

**Public Health System**

Minneapolis, MN

**Industry**

Public Sector &amp; Healthcare

**Employees**

50,000+

## Vision and Framework for Achieving Interoperability

This Minnesota public health system is one of the largest agencies in Minnesota's public sector. With about 1,500 employees and an annual budget of approximately \$500 million in state, federal and fee-based funds, their mission is to protect, maintain and improve the health of all Minnesotans.

### CHALLENGES

The client requested Trissential's assistance in the development of a vision and framework for achieving interoperability. In doing so, the client sought to accomplish the four recommendations outlined in their Informatics Assessment: Interoperability and Health Information Exchange Report:

- Convene stakeholders and develop a governance structure to foster trust and sustain collaboration
- Define available information systems and technology paths to facilitate data sharing
- Define the financing strategy and identify funding sources
- Ensure public health agency and workforce capacity for informatics

### SOLUTION

Trissential's approach was built on a framework comprised of the following stages: listen, discover, assess/ideate, plan/co-create, and execute/hand-off.

#### Listen and Discover

An initial assessment was done to understand basic information about the organization and the interoperability efforts; this was done through stakeholder analysis, observation, and discovery to determine current state.

#### Assess / Ideate

Trissential then gathered the client's stakeholders together to participate in workshops aimed at promoting collaboration and working toward an agreeable future state with defined success criteria for a shared vision. A rough visual diagram and plain language statement were developed to describe the future state. Additionally, a gap analysis was provided which indicated critical changes needed within the organization to align with the future state vision for interoperability.

#### Plan / Co-Create

Trissential then worked closely with the client's team and stakeholders to build a roadmap for the framework and vision of their interoperability plan. Within this roadmap, Trissential provided recommendations to close important gaps that could have hindered the success of the interoperability efforts.

#### Execute / Hand Off

Trissential ensured there was a comfort level within the organization for a hand off and execution of the plan and roadmap; in doing so they reaffirmed the client was positioned for a successful implementation of interoperability based on the collective work and partnership.



### ESSENTIALS UTILIZED

**MANAGEMENT CONSULTING**

**BUSINESS AGILITY**

**CONTINUOUS QUALITY**



### RESULTS

Trissential delivered an assessment of the current state including: people (culture), process, and tools with a detailed gap analysis and recommendations to move to future state; this assessment was delivered on time and on budget. In addition, Trissential worked with the client's leadership to create an interoperability vision statement and diagram to be used for communication both internally and externally with community stakeholders such as the care systems, public entities, and health information organizations throughout Minnesota's public sector. Finally, Trissential created a three year roadmap for execution which addressed a communication plan, governance structure, data management, funding initiatives, organizational effectiveness, and relationship management; the client is currently in process of executing this roadmap.