Proposed Social Determinants of Health (SDOH) Technical Integration Framework

HL7 HSS WG Presentation

April 13th
The SDOH Technical Integration Framework will support developers and implementers of social care technical systems by providing step-by-step guidance for successful project execution, management, and communications.

The Framework may inform the Interoperability Standards Advisory (ISA) and the current tags for Social Determinants of Health entries. ONC aims to work with other federal agencies and participants from SDOH-related data integration activities to inform the development of this framework.

The following presentation is an early draft framework outline and should not be distributed.
# SDOH Technical Integration Framework Timeline

<table>
<thead>
<tr>
<th>SDOH Technical Integration Framework Task</th>
<th>Date(s)</th>
</tr>
</thead>
<tbody>
<tr>
<td>Circulate draft framework outline to stakeholders</td>
<td>April 13</td>
</tr>
<tr>
<td>Review draft framework outline with stakeholders</td>
<td>April 13</td>
</tr>
<tr>
<td>Stakeholders submit written framework outline feedback to EMI</td>
<td>April 13 - April 20</td>
</tr>
<tr>
<td>EMI incorporates framework outline feedback</td>
<td>April 21 - May 1</td>
</tr>
<tr>
<td>EMI update, refine graphics, and finalize framework</td>
<td>May 2 - May 15</td>
</tr>
<tr>
<td>ONC feedback cycle</td>
<td>May 16 - July 10</td>
</tr>
<tr>
<td>Framework finalization</td>
<td>July 11 - July 31</td>
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SDOH Technical Integration Framework Inputs

Prescription Drug Monitoring Program-Electronic Health Record (PDMP-EHR) Integration and electronic Clinical Decision Support (CDS) Framework

ONC SDOH Information Exchange Toolkit

Stakeholder Feedback

* Draft Framework Outline - Do Not Distribute *
ONC SDOH Information Exchange Toolkit

Developed by ONC with support from EMI Advisors and a panel of technical experts convened in 2020.

• Provides information on the SDOH information exchange landscape to stakeholders of all experience levels.

• Identifies approaches to advance SDOH information exchange goals through the ‘foundational elements’ framework.

• Provides examples of common challenges and promising approaches.

• Shares guiding questions and resources to support implementers.

• Available here: Social Determinants of Health (SDOH) Information Exchange Toolkit
Each Foundational Element has a section in the Toolkit with the following information:

- Overview
- Challenges
- Opportunities
- Bright Spot
- Guiding Questions
- Resources
SDOH Technical Integration Framework Outline
Overarching Questions

• Does this outline present the appropriate order (and steps) based on your implementation expertise?
• What are the more detailed “sub-steps” that could be included in this framework to support implementers?
• How do we ensure that equitable processes are reflected in the design and implementation of these projects?
• Are there other resources or guides that would be helpful to point implementers to in this framework?
• Are there ONC SDOH toolkit foundational elements that may have been missed?
  • Our intent was to align phases and steps with relevant ONC SDOH toolkit foundational elements.
Phases Defined in this Framework

1. Planning
2. Development
3. Testing
4. Training
5. Go-Live
6. Ongoing Activities

* Draft Framework Outline - Do Not Distribute *
Stakeholders

- **Provider** – includes licensed providers and others that interact with the person/patient to assess social risk, set goals, and determine/recommend referrals (e.g. Nurse, Nutritionist, Home Health Aide).

- **Care Coordinator** – coordinates the care and referral activities but normally does not make assessment, goal, or referral decisions.

- **Person/Patient** – a consumer, or client, who is the subject of the assessment, goals, referrals, and services delivered.

