

Interoperability Experience Task Force

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Success Factors Needed to Achieve Interoperability

Business Compliance
Business Certification
Business Intelligence
Consent
Contracts
Customer Governance
Customer Investment
Customer Leadership
Customer Motivation
Customer Support
Customer Success
Customer Trust
Customer Value
Customer Vision
Customer Workflow
Customer Integration
Customer Proposition
Customer Relationships
Customer Standards
Customer Security
Customer Reliability
Customer Stick-to-it-iveness
Customer Workflow Integration
Customer Value Proposition

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Observations

- In folklore, a bullet cast from silver is often the only weapon that is effective against a werewolf, witch, or other monsters.
- In healthcare interoperability, there is no silver bullet.
- Surescripts success was because of a combination of factors. No one thing made it successful, but any one of them breaking down could be catastrophic.
- I've highlighted the items that I think were most central to success, namely relationships, leadership, and value proposition.
- If I had to boil it down to one thing, it would be that a consistent group of people within one organization were waking up every day for many years, worried about making e-prescribing successful.