

## MEMORANDUM

**TO:** Rep. Catherine Toll, Chair, House Committee on Appropriations  
Rep. William J. Lippert Jr., Chair, House Committee on Health Care  
Rep. Janet Ancel, Chair, House Committee on Ways and Means  
Rep. Stephen Carr, Chair, House Committee on Energy and Technology  
Sen. Jane Kitchel, Chair, Senate Committee on Appropriations  
Sen. Claire Ayer, Chair, Senate Committee on Health and Welfare  
Sen. Ann Cummings, Chair, Senate Committee on Finance  
Rep. Janet Ancel, Chair, Health Reform Oversight Committee  
Chair, Joint Information Technology Oversight Committee  
Kevin Mullin, Chair, Green Mountain Care Board (GMCB)

**FROM:** Michael Costa, Deputy Commissioner, Department of Vermont Health Access (DVHA)  
Michael Smith, Vermont Information Technology Leaders (VITL)

**DATE:** September 1, 2018

**RE:** Third Progress Update on Health Information Exchange/Health-IT (Act 187)

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### *Act 187: Continuation of Act 73 Health-IT Evaluation Report*

Act 187 of 2018, *An act relating to health information technology and health information exchange*, provides a framework for the State and VITL to implement the recommendations from the Health-IT Evaluation Report required by Act 73 of 2017. This progress update is being submitted per the requirements of Act 187 to keep the legislature and the Green Mountain Care Board (GMCB) apprised of progress made toward enhancing VITL's business and technical operations and improving Health Information Exchange (HIE) planning, management and oversight, as guided by the Act 73 Evaluation Report. Progress updates are due to the legislature and GMCB bi-monthly, beginning in May and ending in January of 2019. A work plan was also due at the beginning of May. The State and VITL submitted progress updates and the work plan to the legislature and the GMCB in May and July. Below is an update as of September 1. Additionally, VITL provided a series of dashboards to illustrate progress made on priority areas.

As recounted in previous reports, DVHA and VITL have been working since November to address the concerns identified in the Act 73 Evaluation Report. The State established the HIE Steering Committee to address the lack of governance and to guide development of a HIT Plan. VITL took steps to refresh its oversight, staffing, and focus on the core mission of the Health Information Exchange. VITL and DVHA established a joint advisory committee and a work plan, adopted by the VITL Board, with specific objectives that DVHA then incorporated into VITL's contractual commitments for the remainder of 2018.

DVHA also engaged a third-party evaluator of DVHA and VITL's progress as required by Act 187. HealthTech Solutions, the authors of the Act 73 Evaluation Report, are evaluating process and reviewing the steps that the State and VITL have taken to implement the recommendations from their Report.

### *Continued Progress: July - September 2018*

The last progress update was provided on July 1, and covered progress made from May 1 – July 1. The following are highlights of the progress made by DVHA and VITL since July 1.

- **HIE Steering Committee** – DVHA established the HIE Steering Committee in November 2017 with the primary purpose of convening a group of dedicated subject matter experts to support the development of a strategic, state-wide HIT Plan. The Steering Committee continues to make strides in the planning

process, and in September and October additional stakeholder groups will be engaged to 1. Gain insights on current and future planning and 2. Build the community's understanding of how HIT/HIE matters will be managed under the proposed governance model contained in the Plan. The HIT Plan is due to the GMCB on or before November 1.

- **DVHA/VITL Contracting** – On July 1, the main contracts guiding DVHA and VITL's work together were extended through December 31. The contracts were also amended to include a greater emphasis on achievement of goals (e.g., improved consent rates and reduced duplicate records), distinct data quality efforts, and enhanced security management. As of this writing, the contracts are progressing successfully. In August, VITL also successfully executed a project within a separate contract with DVHA establishing a data feed from the VHIE to the State's care management system. Additionally, DVHA and VITL have begun their work to prepare for the next contract period, which will cover the term of calendar year 2019.
- **VITL Board** – At its September 2018 Annual Meeting, the VITL Board will continue the process of refreshing its membership, purpose, and committee structure to align with the State HIT Plan and meet the recommendations of the Evaluation Report.
- **VHIE Strategic Planning** – The State's HIE Steering Committee will complete its work on the HIT Plan, and that will in turn allow VITL to complete its own strategic planning process that is also already underway.
- **Contingency Plan** – Act 187 of 2018 called for, “a contingency plan for health information technology to be used if the Department and VITL are unable to implement the recommendations from the Act 73 report.” In May, DVHA contracted with Capitol Health Associates and their partners to develop the Contingency Plan for the State. The Contingency Plan was submitted to the identified legislative committees and the GMCB on August 31. The Plan contains several contingency options and factors for consideration such as implementation timeframes, associated risks and potential impacts on services and funds.

#### ***Future Progress: Major Milestones***

As described in the attached update and dashboards, all critical projects are underway with progress being reported in all areas. These projects not only deal with planning and governance issues but also data quality improvements which will strengthen the VHIE even further.

By the next bi-monthly progress update in November, DVHA will have submitted the HIT Plan to the GMCB for review and approval, and HealthTech Solution's ongoing evaluation report will have been submitted to the legislature and the GMCB.

The HIT Plan, if approved, will guide Vermont's HIT/HIE efforts into 2019, including the establishment of a permanent HIT/HIE governing body responsible for overseeing execution of the HIT Plan and crafting annual updates to the statewide strategic plan.

# **DVHA/VITL Work Plan**

## **2018-2019**

*Updated as of September 1, 2018*

Goal: Implement an effective HIE governance model							
Objective	Activity	<u>Accountable Party &amp; Stakeholders</u>	Start Date	End Date	Status as of May 1, 2018	Status as of July 1, 2018	Status as of September 1, 2018
Establish an effective across-the-board Governance Committee	Establish the HIE Steering Committee administratively attached to and supported by the Department of Vermont Health Access	DVHA VITL OneCare Vermont Blue Cross Blue Shield of VT Blueprint for Health Vermont Care Network Department of Health Agency of Digital Services	November 2017	November 2017	<i>Complete.</i> DVHA established an HIE Steering Committee in November of 2018.	<i>No change - Complete.</i>	<i>No change - Complete.</i>

