

TOWN HALL MEETING: VOLUNTARY CERTIFICATION

August 31, 2017 | 12pm ET



MACAW Co-Chairs

Aaron Bieringer, MHC Interoperability and Technical Lead

Jane Lammers, Nevada HL7 Interface Manager

TOPICS TO COVER

- Welcome and Overview
- Proposed Process
- Questions/Clarifications on Information Shared
 - Including comments submitted in advance
- Open Comments from Attendees
- Survey following the call

WELCOME AND OVERVIEW

- MACAW Aaron Bieringer, Minnesota, MACAW Co-Chair
Jane Lammers, Nevada, MACAW Co-Chair
- CDC Laura Pabst, IISB Deputy Branch Chief
- AIRA Board Michelle Hood, Nebraska, AIRA Board President
- AIRA Team Rebecca Coyle, AIRA Executive Director

PROPOSED PROCESS FOR VOLUNTARY CERTIFICATION

BACKGROUND: MEASUREMENT AND IMPROVEMENT

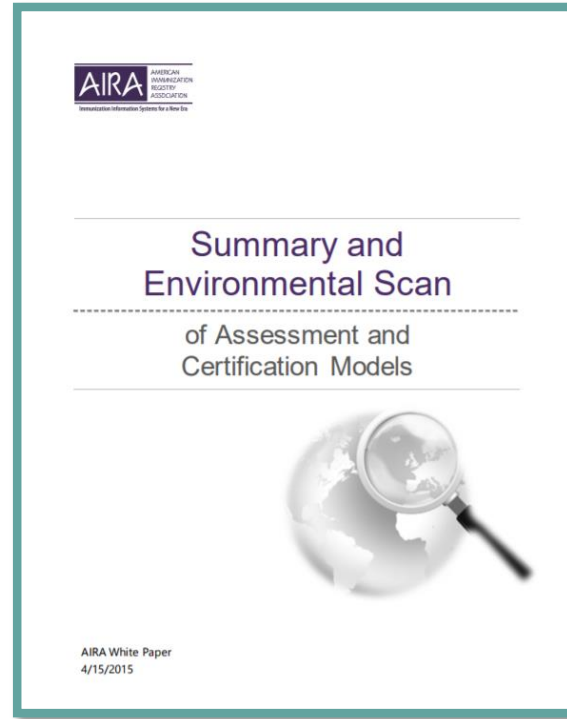
- The Measurement and Improvement Initiative launched in 2015 as an independent, third-party measurement process with two primary goals:
 - 1) Provide IIS with information to more fully align with IIS Functional Standards
 - 2) Develop a summary of where IIS are as an overall network in meeting standards and best practices

Three distinct phases:

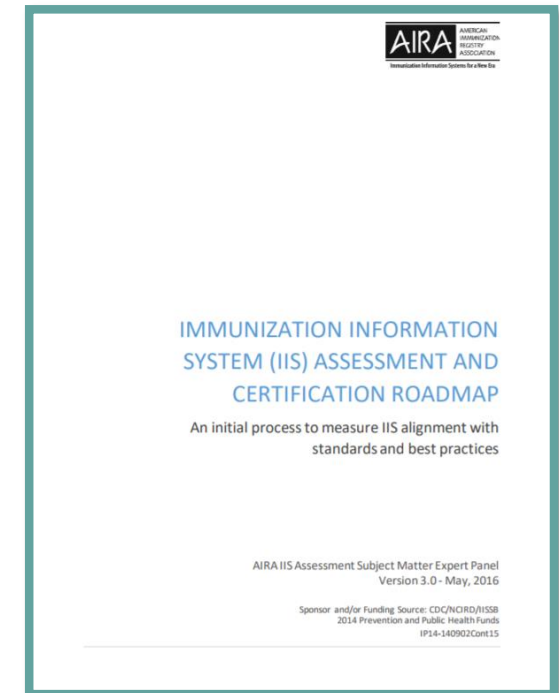


BUILDING BLOCKS

- Environmental scan
- Assessment and Certification Roadmap for the IIS Community



*Informed efforts for
conducting
independent validation
of pre-production IIS
systems*



MACAW AND THE AIRA BOARD

The AIRA Board approved the Measurement for Assessment and Certification Workgroup to gather community input and make recommendations back to the Board

Jane Lammers, Nevada IIS - Co-Chair

Aaron Bieringer, Minnesota IIS - Co-Chair

Brandy Alstadter, STC

Roger Aikin, Arizona IIS

Amy Groom, IHS

Scott Benedict, Nebraska IIS (recently left)

