



An Industry Roadmap for Provider Data

*Draft for Industry
Review*

Provider Data Action Alliance

October 18, 2017

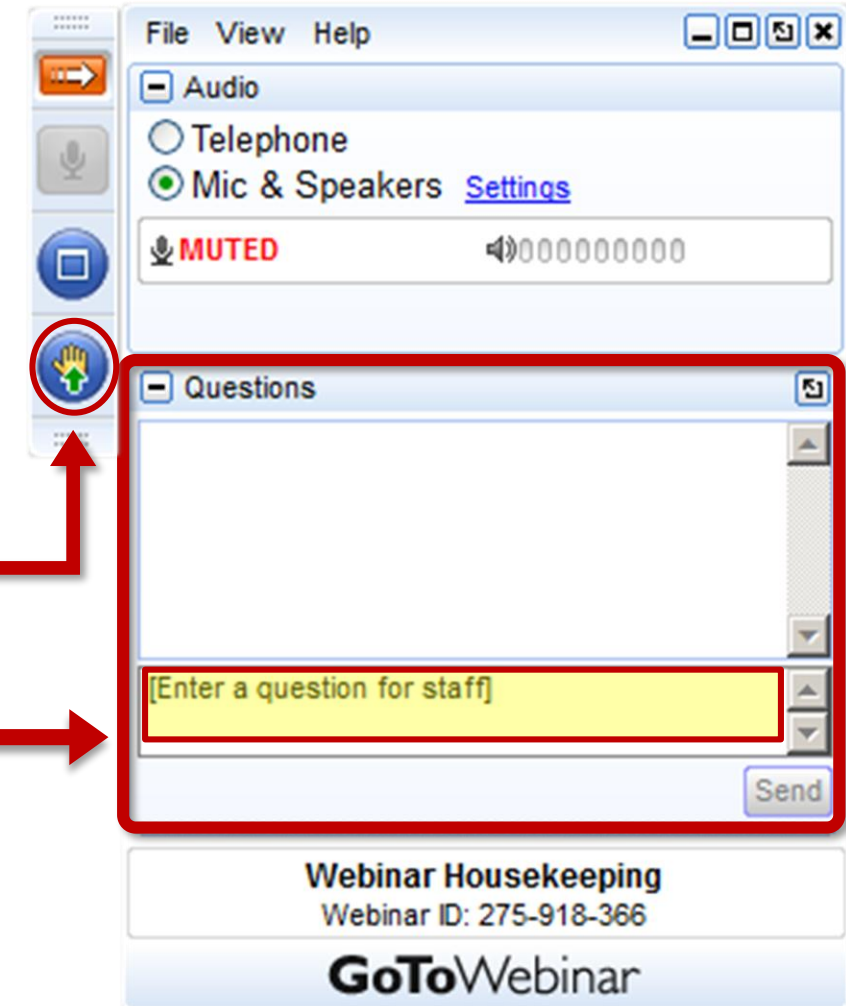
Agenda

Topic	Summary
Introductions	<ul style="list-style-type: none">• Speaker Introductions.• Participation in Polling and Discussion Throughout the Webinar.
Provider Data Action Alliance Introduction	<ul style="list-style-type: none">• Alliance Participants and Objectives.
Industry Roadmap for Provider Data <i>Draft Summary</i>	<ul style="list-style-type: none">• Underlying Causes of Current Issues in Provider Data.• Core Principles for a Healthy Provider Data Ecosystem.• A Vision for Provider Data.• An Industry Strategy to Implement the Vision.
Achieving Industry Support	<ul style="list-style-type: none">• Participation in Industry Comment Period.• Roadmap Support and Encouraging Industry Participation.

Logistics

Presentation Slides & How to Participate in Today's Session

- A copy of the slides and the webinar recording will be available on the CAQH website in the next 1-2 business days.
- During the presentation, we will ask for feedback on the roadmap through specific polling questions. During polls, a question and answer choices will display on your screen. To respond to the poll select an answer choice. Polls will be reviewed by the speakers of today's presentation.
- Attendees can submit questions/comments during the discussion periods one of two ways:
 - To submit audio questions/comments, press the **"Raise Hand"** icon on the **GoToWebinar dashboard** and we will open your line.
 - Submit written questions/comments on-line by entering them into the **Questions panel on the right-hand side of the GoToWebinar dashboard.**
- Attendees can also submit comments on today's presentation or the roadmap via email to tanjarwalla@caqh.org. Comments must be received by **October 31, 2017**.



Speaker Introductions

- Michael Dowling - Chief Administrative Officer, Montefiore Care Management
- Zig Brzezinski - Director of Operations, Cigna
- Atul Pathiyal - Managing Director of Product and Strategy, CAQH

Provider Data Action Alliance Introduction

The Provider Data Action Alliance was formed to define a shared industry vision and develop the roadmap for provider data

- In September 2016, CAQH convened healthcare industry leaders in Washington, DC, at a Provider Data Summit to discuss pressing provider data challenges in the era of cost control, healthcare reform and pressure to innovate. Discussion was informed by the CAQH white paper “[Defining the Provider Data Dilemma](#)”.
- More than 100 industry leaders from health plans, provider organizations, government, consumer groups and others participated in a day of break-out sessions and thought leader discussion.
 - CAQH developed an [Executive Summary](#) from the Summit offering discussion highlights and recommendations for developing a path forward towards solving provider data challenges.
- The key recommendation of the participating stakeholders was the collective development of an industry roadmap that would establish a long-term vision and outline a practical, collaborative and cross-sector approach to solving provider data issues.
- Based on this recommendation, the Provider Data Action Alliance (Alliance) was formed in 2017 to:
 - Convene public and private organizations to collaborate on provider data challenges.
 - > The group met consistently over a six month period to develop the draft roadmap.
 - > They will support integration of industry feedback in Fall 2017.
 - Collectively develop a shared vision across the industry for provider data.
 - Design a roadmap of critical approaches and strategies that will reduce inefficiencies across the healthcare system.

