

Carequality Orientation

Accelerating seamless, interoperable health information exchange

August 27, 2014



Agenda

- **Background & Introductions**
- **Carequality Governing Structure**
- **Roles & Responsibilities**
- **Steering Committee**
- **Advisory Council**
- **Trust Framework Work Group**
- **Query Work Group**
- **Next Steps**

Carequality

The Need

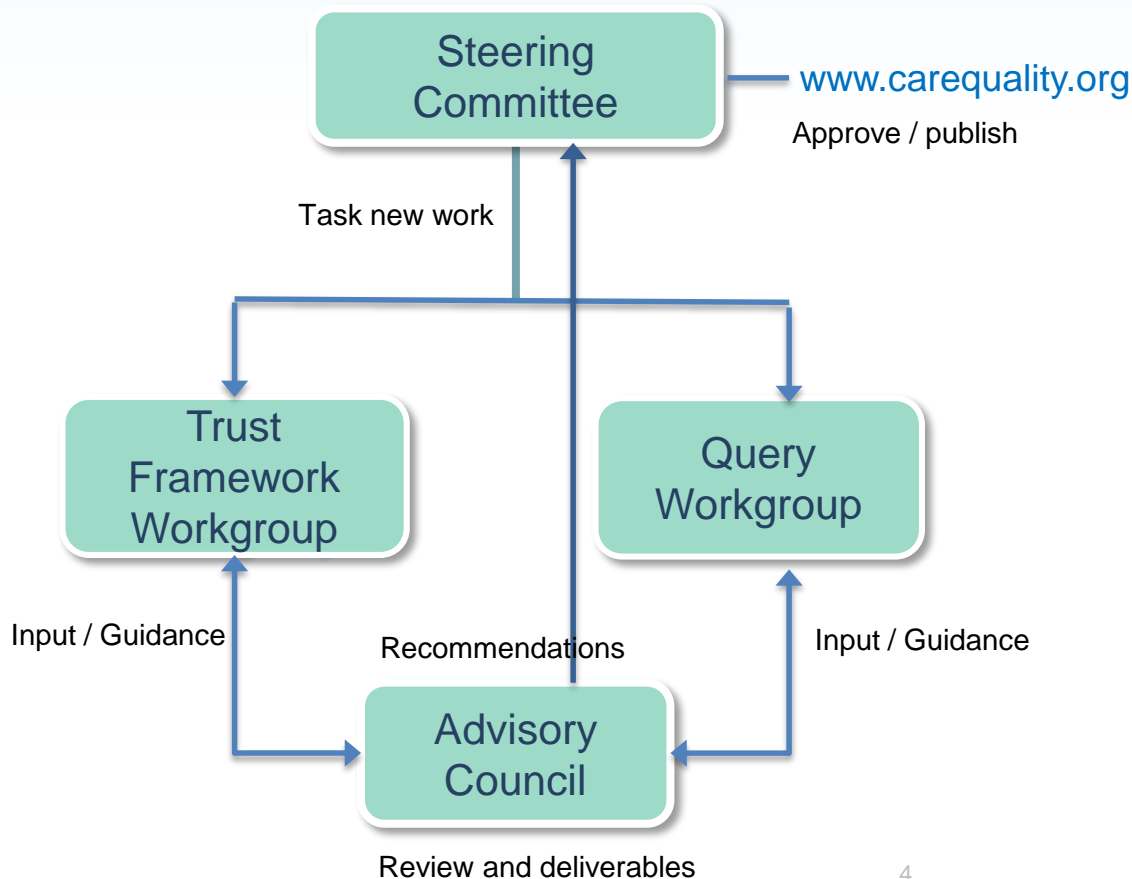
- Information needs to flow freely as patients move between different care providers.
- Providers need to be able to request, send, and receive health information in a secure and seamless manner.
- Many interoperability efforts have begun tackling this challenge, but to date, they have done so independently of one another.

The Solution

- Carequality ("care-e-quality") is an industry collaborative that will bring together diverse stakeholders, to build consensus on how to accelerate seamless health information exchange.
- Carequality will build upon existing exchange capabilities, leveraging existing standards and agreeing upon innovative approaches to improve exchange workflows and adoption.