Dave McCormick, Indiana Imm Program

Rob Snelick, NIST

Amy Metroka, NYC IIS

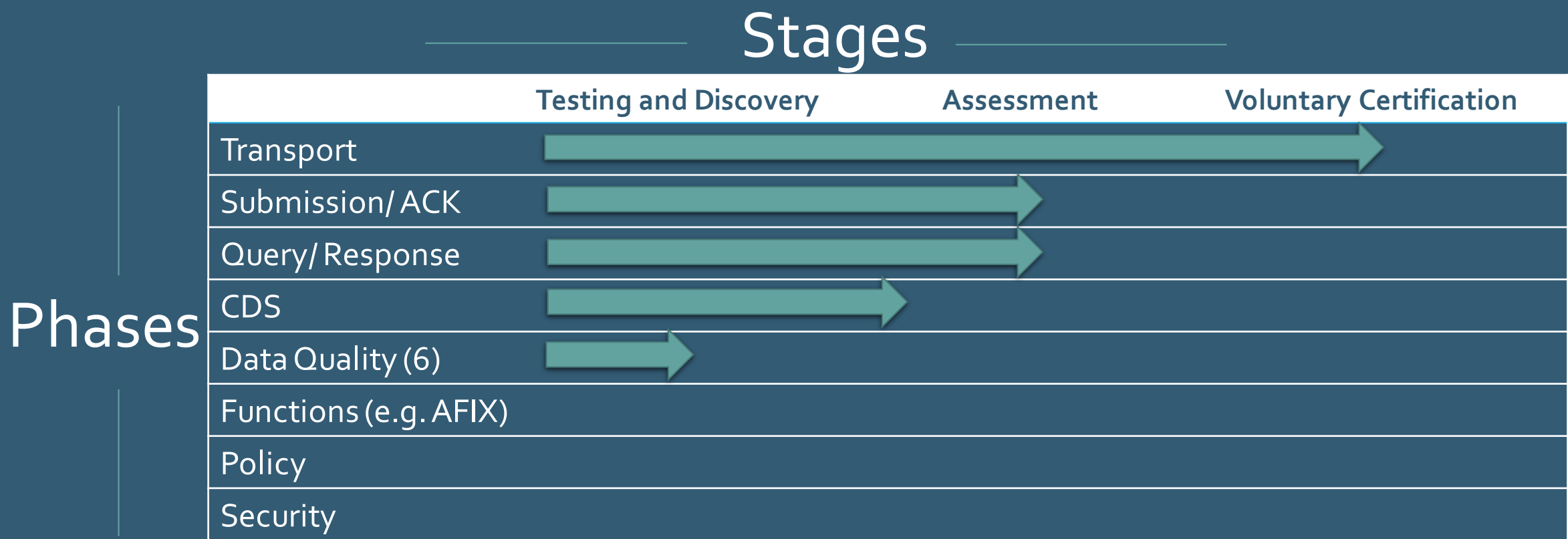
Wendy Nye, Michigan IIS

Laura Pabst, IIS Support Branch, CDC

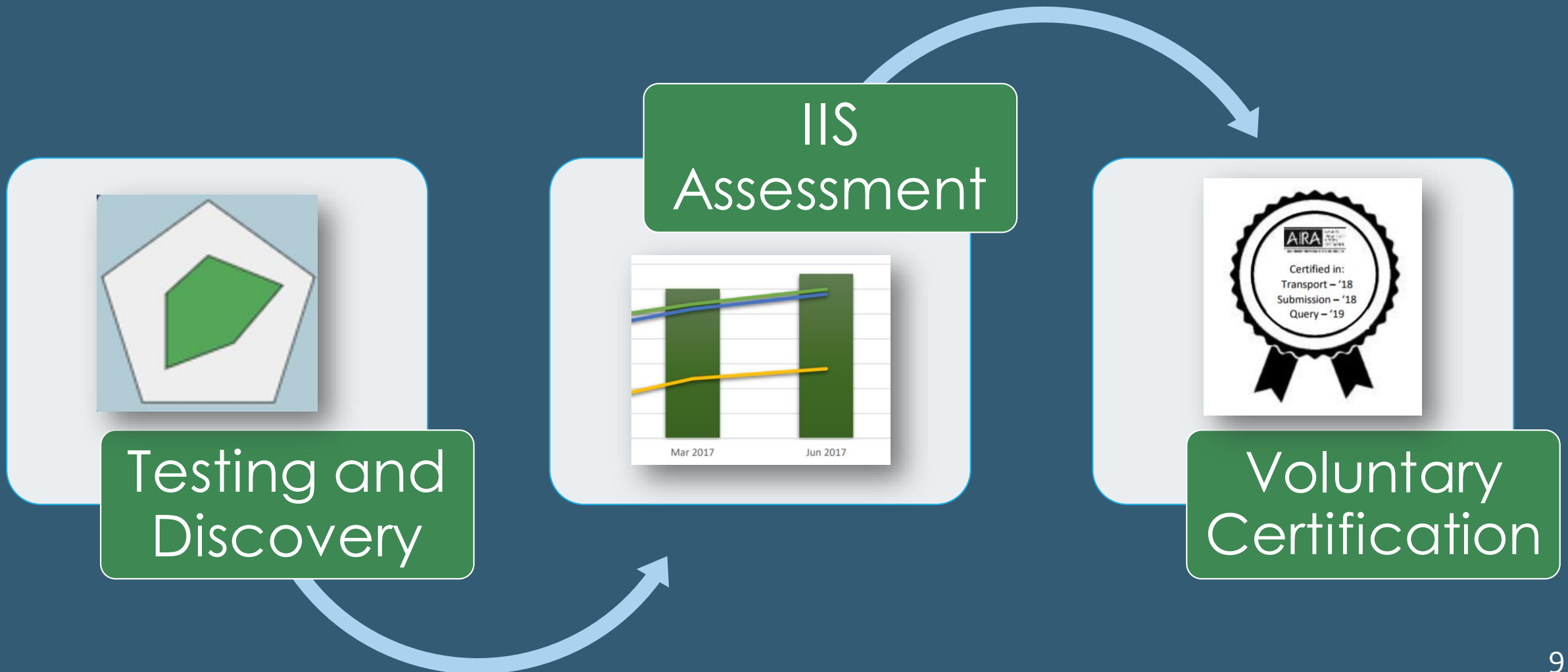
Eric Schuh, DXC

Kevin Snow, Envision

WHERE WE ARE TODAY – PHASES AND STAGES OF MEASUREMENT



WHAT HAPPENS AT EACH STAGE?



Immunization Information System (IIS) Voluntary Certification Overview

IIS MEASUREMENT AND IMPROVEMENT PROCESS

Proposed Voluntary Certification Frequently Asked Questions

Benefits

1. What are the anticipated benefits of Voluntary Certification?

A: The benefits of Voluntary Certification include:

- Credibility and confidence in an individual IIS and the IIS Community's ability to adopt and implement standards
- Reduced onboarding burden for IIS and EHRs as both adopt the same standards
- Recognition of the large and growing number of IIS who are fully adopting standards
- Increased confidence in the critical role IIS play within the healthcare ecosystem

2. Why is it important we move forward on Voluntary Certification now?

A: Efforts to score or evaluate IIS on functionality and capabilities outside of AIRA's process are known to be underway. We believe a process led by AIRA members can best represent our successes in standards adoption and alignment with community-selected measures.

- HITECH 90/10 match funds can be requested and used to support enhancements

Proposed IIS Voluntary Certification Summary

August 2017

Voluntary Certification, what is it?

The IIS Measurement and Improvement initiative was launched in 2015, with the goal of providing IIS with information and guidance to more fully align with the IIS Functional Standards.

Since its launch, the initiative has identified three sequential stages:

1. Testing and Discovery
2. IIS Assessment
3. Voluntary Certification

The AIRA Measurement for Assessment and Certification Advisory Workgroup (MACAW) has demonstrated a successful method for standardized IIS Assessment testing.

The process involves a phased approach, one functional area at a time. IIS can be recognized for validating that their systems meet community-approved measures for each phase.

Each phase (or functional area) is voluntary and phases do not need to be completed in order.

This allows IIS to make modifications as needed on their own development schedule.

The first phases directly assist IIS with readiness for Meaningful Use/MACRA/MIPS.

- Transport • Submission • Query
- Clinical Decision Support (CDS)

What Are the Benefits of Participating?

...
Allows Immunization Programs and IIS to drive the measurement process: Given the complexity of IIS, AIRA believes that our community can best develop and implement measures of success.

Builds confidence with partners and stakeholders: Improved credibility helps each IIS more effectively engage immunization and health IT partners meet shared objectives and advocate for resources needed to sustain programs.

