

Provider Directory Communication Matrix (Draft for discussion March 2018)

Phase 1: August 2018 - January 2019: HIE and Analytics

HIE and Analytics use cases	IMPLEMENTATION STATUS	PRIORITIES	TARGETED AUDIENCES
	Early adoption of the Provider Directory for HIE use case/analytics; Provider Directory processes/program are being implemented	<ol style="list-style-type: none"> 1. Early communication to potential users and organizations; get message to the right people 2. Ensure data meet the needs of the HIE use case 3. Set appropriate expectations for the data 	HIE users - new and current FFD users & OHA: * All 29 current FFD participating organizations * Any pending FFD organization * Any other provider/clinic/hospital that participates in the EHR Incentive Program but doesn't participate in the FFD currently
	WHAT DO THEY NEED TO KNOW	CHANNELS AND STRATEGIES	SUCCESS OUTCOMES AND TARGETS
	<ol style="list-style-type: none"> 1. Types of data will be in the directory (sources, elements, types of providers) and which data are required vs. optional. 2. Legal agreements that need to be reviewed and signed by the organization 3. What additional fields can be contributed and retrieved 4. Rules for access and use 5. Staff FTE needed for the transition (IT and operations) and training 6. How access will change from FFD processes and options for integration 7. Onboarding for organizations and users to OHP and MiHIN 8. Benefits and value to them 	<ol style="list-style-type: none"> 1. Focused webinars/conference calls with existing FFD participants 2. Establish baseline rates for expected # of organizations that can participate and # users within those organizations 3. Prepare organizations for launch via pre-onboarding, pre-approvals, and readiness checklists 4. Involvement in UAT 5. Training webinars 6. Updated website information 7. Email reminders 8. Update FAQs and post to website 	<ol style="list-style-type: none"> 1. 90% of FFD participants contribute data 2. 100% of the core data elements are incorporated 3. Data can be accessed via portal, extracts, and interfaces 4. User satisfaction survey is sent to all users to establish a base satisfaction score 5. Help desk resolution scores meet x target 6. 90% of targeted HIE users are onboarded 7. 50% of targeted HIE users log in/use the Provider Directory
	STRENGTHS	CHALLENGES	HOW TO ADDRESS
<ol style="list-style-type: none"> 1. We know our target audience and existing workflows 	<ol style="list-style-type: none"> 1. Change for existing FFD users 2. Data coverage/data sources not complete; not all use cases are covered initially and common Credentialing has not reached full uptake 3. Users must meet the Medicaid definition 	<ol style="list-style-type: none"> 1. Have dedicated OHA resources to communicate and provide outreach 2. Establish clear phases with data so there are no assumptions on quality or quantity of data 3. Develop list of interested users; start planning for fee structure 	

Phase 2: February 2019 - July 2019: Operations Use Cases

IMPLEMENTATION STATUS	PRIORITIES	TARGETED AUDIENCES
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Operations use cases

<p>Provider Directory is operational and ready for use; additional data sources and users are onboarded</p>	<ol style="list-style-type: none"> 1. Early communication to potential users and organizations; get message to the right people 2. Ensure data meet the needs of the operations use case 3. Set appropriate expectations for the data - new data sources are still being ingested and matched 	<p><who></p>
<p>WHAT DO THEY NEED TO KNOW</p>	<p>CHANNELS AND STRATEGIES</p>	<p>SUCCESS OUTCOMES AND TARGETS</p>
<ol style="list-style-type: none"> 1. Types of data will be in the directory (sources, elements, types of providers) and which data are required vs. optional. 2. Legal agreements that need to be reviewed and signed by the organization 3. Rules for access and use 4. Staff FTE needed for the transition (IT and operations) and training 5. Onboarding for organizations and users to OHP and MiHIN 6. Benefits and value to them 7. Parallel processes that need to be implemented while trust in the Directory is being established <p><input></p>	<ol style="list-style-type: none"> 1. Establish baseline rates for expected # of organizations that can participate and # users within those organizations 2. Prepare organizations for launch via pre-onboarding, pre-approvals, and readiness checklists 3. Involvement in UAT in July 2018 4. Training webinars 5. Updated website information 6. Email reminders 7. Update FAQs and post to website <p><input></p>	
<p>STRENGTHS</p>	<p>CHALLENGES</p>	<p>HOW TO ADDRESS</p>
<p>Basic functions have been in place for HIE users</p>		