How Does Carequality Work?

[Example]



Implementer –
Voluntarily adopts



- Provides evidence of compliance with universal policies and implementation guide
- If compliant, permitted to declare Carequality compliance

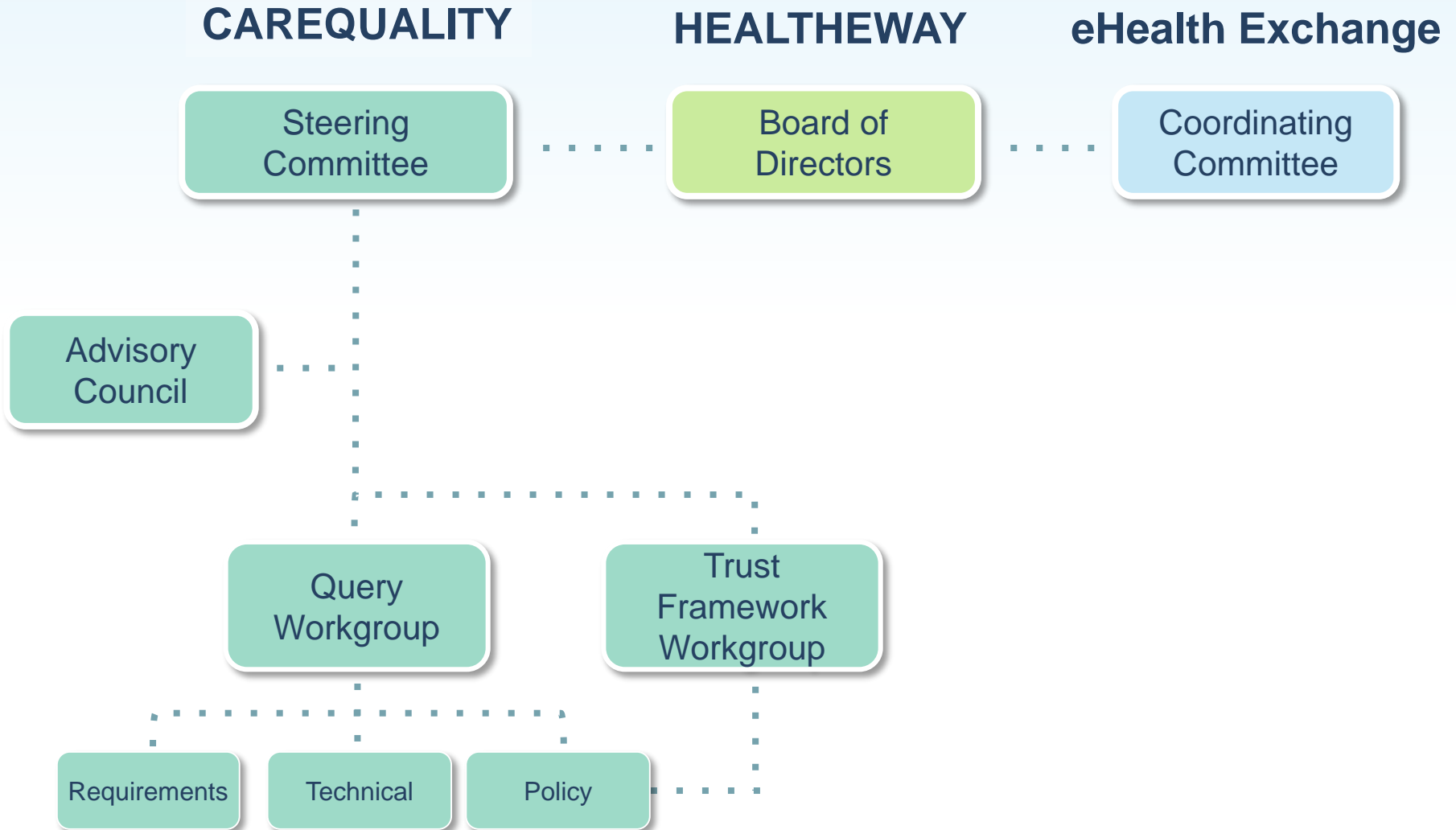
Carequality Founders

- American Medical Association (AMA)
- Carolinas HealthCare System
- Clinical Computer Systems, Inc.
- Community Health Information Collaborative (CHIC)
- CVS MinuteClinic
- Dignity Health
- eClinical Works
- Epic
- Greenway Health
- HIElix
- Hyland Software
- ICA
- InterComponentWare, Inc.
- Intermountain Healthcare
- Kaiser Permanente
- lifeIMAGE
- MatrixCare
- Medfusion
- Medicity
- Medvirginia
- Mirth
- MRO Corporation
- NaviNet
- Netsmart
- New York eHealth Collaborative (NYeC)
- Optum
- Orion Health
- San Diego Health Connect
- Sandlot Solutions
- Santa Cruz HIE
- Siemens
- Surescripts
- Updox
- Walgreens
- Workgroup for Electronic Data Interchange (WEDI)

Governance Principles

- **Inclusiveness and transparency:** Encouraging participation by those affected by its work, and maximizing stakeholder visibility and engagement into its activities by opening meetings to the public and providing access to work products, with mechanisms to track and enforce appropriate stakeholder representation.
- **Flexibility and innovation:** Structuring work to account for change and adaptation and assure speed of execution and innovation.
- **Clear and equitable oversight:** Establishing well-defined roles, functions, and relationships that are clear to all stakeholders along with balanced representation of relevant stakeholder interests.
- **Standards-based:** Leveraging national standards where available and coordinating with standards development organizations and other initiatives to promote alignment.
- **Vendor-neutral:** Creating a venue that will promote collaboration, build industry consensus, and streamline compliance testing to minimize barriers to exchange.

Carequality Governing Structure



Roles & Responsibilities

HEALTHEWAY

Board of Directors

Fiduciary Oversight Role

Responsibilities

- Approve Carequality budget
- Manage legal risk

CAREQUALITY

Steering Committee

Governing & Evaluation Role

Responsibilities

- Oversee Carequality process and activities
- Govern work of Advisory Council and Workgroups
- Seek input and advice from Advisory Council