Goal: Implement an effective HIE governance model							
Objective	Activity	Accountable Party & Stakeholders	Start Date	End Date	Status as of May 1, 2018	Status as of July 1, 2018	Status as of September 1, 2018
Create temporary and permanent subcommittees to support the Governance Committee's work	In the HIT Plan, define the HIE/HIT Governance Model, including ongoing and ad-hoc subcommittees.	<u>HIE Steering Committee</u>	May 2018	November 2018	<i>In progress.</i> The HIT Plan will be delivered to the GMCB by November 1, 2018.	<i>In progress.</i> The HIE Steering Committee continues to work towards the development of an HIT plan, which will include a proposed governance model for future HIE oversight and management. The HIE Steering Committee is scheduled to focus on this topic in August 2018.	<i>In progress.</i> The HIE Steering Committee has reviewed various HIE/HIT governance models and is contemplating a model that is most appropriate for Vermont, particularly in its first year of operation. The proposed governance model will be presented to HTS for consideration in mid-September.
	Establish subcommittees to draft a data governance policy, oversee HIT plan updates, provide recommendations on the consent policy, and address other timely needs	<u>HIE Steering Committee</u>	November 2018	March 2019	<i>In progress.</i> The HIT Plan will contain a proposed governance model.	<i>In progress.</i> The governance model will include proposed subcommittees that will focus on specific areas identified in the Evaluation Report, and potentially, other priority areas as identified by the HIE Steering Committee. The consent policy will be addressed through a working group, as directed by the legislature through Act 187 of 2018. It is also expected that a formal subcommittee will address this topic of consent on a longer term basis.	<i>In progress.</i> The governance model is being designed to effectively manage execution of the HIT plan, including the priority areas noted in the 2017 Evaluation Report.

Goal: Develop and manage to a strong HIE strategic plan							
Objective	Activity	<u>Accountable Party &amp; Stakeholders</u>	Start Date	End Date	Status as of May 1, 2018	Status as of July 1, 2018	Status as of September 1, 2018
The Governance Committee will develop a new HIT Plan that is performance-based and traceable to state strategy. The State will commit to follow and meet the HIT Plan goals and objectives.	Establish a stakeholder engagement process for the HIT Plan development	<u>HIE Steering Committee</u>	May 2018	November 2018	<i>In progress.</i> The HIE Steering Committee intends to leverage existing provider and consumer advisory groups outside of the Steering Committee membership's expertise to obtain direct feedback on the HIE Plan. Future stakeholder engagement strategies will be included in the HIE Plan.	<i>In progress.</i> DVHA is working with the GMCB to schedule time with the Primary Care Advisory Group to review the HIT Plan. It is likely that this meeting will occur in September, and Advisory Group members will be provided with materials to review before the meeting. VITL is resurrecting its Provider Advisory committee which may also be a feedback mechanism for the HIT Plan.	<i>In progress.</i> DVHA and partners from the HIE Steering Committee will be meeting with stakeholders to discuss the HIT Plan throughout September and October. This includes the GMCB Primary Care Advisory Group, amongst others. The goal of these meetings is to engage stakeholders in the planning process, build a community-wide understanding of the new HIE governance model, and support current and future planning efforts.

Goal: Develop and manage to a strong HIE strategic plan							
Objective	Activity	<u>Accountable Party &amp; Stakeholders</u>	Start Date	End Date	Status as of May 1, 2018	Status as of July 1, 2018	Status as of September 1, 2018
The Governance Committee will develop a new HIT Plan that is performance-based and traceable to state strategy. The State will commit to follow and meet the HIT Plan goals and objectives.	In the HIT Plan, establish a more formal process of setting funding and prioritizing projects based on efficient and effective use of public and private resources and define accountability standards to ensure program transparency. Complete an inventory of existing and projected funds to help guide priorities.	<u>HIE Steering Committee</u>	June 2018	November 2018	<i>In progress.</i> The HIT Plan is currently in development and will be delivered to the GMCB no later than November 1, 2018.	<i>In progress.</i> The HIE Steering Committee continues to develop an HIT Plan that addresses the recommendations from the Evaluation Report and charts a path forward for the State.	<i>In progress.</i> No change.

Goal: Develop and manage to a strong HIE strategic plan							
Objective	Activity	Accountable Party & Stakeholders	Start Date	End Date	Status as of May 1, 2018	Status as of July 1, 2018	Status as of September 1, 2018
The Governance Committee will develop a new HIT Plan that is performance-based and traceable to state strategy. The State will commit to follow and meet the HIT Plan goals and objectives.	In the HIT Plan, clearly define the roles and relationships among the major HIT/HIE organizations and initiatives (e.g., Blueprint for Health, OneCare Vermont – All-Payer Model, VITL, CMS 1115 Waiver)	<u>HIE Steering Committee</u>	June 2018	November 2018	<i>See above.</i>	<i>See above.</i>	<i>See page 7.</i>

Goal: Develop and manage to a strong HIE strategic plan							
Objective	Activity	Accountable Party & Stakeholders	Start Date	End Date	Status as of May 1, 2018	Status as of July 1, 2018	Status as of September 1, 2018
The Governance Committee will develop a new HIT Plan that is performance-based and traceable to state strategy. The State will commit to follow and meet the HIT Plan goals and objectives.	In the HIT Plan, include mechanisms that require ongoing review, evaluation, and continuous improvement of HIT/HIE initiatives and outreach/education plans.	<u>HIE Steering Committee</u>	June 2018	November 2018	<i>See above.</i>	<i>See above.</i>	<i>See page 7.</i>

Goal: Ensure the VHIE is well-governed and compliant with federal and state regulations							
Objective	Activity	<u>Accountable Party</u> & Stakeholders	Start Date	End Date	Status as of May 1, 2018	Status as of July 1, 2018	Status as of September 1, 2018
Establish an Advisory Committee to Oversee VITL's Progress	Establish a workgroup to guide VITL's short-term transition and support planning.	<u>VITL Board Chair and select Board members</u> DVHA VITL Executives	December 2017	ongoing	<i>Ongoing.</i> This group has convened at least every other week since December via phone and in-person meetings. The group developed a work plan to guide work which is included in the Appendix.	<i>Ongoing.</i> The group continues to meet, but meeting schedules have changed to better compliment other collaborative engagements and align with the dates established in Act 187.	<i>Ongoing.</i> No change
	Develop and execute a short-term strategic plan for VITL to set the organization on a course toward addressing the recommendations outline in the evaluation report.	<u>VITL</u>	January 2018	January 2018	<i>Complete.</i> The short-term strategic plan is represented in the work plan noted above.	<i>No change - Complete.</i>	<i>No change - Complete.</i>

Goal: Ensure the VHIE is well-governed and compliant with federal and state regulations							
Objective	Activity	<u>Accountable Party &amp; Stakeholders</u>	Start Date	End Date	Status as of May 1, 2018	Status as of July 1, 2018	Status as of September 1, 2018
Appropriately staff the VHIE operator	Fill the vacant CEO position.	<u>VITL Board of Directors</u>	January 2018	February 2018	<i>Complete.</i> On February 16, 2018, Michael Smith agreed to accept VITL's CEO position.	<i>No change - Complete.</i>	<i>No change - Complete.</i>
	Assess VITL's organizational construct and fill vacancies, when deemed necessary.	<u>VITL</u>	January 2018	March 2018	<i>Complete.</i> Organizational needs were assessed and necessary hiring was completed.	<i>Complete.</i> VITL provided the evaluator (HealthTech Solutions) with an organizational chart, per their request. A strategic plan was also requested, which will be provided once complete (see activity below related to VITL strategic planning).	<i>No change - Complete.</i>