The Industry Roadmap establishes a long-term vision and outlines a practical, collaborative, and cross-sector approach to addressing provider data issues

- The roadmap's approach is guided by:
 - Underlying issues that impact provider data today,
 - A set of core principles to inform a healthier ecosystem,
 - A vision for a healthy provider data ecosystem, and
 - An industry-wide strategy for how to move forward.

The Alliance participants represent* diverse segments of the healthcare ecosystem

Participants

Providers

- Hank Fanberg, CHRISTUS Health / Health System
- Michael Dowling, Montefiore / Health System
- Dave Lehr, Anne Arundel Hospital / Single Hospital
- Dave Marotz, SureScripts / Pharmacy

Other

- Aaron Young, FSMB / Licensure
- Tsveta Polhemus, NCQA / Accreditor
- Harnam Singh, NPDB / NPDB

Private Payers

- Zig Brzezinski, Cigna / National Health Plan
- Jim Augustus, Humana / National Health Plan
- Mike Avotins, Aetna / National Health Plan
- Ben Holiday, BCBS Tennessee / Blue Health Plan
- Jeffrey Schmitt, Harvard Pilgrim Health Plan / Regional Health Plan
- Edward Sverdlin, United Dental / Dental
- Bill Moore, Davis Vision / Vision

Government

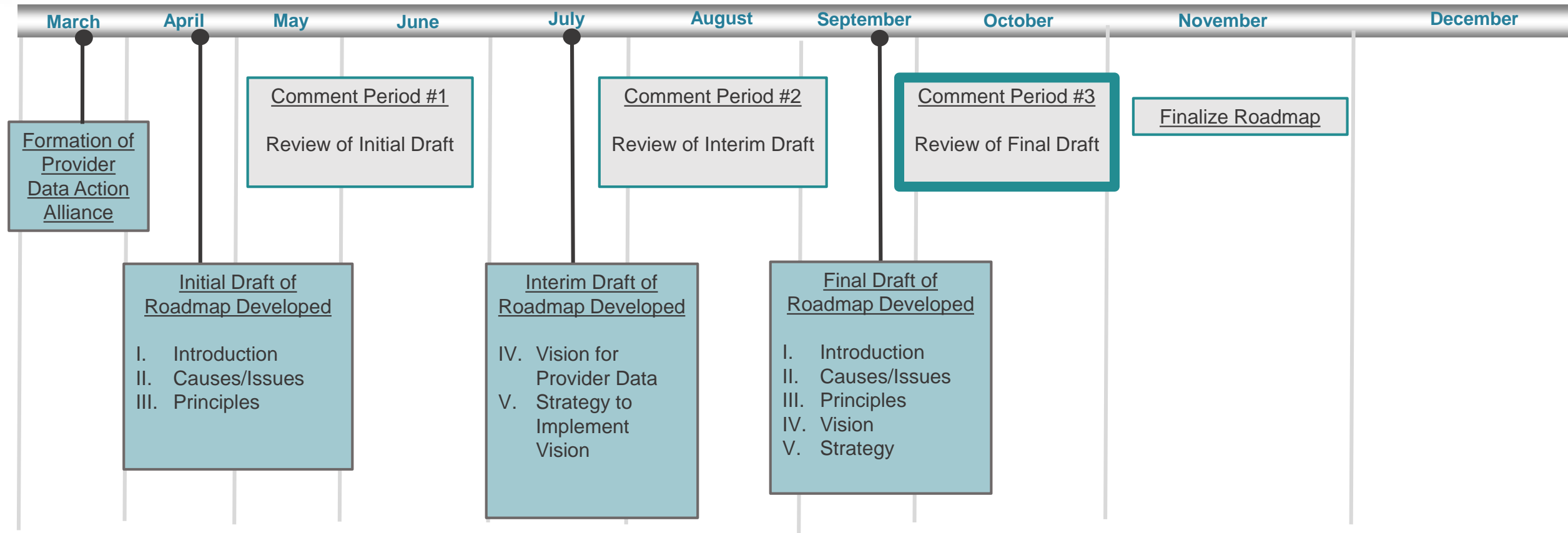
- Dennis Elliot, TennCare / Medicaid
- Richard Gilbert, CMS / Medicare
- Dan Chaput, ONC / HHS - ONC
- Katherine Knapp, VA / Military - VA

HIEs / Marketplaces

- Robert Horst, CRISP / HIE
- Jeff Livesay, MIHIN / HIE
- Lance Lang, Covered California / Public Marketplace

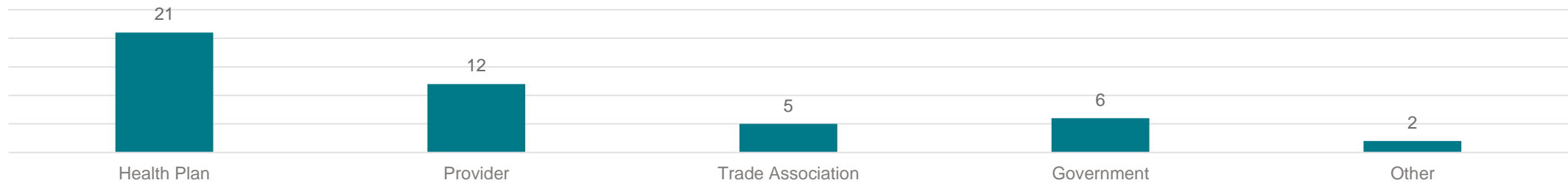
*NOTE: Views of the participants are their own, and do not necessarily reflect those of their organizations.