- Determine structure of Workgroups
- Ensure Carequality work reflects broad, balanced stakeholder interests and input
- Provide input and recommendations to Steering Committee
- Solve specific interoperability challenges in accordance with Workgroup purpose and scope
- Invite other subject matter experts to participate in work

Advisory Council

Support & Guidance Role

Workgroups

Development Role

Summary of Roles

Query Workgroup

- Develop an implementation guide that outlines a core set of requirements that will enable query-based exchange between and among networks
 - Business requirements
 - Use case specific policies
 - Technical (e.g. specs and tests)

Trust Framework Workgroup

- Develop a universal set of policies that apply across all Carequality guides
- Identify policies that can be configured and tailored to each guide
- Evaluate specific policies to ensure alignment with the Trust Framework

Advisory Council

- Represent a broad spectrum of health information exchange stakeholders to inform development of the Carequality interoperability framework
- Serve as an advisory body to the Steering Committee
- Review and provide input on work products developed by the Work Groups

Steering Committee



Steering Committee Representatives

Representative	Organization	Representative Group
Michael Hodgkins*	AMA	Physicians
Kathy Lewis*	Surescripts	Network
Anuj Desai	NYeC	Network
Lou Galtiero	Suncoast RHIO	Network
Keith McNeice	Carolinas HealthCare System	Provider organization
Kevin Isbell	Kaiser Permanente / Care Connectivity Consortium (CCC)	Provider organization
Venk Reddy	Walgreens	Other care settings
Dave Cassel	Epic	Vendor
Nick Knowlton	Greenway	Vendor
Hans Buitendijk	Siemens	Vendor
TBD	ONC	ONC
Kitt Winter	SSA	Governmental
Leslie Kelly-Hall	Healthwise	Consumer
Tom Meyers	AHIP	Health Plan
Larry Wolf	Kindred	Long-term / Post Acute Care Health Care Organization

* Indicates Chair / Vice Chair

Steering Committee Responsibilities

1. Governance & Management

- Govern Carequality processes and activities.
- Assure that Workgroup and Advisory Council activities are conducted in a manner consistent with Carequality's vision and principles.
- Manage Carequality work to maximize efficiency and effectiveness within an annual Carequality budget.
- Oversee other centralized functions supported by Carequality.

