

Vermont's Health Services Enterprise (HSE)

Where People are at the Center of a Health & Human Services Vision that is Supported by an Integrated Health Information Technology (HIT) Platform



Preface

The goal of this PowerPoint is to provide a high level view of Vermont's efforts to fully modernize its health care and human services business and information infrastructure. This is the first of multiple artifacts that are planned to expose and share an understanding of Vermont's Health and Human Services information Enterprise.

Thank you.

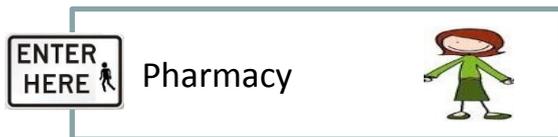
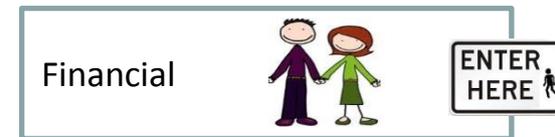
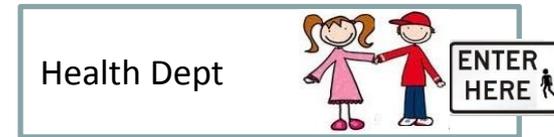


Acronyms

ACA	Affordable Care Act		IE	Integrated Eligibility Solution (aka – E&E)
AHS	Agency of Human Services		MAPIR	Medical Assistance Provider Incentive Repository
CMS	Centers for Medicare and Medicaid		MMIS	Medicaid Management Information System
E&E	Eligibility and Enrollment (aka-IE)		PD	Provider Directory
EHR	Electronic Health Record		SMHP	State Medicaid Health Information Technology Plan
HIE	Health Information Exchange		SHISP	State Health Information Strategic Plan
HIX	Health Insurance Exchange (aka-VHC)		VHC	Vermont Health Connect
HSE	Health Services Enterprise			