Timeline to Develop the Provider Data Industry Roadmap



Obtaining industry feedback on the Roadmap is critical to develop a collective shared vision for provider data across all stakeholders

- To date feedback has been received from **46 organizations** across the industry.



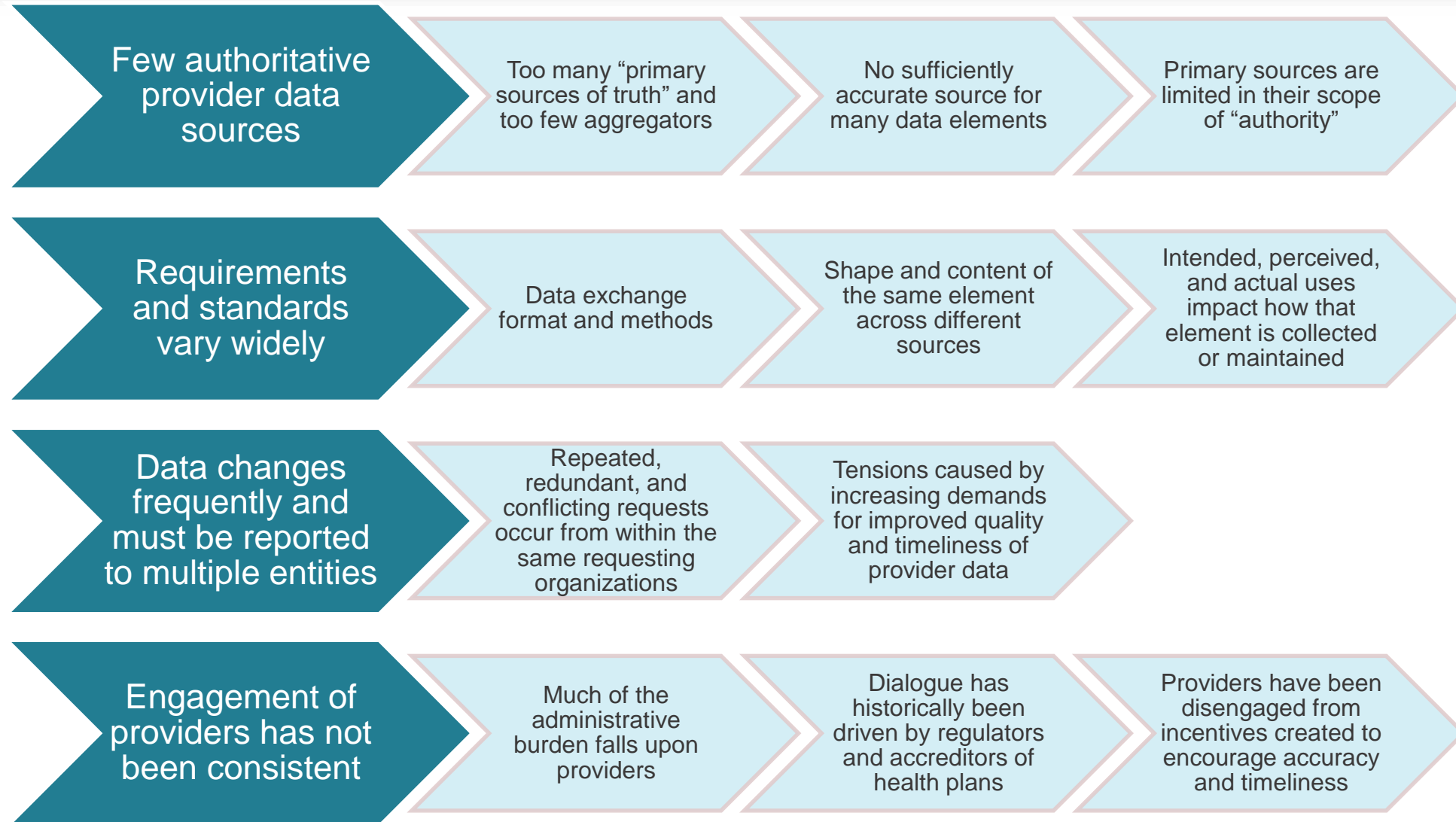
- Over **335 individuals** have registered for this webinar. Participation in today's polling questions and discussions is vital to ensure industry feedback is captured the Roadmap once it is finalized.



*NOTE: Other category includes organizations such as accreditors, vendors, and other interested parties in provider data.

Industry Roadmap for Provider Data

The Alliance considered underlying issues, including lack of authoritative sources and standards, continuous change and inconsistent engagement of providers



The Industry Roadmap for Provider Data identifies four core principles for how to create a healthy provider data ecosystem

CORE PRINCIPLES

- 1. The Care and Attention of Providers Must Not Be Wasted:** Allow changes to be reported through one of many possible open channels once, and propagate through the ecosystem to other relevant stakeholders to minimize provider impacts.
- 2. The Provider Data Ecosystem Must Be Flexible and Adaptable:** Be flexible to change and capable of self-correcting discrepancies and errors in an efficient manner.
- 3. A Solution Must Be Pragmatic and Focused On Near-term Business Realities:** Address business and consumer needs through immediate progress in the near-term, while setting the stage for continuous, long-term improvements.
- 4. The Provider Data Ecosystem Should Be Industry-governed and Standards-based:** Establish an industry-governed ecosystem, with the inclusion of a wide range of viewpoints including government and consumers, that operates a transparent, standards-based common industry infrastructure.