Goal: Ensure the VHIE is well-governed and compliant with federal and state regulations							
Objective	Activity	Accountable Party & Stakeholders	Start Date	End Date	Status as of May 1, 2018	Status as of July 1, 2018	Status as of September 1, 2018
Ensure that VITL is compliant with financial and operational regulations and standards as it operates the Vermont's HIE infrastructure	Enlist a third-party to conduct a performance and operational audit to determine effectiveness of internal financial controls, management policies, and practices.	<u>VITL</u>	April 2018	September 2018	<i>In progress.</i> An RFP for this work was released in March 2018. VITL will endeavor to select a vendor and place under contract ASAP, and no later than July 2018 for a September 2018 completion.	<i>In Progress.</i> Contractor has been selected (KPMG) and project is underway.	<i>In Progress.</i> The auditor (KPMG) has documented compliance requirements, conducted interviews, and performed a workflow analysis. A gap analysis is currently underway and the performance and operational report is in development as work progresses.
	Evaluate whether the contract relationship with VITL ensures that Federal Uniform Guidance §200.330 and Vermont's Agency of Administration Bulletin 5 are complied with.	<u>DVHA</u>	May 2018	June 2018	<i>Not started.</i>	<i>Complete.</i> Uniform Guidance and Bulletin 5 pertain to grants. Since the state has shifted all VITL agreements to contracts, this guidance no longer applies.	<i>Complete.</i> State legal and audit authorities reviewed the current agreements between DVHA and VITL and determined that they are validly construed as contract relationships. This review included a comprehensive look at internal state policy and process and the Uniform Guidance.

Goal: Ensure the VHIE is well-governed and compliant with federal and state regulations							
Objective	Activity	Accountable Party & Stakeholders	Start Date	End Date	Status as of May 1, 2018	Status as of July 1, 2018	Status as of September 1, 2018
Ensure that VITL is compliant with financial and operational regulations and standards as it operates the Vermont's HIE infrastructure	Establish an Audit Committee on the HIE Board of Directors to ensure compliance with findings from recent audits and guidance provided in the Act 73 Evaluation Report.	<u>VITL Board of Directors</u>	September 2018	September 2018	<i>Not started.</i>	<i>In Progress.</i> VITL Board voted in May to formally establish an Audit Committee. The committee will be staffed in September at the VITL Annual Board Meeting.	<i>In Progress.</i> The VITL Board of Directors has updated the bylaws charging this committee with monitoring, retaining consultants to execute, and reporting on the process and outcomes to the full Board regarding all fiscal and organizational audits. Committee membership shall consist of no fewer than three Directors and the Chair shall not be the Treasurer or Board Chair. The Committee shall be staffed in September at the VITL Annual Board Meeting.

Goal: Ensure the VHIE is well-governed and compliant with federal and state regulations							
Objective	Activity	Accountable Party & Stakeholders	Start Date	End Date	Status as of May 1, 2018	Status as of July 1, 2018	Status as of September 1, 2018
Increase Transparency through Improved Public Reporting on the VHIE	Provide the HIE Steering Committee and the VT Legislature with an annual report to include the status of projects funded through the federal HITECH Act and the State's HIT Fund and financial reporting reflective of HIE best practice.	VITL	January (annual)	January (annual)	2018 - <i>Complete</i> . VITL provided an annual report to the Vermont Legislature in January of 2018. The report provided a more transparent view into VITL's finances.	<i>Complete for 2018</i> . The 2019 Annual Report to be developed and submitted before next January deadline.	<i>Complete for 2018</i> . No change.
	Review all VHIE policies on an annual basis, and publicly post all policies, Board meeting agendas, minutes, and handouts on its website, and ensure that the most current version of policies are posted. A report of this review shall be provided by VITL to the HIE Steering Committee.	VITL	January 2018	July 2018	<i>In progress</i> . VITL posts policies, and Board meeting agendas and minutes currently are on the VITL website.	<i>In progress</i> . Annual review of all VITL policies is underway. Financial policies will be reviewed through the performance and operational audit to be performed by KPMG.	<i>In progress</i> . Security policies and procedures have been reviewed and updated. The VITL Privacy and Security Officers and CEO have approved-signed the policies. Copies were provided to the State's Agency of Digital Services at the August security meeting and posted to the VITL website. Financial policies will be reviewed through the performance and operational audit being conducted by KPMG (see Audit update above).

Goal: Ensure the VHIE is well-governed and compliant with federal and state regulations							
Objective	Activity	Accountable Party & Stakeholders	Start Date	End Date	Status as of May 1, 2018	Status as of July 1, 2018	Status as of September 1, 2018
Increase Transparency through Improved Public Reporting on the VHIE	Publicly report to the GMCB on VITL core functions and budget.	VITL	May (annual)	May (annual)	<i>In progress.</i> On May 9, 2018, VITL will present their core functions and budget to the GMCB. They will join DVHA in presenting this work plan and providing an update on progress to date. VITL provided reporting documentation to the GMCB staff in late April.	<i>Complete for 2018.</i> VITL presented their core functions and proposed budget to the GMCB on May 9, 2018. The GMCB subsequently approved the budget. Presentation materials were provided to HealthTech Solutions for review and evaluation. Act 187 amends GMCB oversight to approval of VITL's budget, not its core activities.	<i>Complete for 2018.</i> No change.

Goal: Ensure that the VHIE operator is focused and delivers upon its core mission							
Objective	Activity	Accountable Party & Stakeholders	Start Date	End Date	Status as of May 1, 2018	Status as of July 1, 2018	Status as of September 1, 2018
Use the State's contracts with VITL to transparently tie program goals to HIE financial investments	Extend VITL's SFY18 contracts with the state through the first half of SFY19 to allow time for the completion of the HIT Plan, which will further define the role of the VHIE and include goals that will tie directly to future contract deliverables.	DVHA VITL	March 2018	December 2018	<i>In progress.</i> The SFY18 contracts between DVHA and VITL are being amended to extend the contract period through December 2018, and to include deliverables that better demonstrate progress toward improving the VHIE's core functions. See the Contract Matrix in the Appendix for more detail.	<i>Complete.</i> The contracts between VITL and DVHA have been executed, thereby extending the contract period through December 2018. See the Contract Matrix in the Appendix for more detail.	<i>No change - Complete.</i>