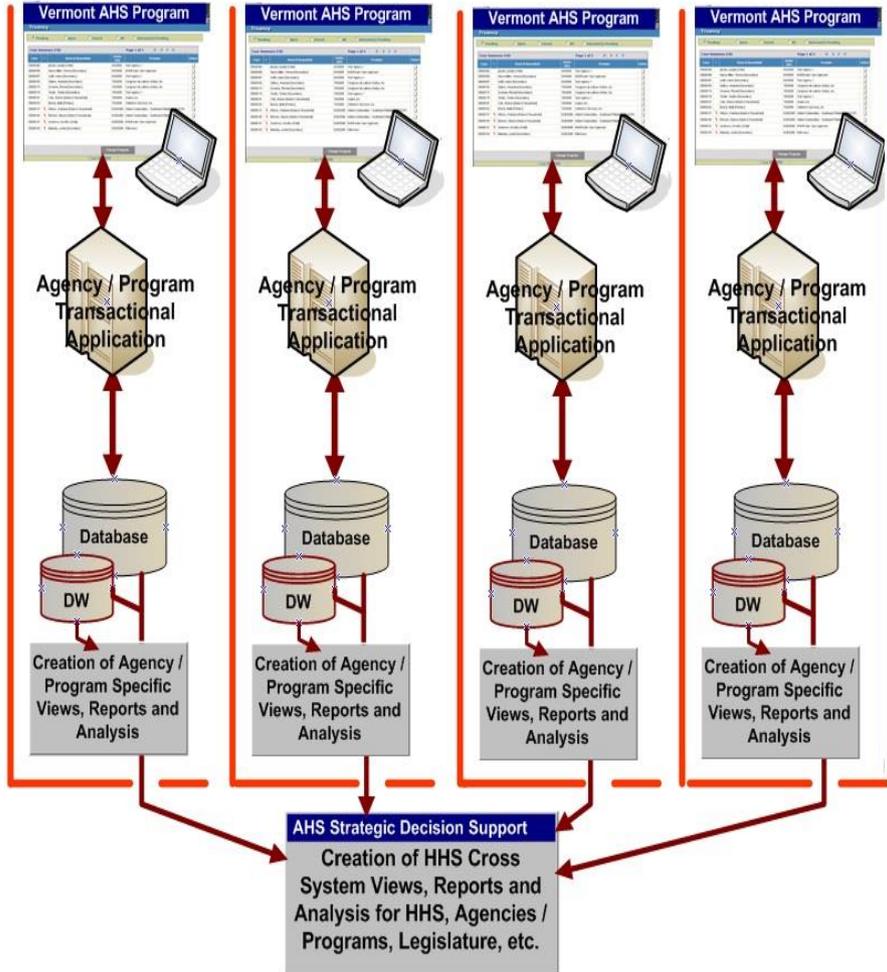


Current 'As-Is' Environment – Separate Entry Points and No Connectivity





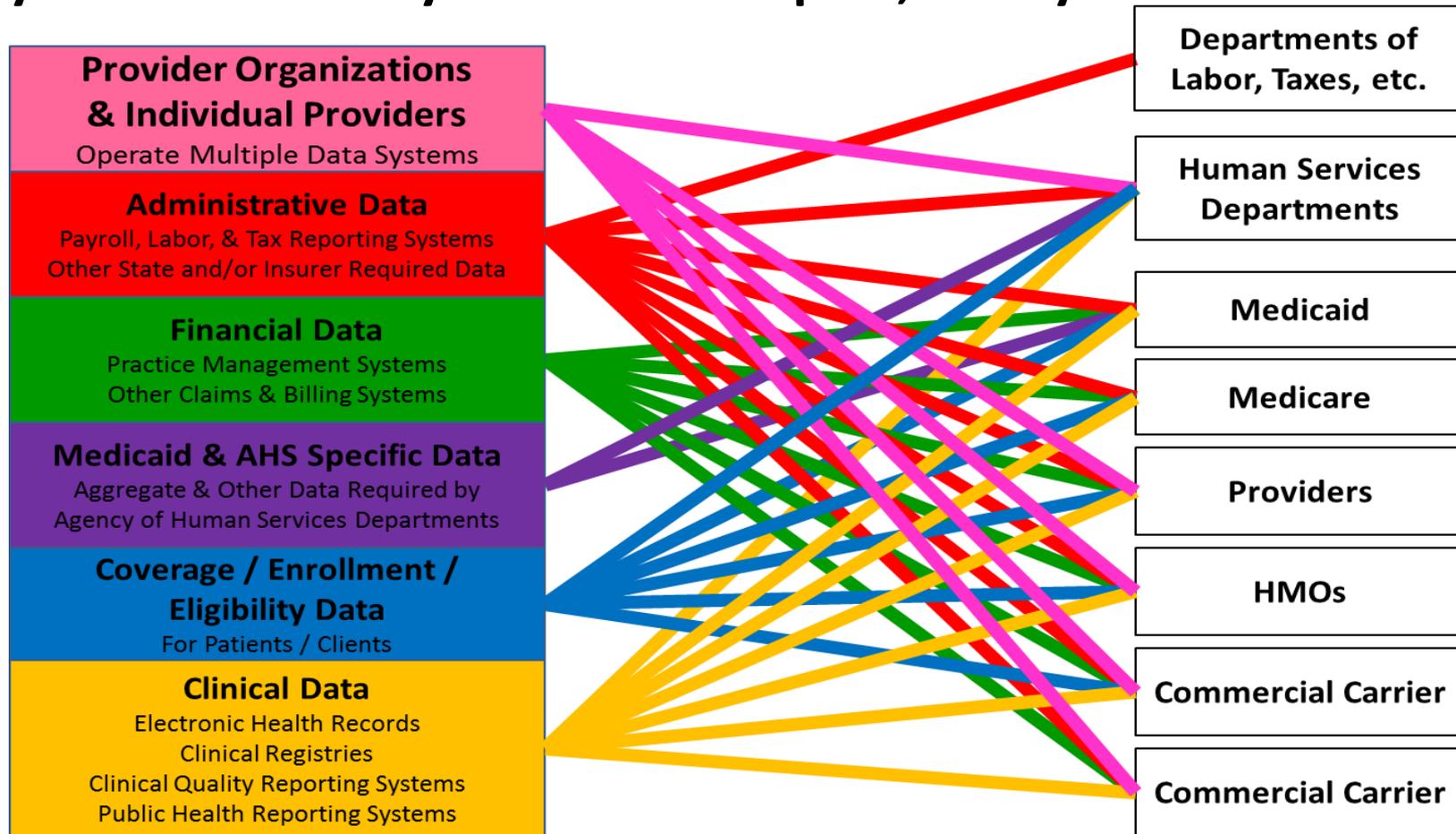
Why No Connectivity - Siloed Solutions



- Systems are not integrated and cannot effectively share information
- Outdated technology that are costly in time, money and resources
- Limited Business Intelligence capabilities and workflows
- Create consistent cycle of user confusion
- Inability to provide a holistic / complete view of a person/family situation
- Incorrect/incomplete information for program eligibility, provider treatments and Government reporting



Why No Connectivity Cont'd – Complex, Costly & Inflexible Solutions




 Represent interfaces, workflows, resource, staffing, data, and technological connections



Business, Technical and User-end Challenges of Current Environment

Program Administration

Costly Administration
Unpredictable Impact
Incomplete Person-View
Paper Based
Labor Intensive