Polling Question #1

Do you agree with the core principles outlined by the Alliance on how to create a healthy provider data ecosystem?

1. Yes.
2. No: Type in why you disagree.
3. Yes, but other principles should be considered: Type in recommendations.

The Alliance has established a vision for a healthy provider data ecosystem



Governance

Establish a not-for-profit model inclusive of a wide range of industry viewpoints.



Fundamental Elements

Develop a standard record format for essential data elements to be propagated across the ecosystem.



Supportive Infrastructure

Support of multiple architectural approaches to drive adoption of standards and common operating rules.



Cooperative processes and flexible shared infrastructure

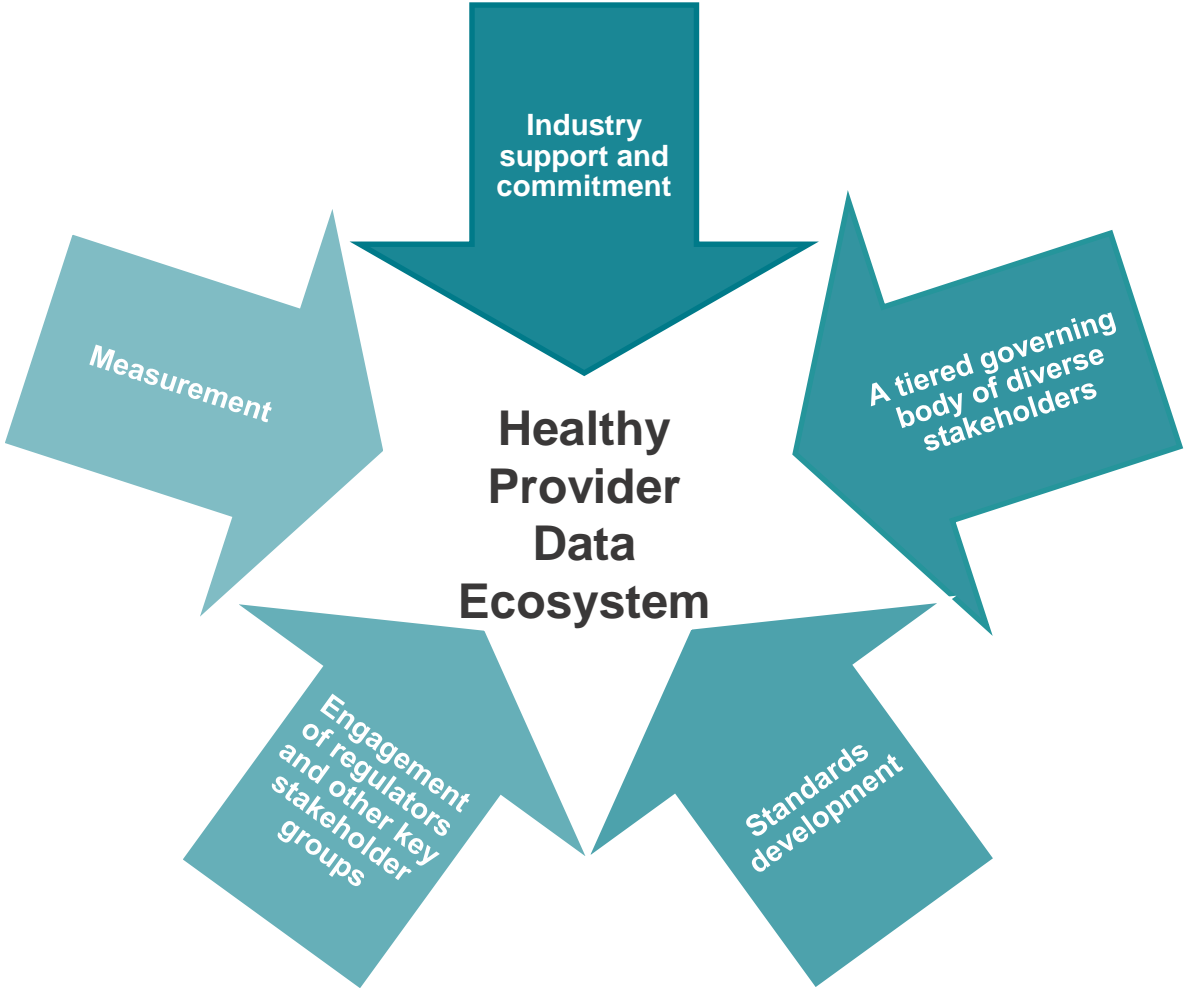
Implement a staged approach towards transformation while addressing the most pressing industry needs.

