



New Hampshire Department of Health and Human Services

*To join communities and families in providing opportunities
for citizens to achieve health and independence*



Office of Information Services (OIS)



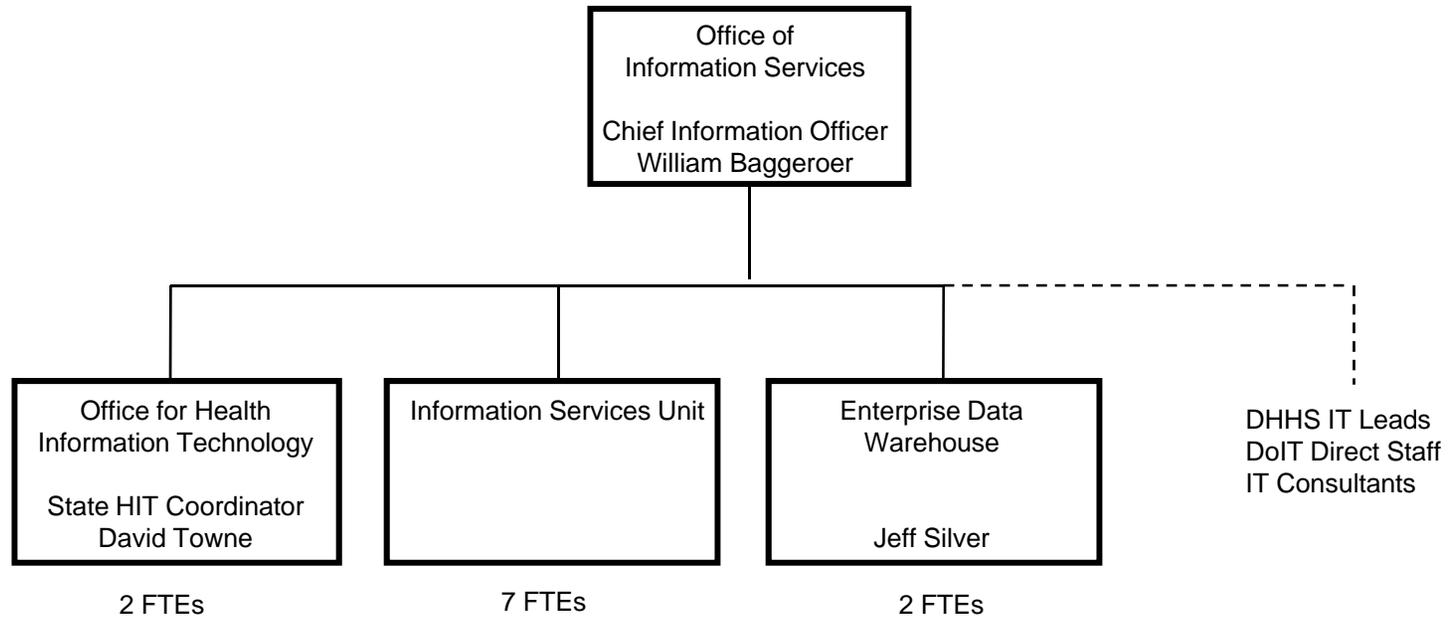
OIS

Mission Statement

To provide a broad range of information management and process improvement services critical to DHHS and its clients, business partners and service providers.



OIS





Organization

- The Office for Health Information Technology is responsible for the planning and directing of New Hampshire's developing health information technology and exchange capability.
- The Information Services Unit provides a wide range of services to the Department, its service delivery partners and its clients, including
 - Oversight of the Department's information systems and the projects which improve them,
 - Oversight over the Department's information technology budget,
 - Management of the Department's public website,
 - Oversight over the Department's information security policies and practices,
 - Management and delivery of the Department process improvement methodologies and practices, and serves as the Department's Lean Center of Excellence, and
 - Deploys and supports enabling technologies to improve operational efficiency and effectiveness.
- The Enterprise Data Warehouse team manages, improves and extends the Department's strategic and operational management reporting and analysis capability.



