

A Symposium in the NIC of Time: Moving Upstream to Improve Health and Well-Being

November 26-28, 2018 • Avon, CT

NIC Leadership Team

Nov. 26, 2018

Dear Colleagues,

Welcome to the National Interoperability Collaborative's first New England event, "A Symposium in the NIC of Time: Moving Upstream to Improve Health and Well-Being." On behalf of NIC's leadership partners, Stewards of Change Institute and AcademyHealth, we thank you in advance for sharing your valuable time, knowledge and insights with us for the next few days.

We also extend our deep appreciation to the Kresge Foundation for believing in our vision for NIC, and for providing the grant with which we launched this ambitious initiative just 18 months ago. And we are sincerely grateful to the organizations that enabled us to make this event a reality: the New England States Consortium Systems Organization, IBM, the New England Organization of Child Welfare Commissioners and Directors, the Connecticut Department of Social Services and the Millbank Memorial Fund.

This symposium is designed to showcase innovative projects and practices relating to interoperability, integration and information-sharing efforts from across New England, as well as from other states in which NIC is already working. It will also provide you with the opportunity to hear from and interact with colleagues from around the country and learn about leading-edge activities, concepts and best practices. Last but absolutely not least, we are excited to work with you on building NIC's "chapter" in New England in ways that genuinely help you achieve your goals and fulfill your mission.

One of NIC's distinguishing characteristics is its focus on cross-sector collaboration and learning across six domains: human services, education, public health, public safety, health information technology, and emergency services. Too often, lessons learned in one area aren't shared with others, so people are forced to re-invent what's already there or – worse – repeat the same mistakes. Solving 21st century problems requires us to incorporate all the factors that impact health, safety and well-being. While valuable learning and networking will occur at this event, we also plan to synthesize the output and publish a post-event ezine that we will disseminate broadly across the US.

Our goal is to give participants a unique opportunity to focus on actionable ways in which information-sharing, integration, interoperability and cross-systems approaches can – and do – enhance the delivery and effectiveness of health and human services, especially for the least-served and most-vulnerable among us. Thank you enormously for working with us to build NIC's New England "chapter" by being here, by engaging, and by sharing your knowledge and expertise.

Daniel Stein



President, Stewards of Change Institute; Co-PI, National Interoperability Collaborative

National Interoperability Collaborative

A Symposium in the NIC of Time: Moving Upstream to Improve Health and Well-Being

MONDAY 11/26

12:00 – 1:00

Registration, Coffee and Networking

1:00 – 2:00

Welcome, Orientation and NIC Overview

Daniel Stein, President, Stewards of Change Institute; Co-Principal Investigator, National Interoperability Collaborative

Roderick L. Bremby, Commissioner, Connecticut Department of Social Services

Jeffrey Meyers, Commissioner, New Hampshire Department of Health and Human Services; Chairperson, New England States Consortium Systems Organization

Elaine Zimmerman, Regional Manager, Administration for Children and Families, Region 1

2:00 – 3:15

Presentation, Interactive Activity and Fishbowl Debrief Discussion

Getting to the Headwater: Using Interoperability and the Social Determinants to Positively Impact Public Health Crises

This session utilizes the opioid epidemic to illustrate how any public health crisis could be better-addressed through improved interoperability, information-sharing and systems integration across multiple domains. In particular, the panelists will focus on some of the strategies outlined in the soon-to-be-published NIC Opioid Prevention Playbook as the basis for a discussion of the role of interoperability and the social determinants of health and well-being in “getting upstream” of the problem.

Presenter:

Paul Wormeli, Member, SOCI Board of Directors; Executive Director Emeritus, IJIS Institute

Facilitators of Interactive Activity and Fishbowl Debrief:

Daniel Stein, SOCI President, NIC Co-Principal Investigator; NIC team members

3:15 – 3:30

BREAK.....

3:30 – 4:00

Ignite Presentations

Lessons from MA: Advanced Inter-Agency Data Sharing

In an effort to find answers about the state’s opioid crisis, Massachusetts passed a law directing several state agencies to engage in an unprecedented degree of data-sharing. As a result, the Bay State linked 22 separate agency databases in order to understand the social determinants driving the opioid crisis. The state is now able to see the relationship between

overdoses and a wide variety of social risk factors, such as prior incarcerations, medical history, and prior access to substance use disorder services. The techniques that enabled the secure exchange of this data are now being applied in new and interesting ways to address a host of public health challenges.

Presenter:

Ray Campbell, Executive Director, Center for Health Information Analysis

Modernizing the Legal Determinants of Health

The legal system is a critical component of the social determinants of health, but its impact is not well-documented or understood. This presentation focuses on a new initiative by the Pew Charitable Trusts to modernize the system, including with a pilot project integrating 2-1-1 databases, legal aid and court self-help to better match resources to needs.

