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Addressing Healthcare Disparities: A Digital Health Ecosystem

UW SCHOOL OF NURSING | OCT. 19, 2021
TODAY’S DIGITAL HEALTH ECOSYSTEM REPRESENTATIVES

Ryan Bosch, MD, FACP
Founder & President, Socially Determined

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Chief Strategy Officer, AM LLC

Verlon Johnson, MPA
Senior Vice President of Corporate Strategy, CNSI

Abigail Cooke, MAT, MBA
Program Director, CNSI

EVERY COMPLEX PROBLEM HAS A SIMPLE SOLUTION THAT DOESN’T WORK

H.L. MENCKEN
AGENDA

- Introduction to Social Determinants of Health (SDoH) and Public Health and Human Services
- Panel Discussion: Perspectives from Across the Digital Health Ecosystem
- Bringing Technology to Market: SDLC Overview
- Q&A
BACKGROUND

The COVID-19 pandemic exposed long-standing inequities in our nation’s health care system. Eliminating these health care disparities is the top priority for not only the Biden Administration but also the health care industry overall.

The pandemic also reinforced the critical role providers, communities, and private businesses play in helping state, local, and federal governments in eliminating these disparities.

This webinar will discuss the important role our digital health ecosystem plays in addressing health care disparities as well as how innovative technology and multiple data sources are the best way to focus on social determinants of health, a first step in improving health and reducing health disparities.
Panel Discussion: Perspectives from Across the Digital Health Ecosystem

Verlon Johnson, MPA
Senior Vice President of Corporate Strategy, CNSI

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Melissa Fannin, RN, MS, MBA, MHI
Chief Strategy Officer, AM LLC
Your Role in an IT Project

ABI COOKE, MAT, MBA
Who thought this was a good idea?

Photo credit: https://weburbanist.com/2014/09/02/bad-by-design-everyday-objects-reworked-to-frustrate-users/
“Most projects fail” - but there’s more to the story

- Unexpected costs  – Funding is lost
- Takes longer  – Staff is not available
- Changed requirement
- Doesn’t work as designed  – Doesn’t work as needed
- Vendor doesn’t perform
- Can’t connect to upstream or downstream systems
The Software Development Life Cycle

- Simple view
- May take weeks, months, or years to perform
- “Agile” is the rapid execution of many cycles with increments of functional code
- “Waterfall” is a single cycle with all-or-nothing delivery of code
When Projects Succeed

- Understand the pain points of the users and beneficiaries
- Explore the real data and accommodate it
- Break down requirements to technical tasks, and estimate effort and schedule based on prior experience
- Formally document requirements, approvals, and trace development tasks to the requirements
- Selecting staff and partners for capability and collaborative skills
- Establish and meet entrance and exit criteria for each step in the cycle
- Honestly assess, communicate, and collaborate on risks and issues
- Establish and use strong governance to manage the scope and schedule within budget and other constraints
- Build incremental solutions
Roles in IT Implementations

- Sponsor
- Funder
- Partner/vendor
- Independent QA
- Designer
- Developer
- Requirements writer
- Business analyst
- Use case writer
- Tester
- Procurement team
- Project manager
- Scheduler
- Estimator
- Proposal reviewer
- Contract administrator
- Operations manager
- Data conversion analyst
- Trainer
- Business Process designer
- Network administrator
Be sure to thoroughly understand what the user wants

...then communicate.

As proposed by the project sponsor.

As specified in the project request.

As designed by the senior architect.

As produced by the engineers.

As installed at the user's site.

What the customer really wanted.

http://joebarkai.com/why-is-this-still-funny-today/
Sentinel Event: IV Tubing and Enteral Feeding Connectors

IV tubing erroneously connected to enteral feeding tube

Regulatory & Product Design Responses

Mistake Proofing

Comparison of Legacy and the ENFit Enteral System
Currently, most hospitals in the US utilize "legacy" enteral feeding systems with the traditional Luer connector in a male-to-female orientation. ENFit features a non-traditional, female-to-male setup with female administration devices fitting into a male connection on the feeding tube.
What questions do you have?
Contact Us

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“DEMYSTIFYING HEALTH CARE PAYMENT REFORM”

WITH GUEST SPEAKERS
RACHEL ROILAND AND SUE BIRCH

TUESDAY, NOVEMBER 2
1:00-2:15PM

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