Polling Question #2

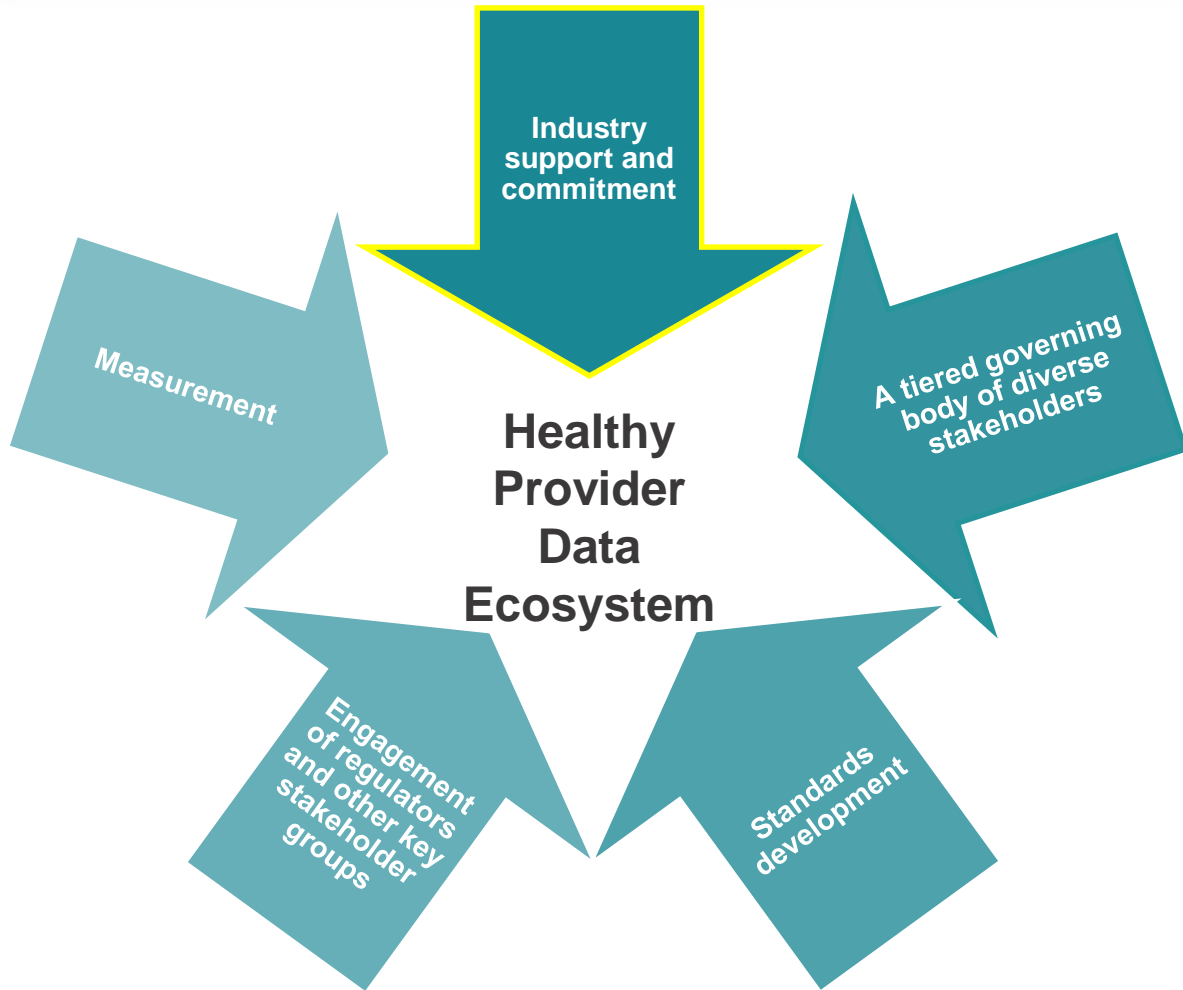
Do you agree with the vision articulated by the Alliance on how to create a healthy provider data ecosystem?

1. Yes.
2. No: Type in why you disagree.
3. Yes, but other vision elements should be considered: Type in recommendations.

Five key strategies for achieving the Alliance's vision of a healthy provider data ecosystem are related and interconnected



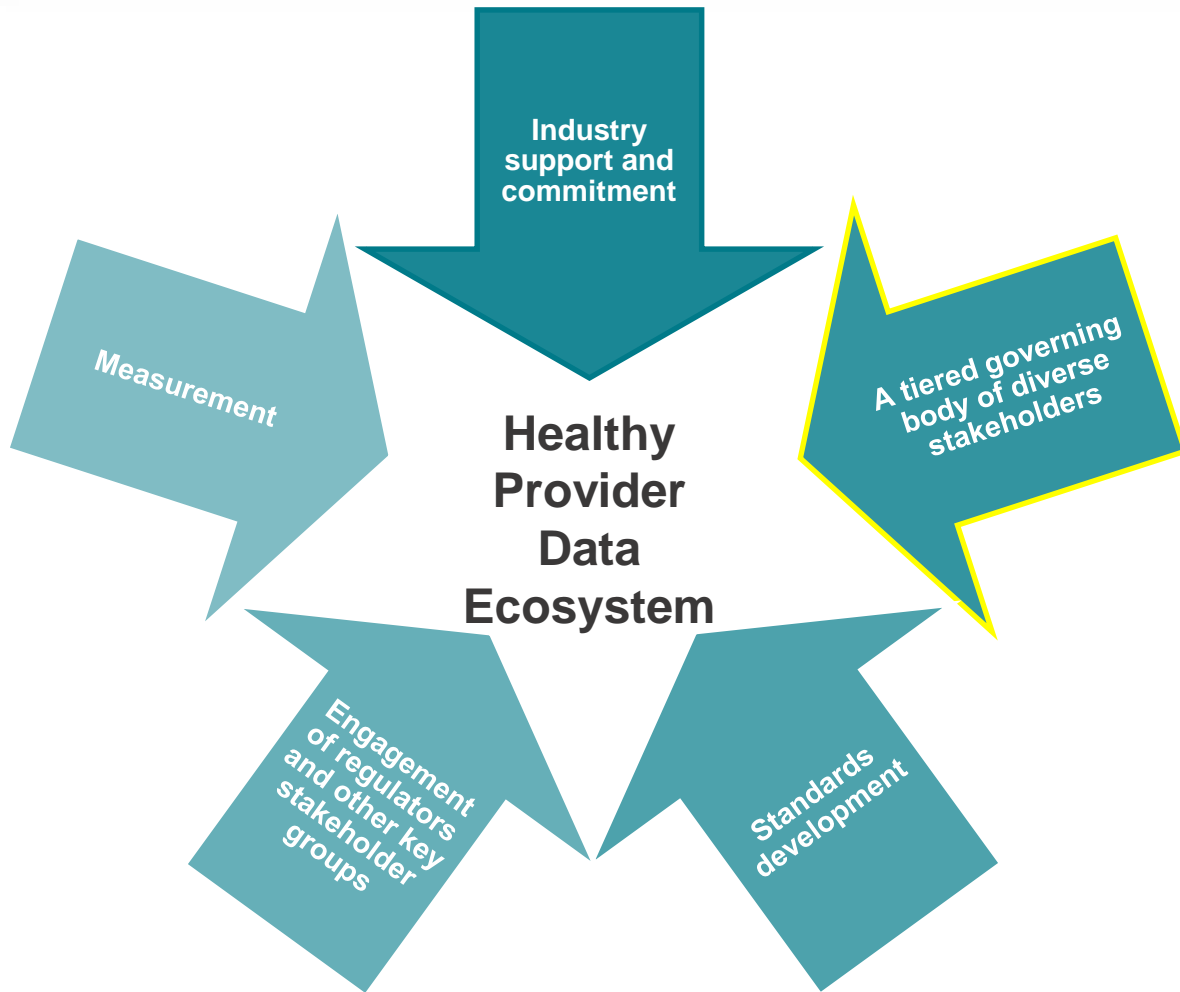
Key Strategy 1: Industry support and commitment to action is critical to move forward