Presenter:

Erika Rickard, JD, Senior Officer, Civil Justice Innovation Project, The Pew Charitable Trusts

4:00 – 5:15

Keynote and All-Attendee Discussion

Can the Solution be Right if the Data is Biased?

Implicit bias and institutional discrimination are important factors that help to shape research, policy and practice. This session examines the role of these “invisible social determinants;” why they should become integral elements of reform efforts; and specific steps for making progress. The presenters will also address this central question: How do data-integration platforms and strategies functionally do no harm? This question acknowledges that tools that create pathways to accelerate data-sharing and system interoperability inherently have the capacity to “profile poverty,” codify racism and engineer disadvantage.

Presenters:

Margo Edmunds, PhD; Vice President, Evidence Generation and Translation, AcademyHealth; NIC Co-Principal Investigator

Rhea Boyd, MD; Chief Medical Officer, San Diego 211; Director, Equity and Justice, The Children’s Trust

6:15 – 8:30

Dinner – North House Restaurant

TUESDAY 11/26

7:30 – 8:30

Breakfast

8:30 – 9:00

Introduction to Day 2

9:00 – 10:15

The View from the Top I: Advancing and Sustaining Progress from the State Perspective

What innovations, processes and changes are needed to integrate the social determinants of health and wellness upstream into the Health and Human Services ecosystem? In this session, HHS leaders from NIC’s three inaugural partner states engage in a dialogue centering on specific ways they have sought to answer that question, the successes they’ve had, the challenges they’ve faced, and the times they’ve wished they hadn’t come to the office. A primary focus on the conversation will be the strategies and programs they have used to instigate change and what they’ve learned about replicating, scaling and sustaining it.

Moderator:

Jessica Kahn, Senior Expert, McKinsey & Co.

Discussants:

Roderick L. Bremby, Commissioner, Connecticut Department of Social Services

Michael Wilkening, Secretary, California Health and Human Services Agency

William Hazel, MD, Secretary (former), Virginia Department of Human Resources; Senior Advisor for Strategic Initiatives, George Mason University

10:15 – 10:45

BREAK.....

10:45 – 11:30

Question of Consequence: Distill and Synthesize Learning

11:30 – 12:30

Bridgeport Prospers, Baby Bundle: Moving Upstream from Birth to Three

The presenters provide an overview of this ambitious, multidomain initiative that is bringing together early education, hospitals, schools, public safety and other relevant Department of Social Services programs to improve the lives of infants, children and families through early detection and intervention. Discussion about this innovative initiative, on which NIC is working with the key players on the ground, will focus on key insights and how “Baby Bundle” can be shaped and implemented not only to benefit the struggling community it is intended to serve, but also so that it can become a pilot for replication across Connecticut and, perhaps, far beyond.

Presenters:

Roderick L. Bremby, Commissioner, Connecticut Department of Social Services

Janice M. Gruendel, PhD, Senior Fellow, Institute for Child Success; Research Professor, University of North Carolina, Charlotte; Fellow, Zigler Center, Yale University

Allison Logan, Executive Director, Bridgeport Prospers, United Way of Coastal Fairfield County

David Wilkinson, Commissioner, Connecticut Office of Early Childhood (invited)

12:30 – 1:30

LUNCH.....

1:30 – 2:15

Learning from Innovation and Success in San Diego

In this session, 2-1-1 San Diego’s leaders will discuss their Community Information Exchange (CIE), an ecosystem of multidisciplinary network partners that is shifting how health and social service providers deliver person-centered care and contribute to individual longitudinal records through shared language and outcomes. They will describe the CIE’s evolution in collaboration with San Diego’s Health Information Exchange and the local county ConnectWell to improve health equity and outcomes across systems of care.

Presenters:

John Ohanian, President and CEO, 2-1-1 San Diego

William York, Vice President, 2-1-1 San Diego

2:15 – 3:45

Interactive Case Study

Using Design Thinking to Develop Community Ecosystems for Vulnerable Mothers and their Babies

This session provides an overview of the theory and application of Design Thinking, a framework that helps guide teams from problems to solutions. Through a relentless focus on user outcomes, multidisciplinary teaming, and “restless reinvention,” Design Thinking produces innovative solutions to thorny problems/challenges. In this session, symposium participants will have the opportunity to apply Design Thinking to an early childhood case study. Together, we will seek to design a holistic, community-based continuum of care to address inequities and radically improve outcomes for mothers and their babies in under-resourced communities.