2. Program Evaluation

- Evaluate ongoing program effectiveness on a periodic basis and implement process improvements over time.

Steering Committee Responsibilities

3. Workgroup Oversight

- Establish Workgroups, including:
 - Appointing voting and non-voting members
 - Appointing Workgroup Co-Chairs
- Establish Workgroup charters to define composition, scope, deliverables, and timeframes for completing work.

4. Advisory Council Oversight

- Establish the Advisory Council.
- Ensure Advisory Council membership reflects broad stakeholder representation.
- Seek input and recommendations from the Advisory Council to assure broad stakeholder input.

Steering Committee Responsibilities

5. Deliverables Oversight

- Oversee development and maintenance of Carequality deliverables, such as implementation guide, trust framework, etc.
- Evaluate and prioritize new projects and other work facilitated by Carequality.
- Maintain a definitive list of deliverables, to assure clear versioning of work developed and maintained by Carequality.
- Oversee a process, as needed, to address questions or disputes regarding Carequality deliverables.

Steering Committee Responsibilities

6. Stakeholder Coordination

- Coordinate with standards development organizations, policy-related endeavors, and other federal and industry initiatives to help align the standards and specifications employed by Carequality with other similar efforts.
- Seek input and recommendations from other stakeholders as appropriate, to assure broad stakeholder input.

Advisory Council



Advisory Council Representatives

#	Representative	Organization	Representative Group
1	Christina VanRegenmorter	Center Stone	Behavioral Health
2	Paul Matthews	OCHIN	Network
3	Laura McCrary	Kansas Health Information Network (KHIN)	
4	Keith Willard	Surescripts	
5	Renee Smith	Walgreens	Other Type of Healthcare Setting
6	Rich Brennan	National Association for Home Care & Hospice (NAHC)	
7	Elaine Hunolt	Veterans Administration	Governmental Agencies, Federal, State or Local
8	Barclay Butler	Department of Defense	
9	Sandy Chung	Fairfax Pediatric Associates	Healthcare Physician
10	Matt Reid	AMA	
11	Matthew Eisenberg	Stanford Hospital & Clinics	
12	Andrew Kling	Geisinger	Healthcare Provider Organization
13	Dr. Marc Chasin	St. Luke's Health System	
14	Peter Devault	Epic	Vendor
15	Brian Ahier	Medicity	
16	AJ Peterson	Netsmart	
17	John Loonsk	CGI Federal/JHU Ctr for Pop Health IT	Population Health
18	TBD		Consumer
19	TBD		Health Plan
20	Chuck Jaffe	HL7	Standards Development Organizations
21	Dr. David Mendelson	IHE International	
22	Ronni Solomon	ECRI	Patient Safety Organization
23	Shaun Grannis	Regenstrief Institute	Research
24	Alisa Ray	CCHIT	Accreditation, Certification or Testing
25	Lorraine Fernandes	IBM	Subject Matter Experts
26	Erik Pupo	Deloitte	
27	Alan Goldmuntz	Center for Medical Interoperability	

Advisory Council Composition

Includes 24-30 individuals who, at a minimum, represent the following constituents:

- (2) Health care provider organizations (e.g. health system, hospital, long-term care facility, etc.) or groups that represent healthcare provider organizations
- (2) Health care physician organizations which are not facilities (e.g. medical groups, physician practice, etc.) or groups that represent healthcare physician organizations
- (1) organizations that deals with sensitive data (e.g. behavioral health, etc.)
- (1) Representative who can specifically represent the interests of consumers
- (3) Other types of health care settings (e.g. post-acute care settings, laboratories, diagnostic centers, dialysis centers, pharmacies, etc.)
- (2) Health care plans, either governmental or non-governmental, or a group that represents health care plans
- (2) Networks (e.g. state, regional, commercial or health information exchange organization, vendor-based network, etc.)
- (2) Governmental agencies, federal, state or local
- (2) Standards development organizations
- (1) Patient safety organization (PSO)
- (1) Public health
- (1) Research
- (1) Accreditation, Certification or testing organization
- (3) Vendors (e.g. EHR, HIE, other HIT companies)
- Remaining seats may be filled per the discretion of the Steering Committee

Advisory Council

Scope of Work

- Provide subject matter expertise broadly covering specific constituent groups.
- Deliver input to the Steering Committee and Work Groups to assure specific constituent perspectives are considered in Carequality's work.