1. *Industry support and public commitment to joint action.*

- Support the roadmap by healthcare organizations is required to reach a tipping point.
- Attain commitments by organizations to participate in the governance of the initiative and provide support for its operations.
- Identify specific short-range milestones so that stakeholders can build commitment to reach those milestones.

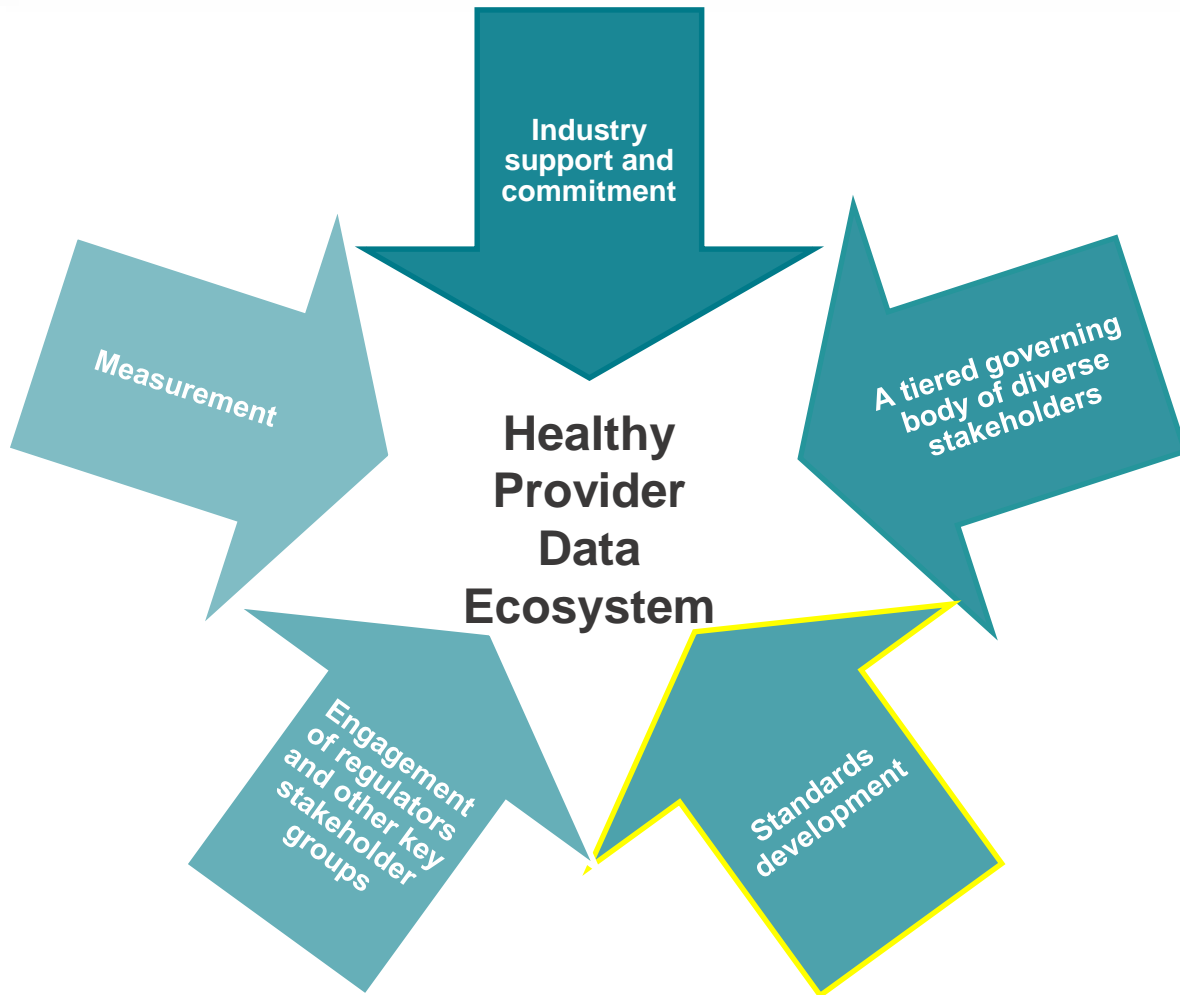
Key Strategy 2: A tiered governance body must include cross-sector representation including providers and consumers



2. *A tiered governing body of diverse stakeholders.*

- Establish a central membership of providers, plans, patients, regulators and other key stakeholders.
- Use additional tiers of **advisors** and **observers** to encourage organizations that are constrained from directly participating as members to participate.
- Establish an additional committee of providers and provider organizations to serve as a voice for the provider community.