- **Community Based Organization (CBO)** – organizations that deliver requested social services (e.g. food pantry).
1. Planning

01. Begin Preliminary Conversations & Assess Community Needs

02. Identify & Establish Buy-in Among Participants

03. Evaluate & Select Social Care Integration Approach

04. Plan & Sign Relevant Legal Agreements

05. Coordinate Ongoing Conversations and Plan Timeline

* Draft Framework Outline - Do Not Distribute *
1. Planning

Step 1: Begin Preliminary Conversations & Assess Community Needs

- 1.a Assess landscape, identify community needs
- 1.b Identify community readiness and stewardship for project
- 1.c. Develop business case for integration among actors
- 1.d. Assess pre-existing vendor solutions
- 1.e. Define and prioritize use cases

ONC SDOH Toolkit
Foundational Element Reference
- Community Readiness and Stewardship
- Mission and Purpose
- Values and Principles
- Financing
- Implementation Services

Is this the right flow/order?  Additional guidance?  What’s missing?

* Draft Framework Outline - Do Not Distribute *
1. Planning

Step 2: Identify & Establish Buy-In Among Participants

- 2.a Secure buy-in among participants, including individuals with lived experience
- 2.b Identify and appoint social care integration implementation project team
- 2.c Identify governance model for project decisions
- 2.d Develop stakeholder engagement plan

ONC SDOH Toolkit
Foundational Element Reference
- Mission and Purpose
- Values and Principles
- Governance
- Financing

Is this the right flow/order?  Additional guidance?  What’s missing?

* Draft Framework Outline - Do Not Distribute *
1. Planning

Step 3: Evaluate & Select Social Care Integration Approach

- 3.a Define integration project requirements
- 3.b Define additional integration options that are available
- 3.c Evaluate and select option for technical approach
- 3.d Establish protocols for technical support

Step 4: Plan & Sign Relevant Legal Agreements

- 4.a Sign relevant legal agreements between integration partners - such as the health care system, CBOs, and technology vendors (MOU, data use agreements, etc.)

ONC SDOH Toolkit Foundational Element Reference
- Implementation Services
- Legal

Is this the right flow/order?  Additional guidance?  What’s missing?

* Draft Framework Outline - Do Not Distribute *
1. Planning

Step 5: Coordinate Ongoing Conversations and Plan Timeline

- 5.a Schedule regular meetings among social care integration project and implementation team members
- 5.b Execute stakeholder engagement plan to inform relevant parties of appropriate project updates
- 5.c Establish a timeline for social care integration development and implementation
- 5.d Discuss/anticipate other phases of integration

ONC SDOH Toolkit
Foundational Element Reference
- Governance
- Implementation Services

Is this the right flow/order?  Additional guidance?  What’s missing?

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2. Development

01. Gather Resources and Ensure Development Support

02. Elaborate & Validate Requirements/Capabilities

03. Determine Social Care Workflow Integration

04. Develop & Configure User Interface

05. Conduct Role Mapping Between Systems

06. Iterate/Troubleshoot as Needed, Based on Testing Phase
2. Development

Step 1: Gather Resources & Ensure Developmental Support

- 1.a Establish participation commitment and expectations including kick-off, meeting cadence, responsiveness, and roles
- 1.b Allocate human resources
- 1.c Allocate technical resources
- 1.d Establish mechanisms for coordination among the development teams
- 1.e Revisit project plan and revise as necessary

ONC SDOH Toolkit
Foundational Element Reference
- Implementation Services
- User Support and Learning Network

What's missing?
Is this the right flow/order?
Additional guidance?
What’s missing?

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2. Development

Step 2: Elaborate & Validate Requirements/ Capabilities

- 2.a Convene social care integration team members to elaborate requirements
- 2.b Compile and document process and data workflows among actors
- 2.c Assess alignment of technical capabilities with workflows
- 2.d Determine reporting and auditing requirements
- 2.e Finalize requirements

ONC SDOH Toolkit
Foundational Element Reference
- Implementation Services
- User Support and Learning Network

Is this the right flow/order?  Additional guidance?  What’s missing?
2. Development

Step 3: Determine Social Care Workflow Integration

- 3.a Document pre-and post-implementation workflows
- 3.b Obtain end user feedback on post-implementation workflow
- 3.c Update and finalize workflows

Step 4: Develop & Configure User Interface

- 4.a Determine responsibilities (health care system, EHR vendor, CBO vendor, integration vendor, or data-sharing hub)
- 4.b Configure interface to align with workflow and requirements
- 4.c Convene team members to review configured interface

ONC SDOH Toolkit
Foundational Element Reference
- Implementation Services
- User Support and Learning Network

Is this the right flow/order?  Additional guidance?  What’s missing?