Helps prioritize essential improvements: The

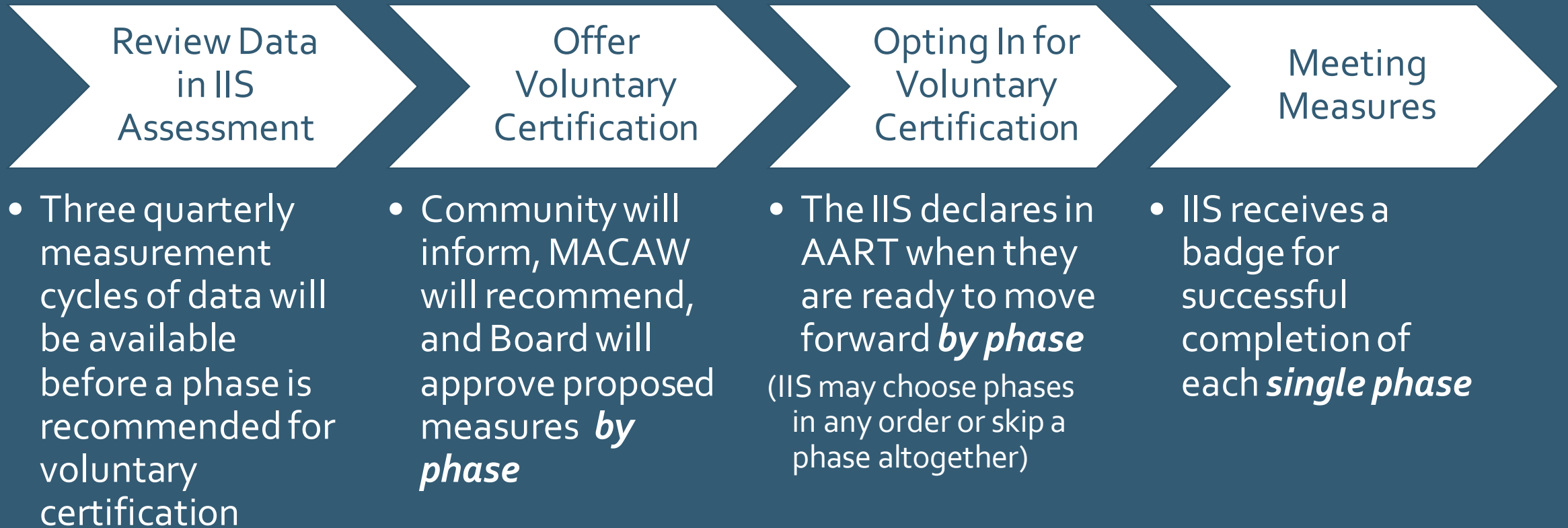
Overview

FAQ

1 Page Summary

ADDITIONAL INFORMATION IS
AVAILABLE ON THE AIRA WEBSITE

PROPOSED PROCESS (SIMPLIFIED)



FIRST PROPOSED PHASE: TRANSPORT FUNCTIONAL STANDARDS

Programmatic Goal 1: Support the delivery of clinical immunization services at the point of immunization administration, regardless of setting.

- Functional Standard 1.4: When the IIS receives queries from other health information systems, it can generate an automatic response in accordance with interoperability standards endorsed by CDC for message content/format and transport
 - Operational Guidance Statement 1.4.8: IIS supports the SOAP Standard Interface, Web Services Definition Language (WSDL), as endorsed by CDC. (See Transport Layer Protocol Recommendation)
- Functional Standard 1.5: The IIS can receive submissions in accordance with interoperability standards endorsed by CDC for message content/format and transport
 - Operational Guidance Statement 1.5.3: IIS supports the SOAP Standard Interface, Web Services Definition Language (WSDL), as endorsed by CDC. (See Transport Layer Protocol Recommendation)

FIRST PROPOSED PHASE: TRANSPORT MEASURES AND TESTS

Message transport is a straightforward area of interoperability that can be assessed with one proposed measure closely matching the Operational Guidance Statement:

- 1) The IIS supports the SOAP Standard Interface 1.2 specification, Web Services Definition Language (WSDL), as endorsed by CDC.

There are three proposed tests under Measure 1 to assess IIS alignment. These independent tests will be conducted as part of the Interoperability Testing Project:

- 1a) The IIS shall implement the Connectivity Test Operation
- 1b) The IIS shall implement the Submit Single Message Operation
- 1c) The IIS shall have the ability to throw a Security Fault

FIRST PROPOSED PHASE: TRANSPORT BACKGROUND

Baseline measured in IIS
Assessment:

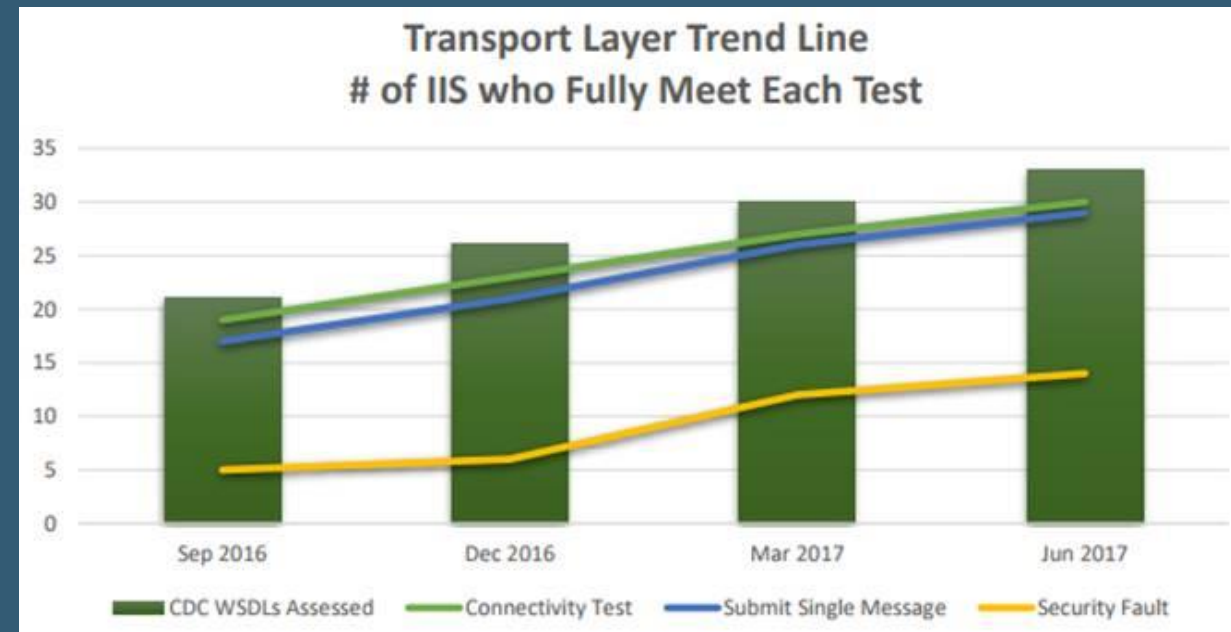
September 2016

Remeasurements occurred:

December 2016

March 2017

June 2017



THE AGGREGATE ANALYSIS REPORTING TOOL (AART) - IMPROVEMENTS

AART is the application developed by AIRA to display and share measurement and improvement results for individual IIS and the full IIS community. Improvements include:

- New Interactive Dashboard
- Easier to Understand Participation and Sharing Setup
- Updated Discovery Report
- Support for Proposed Transport Voluntary Certification
- Support for Clinical Decision Support (CDS) Assessment

Work is under development, screenshots include fictitious data



Announcements and Welcome!

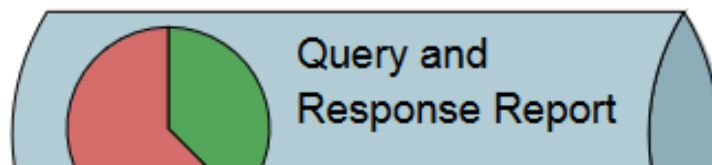
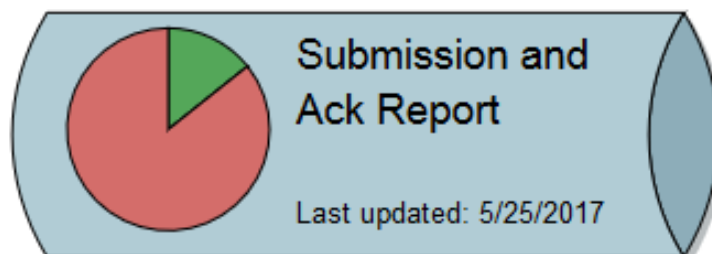
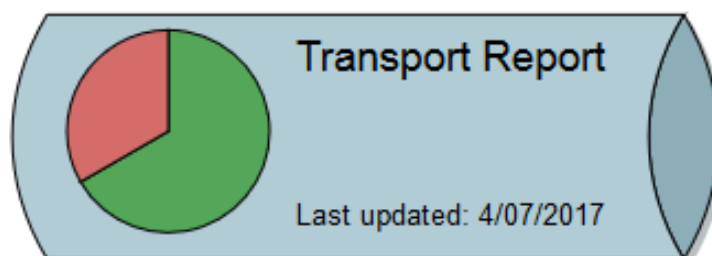
First time user? Watch this quick orientation video for AART! IIS Assessment Reports for CDS are available as of 8/15/2017. Other training resources for AART.