Technical Aspects

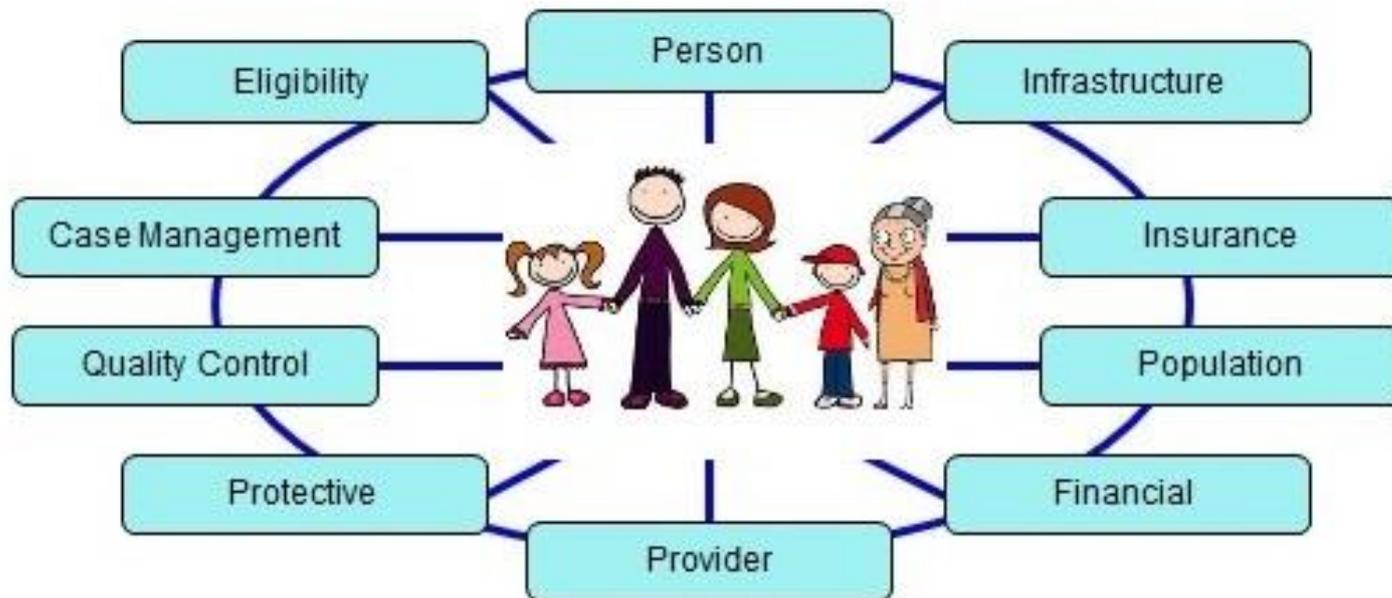
Costly Maintenance
Disparate Systems
Inflexible for Expansion
Non-uniform Data
Inability to Interface

User End Impact

Data Unavailability
Incorrect Benefits
Incomplete Person-View
Lack of Timeliness
Difficult to Use
Multiple Data Entries

Vermont's 'To-Be' Environment: Putting People Front and Center

Coordinated Delivery of Health & Human Services





Vermont's 'To-Be' Solution

An Enterprise solution that is built on a methodology of four fundamental dimensions to enable rigor, integration and reuse of services, components, workflow and data.

Business Architecture

Business processes, connectivity/flow logic, behavior and usage rules, etc.

Information Architecture

The 'universe' of business data, with rules for relationships, data content and use, useful life, etc.

Application Architecture

The programs that implement the business and information architecture, and apply their rules

Technology Architecture

The computing environment the programs run in, including servers, databases and networks



The Right Timing

- ACA:
 - Implement an Exchange that is in synch with our E&E and MMIS by 10/2013
- MMIS:
 - Procure and Implement a new MMIS
 - CMS required by 1/2018
 - VT Act 48 need by 1/2017
- E&E:
 - Procure and Implement a new E&E
 - For Healthcare by 1/2016 (A-87 Exception ends 12/31/2015)
- SMHP:
 - HITECH ACT Requirements
 - EHR and MAPIR implementations expanding the HIE