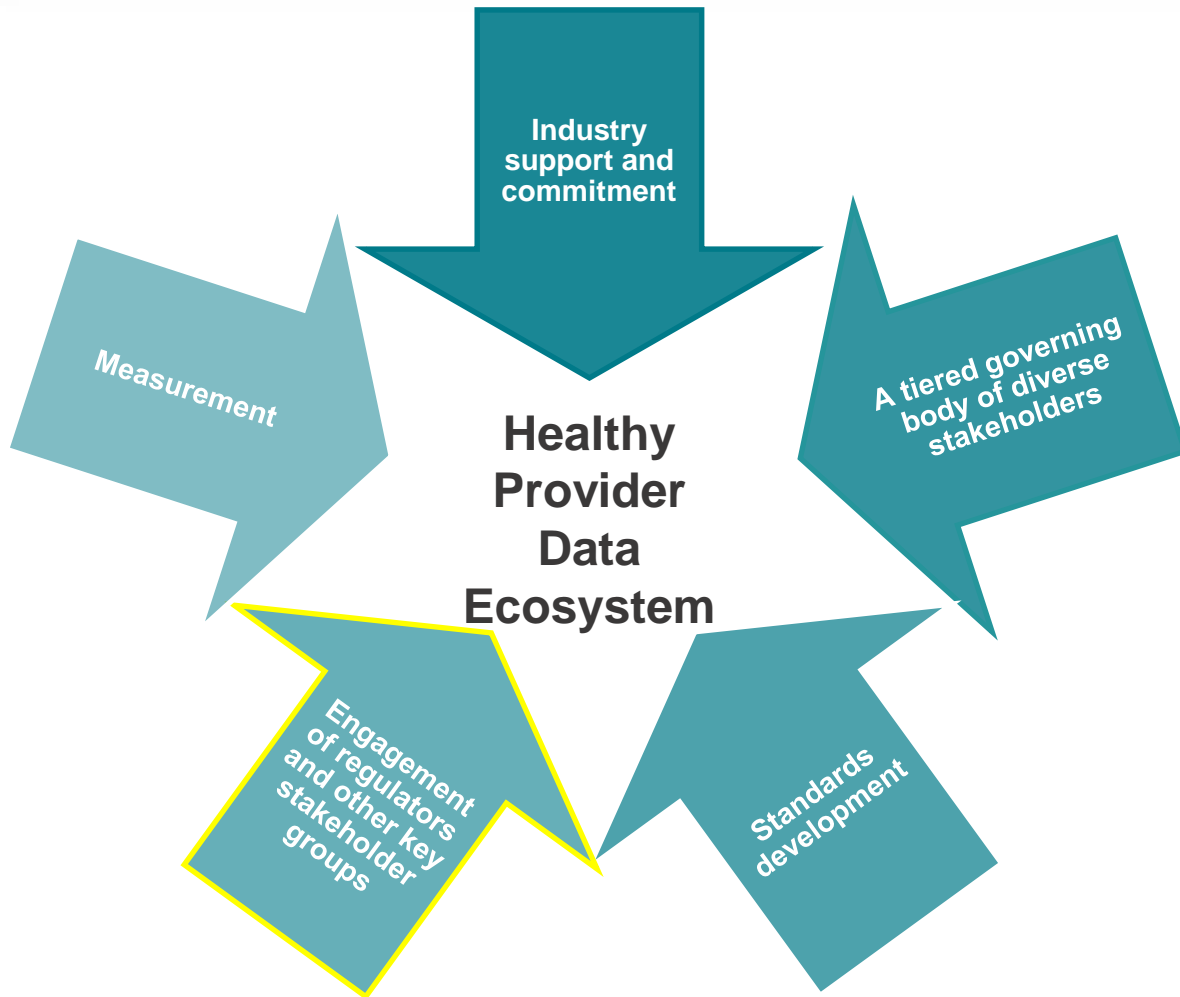
Key Strategy 3: The governing body must begin to establish standards that can align stakeholders on best practices



3. *Standards development.*

- Align stakeholders on best practices.
- Adopt existing and in-development technology standards produced by other bodies or by creating new standards where necessary.
- Take an incremental approach and build consensus for each step.