Goal: Ensure that the VHIE operator is focused and delivers upon its core mission							
Objective	Activity	Accountable Party & Stakeholders	Start Date	End Date	Status as of May 1, 2018	Status as of July 1, 2018	Status as of September 1, 2018
Use the State's contracts with VITL to transparently tie program goals to HIE financial investments	Enhance DVHA's contracts with VITL to include delivery-based payment conditions tied to improving core services, quantifying levels of improvement, and the execution of corrective action plans associated with financial, security and technology assessments.	DVHA VITL	September 2019	December 2019	<i>Not started.</i> Contracts will be developed to align with the HIT Plan and support continued progress on deliverables included in the SFY19 6-month extension period.	<i>Not started.</i> In September 2018, VITL and DVHA will begin to discuss future agreements, assuming that VITL continues to successfully address the recommendations from the Evaluation Report. The State intends to shift contract periods from SFY to calendar year to better align with the State's All-Payer Model agreement with OneCare Vermont. This better positions HIE activities to support the health reform efforts outlined in the ACO contract.	<i>In progress.</i> A project plan for the CY19 contract development process has been created. Additionally, the annual IAPD request (federal funds) has been submitted, as has the SFY19 state appropriation request, to secure funding for the CY19 contract. The project plan kicked-off in late August, beginning with DVHA's internal review of legal and operational contract considerations. Due to the length of the project plan it was not included in this document but will be provided to HTS directly for review.

Goal: Ensure that the VHIE operator is focused and delivers upon its core mission							
Objective	Activity	<u>Accountable Party &amp; Stakeholders</u>	Start Date	End Date	Status as of May 1, 2018	Status as of July 1, 2018	Status as of September 1, 2018
Develop a VHIE strategic plan that is reflective of customers' needs and the strategy outlined in the HIT Plan	Develop a VHIE strategic plan that defines the services VITL provides and includes a sustainability plan and technological approaches to meeting the goals outlined in the State's HIT Plan and addressing the technical issues identified in the Evaluation Report. Deliver the Plan to the GMCB and the HIE Steering Committee.	VITL DVHA Provider community OneCare Vermont Blue Cross Blue Shield of VT Blueprint for Health Vermont Care Network Department of Health Agency of Digital Services	April 2018	March 2019	<i>In progress.</i> Plan development – Spring - ongoing	<i>In progress.</i> Plan development - VITL is engaged in a strategic planning process with its Board, which is underway with progress continuing. VITL has completed its technical review and has engaged with the HIE Steering Committee, HTS evaluators, and GMCB (through the May 9th FY19 Budget presentation). The technology plan is designed to support data quality, data availability and use, patient matching and consent, and data security and privacy.	<i>In progress.</i> A strategic plan discussion memorandum for the VITL Board of Directors has been drafted for distribution in advance of the VITL Annual Meeting & Board Retreat on 9/25/18. A final plan to include technology and sustainability will be reviewed in November for a Board vote at the December meeting.

Goal: Ensure that the VHIE operator is focused and delivers upon its core mission							
Objective	Activity	Accountable Party & Stakeholders	Start Date	End Date	Status as of May 1, 2018	Status as of July 1, 2018	Status as of September 1, 2018
Address the issues with VHIE core functions identified in the Act 73 Evaluation Report	Develop and implement mechanisms to increase the number of Vermonters who consent to have their data viewable in the VHIE. <b>Goal - 35% by 12/31/18</b>	VITL DVHA Provider Community VHIE Clients	January 2018	ongoing	See the Contract Matrix in the Appendix for more detail and contract period goals.	<i>In Progress.</i> Patient consent currently over 34%. VITL is in discussion with one hospital to engage in a project to provide patient consent electronically, thereby reducing provider and staff burden to manually update consent in the VHIE. See the Contract Matrix in the Appendix for more detail and contract period goals.	<i>In Progress.</i> Patient consent is currently over 35%. VITL is testing one hospital's ability to transmit patient consent electronically, thereby reducing provider and staff burden to manually update consent in the VHIE. VITL is in discussion with two more hospitals to engage in a similar project in the future.
	For the patients who have already provided consent, expend resources to match the patients with their records.  <b>Goal - 40% reduction in duplicate records by 12/31/18</b>	VITL DVHA	May 2018	ongoing	See the Contract Matrix in the Appendix for more detail and contract period goals.	<i>In Progress.</i> A new tool has been developed to reduce the duplicates within the VHIE. VITL is currently testing the tool to begin using in July. Additional improvements have been implemented to strengthen matching and avoid degradation of matched records in the VHIE. See the Contract Matrix in the Appendix for more detail and contract period goals.	<i>In Progress.</i> VITL has established that 35% of the patient records in the VHIE may be duplicates. VITL is currently testing a deduplication tool and analyzing the results. VITL's is targeting reducing the duplicate rate to 33% in September with an overall target of 21% by 12/31/18.  <u>Note:</u> reducing the duplicate patient records may cause fluctuations in the consent rate.

Goal: Ensure that the VHIE operator is focused and delivers upon its core mission							
Objective	Activity	Accountable Party & Stakeholders	Start Date	End Date	Status as of May 1, 2018	Status as of July 1, 2018	Status as of September 1, 2018
Address the issues with VHIE core functions identified in the Act 73 Evaluation Report	Implement easier ways to access and use the data in the VHIE that do not burden providers and facilitate healthcare reform measures.  <b>Goal:</b> Enable provider access to VHIE data directly within a hospital EHR by 12/31/18	VITL DVHA	May 2018	ongoing	See the Contract Matrix in the Appendix for more detail and contract period goals.	<i>In Progress.</i> VITL is actively engaged with two hospitals to enable direct access to VHIE data from within the EHR. See the Contract Matrix in the Appendix for more detail and contract period goals.	<i>In Progress.</i> VITL is actively testing with two hospitals to integrate the access of VHIE data within the organization's electronic health record (EHR). VITL and the hospitals are targeting the services to be live in early November 2018.
	Improve the quality of the data in the VHIE by making sure that records are accurate and complete.  <b>Goal -</b> Implement terminology services tools into production by 12/31/18	VITL DVHA	July 2018	ongoing	See the Contract Matrix in the Appendix for more detail and contract period goals.	<i>In progress.</i> VITL began a technical and architecture review to advance the use of terminology services within the VHIE production environment. See the Contract Matrix in the Appendix for more detail and contract period goals.	<i>In progress.</i> VITL has submitted the Terminology Services plan to DVHA. This plan includes an architecture integration diagram, the mechanism for testing, and impact analysis on the Data Quality Infrastructure preparation and configuration is underway in the VHIE test environment. A Data quality impact report is due to be delivered by 12/1/18.

