

Rooting the HIE

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HIMSS Chapter HIE Liaison Roundtable Open Call
August 20, 2009

Agenda



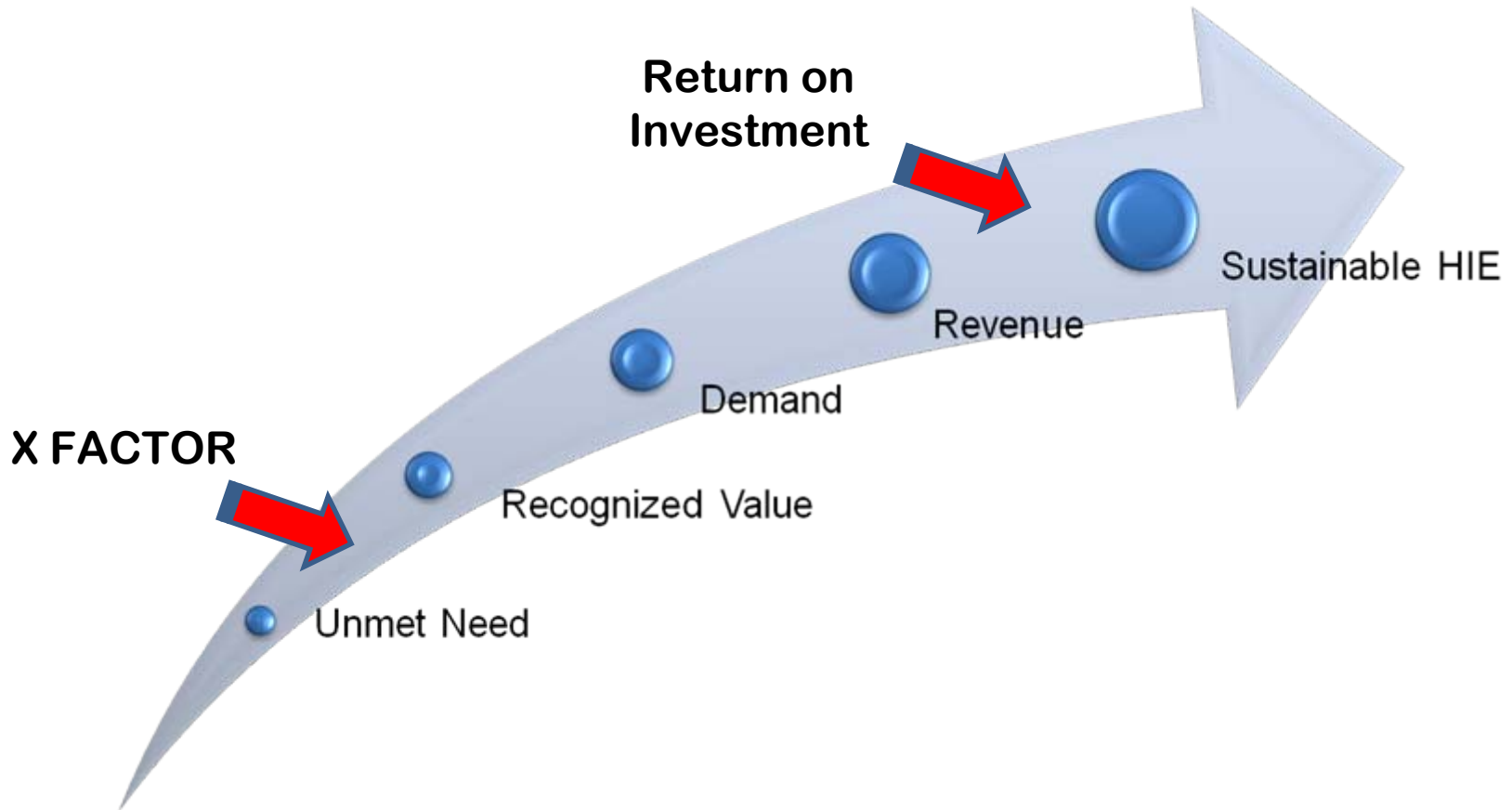
- Stakeholder sustainability
 - Financial sustainability depends on your stakeholders
 - What's governance got to do with it?
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HIE Success Is Rooted in Stakeholder Sustainability



- You need to understand what your stakeholders value if your HIE is to be sustainable
 - Stakeholders will tell you:
 - What your financial model needs to be
 - What your governance needs are over time
 - Keep your stakeholders with you through the five stages: inspiration, formation, operation, optimization, and consolidation
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Your Stakeholders Will Define Your Value



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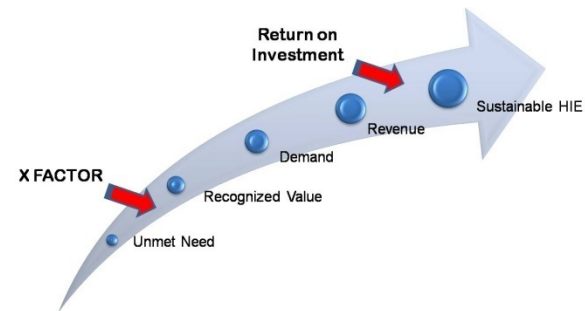
What Services Will Your HIE Provide?

Example of services include:

- Results reporting, clinical documentation, provider alerts, consultation and referral reporting, order entry, CCR/CCD summary record exchange, clinical decision support, etc.
- Connectivity across multiple stakeholders for EMR and/or PHR access
- Electronic prescribing, electronic referral processing
- Enrollment and eligibility checking
- Disease registries, public health surveillance and case management
- Quality reporting for purchases, payers and clinicians

Understanding Stakeholder Values Leads to Financial Sustainability

- Knowing what your stakeholders value will tell you what they want and need AND what they are willing to GIVE
- Providing the right services at the right cost will generate and sustain their participation



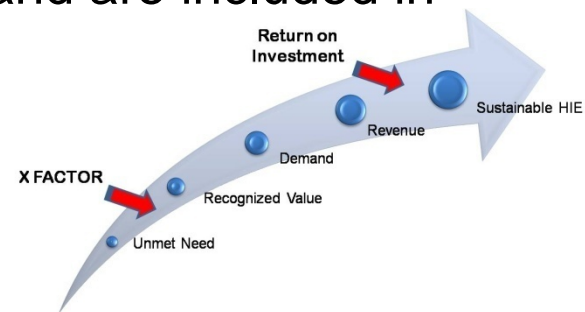
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What Kind of Governance Is Right for Your HIE?

- Consensus building
 - Advisory board
 - Management team
 - Policy board
 - Who gets to vote?
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Good Governance Provides the Glue for Sustainability

- Promotes Trust
 - Set of rules, principles, expectations, predictable
- Evolving
 - Members and their roles may change over time
- Responsive
 - Sensitive to environmental changes
- Inclusive
 - Stakeholders feel listened to and are included in decisions



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Stakeholder Sustainability is the Key to HIE Success



- Good Governance is the glue that keeps your stakeholders participating. They TRUST the HIE.
- Financial sustainability is only possible if you sustain your stakeholders' interest.

Your stakeholders will tell you how you can be successful - if you just ask them.

Thank You

Laura Kolkman, President
Mosaica Partners