Deliverables

- Submit recommendations regarding Use Cases and work products to the Steering Committee for approval.
- Review draft and final deliverables presented to the Steering Committee for approval.
- Provide input on the work products at specific milestones in the use case development process.

Advisory Leadership Responsibilities

- The Steering Committee will appoint 1-2 individuals to lead the Advisory Council as Co-Chairs. The responsibilities of the chairperson(s) are:
 - Provide oversight to the Advisory Council
 - Serve as the public face of the Advisory Council
 - Be accountable to the Steering Committee to review and vet Work Group deliverables
 - Assure timely review and input to Work Groups at specific milestones in the Work Group development process
 - Lead and facilitate review of deliverables and other matters addressed by the Advisory Council
 - Facilitate Advisory Council meetings in a manner that assures that there are balanced opportunities for all members to actively contribute to the discussions
 - Prepare recommendations to present to the Steering Committee regarding Carequality deliverables, priorities and other matters addressed by the Advisory Council

Advisory Council Member Responsibilities

- Maintain personal involvement in Advisory Council meetings and related activities
- Respect any confidential discussions held in the Advisory Council or shared in accordance with Carequality's work
- Publicly support the Advisory Council activity
- Represent the necessary expertise and stakeholder perspectives to inform Carequality's work
- Enlist broad feedback from constituents by reaching out to industry peers

Timeline

Activity	Targeted Completion Date
Advisory Council orientation	August 2014
Kick-off and organizational call to review charter	September 2014
Monthly Call – Review Work Group Progress	October 2014
Review draft Trust Framework	Early November 2014
Review draft query implementation guide	December 2014

Trust Framework Work Group



Trust Framework Workgroup Representatives

#	Representative	Organization	Representative Group
1	Marty Prah	SSA	Government agency
2	Linda Goettler	Allina	Health care provider organization
3	Sid Thornton	Intermountain Healthcare	Health care provider organization
4	Dr. Marc Chasin*	St. Luke's Health System	Health care provider organization
5	Tony Gilman	Texas Health Services Authority	Network
6	Sara Juster	Surescripts	Network
7	Trudi Matthews	Healthbridge	Network
8	Rob Klootwyk	Epic	Vendor
9	Tim Dunnington	ICA	Vendor
10	TBD		Health Plan
11	TBD	Commonwell (Non-Voting)	Subject Matter Expert

Work Group Facilitation: Troutman Sanders will work with the chair to facilitate workgroup activities.

* Indicates chair

Trust Framework Work Group

- Purpose
 - Develop a universal set of policies that apply across all Carequality use cases
 - Identify policies that can be configured and tailored to each use case
 - Evaluate use case specific policies to ensure alignment with the Trust Framework
- Proposed Composition (revised): 10-12 representatives
 - This work group should be primarily comprised of Subject Matter Experts with strong expertise in the areas of privacy, security, and policy at a national level with in-depth understanding of how policies are practically implemented.
 - At a minimum, the following stakeholder group perspectives should be represented on the work group:
 - Health care provider organization
 - Vendor (e.g. EHR, HIE, other HIT companies)
 - Network
 - Consumer
 - Government Agency
 - Organization that addresses sensitive data with heightened privacy and security issues

Trust Framework Workgroup

Scope of Work

- Develop a comprehensive set of universal policy principles that apply to:
 - Those who implement a Carequality use case
 - Those who wish to have their capabilities carry the Carequality moniker
 - All Carequality use cases
- Provide a framework for the Query Use Case Workgroup to use as they develop use case specific policies to:
 - Assure universal policies are applied to the use case
 - Define framework for configuring policies that may be adapted to specific use cases

Deliverables

- Universal set of policy principles that apply across all Carequality use cases
- Configurable policies that may be adapted for each use case

Trust Framework Work Group Leadership Responsibilities

- The Steering Committee will appoint a chairperson for the Work Group. The responsibilities of the chairperson(s) are:
 - Provide oversight to the Work Group
 - Serve as the public face of the Work Group
 - Be accountable to the Steering Committee for the Work Group deliverables
 - Assure that there is a meaningful opportunity for the Advisory Council to have input into the Work Group deliverables