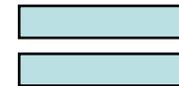
Policy deadlines driving needs

Funding deadlines driving needs

Business deadlines driving needs



Funding
Options



HSE
Program



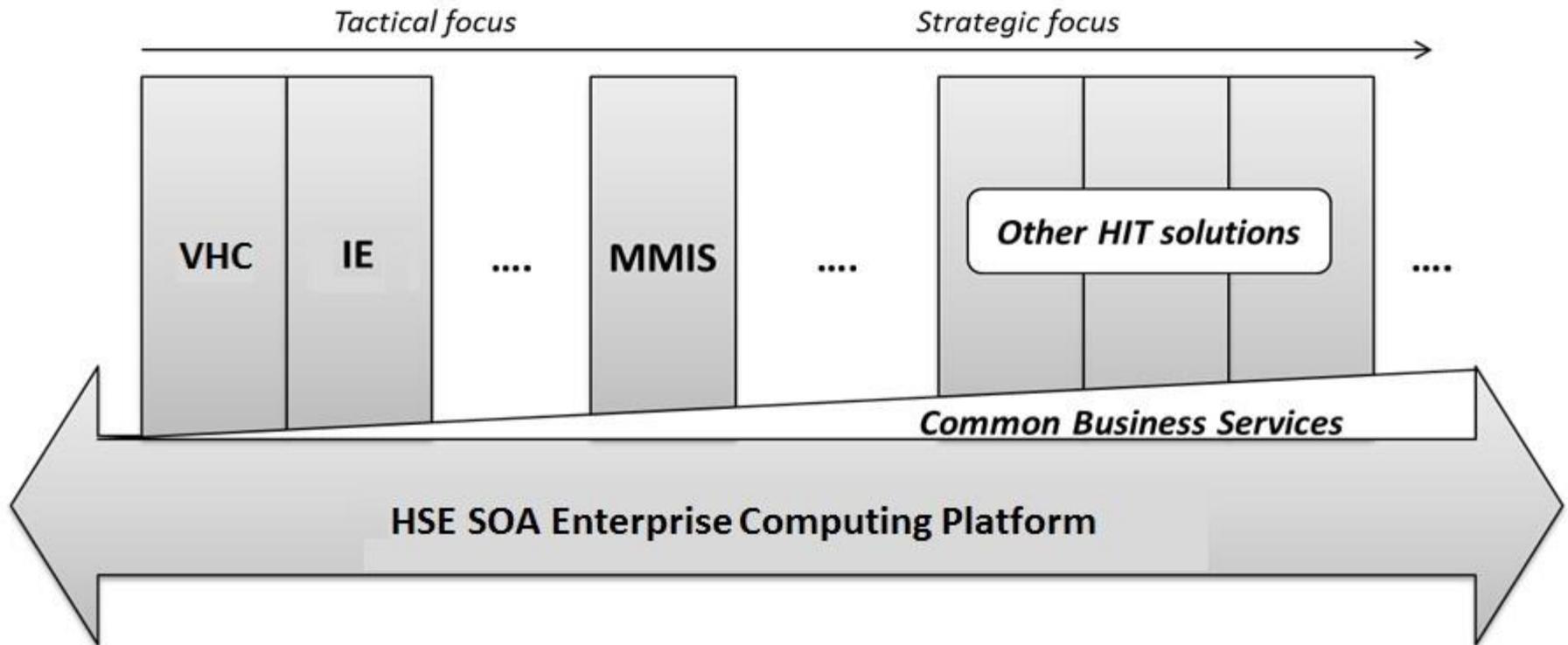
What is the HSE Program

- An integrated system of *policies, processes, information AND technical components*
- Is not a “technology project” – it’s a multi-year, multi-phased program of *systems’* (human, institutional, data and technological) *transformation*
- Robust platform of shared services and components optimizing uniformed user experiences
- Leverages Federal healthcare funding opportunities to maximize State dollars
- Integrated case management and shared workflow and business processes