Personnel and Administrative Profile

- Office for Health Information Technology (OHIT)
 - 3 positions funded, one of which is currently unfilled
 - Primarily federally funded by ARRA HITECH grant
 - Leads the planning and development of a statewide health information exchange capability to enable health providers to exchange electronic medical records in safe and secure manner at less cost
- Information Services Unit (ISU)
 - 7 positions funded, three of which are currently unfilled
 - Includes Department's information security officer, public website manager, financial manager, project managers / program integrators, process improvement / Lean specialists and technology specialist
- Enterprise Data Warehouse (EDW)
 - 3 positions funded, all filled
 - Includes business analysts, system designers / developers who maintain the Department's strategic and operational management reporting systems



Enabling Legislation

RSA 126-A Department of Health and Human Services
Chapter 1, Laws of 2010 Operating Budget



Target Population Served

NH residents, DHHS employees, clients and service providers



Service Delivery

- OHIT – Convenes HIT stakeholders and leads collaborative Health Information Exchange Planning and Implementation Project
- ISU – Maintains Department’s website; facilitates and communicates Department’s information security polices and practices; oversees, coordinates and integrates Department's information systems; leads and mentors the Department’s Lean initiatives
- EDW – Works with State employees and service providers to improve management information reporting and analysis



Expected Outcomes

- Increased operational efficiencies and improved client services through increased automation, elimination of waste and reduction of errors.
- Increased transparency; better informed business partners and public; increased transparency
- Improved information accessibility and convenience
- Protected and secure data; improved privacy and accuracy of information
- More efficient and effective management and delivery of information system enhancements



Major Initiatives

- Accomplishments
 - Built a coalition of stakeholders across a broad cross-section of healthcare organizations and interested parties in support of health information exchange
 - Development of an initial New Hampshire Health Information Exchange Strategic and Operational Plan
 - Implemented major upgrade of DHHS public website
 - Assisted many DHHS information system initiatives utilizing document imaging, video conferencing, Internet-based client self service and other enabling technologies to reduce costs and improve client service
 - Identified and implemented improvements to the Disability Eligibility process. Measured results included a cycle time reduction from 8 months to 3 months and a backlog reduction from 1400 to 50 cases
 - Facilitated and documented the process improvement actions necessary to streamline the legislative rules making process in support of the state-wide JLCAR function
 - Lead the initiative to organize claims, revise department rules, enhance IT systems and expedite the Medicaid Transportation services to clients



Major Initiatives

- Plans
 - Refine New Hampshire's Health Information Exchange Strategic and Operational Plan and begin deployment
 - Develop State's ACA Health Benefit Exchange Plan
 - Direct Department's ACA Information Systems Planning and Implementation Project to improve our Medicaid eligibility processes and systems
 - Continue to assist and support several ACCES Front Door projects
 - Electronic Document Management
 - Client Self Service
 - Centralized Call Center
 - Support Department's Service Delivery Transformation and provide a 360-degree client services view
 - Implement major improvements to the contracting process by introducing contract tracking software, creating a standard operations manual and forming a centralized contracting unit



Costs

- OIS supports the information services needs of 3200 DHHS employees, plus thousands of DHHS clients and service providers

	SFY 2010	SFY 2011
	<u>Expended</u>	<u>Adjusted Authorized</u>
Information Services Unit	\$594,477	\$726,618
Office for Health Information Technology	\$12,926	\$2,558,707
Total	<u>\$607,403</u>	<u>\$3,285,325</u>

- OIS has joint management responsibility with the Bureau of Finance for the \$22,199,662 SFY 2011 Adjusted Authorized budget for DoIT services
- EDW was not part of OIS in SFY 2011



Challenges

- Increasing demand for information services due to increased client service workloads and federal programs (ARRA/HITECH, ACA, etc.) at a time of limits on staff and funding resources affects the timely completion of work performed and managed by the Office of Information Services
- Costs to operate, maintain and support multiple, non-interoperable, aging information systems continue to increase as limits on resources prevent replacement or substantial enhancement



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