Goal: Ensure that the VHIE operator is focused and delivers upon its core mission							
Objective	Activity	Accountable Party & Stakeholders	Start Date	End Date	Status as of May 1, 2018	Status as of July 1, 2018	Status as of September 1, 2018
Address the issues with VHIE core functions identified in the Act 73 Evaluation Report	Inform the assessment of the VHIE technical structure by completing the State's Architectural Assessment.	<u>Agency of Digital Services</u> DVHA VITL	May 2018	September 2018	See the Contract Matrix in the Appendix for more detail and contract period goals.	<i>In progress.</i> The Agency of Digital Services is currently working to complete the existing assessment and provide DVHA with recommended action steps. VITL will review the assessment before it is made final. See the Contract Matrix in the Appendix for more detail and contract period goals.	<i>In progress.</i> The Agency of Digital Services has completed the Architectural Assessment for the Information domain. The Assessment was reviewed with VITL on August 29. It is expected that VITL's feedback will be considered for the final version of the assessment document, which includes plans for completion of the other Architectural Assessment domains.

Goal: Make VHIE operations accountable to all customers, including the state							
Objective	Activity	Accountable Party & Stakeholders	Start Date	End Date	Status as of May 1, 2018	Status as of July 1, 2018	Status as of September 1, 2018
Create an HIE Board of Directors consisting of a mix of stakeholders including subject matter experts and users to serve Vermont's HIE needs	Develop new membership criteria for Board service focused on users or potential users of core services (providers) and on stakeholders in health care reform who utilize the VHIE for population health management. Suggested criteria will be provided to the State for review through the HIE Steering Committee.	<u>VITL Board of Directors</u>	May 2018	September 2018	<i>In progress.</i> Legislative change under consideration in H.901.	<i>In progress.</i> VITL Board approved a process to re-examine and update the Board membership criteria, bylaws, and committees at the May Board meeting. Through Act 187, the legislature and Governor provided flexibility in staffing the VITL Board.	<i>In progress.</i> The Governance Committee of the VITL Board has reviewed the HTS report criteria and is set to recommend two new directors to the Board, both with technical and HIE expertise; the bylaws have been updated to reflect the new law with broader membership criteria; and the VITL Board will consider further substantive changes to the process for additional recruitment at its annual meeting in September.
	Craft and execute a plan for recruiting new memberships and fully restructuring VITL Board.	<u>VITL Board of Directors</u>	September 2018	March 2019	<i>Not started.</i>	<i>Not started.</i>	<i>Not started.</i> Nominations for two new directors will be considered at VITL's upcoming Board meetings
	Fill State's role on the VITL Board.	<u>AHS</u> VITL Board of Directors	December 2018	March 2019	<i>Not started.</i>	<i>Complete - State</i> representation on the VITL Board is no longer in statute. This requirement was removed through Act 187.	<i>No change - Complete</i>

Goal: Demonstrate progress in implementing the recommendations from the Act 73 Evaluation Report and plan for contingencies							
Objective	Activity	Accountable Party & Stakeholders	Start Date	End Date	Status as of May 1, 2018	Status as of July 1, 2018	Status as of September 1, 2018
Provide the General Assembly and the GMCB with reports on progress made in implementing the recommendations from the Act 73 Evaluation Report	Provide bi-monthly progress reports that demonstrate progress made in execution of this work plan and quantifiable progress made in meeting Vermont's HIE needs.	DVHA & VITL	April 2018	On or before May 1, July 1, September 1, and November 1, 2018 and January 1, 2019	<i>In progress.</i> The May 1 progress report was submitted in the form of a memo and this work plan.	<i>In progress.</i> The July 1 progress report was submitted in the form of a memo and an updated work plan and contracts matrix.	<i>In progress.</i> The September 1 progress report was submitted in the form of a memo and an updated work plan, project plan and VITL dashboard.

Goal: Demonstrate progress in implementing the recommendations from the Act 73 Evaluation Report and plan for contingencies							
Objective	Activity	Accountable Party & Stakeholders	Start Date	End Date	Status as of May 1, 2018	Status as of July 1, 2018	Status as of September 1, 2018
Develop a Contingency Plan should DVHA and VITL prove unable to act on the recommendations from the evaluation report	Procure services from a third-party to develop a contingency plan to align with the details of H.901 including an assessment of data and property ownership interests.	DVHA VITL	April 2018	September 2018	<i>In progress.</i> In April, an RFP was posted and a vendor was selected. The contract with the third-party is currently under review by CMS, a prerequisite to securing federal funding for this work. The contingency plan will be delivered to the General Assembly and the GMCB no later than September 1, 2018.	<i>In progress.</i> Capitol Health Associates (CHA) were selected through a competitive bid process to deliver an HIE Contingency Plan to the State no later than September 1, 2018. The contract between DVHA and CHA was executed in mid-May and CHA held a project kick-off meeting with VITL and DVHA in early June. VITL is actively engaged in supporting the contingency work.	<i>Complete.</i> CHA developed a Contingency Plan, as contracted by DVHA, which was submitted to the identified legislative committees and the GMCB per Act 187 of 2018. CHA is also contracted to provide up to three in person presentations of the Contingency Plan to representatives from the VT legislature and GMCB.

Goal: Demonstrate progress in implementing the recommendations from the Act 73 Evaluation Report and plan for contingencies							
Objective	Activity	Accountable Party & Stakeholders	Start Date	End Date	Status as of May 1, 2018	Status as of July 1, 2018	Status as of September 1, 2018
Execute a third-party analysis of progress	Enlist the support of HealthTech Solutions to conduct an evaluation of progress made in addressing the issues identified in the Act 73 Evaluation Report.	<b>HealthTech Solutions</b> DVHA (contract manager) VITL	May 2018	November 2018	<i>In progress.</i> HealthTech will deliver a report on their evaluation no later than October 15, 2018. DVHA and VITL will present all progress reports, the work plan, and other related details directly to HealthTech to support their work in evaluating progress made toward implementing the recommendations in their initial evaluation report.	<i>In progress.</i> See previous status update. HealthTech issued a progress report in June reporting that satisfactory progress has been achieved by DVHA and VITL in addressing the recommendations in the initial evaluation report. VITL and DVHA will present the next progress report to HealthTech in mid-July.	<i>In progress.</i> HealthTech continues their review of DVHA and VITL's progress in implementing the recommendations from the 2017 Evaluation Report. Upon submission of this update, DVHA provided HealthTech with a project plan containing additional details on how progress is being made. HealthTech will complete an evaluation report for submission to the legislature and GMCB no later than October 15, 2018.
Provide recommendations to inform future HIE and consent policy legislation and activity	Provide the legislative committees named in H.901 with recommendations on Vermont's consent policy and improving interoperability of electronic health record systems.	<b>DVHA VITL</b> Office of the Health Care Advocate	August 2018	January 2019	<i>Not started.</i>	<i>In progress.</i> DVHA has begun internal planning for legislative reporting. <i>Note: H.901 was signed by the Governor on May 28, 2018. The bill is now included in Act 187 of 2018.</i>	<i>In progress.</i> DVHA has started the process of engaging stakeholders in the development of the report on Vermont's consent policy. Thus far, the Office of the HealthCare Advocate, VITL, the GMCB and the ACLU have been engaged.