Trust Framework Facilitator Responsibilities

- Lead and facilitate Work Group efforts to develop and maintain Work Group deliverables
- Develop a work plan to meet the timeframes for the deliverables in the Work Group charter
- Facilitate Work Group meetings in a manner that assures that all Work Group members are actively contributing to the group's efforts
- Assure there are balanced opportunities for all Work Group members to contribute to the discussions to avoid the interest of one group from dominating the group's work
- Conduct the work in a manner that is efficient, in accordance with the work plan
- Prepare drafts of deliverables for consideration by the Work Group, incorporate Work Group feedback and seek Advisory Council input as appropriate
- Prepare final sets of deliverables for the Work Group to present to the Steering Committee for approval

Trust Framework Work Group Member Responsibilities

- Trust Framework Work Group members are expected to:
 - Maintain personal involvement in Work Group meetings and related activities
 - Respect any confidential discussions held in the Work Group or shared in accordance with Carequality's work
 - Publicly support the Work Group activity
 - Represent the necessary expertise to contribute to the development of the Work Group's deliverables
 - Enlist broad feedback from constituents by reaching out to industry peers

Timeline

Date	Milestone	Description
9/10 or 9/10 2-4 pm EST	Trust Framework Work Group Kickoff Call	Discuss Work Group objectives Review Charter, including scope of work, deliverables, approach and timeline Discuss Trust Framework Straw Document
9/17	Comments due regarding Draft Trust Framework straw document	Deadline for comments on the draft strawman from the WG.
9/23 or 9/24 2-4 pm EST	Trust Framework Work Group Call	Discuss comments Identify areas that require consensus agreement
9/30 9 am – 5 pm EST Arlington, VA	Carequality In Person Meeting Steering Committee, Work Group Co-Chairs, Advisory Council Co-Chairs	Planning meeting among Carequality leadership. Trust Framework Work Group Co-Chairs will brief the group on the Work Group’s progress and open issues.
10/14 or 10/15 9 am – 5 pm EST Washington, DC	Trust Framework Work Group In Person Meeting	Facilitated discussion of key topics to build consensus agreement on principles for trust
10/28 2-4 pm EST	Trust Framework Work Group Call	Discuss Open Issues
11/11 2-4 pm EST	Trust Framework Work Group Call	Discuss Open Issues
11/25 2-4 pm EST	Trust Framework Work Group Call (if needed)	Discuss Open Issues
11/26	Distribute Final Deliverable to the Steering Committee for Approval	Trust Framework Work Group Call (if needed)

Query Work Group



Query Workgroup Representatives

#	Representative	Organization	Representative Group
1	Marty Prah	SSA	Government agency
2	Seth Selkow	Kaiser Permanente	Health care provider organization
3	Sean Turner	Dignity Health	Health care provider organization
4	Hans Buitendijk*	Siemens	Vendor
5	Adam Rabinowitz	ManTech	Vendor
6	Justin Stauffer	Epic	Vendor
7	Tone Southerland	Ready Computing	Vendor
8	David Schramm	Mirth	Vendor
9	Tara Dragert	Surescripts	Network
10	John Donnelly	IWG/IHE	Non-Voting SME
11	Eric Heflin	Healthway	Non-Voting SME
12	Joe Lamy	Aegis	Non-Voting SME
13	TBD	Certification Body	Non-Voting SME
14	TBD	Commonwell	Non-Voting SME

* Indicates co-chair

Query Work Group

- **Purpose:**
 - Develop an implementation guide that outlines business, technical, testing and policy requirements to enable query of health information between and among networks and bridge query-based exchange based upon differing technology platforms and architectures.
 - Include both simple query as well as record locator facilitated query
 - Specify how to bridge query-based exchange between networks that utilize different architectural approaches.
- **Proposed Composition (revised) : 10-12 representatives**
 - This work group should be primarily comprised of Subject Matter Experts with strong expertise in query-based exchange, including the use cases, technical and testing requirements to support query-based exchange between networks
 - At a minimum, the following stakeholder groups should be represented on the work group:
 - Healthcare provider organization
 - Vendors
 - Networks
 - Federal Representative
 - Non voting representatives from related industry initiatives and networks