Fremont Dashboard

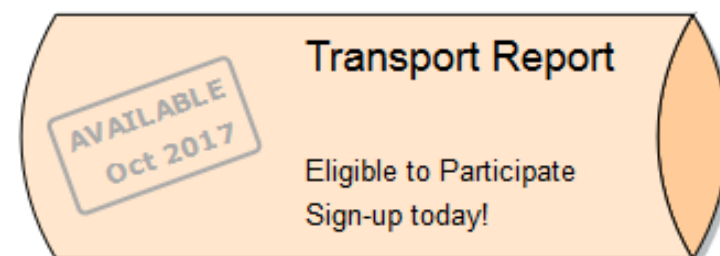
Testing and Discovery

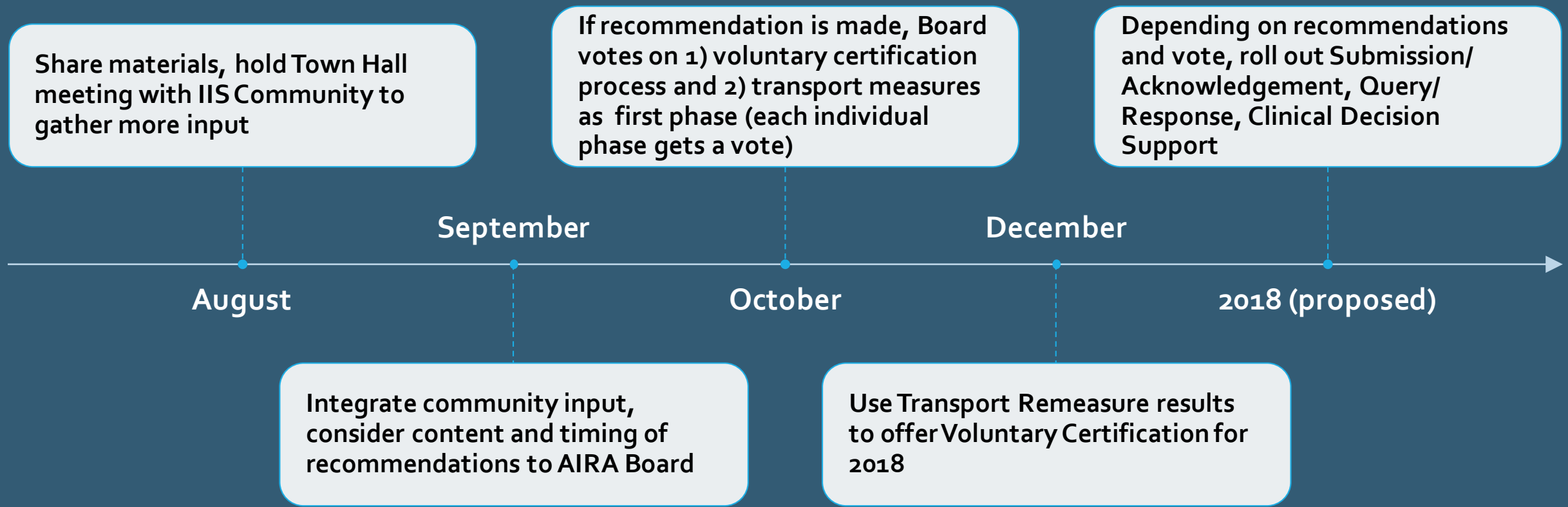


Assessment



Voluntary Certification





TENTATIVE TIMELINE – PROPOSED VOLUNTARY CERTIFICATION

MACAW HAS HEARD AND DISCUSSED CONCERNS/RISKS VOICED

| Concern/Risk Voiced | MACAW Response to Concern/Risk |
|--|--|
| No dedicated funding | Testing is cost-neutral, enhancements can be phased, 90/10 HITECH funding may be available to help, improvements should save \$ over time |
| Publicly displaying measures will divide the community into good/bad | Voluntary certification can demonstrate progress toward unified, visible priorities |
| Moving too quickly | We started in 2015, and there is a sense of urgency to show progress toward standardization while we have MU/MACRA and EHRs standardizing. There will never be a perfect time... |
| EHRs will choose not to work with non-certified jurisdictions | IIS are prioritized in MU ₃ , and they continue to bring value to providers and play a critical role in public health/health care |
| Don't like the term "Certification" – it sounds value-laden | The group discussed many options such as "evaluation" or "assessment", but felt "certification" communicated stronger assurance of capability and credibility |
| There may be negative consequences of not being certified | There are negative consequences of not having a process to demonstrate and communicate our abilities through a validated process as a community. We risk continued questions about credibility by <u>not</u> making this information public-facing |

CONTINUING TO FOCUS ON BENEFITS



MACAW believes Voluntary Certification will:

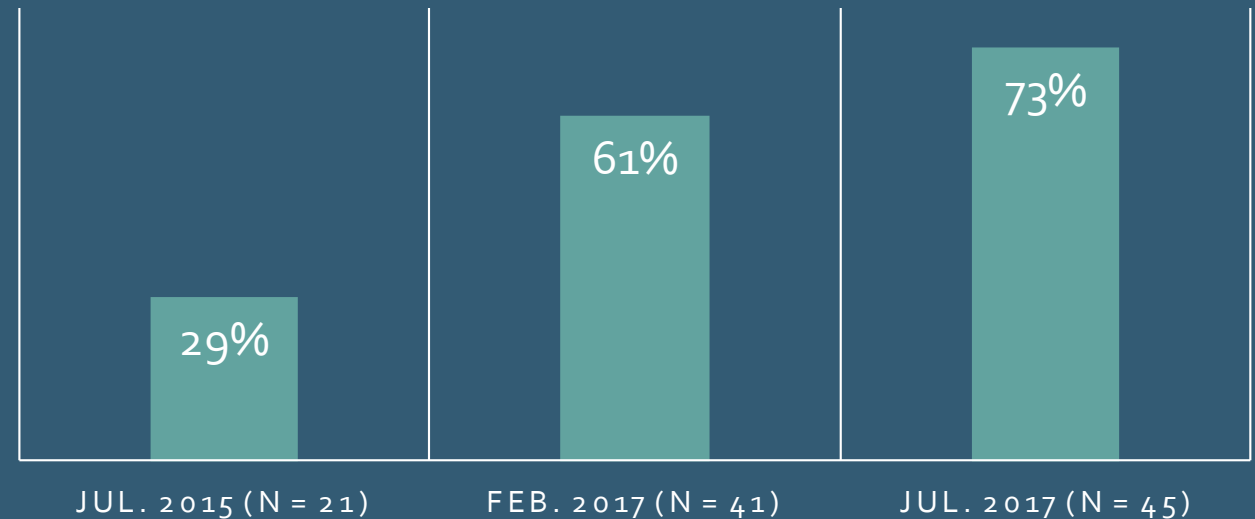
- Build confidence in IIS across other communities
 - Quality measures, certification, accreditation, etc. are expanding across every area of healthcare. Questions remain about IIS consistency/standardization, and voluntary certification can help us counter those concerns directly
- Allow us to drive this process as a community, rather than having it imposed on us from outside
 - Efforts to score or rank IIS outside of AIRA's process are underway now
- Use the wealth of data available through the Measurement and Improvement process to recognize those doing great work
 - As well as better assist and advocate for jurisdictions who are not currently able to align with standards

CONTINUING TO FOCUS ON BENEFITS

MACAW believes Voluntary Certification will:

- Help to highlight technical and policy areas that may need immediate attention
 - Measuring acknowledgement messages and improving guidance led to a steep increase in % IIS populating required ack fields
- Help us improve our ability to do the work we are already expected to do through functional standards, MU, etc.)
- Generate cost savings over time through faster, more efficient onboarding and interface management

% IIS POPULATING REQUIRED ACK FIELDS



QUESTIONS OR CLARIFICATIONS ON INFORMATION SHARED

QUESTIONS OR CLARIFICATIONS

- Phone lines have been unmuted
- Please share your **questions or clarifications** about proposed Voluntary Certification process and measures

*Note: we will open the conversation for **comments** next*

COMMENTS FROM THE COMMUNITY

- We'll start by sharing comments submitted in advance, then we'll open the floor to all participant comments
 - A full version of the comments is available on the AIRA website, and a link will be sent out to access that document.
- We ask that you keep your comments brief (no more than 3 minutes) to allow all to participate

STATEMENTS SUBMITTED IN ADVANCE

(SOME COMMENTS EDITED/PARAPHRASED FOR LENGTH)

Vermont IIS, Bridget Ahrens:

Vermont does not support the AIRA voluntary certification effort because it will not bring value to our IIS. While we do support the basic concept of working toward national standards, we feel this certification process will be detrimental to our IIS, for the following reasons.

- Vendor commitment to our hospitals and providers may be further reduced or redirected to other States and Municipalities.*
- The certification criteria do not take in to account the fact that only a small number of IIS will be able to certify.*
- Efforts to meet certification criteria will divert valuable resources away from the critical IIS issues that may represent a larger impact on IIS data quality.*

STATEMENTS SUBMITTED IN ADVANCE

(SOME COMMENTS EDITED/PARAPHRASED FOR LENGTH)

Washington IIS, Belinda Baker:

Washington agrees with Vermont. In addition to the issues that Vermont listed, we are struggling to upgrade our aging IT infrastructure and a system that also needs to be upgraded.

STATEMENTS SUBMITTED IN ADVANCE

(SOME COMMENTS EDITED/PARAPHRASED FOR LENGTH)

New York State IIS, Megan Meldrum:

NY State as many IIS is already faced with many competing priorities that must be met and does not feel we are in a position to add certification to that list at this time.

My state's view aside, as an AIRA board member I also am not in favor of voluntary certification at this time as I feel it may be detrimental to the greater IIS community.

Although I do fully support assessment. I feel that assessment allows IIS the opportunity to identify areas of concern and help in decision making as far as priorities for limited resources. I also feel that there may be the ability to share the assessment outcomes with our IIS community (but not publicly) so that IIS may identify others who are working on similar issues.

I also feel that we need to hear from the entire IIS community and that the community as a whole must be involved in the final decision.