# VITL Progress Report

September, 2018

# Progress Report Introduction

Project	Status
1) Build a Strategic Plan	On Track In Good Standing
2) Board Governance	On Track In Good Standing
3) Improve Data Quality & Terminology Services	On Track In Good Standing
4) Implement Easier Ways to Access Data	On Track In Good Standing
5) Percent of VT Patients Who Have Provided Consent	On Track In Good Standing
6) Reduce Duplicate Patient Records	On Track In Good Standing
7) Financial Performance and Operational Audit	On Track In Good Standing

# Project - Build a Strategic Plan

**Purpose:** To develop a strategic plan.



# Project - Board Governance

**Purpose:** To organize the board to effectively and efficiently meet the needs of the organization.

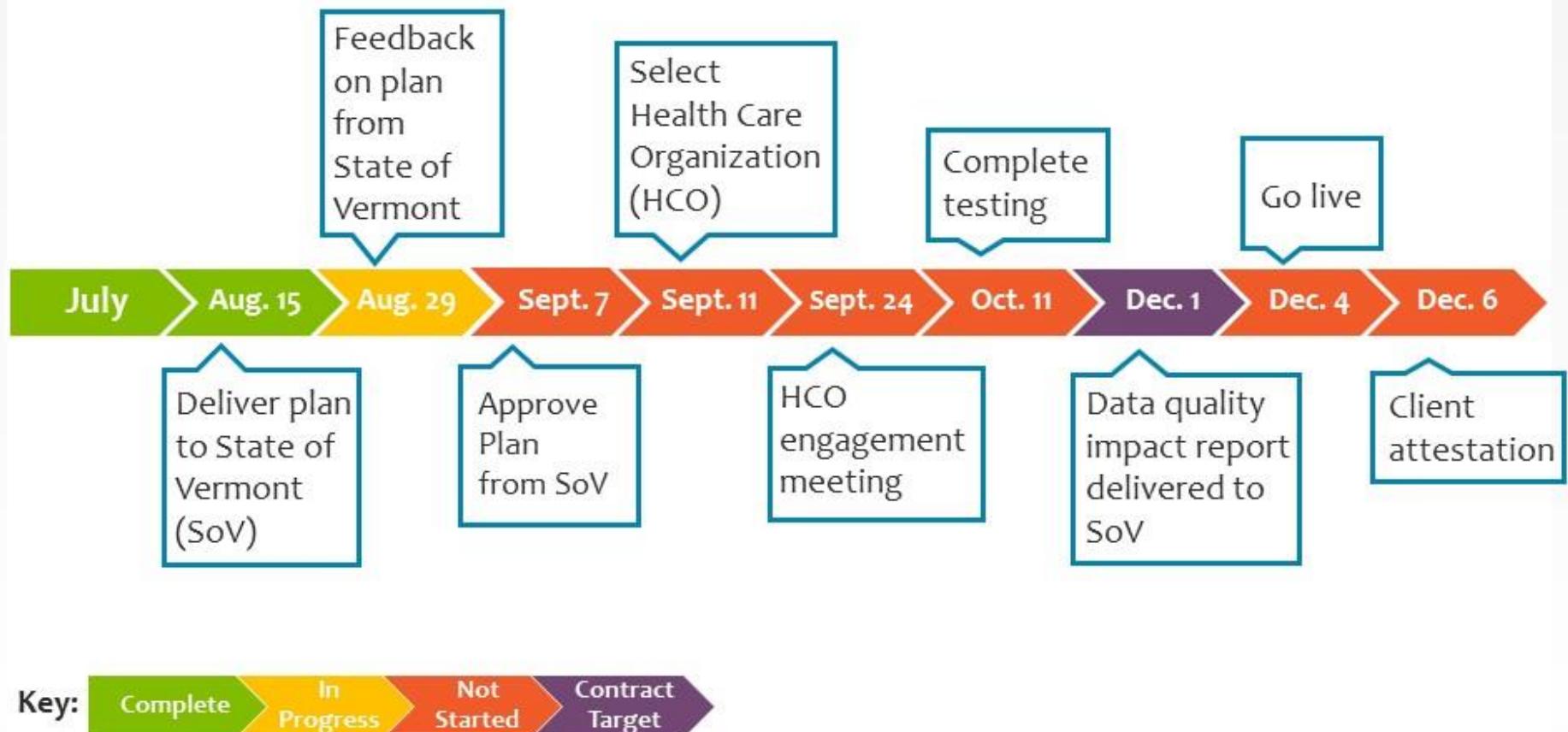
Tasks	May – Sept. 2018
1) Review HTS report board models from other states; research specific board membership criteria employed by other state HIEs.	Completed
2) Review VITL bylaws and draft proposed revisions to Sections 2.2, 2.3, and 2.11-2.15 as needed:  a. Phase 1 – conforming to new statute.	Completed
b. Phase 2 – revisions to reflect HIT plan priorities for committee work and other governance matters (initial draft shared).	In Progress
3) Facilitate board decisions regarding the adoption of a resolution to support a process to refresh board membership criteria and seats, as informed by that work during 2018-2019.	Completed
4) Adopt appropriate revisions to the criteria for board membership and service, consistent with HTS report recommendations (Sept. 2018 deadline).	In Progress

# Project - Board Governance

Tasks	Sept. 2018 – March 2019
5) Recruit new board members for some vacant positions, holding elections for new members to fill those after the 2018 annual meeting (September 2018 deadline).	In Progress
6) Identify and recruit new members to fill board seats that will open up before or at the 2019 annual meeting (Oct. 2018 – March 2019 deadline).	In Progress
7) Refresh committee structure by creating committee charters that incorporate expected areas of oversight and support, as the VITL board directs after consideration of the State HIE Steering Committee recommendations and State HIE Plan: set expectations for board and outside membership for each committee (March 2019 deadline).	In Progress (if HIE Plan draft received by VITL)
8) Revise bylaws regarding committee functions and membership as needed, to conform with committee structure refresh (March 2019 deadline).	In Progress

