

Joint HITPC and HITSC Certified Technology Comparison Task Force DRAFT

Report of the December 1, 2015, Virtual Meeting

Name of ONC Staff Liaison Present: Dawn Heisey-Grove

Meeting Attendance: (see below)

Purpose of Meeting: None stated

Meeting Outcome:

Heisey-Grove used slides to propose a certified technology comparison framework. The proposed framework consisted of the following non-prioritized categories: regulatory requirements, practice management and financial system integration, privacy and security, usability, data migration, population health management, patient integration, interoperability services, transition to APMs, quality improvement, total cost, and accessibility. Heisey-Grove acknowledged that the categories were not mutually exclusive; nor do they necessarily represent certification criteria. Within category comparison could consist of: functionality, usability and accessibility, user reviews and satisfaction, and cost.

Regarding the slide on areas of focus, Liz Johnson said that cost should take into consideration a 3 to 5 year horizon. Another member talked about the difficulty of calculating a correct total cost. Comments on required soft- and hardware additions should be captured. Co-Chairperson Cris Ross asked for comments on each category. Examples of responses are given below.

Regulatory requirements: The ease of producing documentation for audits should be included. The degree to which the framework is definitive must be considered—all of the information a prospective user could reasonably expect versus a comprehensive guide. Qualification for appropriate quality measure(s) is needed. The percentage of users that successfully attested to meaningful use and passed audits, as well as the ease of moving to another stage should be included. According to Heisey-Grove, ONC expects the task force to recommend the extent of comprehensiveness. Steve Stack suggested that they cast a wide net and later prioritize and eliminate; the result should be a tool that maximizes ease of comparisons. Johnson pointed out that some certification criteria are vendor-attested only, which may not be useful information for buyers.

Practice management and financial system integration: Although these are not certification criteria, they are extremely important considerations for small providers. Joe Wivoda suggested that the category be expanded to internal integration and include other systems, such as patient education and pharmacy. Ross questioned the practicality of including all systems. Another member pointed out the difficulty of qualitatively and quantitatively validating vendors' claims. It was noted that the role of the open CHPL and the result of surveillance activities could be incorporated here.

Privacy and security: Co-Chairperson Anita Somplasky commented that small and medium-sized practices need information in addition to yes or no. Something pertaining to staff training should be included. In response to a question about the focus being outpatient specific, Ross said that it is module

specific. Stack was opposed to including details. Wivoda was interested in the ease of use for periodic auditing, but he acknowledged that he did not know how that characteristic could be measured.

Usability: A member said that although the integration of workflow and CDS is important, doctors are already overwhelmed with their workloads without being expected to write comments on tools. Furthermore, the difficulty of reading through many comments seeking information to use in selecting technology must be considered. Stack referred to the need to convey the efficiency of vendor claims. Ross declared that the task force is charged with making recommendations to ONC, and is not expected to design the guide. He wondered about delineating a minimum set of principles for usability. Wivoda agreed and asked about using the output from the previously convened Usability Workgroup. Staff indicated that the output was probably not relevant to the task force's charge. John Travis talked about a certification test based on the representativeness of a group of users convened to give feedback on a product, particularly on safety-related factors; vendors are required to report on the methods and results of usability testing. David Schlossman reported that, based on his reading, the open CHPL reports are incomprehensible. Stack requested that human factors researchers be invited to contribute to the upcoming hearing. Wivoda reported that a Google search had generated several articles on usability measurement.

Observing that the discussion was running beyond the allotted time, Ross asked for comments on interoperability services. A member talked about a sustainability model for HIEs. They then jumped to total cost of ownership. Somplasky pointed out that cost is a component of each category. Christopher Tashjian suggested that total cost equals the cost inherent in each of the other categories. Travis noted that, although disclosure requirements refer to particularity, not everything is revealed by certification, for example, the costs of public health and specialty registry submissions.

A member suggested the elimination of two cells—APMs and accessibility. Heisey-Grove reported that accessibility refers to persons with disabilities. She suggested that the task force prioritize the categories. There was not time to elicit comments on the remaining categories (data migration, population health management, patient integration, transition to APMs, quality improvement, and accessibility).

Since the remaining agenda item had not been considered, Ross told the members to review the slides on the hearing panels and questions and to submit nominations in advance of the up-coming administrative call.

Next Steps: The task force is scheduled to meet December 3 for a non-public, administrative call and on December 8 in a public virtual meeting.

Public Comment: None

Flag to ONC Staff for Coordination: None

Name	12/01/15	11/17/15
Anita Somplasky	X	X
Christine Kennedy		X
Christopher Tashjian	X	X
Christopher Ross	X	X
David Schlossman	X	
Dawn Heisey-Grove	X	X
Elizabeth Johnson	X	X
Joe Wivoda	X	X
John Travis	X	X
Steven Stack	X	X