



Standards Subcommittee Update

September 2017

Predictability Road Map

2

Background: The business needs of the health care industry are evolving. Quickly and dramatically. Health plans and providers need different information, data, functionality, flexibility and speed. Business models are transforming at faster pace than ever before.

Purpose: Clarify challenges with the current process of updating and adopting standards and operating rules, identify opportunities for improvement and develop a roadmap that is more predictable.

Overarching Challenge: If the supporting technology - standards and operating rules - cannot accommodate these needs in a timely fashion, or are hindering the progress, that's a problem. Whether that means we need an entire set of updated standards every year or every 6 months, we need to ask the right questions and provide better answers. We need a roadmap so that all parties can work together to meet the business demands and know what resources and costs they will incur.

Predictability Road Map Status

3

Project Status:

1. Information gathering. Set of questions sent to the standards development organizations and operating rule authoring entities in May 2017
 - Responses collected and compiled. Participants supplemented information with supporting documents in preparation for individual conference calls.
2. Conference calls held week of July 17th
 - Comprehensive comparison grid of attributes created for publication (in eAgenda book) - governance, update timelines, staffing, pilots etc.
3. Workshop - held August 21st
 - Appreciative Inquiry method used to focus on best practices, ideas for the future and innovative opportunities.
 - NCVHS SS, SDOs, ORAE, members of DSMO and guests attended (36 participants)

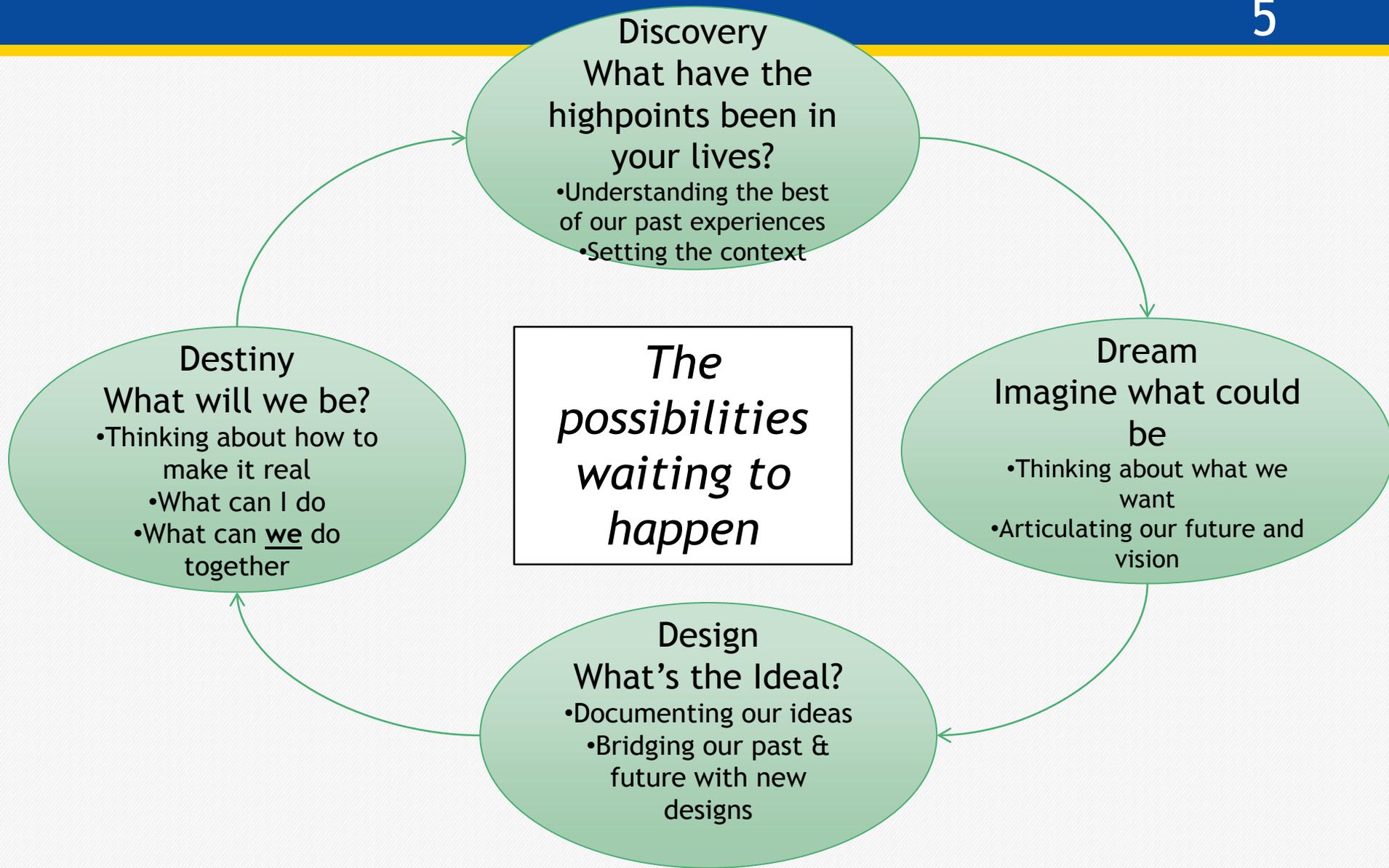
What is Appreciative Inquiry (AI)?

4

- A change management approach focused on identifying what works well, why it works well and how more of it can be done.
- A collaborative process that encourages all participants to challenge each other and innovate together
- A fun and positive visioning process focused on the future opportunities
- A structured process that takes participants through four “phases” of activities to identify best practices and build ideas for the future

Appreciative Inquiry (2)

5



Dream Themes from the Workshop

6

1. Streamlining processes
 - Identify and eliminate redundancies, duplication and waste in procedures and processes
 - Redundancy of comment periods
 - Time for development and voting
2. New governance and oversight body for the standards development and operating rule entities to improve collaboration and communication
3. Pilots and testing to demonstrate functionality of standards and operating rules prior to extensive deployment
4. Sustainable funding to support development, pilots and testing
5. Sufficient representation and engagement of all stakeholders throughout the development/update of standards and operating rules
6. Singular comprehensive data dictionary to enable communication across all standards and operating rules

Destiny Ideas from the Workshop (Highlights)

7

1. Streamlining processes

- Create coordinating committee to review and test the standards and operating rules (kick the tires)
- Align adoption process with the development and update process
- Smaller number of changes should be adopted more often, e.g. annual updates; rapid cycle development and adoption; smaller increments more often
- More frequent updates to the operating rules for transactions

2. Changes to federal processes

- Federal adoption of a floor vs. ceiling for standards for standard compliance (content compliance)
- Multiple versions of standards and operating rules should be supported

Destiny Ideas from the Workshop (Highlights) (2)

8

1. SDOs/ORAEs (Standards Development Organizations/Operating Rule Authoring Entities) should develop content rules that are agnostic of format
2. Sufficient representation and engagement of all stakeholders in the development of and updates to standards and operating rules
3. Improvement in data cohesion
 - Cohesive data dictionary to enable communication across all standards and operating rule
 - Create data coordinating committee to oversee variety of projects, including ontology through UMLS
4. Include non-covered entities as covered entities, e.g. vendors, practice management vendors

Discussion and Next Steps

9

1. Continue Standards Subcommittee review and analysis
2. Reach out to users of the standards and operating rules to discuss opportunities, options and impacts
3. Reach out to workshop participants to validate themes and suggestions
4. No hearing planned for November