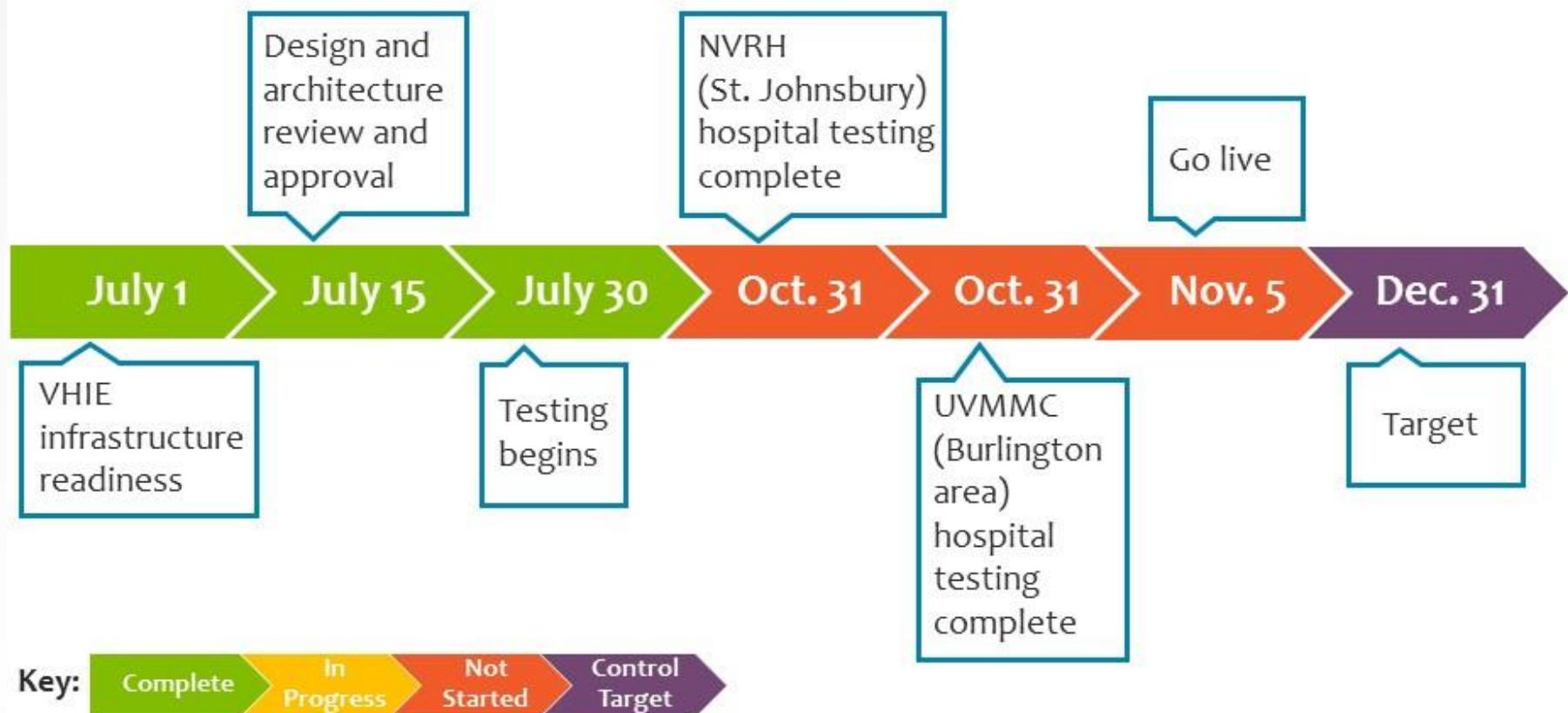
# Project - Improve Data Quality & Terminology

**Purpose:** Improve the quality of data by making sure records are accurate and complete, using consistent terminology.



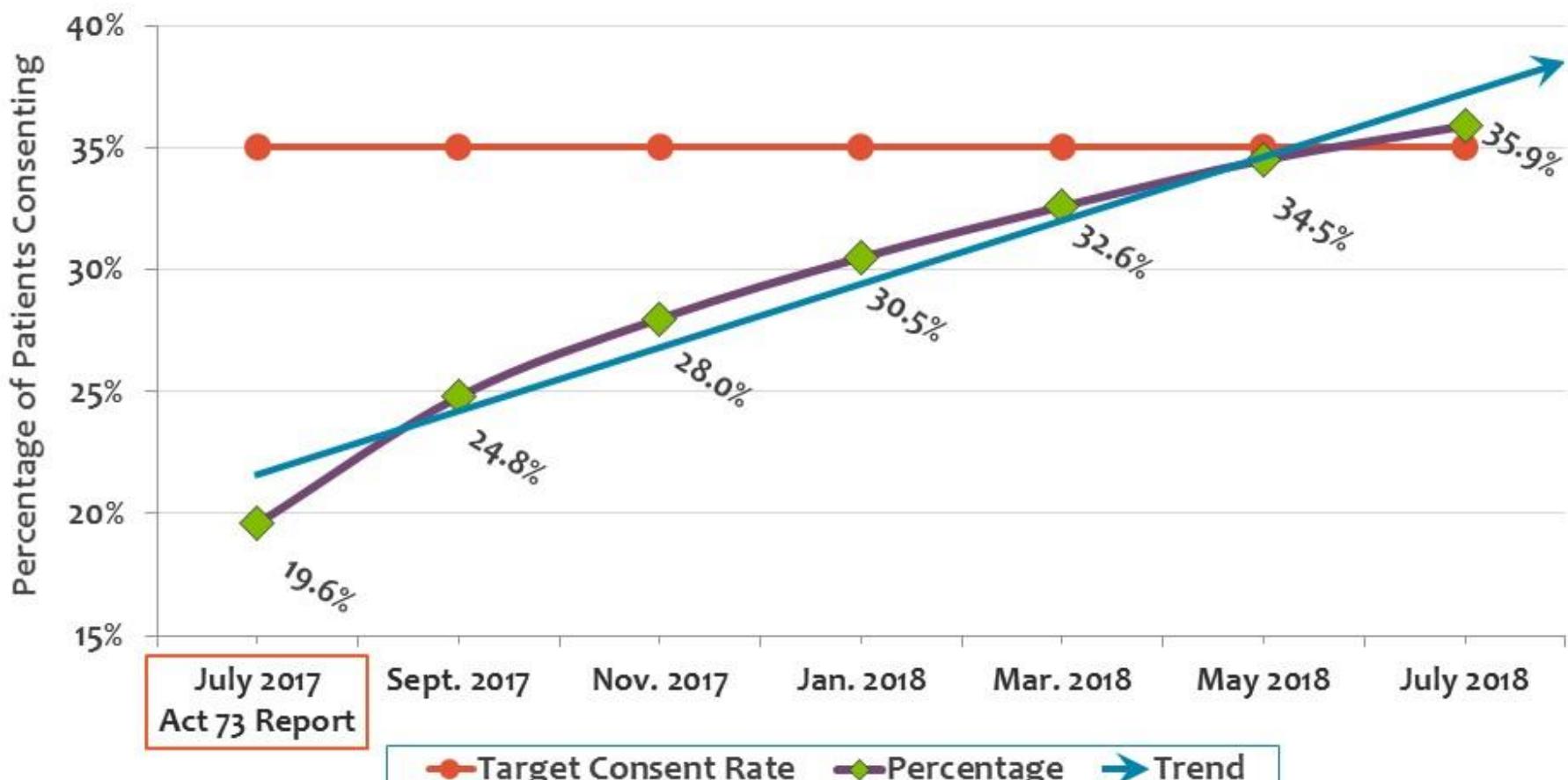
# Project - Implement Easier Ways to Access Data

**Purpose:** Provide a mechanism that allows providers to search, discover and access clinical data in the VHIE, or access their patients' VHIE information from within an EHR.



