

**SIM Funding Allocation Request**

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| Requestor | SIM Program Team and MaineCare |
| Date of Request | 6/17/15 |
| Amount of Request | $51,150.00 |

**Reason for Funding Request:**

The State of Maine, Department of Health and Human Services, Office of MaineCare Services through the State Innovation Model (SIM) program, seeks to hire a company or individual for a short term contract to provide work process development for two technology projects in MaineCare within the VBID program.

The SIM related projects are 1) HIE Notifications and 2) HIE Analytics Dashboard. The project objective statements are:

1. HIE Notifications:

“HIN’s Health Information Exchange (HIE) data will support both MaineCare and provider Care Management of ED and Inpatient utilization by sending automated email’s to Care Managers to notify them of a patient’s visit along with associated medical record documents.”

1. HIE Analytics Dashboard:

“HIN will provide MaineCare with a web-based analytics tool referred to as a “Dashboard”. The Dashboard will combine the current real-time clinical HIE data with MaineCare’s claim’s data. This is the first test of Maine’s HIE to support a “payer” using clinical EHR data.”

**SIM Strategy Supported by the Request:**

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| **SIM Strategy** | **Add ‘X’ if investment will support** | **Explanation** |
| Strengthen Primary Care | X | It will provide the needed linkage to MaineCare Staff through review of the interface, training and implementation of work processes developed in conjunction with HIN |
| Integrate Physical and Behavioral Health |  |  |
| Develop New Workforce Models |  |  |
| Develop New Payment Models |  |  |
| Centralize Data and Analysis | X | Through the development of the dashboard, MaineCare will have greater and easier access to HIE records for better care management services of ED and inpatient utilization of the available associated medical record documents |
| Engage People and Communities |  |  |

**Expected Outcomes of the Investment**

Through this contractual agreement, we expect the vendor to complete the associated tasks for work process development. Those tasks include:

1. Provide a process description of the “current state”; how tasks are done, by whom, in what order, and a development of the desired future state.
2. Define and document new work processes that will accomplish the following objectives:
   1. Enable new technologies introduced to the MaineCare operation to be utilized to their full potential
   2. Redesign current work process to leverage the new tools and create substantial effectiveness and efficiencies.
      1. The new work processes should include the set of relationships between all the activities in these projects from start to finish. Activities are related by different types of trigger relation. Activities may be triggered by external events or by other activities.
      2. The new work process documentation should also include the identification of current and potentially new staff necessary to maximize the usage of these new technologies, and should describe the roles of these staff.
3. Develop a comprehensive picture of where gaps and opportunities for alignment exist between program/goals and the project tools/solutions being implemented.
4. Develop an assessment of the technology tool and the implementation needs, ie where tool is insufficient and where organizational capacity/structure is insufficient.
5. Identify and gap reduction strategies.
6. Provide workforce analysis that identifies skill assets and gaps, what are the current workforce resources and what specifications are needed for the kinds, numbers, and location of staff to implement the project tools.
7. Develop strategy recommendations to maximize assets, close gaps, plans to implement the strategies and measures for assessing strategic progress.

The development of this process can be implemented into other areas of SIM integration by using the methodology and process development started in this contract.