Query Workgroup

Scope of Work

- Accommodate and build upon existing approaches
- Assess requirements for bridging between existing approaches
- Enable query-based exchange between and among networks
- Identify a core set of requirements specific to a query-based exchange model

Deliverables

- A documented use case, including:
 - Business requirements
 - Pointer to technical specifications / implementation guides
 - Test requirements or pointer to test cases
 - Use case specific policies

Query Work Group Leadership Responsibilities

- The Steering Committee will appoint 1-2 individuals to lead the Work Group as Co-Chairs. The responsibilities of the chairperson(s) are:
 - Provide oversight to the Work Group
 - Serve as the public face of the Work Group
 - Be accountable to the Steering Committee regarding Work Group deliverables
 - Assure timely and efficient work to meet specific milestones in the Work Group development process
 - Facilitate Work Group meetings in a manner that assures that there are balanced opportunities for all members to actively contribute to the discussions
 - Prepare deliverables for Advisory Council input and address Advisory Council input
 - Prepare deliverables for Steering Committee approval

Query Work Group Member Responsibilities

- Maintain personal involvement in Work Group meetings and related activities
- Respect any confidential discussions held in the Work Group or shared in accordance with Carequality's work
- Publicly support the Work Group activity
- Represent the necessary expertise and stakeholder perspectives to inform Carequality's work
- Enlist broad feedback from constituents by reaching out to industry peers

Query Work Group Timeline

Activity	Targeted Completion Date
Phase 1: Develop Query Requirements	
Draft Query Requirements	Late November 2014
Advisory Council reviews draft Query Requirements	December 2014
Finalize Draft Query Requirements	January 2015
Advisory Council reviews final draft requirements	February 2015
Steering Committee approves final query requirements	March 2015
Phase 2: Bridge Query Architectures	
Draft Bridge Use Case for Different Query Architectures	February 2015
Advisory Council reviews Bridge Deliverable	December 2014
Finalize Draft Bridge Deliverable	January 2015
Advisory Council reviews Final Draft Bridge Deliverable	February 2015

Next Steps



Frequently Asked Questions

1. How is Carequality pronounced?

- “Care-e-quality”

2. Who is Carequality?

- A public-private collaborative that is building consensus to enable seamless health information exchange just as the banks came together to connect ATM networks.

3. How is Carequality unique?

- It is an open, inclusive public – private collaborative with broad stakeholder engagement across providers, physicians, health plans, long-term post acute care, behavioral health, consumers, vendors and government.
- Uniquely focused on enabling interoperability between and among networks and providers using different technology platforms.
- Leverages from what exists to gain immediate scale. Founding members and supporters already exchange billions of transactions.

Carequality Timeline

■ Advisory Council (AC)
 ■ Trust Framework WG (TF WG)
 ■ Query Use Case WG
 ■ Steering Committee

All-Hands Orientation

In person meeting to vet TF

AC Kickoff Call

WGs Kickoff Call

Review draft TF

Finalize Draft TF

Review final TF

Approve final TF

August Sept Oct Nov Dec 2015 Jan Feb March

Phase 1:
Develop Query Imp Guide

Draft Query Use Case

Review draft Query Use Case

Draft Query Use Case Finalized

Review final Query Use Case draft

Approve final Query Use Case

Phase 2:
Bridge Query Imp Guide

Draft Bridge Use Case

Review draft Bridge Deliverable

Draft Bridge Deliverable finalized

Review final Bridge Deliverable draft

Approve final Bridge Deliverable

Next Steps

- Register on Carequality wikispaces site: Carequality.wikispaces.com
- Steering Committee to appoint Advisory Council Co-Chairs
- Individual planning calls with Work Group Co-Chairs and Advisory Council Co-Chairs
- Steering Committee, Work Group Co-Chairs and Advisory Council Co-Chairs In Person Planning Meeting – 9/30/14
- Work Group and Advisory Council Kickoff Calls – September
- Review and vet charters and work plans

For More Information

Email: admin@carequality.org

www.carequality.org

Carequality.wikispaces.com

