts.
- So far, there seems to be little case law.
- There are a few systematic treatments of how to apply the various laws. For example, in California OHI can help, the County Issues Committee of the HIPAA Implementation Program.
- Wait for litigation.

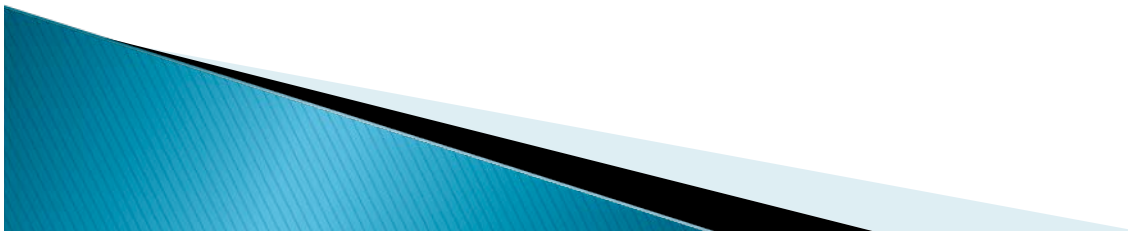
# Where do we go from here?

- ▶ What is the next step for health care data exchange?
  - Build it and they will come?
  - IOM Aims of High Quality Health Care emphasize patient centered care. How do we accomplish this in our communities and then statewide?
  - How will educational programs empower the consumers, providers, and community to embrace HIE as an improvement of quality?
  - How do we build a community of trust?



# Where do we go from here?

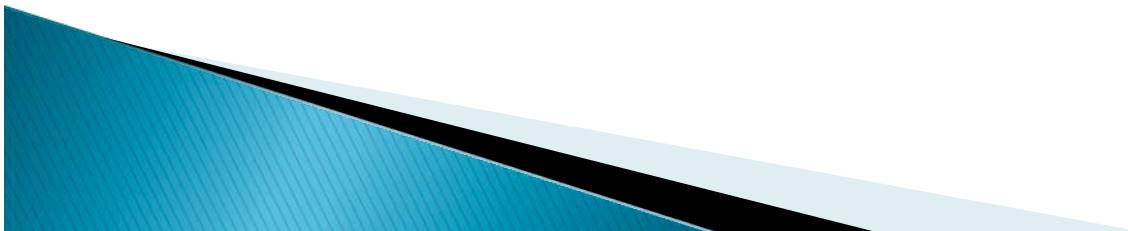
- ▶ Recognize the need for HIE organizational, social and political infrastructure for privacy and security
  - Include all stakeholders – don't forget the consumer!
  - Transition current relationships to formal agreements
  - Examine how the EHR, PHR, and HIE designs further the quality goal and develop a sustainable model
  - Avoid framing the issues in terms of “opt-in” v. “opt-out”. The issue is, how do we maximize quality patient care and security of patient data?
  - Encourage leadership to create the basis of trust





# The final lesson

"Teamwork is the ability to work together toward a common vision. The ability to direct individual accomplishments toward organizational objectives. It is the fuel that allows common people to attain uncommon results." --**Andrew Carnegie**



# The Future Political Team



# The Real Future Team



Courtesy of: [www.bahec.org](http://www.bahec.org)