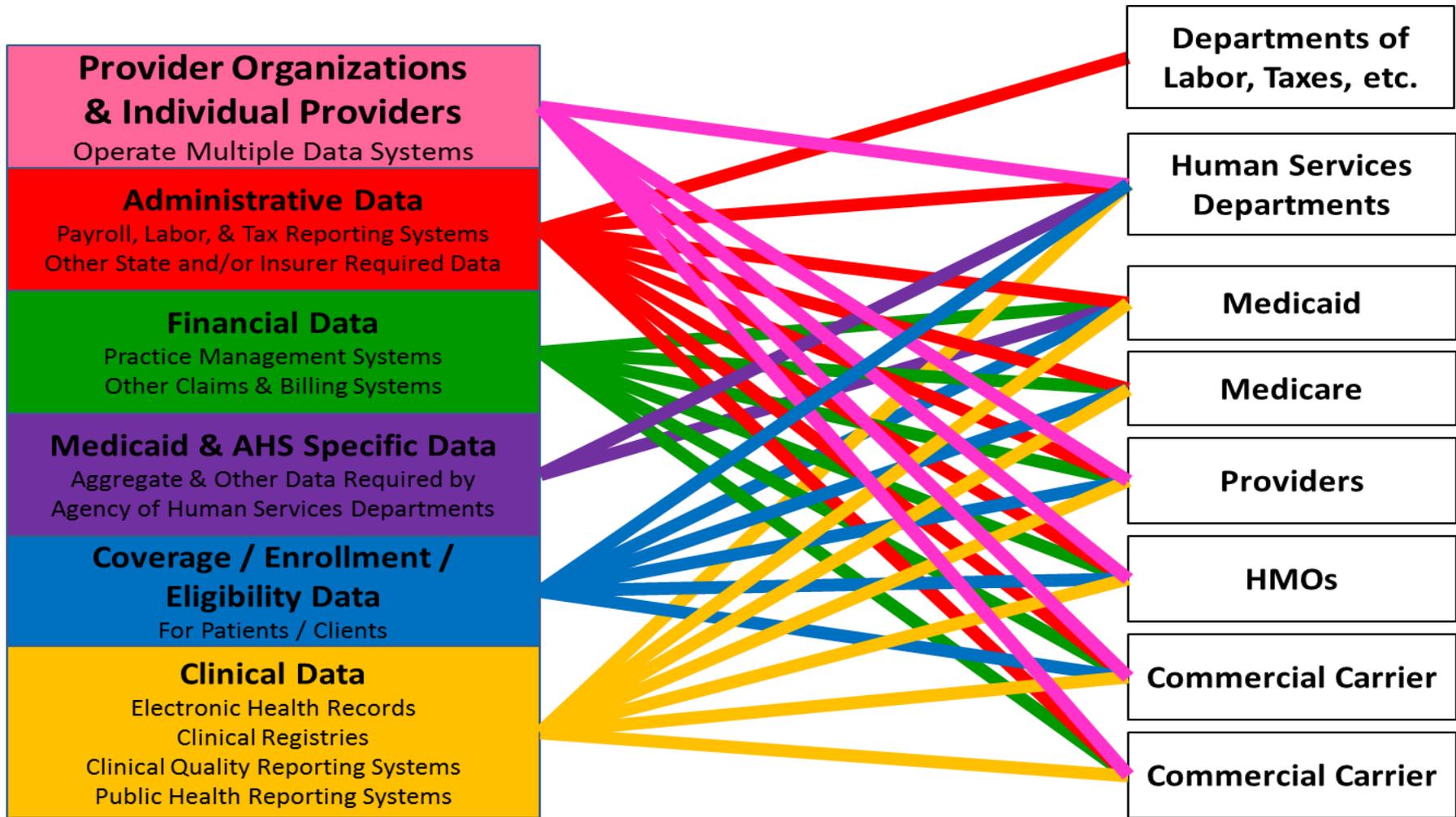
HSE Platform and Reusability

- Integrated Enterprise platform once established within AHS can be utilized by other Agencies
- Common Business Services will emerge as the program matures and commonly used functions are identified/implemented/reused