# Project - % of VT Patients Who Have Provided Consent

Purpose: Implement mechanisms to increase the number of Vermonters who consent to have their data viewable in the VHIE. Increase rate from 19% to 35%.

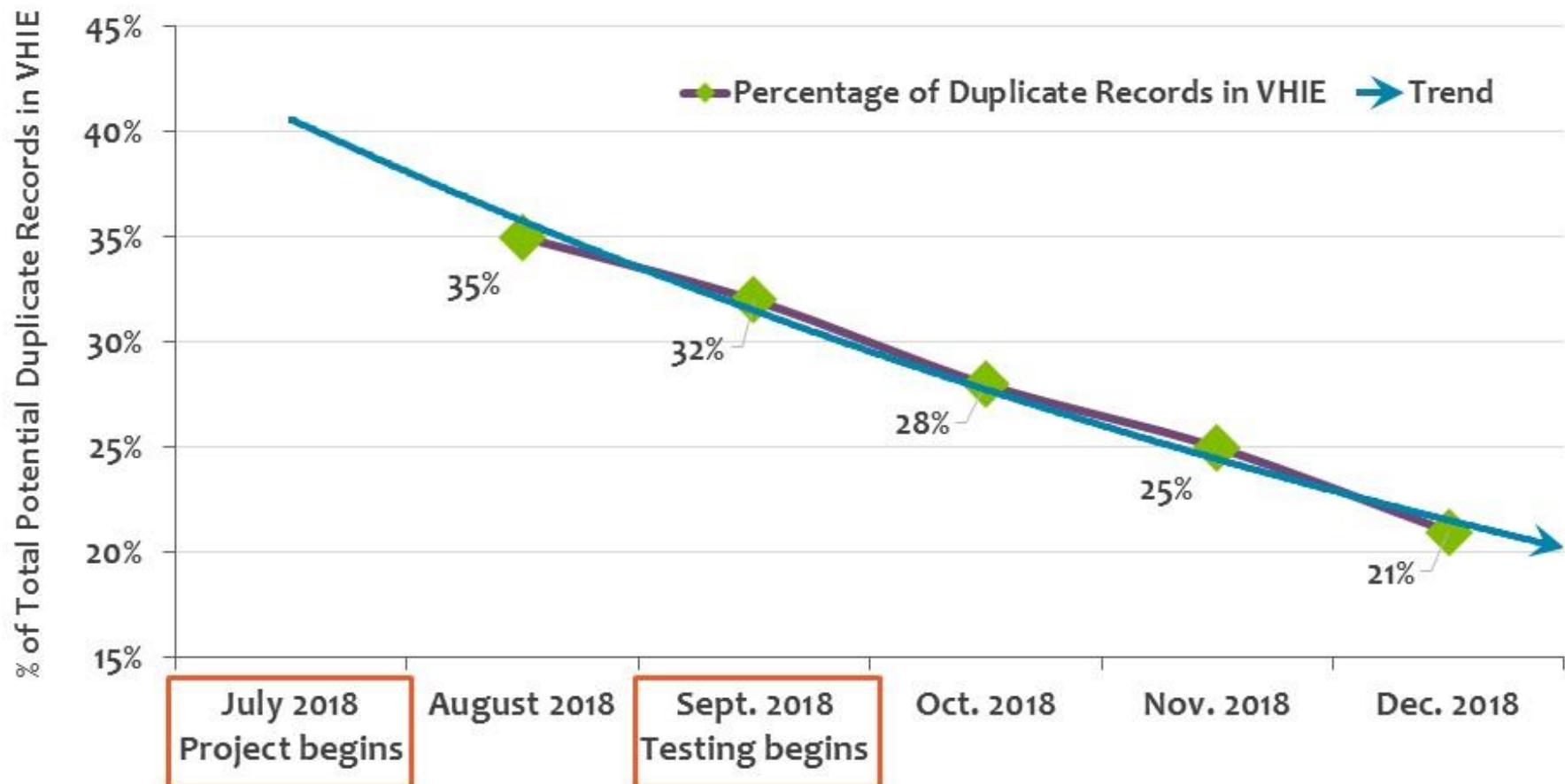


\*Fluctuations in consent may occur as a result of the project to reduce patient duplicate records.

# Project - Reduce Duplicate Patient Records

Purpose: Expend resources to match the patients with their records from all contributing providers, and reduce known duplicate records by 40%.

Goal: Reduce the # of duplicate records to 21% of total VHIE records by 12/31/18



# Project - Reduce Duplicate Patient Records

Milestones	Status
1) Establish baseline duplication report.	Completed
2) Test duplication tool in VHIE test environment.	In Progress
3) Analyze results.	In Progress
4) Complete test.	In Progress Target: 09/20/18
5) Begin use of duplication tool in production environment.	Not Started Target: 09/21/18
6) Complete deduplication of repositories.	Target: 12/31/18

# Project – Financial Performance and Operational Audit

**Purpose:** To review financial operations and procedures to ensure efficiency and effectiveness.

Task	Status	KPMG Key Actions/Milestones
<b>Task 1</b> – Strategize and plan	Completed	
<b>Task 2</b> – Focus interviews	Completed	
<b>Task 3</b> – Confirm/document major compliance requirements	Completed	Conducted quality assurance review of baseline matrix content.
<b>Task 4</b> – Conduct workflow analysis	Completed	Conducted additional walkthroughs / interview sessions to gain further understanding of select processes.
<b>Task 5</b> – Perform gap analyses and identify gaps	Delayed Target: 08/30/18	Provided status of pending documentation to VITL on 8/3/18 and 8/10/18. Open documentation requests remain. Conducted supplemental quality assurance review of matrix in progress.
<b>Task 6</b> – Develop report	In progress Target: 09/30/18	Began populating project report with results of past tasks: report due Sept. 30.
Project Management	In progress	Provided ad-hoc verbal reports as necessary. Provided project status report through August 17, 2018.