STATEMENTS SUBMITTED IN ADVANCE

(SOME COMMENTS EDITED/PARAPHRASED FOR LENGTH)

New York State IIS, Dina Hoefer:

New York State recommends the AIRA Board delay a vote for voluntary certification and realign efforts around formal assessment.

Assessing IIS project against national standards and helping make IIS/EMR exchange easier is an important goal/activity. However, that is just one small component of an IIS program. NYS feels a certification process at this time may in fact be detrimental.

Although the proposed certification would be voluntary, there would be a perceived stigma for any IIS that is not certified and could have a negative impact on IIS/EMR relations.

IIS's are facing decreased funding. Certification may require enhancements to an IIS when there are no funds available or require the depletion of funds that may have been able to support other state priorities.

STATEMENTS SUBMITTED IN ADVANCE

(SOME COMMENTS EDITED/PARAPHRASED FOR LENGTH)

Nebraska IIS, Michelle Hood:

The Nebraska IIS supports and recommends that the AIRA board move forward with the vote for voluntary certification. Nebraska sees the certification process as a great way to standardize IIS operations and support IIS in determining areas of improvement to meet those standards.

For years now other electronic health record systems have been required to meet standards and become certified in order to meet Meaningful Use and other requirements as part of the Informatics advancements nationwide. It seems only right and fair that IIS should be held to a certification process equal to or above what other EHR systems are already achieving, or working towards.

Meaningful Use already dictates that IIS use the HL7 Implementation Guide for Immunization Messaging, Release 1.5. The voluntary certification process will give us a way to measure and demonstrate that we are actually meeting those guidelines in a standardized way.

Having AIRA's support through this process also gives IIS a low-cost resource to assist IIS through the validation/certification process.

STATEMENTS SUBMITTED IN ADVANCE

(SOME COMMENTS EDITED/PARAPHRASED FOR LENGTH)

Indian Health Service (IHS), Amy Groom

- The development of national standards for both message content and transport over the last several years has been essential, and the work that AIRA and the IIS community have done to develop and promote standards has been a tremendous asset.
- Voluntary certification would allow IHS, other EHR vendors, and large health care systems (e.g., VA, Department of Defense) working with multiple jurisdictions to:
 - Determine at the outset where different IIS are in terms of complying with standards
 - Justify the expenditure of limited resources to support standards-based IIS activities
 - Identify specific issues/challenges and target resources to address those areas
- The standards have been set, and the next step is to ensure that all IIS can eventually meet those standards. Certification does not set a new standard – it just provides a way of showing to the larger public health community and partners the commitment of IIS to achieving the agreed upon standards.

STATEMENTS SUBMITTED IN ADVANCE

(SOME COMMENTS EDITED/PARAPHRASED FOR LENGTH)

New York City IIS, Amy Metroka

I would like to express my strong support for IIS voluntary certification for the following reasons:

- Certification measures are being defined by the IIS community.
- Each certification measure will be assessed independently. Hence, an IIS can choose to be certified on some measures and not others.
- IISs can use their inability to certify for a particular measure as leverage to obtain resources and/or policy change.
- AIRA is providing technical assistance to IIS seeking to achieve certification on one or more measures.
- Meeting several measures under consideration for certification will be cost-neutral.
- There is no precedent for an IIS to be punished for not meeting a standard or measure.

STATEMENTS SUBMITTED IN ADVANCE

(SOME COMMENTS EDITED/PARAPHRASED FOR LENGTH)

Oregon ALERT IIS, Jenne McKibben

- Oregon Immunization Program fully supports AIRA moving forward with IIS Voluntary Certification. We feel it is essential that our community come together to develop and implement these measures before an external entity develops a process without our input.
- As IIS costs continue to grow and resources continue to dwindle, it is essential that we have a clear understanding of what is needed to meet standards and to prioritize IIS work appropriately.
- As the ALERT IIS Director, I think voluntary certification will only help our community grow. It is not enough for me to tell policy makers and funders that we meet these standards. “We are great because we say so” will no longer continue to work. An objective third-party testing process is essential.

OPEN DISCUSSION

COMMUNITY QUESTIONS AND COMMENTS

- We want to continue to answer questions and gather input from the full community to better strengthen this process
- To allow everyone to participate, please limit questions or comments to 2-3 minutes
- Use chat window or ask verbally



WRAP UP

- We want to hear from everyone across the AIRA community about your thoughts and opinions on Voluntary Certification; multiple submissions per jurisdiction are welcome.
- Following this conversation, we'll send out a link to a survey that will further capture your input, and we'll also message the link in the chat window:

<https://www.surveymonkey.com/r/VolCert>

- We look forward to hearing from all of you.

THANK YOU!

Aaron Bieringer

Aaron.bieringer@state.mn.us

651-201-4071

Jane Lammers

jlammers@health.nv.gov

775-684-4250