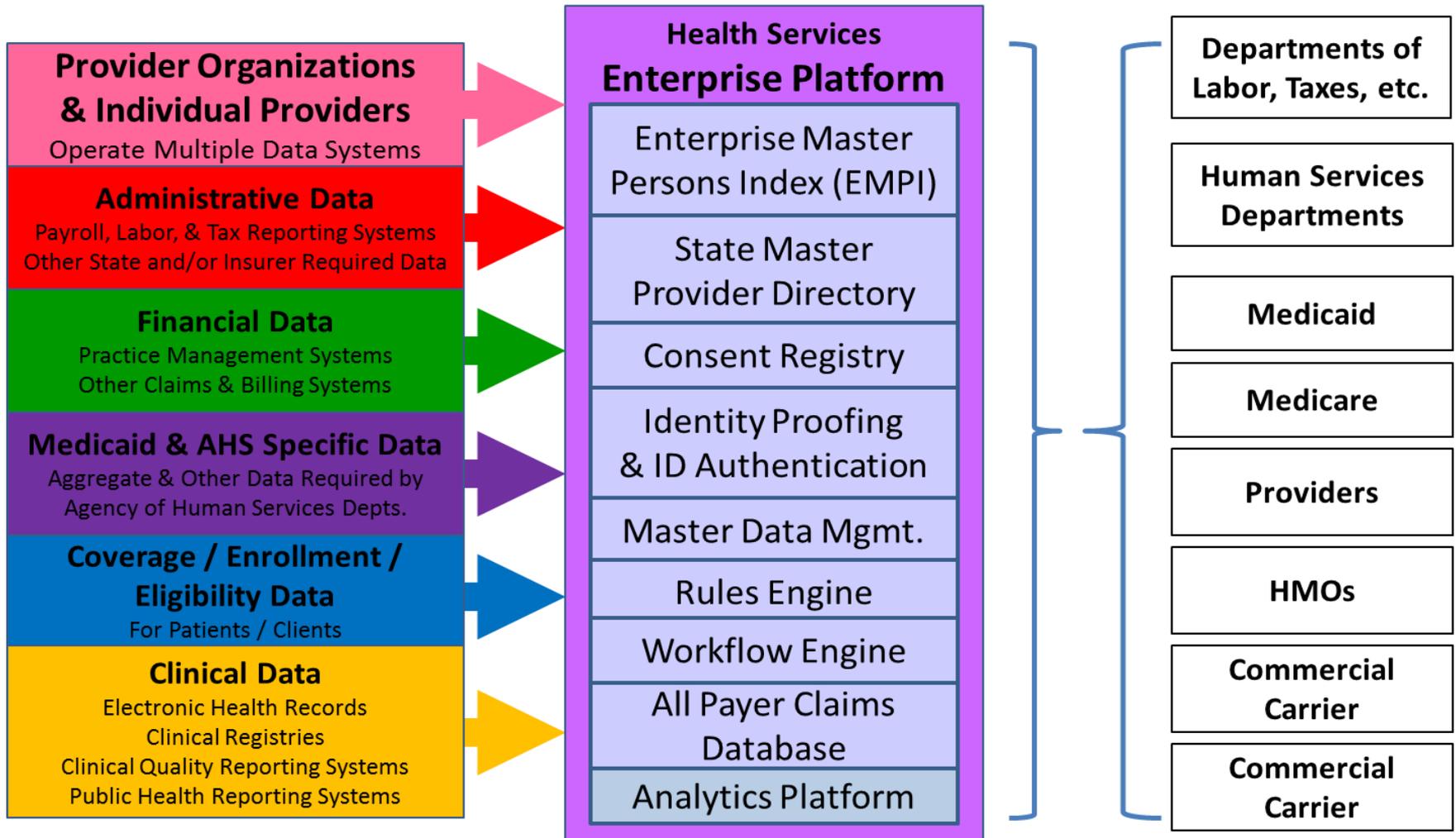


The HSE Program will change this





to this New HSE Architecture





Business, Technical and User-end Advantages of 'To-Be' Enterprise

Program Administration

Consistent Administration
Predictive Modeling Ease
Complete Person-View
On-line Availability 24/7
Improved Service/Speed

Technical Aspects

Modular / Supportable
Integrated Systems
Flexible for Expansion
Uniform Data
Ability to Interface

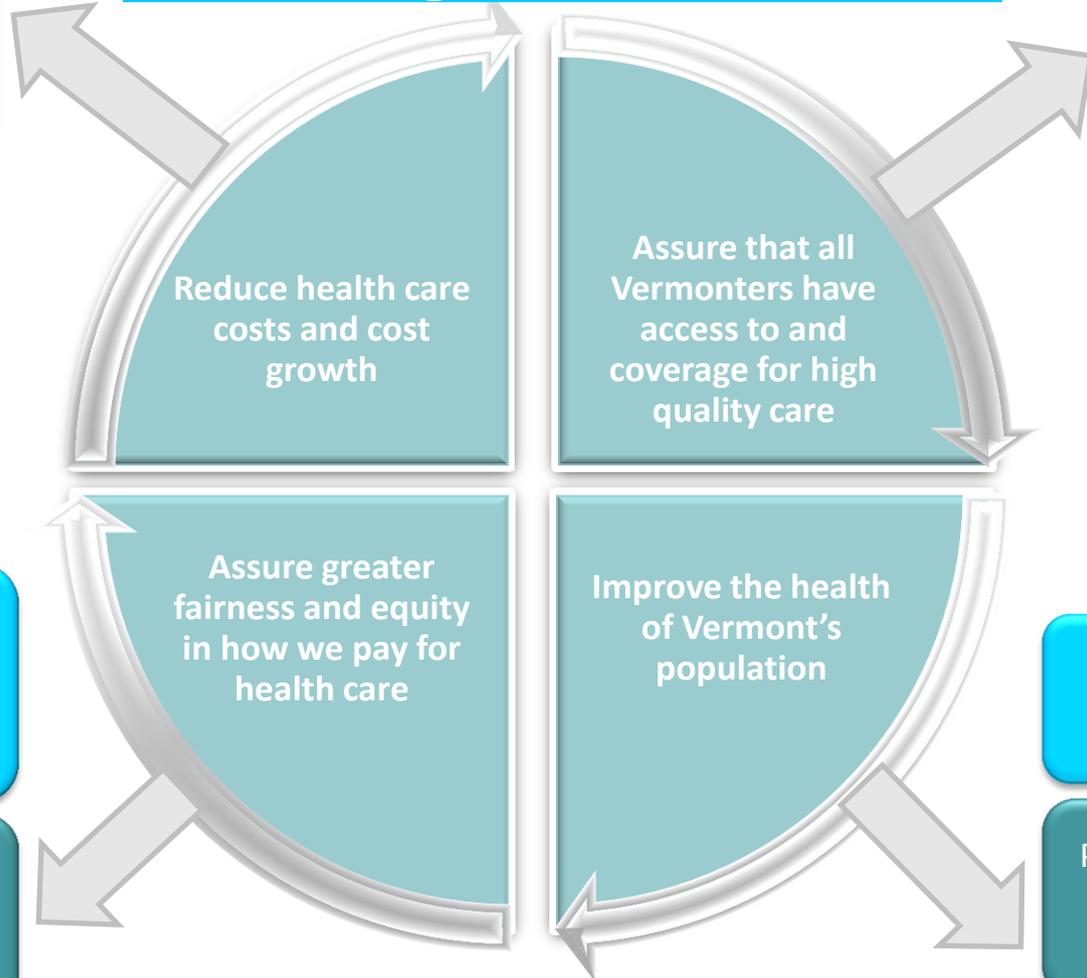
User End Impact

Correct Benefits
Complete Person-View
On-line Availability 24/7
Timeliness
Ease of Use
One Clip Board Will Do!



Strategic Professionals' Benefits

Strategic User Benefits



A clinician will know when a necessary test has been done. And when to communicate a discharge plan to other providers.

Fewer unnecessary encounters and exams.
Decrease in yearly medical expenses.

No surprise costs and unnecessary time spent comparison shopping for providers.

An ACO will know which patients are attributed to which health care providers.

Will have more timely and accurate data regarding eligibility.