* Draft Framework Outline - Do Not Distribute *
2. Development

Step 5: Conduct Role Mapping Between Systems

- 5.a Analysis – compile and harmonize roles
- 5.b Compile list of users and their respective roles in the IT system
- 5.c Apply roles as mapped

Step 6: Iterate/Troubleshoot as needed, based on Testing Phase

- 6.a Update requirements, workflows, and training based on testing results
- 6.b Iterate on previous steps as needed

ONC SDOH Toolkit
Foundational Element Reference

- Implementation Services
- User Support and Learning Network

Is this the right flow/order?  Additional guidance?  What’s missing?

* Draft Framework Outline - Do Not Distribute *
3. Testing

- 01. Develop Testing Plan
- 02. Plan Testing Activities & Timeline
- 03. Conduct Technical Testing Based on Testing Plan

* Draft Framework Outline - Do Not Distribute *
3. Testing

Step 1: Develop Testing Plan

- 1.a Develop required testing scenarios/scripts
- 1.b Determine required testing procedures
- 1.c Confirm expectations across all entities
- 1.d Develop detailed test scenarios and protocols, as necessary

ONC SDOH Toolkit Foundational Element Reference
- Implementation Services
- Technical Infrastructure and Data Standards

Is this the right flow/order?  Additional guidance?  What’s missing?

* Draft Framework Outline - Do Not Distribute *
3. Testing

Step 2: Plan Testing
Activities & Timeline

- 2.a Establish technical testing schedule and timeline
- 2.b Establish end-user testing schedule and timeline
- 2.c Determine and designate testing roles and responsibilities

ONC SDOH Toolkit
Foundational Element Reference
- Implementation Services
- Technical Infrastructure and Data Standards

Is this the right flow/order? Additional guidance? What’s missing?

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3. Testing

Step 3: Conduct Technical Testing based on Testing Plan

- 3.a Conduct connectivity testing
- 3.b Conduct data import testing
- 3.c Conduct user interface testing
- 3.d Conduct case-based testing
- 3.e Conduct user acceptance testing
- 3.f Conduct reporting and auditing capability testing
- 3.g Conduct testing to ensure successful migration into production
- 3.h Document technical issues and/or enhancement requests

ONC SDOH Toolkit
Foundational Element Reference
- Implementation Services
- Technical Infrastructure and Data Standards

Is this the right flow/order? Additional guidance? What’s missing?

* Draft Framework Outline - Do Not Distribute *
4. Training

01. Launch Adoption Initiatives

02. Develop Training Plan

03. Create Training Content

04. Train Users

* Draft Framework Outline - Do Not Distribute *
4. Training

Step 1: Launch Adoption Initiatives

- 1.a Secure social care integration champion(s) support for training
- 1.b Identify internal points of contact for training activities

Step 2: Develop Training Plan

- 2.a Identify the training audience(s)
- 2.b Identify appropriate training delivery method points of contact for training activities
- 2.c Establish training timing and frequency

ONC SDOH Toolkit Foundational Element Reference
- User Support and Learning Network

Is this the right flow/order? Additional guidance? What's missing?

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4. Training

Step 3: Create Training Content
- 3.a Develop training materials and job aids
- 3.b Review materials and job aids with social care integration champion(s) and other end-user representatives

Step 4: Train Users
- 4.a Launch a Go-Live Communications Campaign among actors
- 4.b Train users
- 4.c Update training content

ONC SDOH Toolkit Foundational Element Reference
- User Support and Learning Network

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5. Go-Live

01. Determine & Implement the Go-Live Approach

02. Migrate into Production & Turn On Integration

03. Communicate to End Users that Integration is Live and Provide Go-Live Support

* Draft Framework Outline - Do Not Distribute *
5. Go-Live

Step 1: Determine Roles & Implement the Go-Live Approach

- 1.a Determine Go-Live approach
- 1.b Assign roles for day of Go-Live
- 1.c Establish feedback mechanism
- 1.d Create Go-Live checklists
- 1.e Decide Go vs. No-Go

ONC SDOH Toolkit
Foundational Element Reference
- Implementation Services
- User Support and Learning Network

Is this the right flow/order?  Additional guidance?  What’s missing?