Moderator:

Ivy Pool, Senior Consultant, Stewards of Change Institute

Presenters:

Kenneth Kaplan, MSW/M’Arch/HP; Senior Health System Advisor, Initiative for Health Systems Innovation, Sloan School of Management, Massachusetts Institute of Technology

Becket Dickerson, Associate Partner, GBS US Public Service, Customer Engagement & Design Practice Area Lead, IBM Global Business Services

3:45 – 4:00

BREAK.....

4:00 – 4:30

Ignite Presentations

Constructing a Safer Future So All of NH’s Children Can . . . Live Free and Thrive

Realizing a safer future for children requires transforming the child-serving and family support systems in every community. With an unyielding sense of urgency, efforts in New Hampshire are underway to work across the ecosystem, collectively move upstream, and energize the resources and supports parents need to raise their children at the best and most-challenging times in their lives.

Presenters:

Chris Tappan, Associate Commissioner Human Services and Behavioral Health

Joe Ribsam, Director, Division for Children, Youth and Families

Catalyzing Upstream Change: The Rhode Island Health Equity Zones and the ASTHO President's Challenge

The Association of State and Territorial Health Officials (ASTHO) President's Challenge was developed to spur increased focus on community-led, place-based initiatives to address the social determinants of health nationwide. This session will introduce the key concepts and activities of the President's Challenge, and will discuss the Rhode Island Health Equity Zones as an example of an initiative that offers unique opportunities for data integration.

Presenter:

Ada Amobi, MD, MPH; Physician Lead, Health Equity Institute, Rhode Island Department of Health

4:30 – 4:45

Recap of the Day, Preview of Tomorrow

6:00 – 8:00

Reception, Avon Old Farms Hotel

WEDNESDAY 11/28

7:30 – 8:30

Breakfast and Morning Remarks

8:30 – 9:45

The View from the Top II: Advancing and Sustaining Interoperability Progress from the Federal Perspective

While attention at the federal level has focused largely on divisive issues, efforts in at least one area seem likely to bring symposium attendees together: promoting interoperability and information-sharing to make progress relating to health and human services. Presenters will discuss some of those efforts, including the new ACF Interoperability Initiative from the Administration for Children and Families. They will also offer their perspectives on the same question state leaders addressed earlier in the symposium: What innovations and changes are needed to integrate the social determinants of health and well-being upstream into the HHS ecosystem?

Moderator:

Daniel Stein, SOCI President; NIC Co-Principal Investigator

Presenters:

Christi Bordeaux Dant, State Systems Coordinator for Health and Human Services, Administration for Children and Families
Nina Brown-Ashford, Group Deputy, Prevention and Population Health Group, Center for Medicare and Medicaid Innovation, Centers for Medicare and Medicaid Services

Betsy F. Rosenfeld, JD, Regional Health Administrator, Region 1, US DHHS, Office of the Assistant Secretary for Health (invited)

9:45 – 10:00

BREAK.....

10:00 – 11:15

Deeper Dive Breakout Discussions

These small-group conversations, facilitated by symposium faculty, delve deeply into topics, questions and issues raised throughout the symposium; each group will report out key concepts from its discussion, as well as (if/when relevant) recommendations for next steps/actions/initiatives by New

England states and/or NIC in the region. Subjects include:

- East Meets West – New England and California participants (among others) focus on building NIC
- Equity and Bias – A continuation of the conversation begun on day 1 of the symposium
- Technology's the Key – The essential role of IT, whether building a CIE, 2-1-1 or any other solution
- Rewiring the Brain – A closer look at Design Thinking and how it can improve outcomes
- Parlaying the Plays – How do the strategies in NIC's opioid playbook become reality?
- Another Subject? – Topic(s) to be selected by participants

11:15 – 12:15

Scaling NIC: Charting a Course in New England and Fitting into a National Roadmap

This session will provide an overview of NIC's progress since it was launched in June 2017, combined with Q&A and all-attendee dialogue/input. Attendees will learn about NIC's work in California, Connecticut and beyond, as well as our Collaboration and Communication Hub and InterOptimability Training and Certification Curriculum (ITCC) program. Attendees will also hear about – and help to shape – NIC's plans for the future, particularly in New England.

12:15 – 1:45

Lunch and Closing Keynote

Leveraging Our Data to Advance Health Equity: The Urgency to Build Public Will

Data is helping us prove it's possible to invest in population health in ways that are cost-effective, improve outcomes and engage communities as co-producers of their own health. But it can be tough to make a compelling case for meaningful systems change and, worse, attempts to increase support can backfire. This presentation will explain how to use data to build public support for scaling health programs, policies and investments that fundamentally transform our health ecosystems for the better.

Presenter:

Tiffany Manuel, PhD; Vice President, Knowledge, Impact and Strategy, Enterprise Community Partners, Inc.

1:45 – 2:00

Final Remarks



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