Information is available when and where it's needed. No more repeated clipboard events.

Better health and better health care awareness.

Physician will know when patients are overdue for exams or treatment.

HSE Benefits

- Robust Consumer Self Services providing 21st Century web experiences (i.e.-Amazon)
- Seamless flow of processes and information across the enterprise
- Enhances the quality and usefulness of all health and human services data and information
- Ensuring security, accuracy and timeliness of data and information
- Strengthens the continuity and congruency of program initiatives and services
- Enables advanced analytics and predictive modeling
- Improves efficiencies of programs and services thus providing better outcomes
- Enhances the agility of the agency in anticipating, predicting and responding to changing demands
- Strengthens cost predictability, achievement of savings and quantifiable Return on Investment (ROI)

Therefore our current disconnected environment ...

ENTER HERE  DAIL 

Eligibility  ENTER HERE 

ENTER HERE  Corrections 

Health Dept  ENTER HERE 

ENTER HERE  WIC 

Mental Health  ENTER HERE 

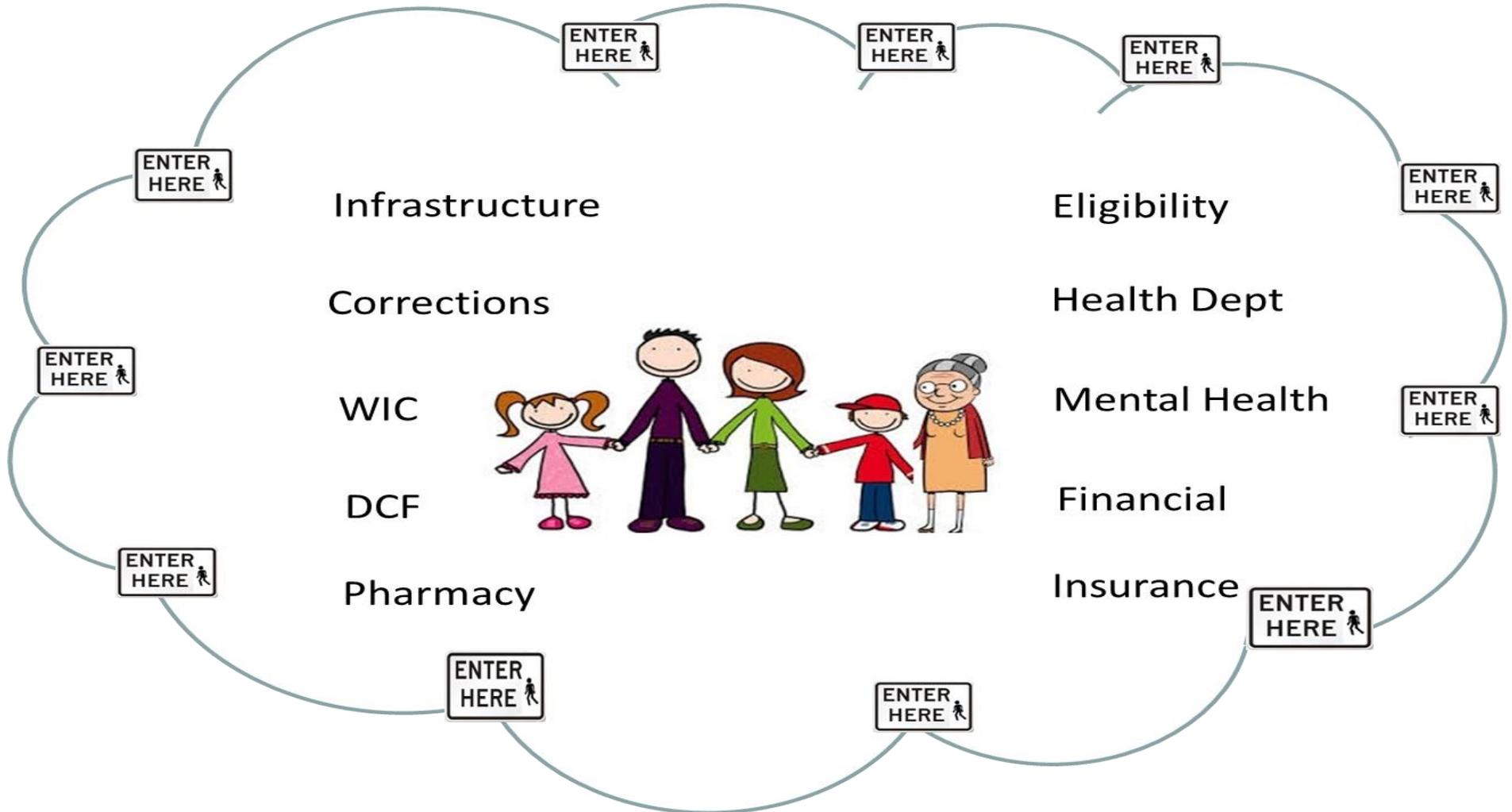