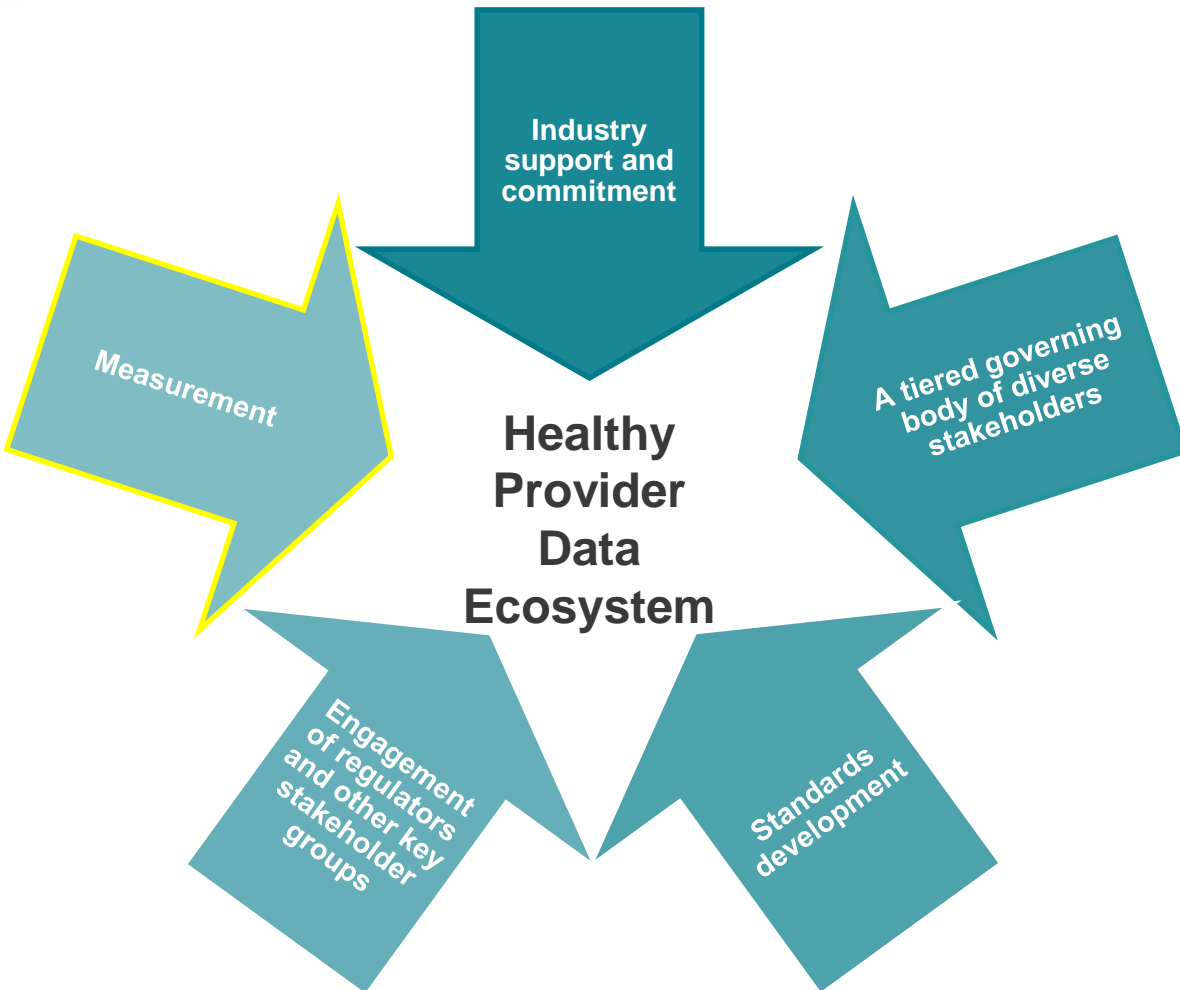
Key Strategy 4: Regulators and other stakeholders must be included to ensure coordination, cooperation and movement towards adoption of industry best practices



4. *Engagement of regulators and other key stakeholder groups.*

- Include federal and state regulators, as well as accreditation bodies at the highest levels of governance.
- Establish relationships with industry standards groups so that existing and in-development standards inform the decisions made.
- Keep regulators and accreditors well-informed on the progress being made towards cost-saving and outcome-improving best practices.

Key Strategy 5: Measurement and tracking of key metrics for provider data quality, cost and value will encourage widespread adoption and support



5. *Develop and track key metrics of provider data.*

- Develop the ability to measure reduction in costs, effort, and error to:
 - > Encourage industry participation and
 - > Help quantify the value and benefits of industry standardization for all stakeholders.
- Create reliable measures of data accuracy and track improvements in reliability.
- Audit the stream of data at many points to identify problems at their roots.
- Evaluate and quantify the value of accurate provider data to data consumers and patients to help guide industry investments.

Polling Question #3

Do you agree with the key strategies for achieving the Alliance's vision of a healthy provider data ecosystem?

1. Yes.
2. No: Type in why you disagree.
3. Yes, but other strategies should be considered: Type in recommendations.

Polling Question #4

Do you think the Roadmap principles, vision, and strategy adequately addresses provider data challenges experienced by stakeholders?

1. Yes, the roadmap clearly articulates a path forward.
2. Roadmap needs more clarity: Type in examples.
3. Roadmap is incomplete/missing key industry considerations: Type in examples.
4. Other: Type in recommendations.

Achieving Industry Support

The Alliance is currently seeking industry feedback on the draft roadmap, which will be finalized in late 2017

- Does the roadmap effectively articulate a plan of action for the industry to move forward with addressing challenges associated with provider data?
- Are there any general observations or feedback regarding the content of the roadmap?
- Are there important topics missing or not fully addressed by the roadmap?

Feedback is being accepted on the draft roadmap through October 2017.
bit.ly/PDRoadmap

Industry support is needed for achieving the vision of the Alliance

- While the Alliance recognizes this roadmap is just a stepping stone to a healthier provider data ecosystem, diverse stakeholder support is critical for moving forward.
- This means that organizations:
 - Publicly support the core principles and vision of the roadmap,
 - Participate actively in efforts to further define an aligned industry vision, and
 - Ultimately commit to formal participation in governance and support initiative operations.
- Based on the highlights reviewed in this presentation, what will encourage this type of commitment from industry stakeholders in the final roadmap?

Polling Question #5

Based on your experience and understanding of today's discussion, do you think your organization would be supportive of the Provider Data Roadmap? (*Rate Level of Support*)

1. Very likely to support.
2. Somewhat likely to support.
3. Not likely to support: Type in explanation.
4. Very unlikely to support: Type in explanation.
5. My organization can't support documents like this roadmap: Type in explanation.

Thank you for attending!

Visit www.caqhproviderdata.org to view the Industry Roadmap and respond to the survey by October 31 at: bit.ly/PDRoadmap