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5. Go-Live

Step 2: Migrate into Production & Turn on Integration
- 2.a Turn on integration
- 2.b Validate integration functionality and auditing capabilities
- 2.c Monitor activity on day of Go-Live

Step 3: Communicate to End Users that Integration is Live and Provide Go-Live Support
- 3.a Disseminate communication
- 3.b Provide in-person support
- 3.c Implement & monitor end-user feedback mechanism

ONC SDOH Toolkit Foundational Element Reference
- Implementation Services
- User Support and Learning Network

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6. Ongoing Activities – Technical Maintenance

01. Establish Responsibilities & Protocols for Ongoing Project Team

02. Resolve Technical Issues & Implement Enhancements

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6. Ongoing Activities – Technical Maintenance

Step 1: Establish Responsibilities & Protocols for Ongoing Project Team

- 1.a Establish expectations, requirements, and roles
- 1.b Determine meeting/reconvening expectations
- 1.c Re-visit support protocols, including error tracking and assignment of responsibilities
- 1.d Manage user access
- 1.e Train new users as needed

ONC SDOH Toolkit Foundational Element Reference
- Technical Infrastructure and Data Standards
- User Support and Learning Network

Is this the right flow/order? Additional guidance? What’s missing?

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6. Ongoing Activities – Technical Maintenance

**Step 2: Resolve Technical Issues & Implement Enhancements**

- 2.a Determine roles/responsibilities
- 2.b Identify, track, and address technical issues
- 2.c Identify and address enhancement requests

ONC SDOH Toolkit
Foundational Element
Reference

- Technical Infrastructure and Data Standards
- User Support and Learning Network

Is this the right flow/order?  
Additional guidance?  
What’s missing?

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6. Ongoing Activities – Usage Auditing

01. Establish Auditing Frequency & Methods

02. Obtain & Analyze Audit Log/Report

03. Address Audit Findings

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6. Ongoing Activities – Usage Auditing

Step 1: Establish Auditing Frequency
- 1.a Determine purpose and scope of audits
- 1.b Determine audit process and frequency

Step 2: Obtain & Analyze Audit Log/Report
- 2.a Compile and validate audit data
- 2.b Analyze data

ONC SDOH Toolkit
Foundational Element Reference
- Technical Infrastructure and Data Standards
- User Support and Learning Network

Is this the right flow/order? Additional guidance? What’s missing?

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6. Ongoing Activities – Usage Auditing

- 3.a Increase end-user adoption as needed
- 3.b Address impacts of non-compliance as needed
- 3.c Iterate the usage auditing process as needed

Step 3: Address Audit Findings

ONC SDOH Toolkit
Foundational Element Reference
- Technical Infrastructure and Data Standards
- User Support and Learning Network

Is this the right flow/order?  Additional guidance?  What’s missing?

* Draft Framework Outline - Do Not Distribute *
6. Ongoing Activities – Reporting

01. Establish Auditing Frequency & Methods

02. Analyze Reporting Data & Address Issues

* Draft Framework Outline - Do Not Distribute *
6. Ongoing Activities – Reporting

**Step 1: Establish Reporting Frequency & Methods**
- 1.a Determine purpose and scope of reports
- 1.b Determine reporting processes and frequency

**Step 2: Analyze Reporting Data & Address Issues**
- 2.a Extract and validate data
- 2.b Analyze report data
- 2.c Address results of the analysis

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Revisiting Overarching Questions

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Next Steps

Please submit additional feedback on the draft outline framework to Sara Behal at sara.behal@emiadvisors.net by Thursday, April 20.

Thank you!
Contact ONC

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