Financial  ENTER HERE 

ENTER HERE  Pharmacy 

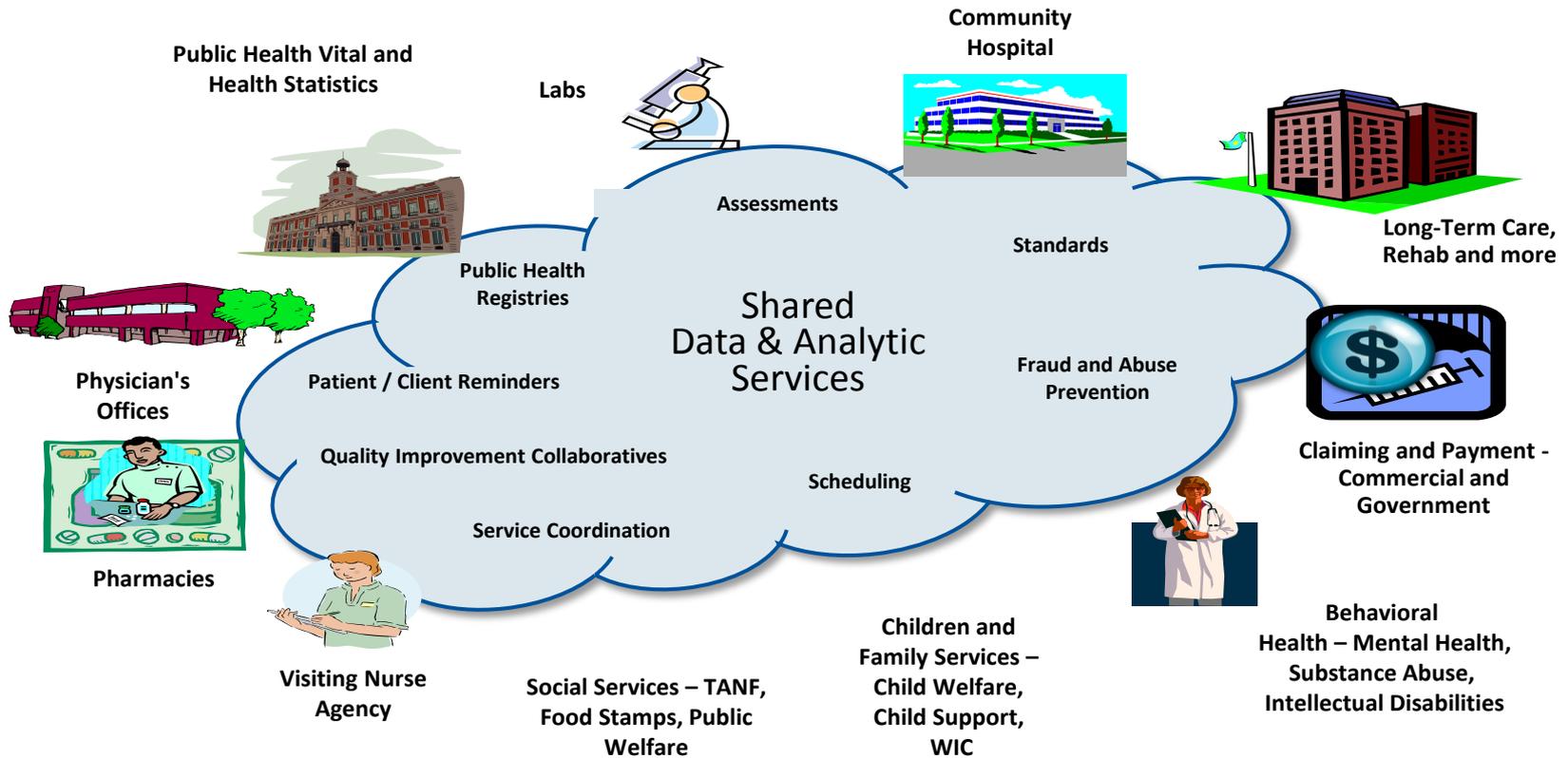
ENTER HERE  DCF 

Insurance  ENTER HERE 

... becomes a person-centric, robust, integrated Enterprise



Allowing for timely, secure flowing of data...when and where it's needed for Vermonters



Together this is Vermont's Health Information Exchange (HIE)

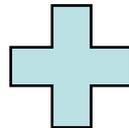
Going back to “The Right Timing”

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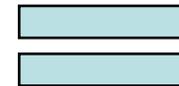
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Funding
Options



HSE
Program



The Right Timing is now because:

- This work will have to be done regardless
 - CMS requirement for new MMIS
 - Business needs and user expectations require a new IE solution
- Taking advantage of 90% Federal Funding (10% State Share) for what is traditionally:
 - a 50% Federal / 50% State Share, or
 - a 100% State Share if no Federal funding available
- Taking advantage of 100% Federal Exchange Funding that will contribute to the platform build



For More Information

Visit:

<http://dvha.vermont.gov/administration/health-services-enterprise>

Email any questions or feedback to:

DVHA.DHR@state.vt.us