

***Division of Services Improvement, Clinical Technical Assistance Project***  
**Targeted Capacity Expansion: Technology-Assisted Care (TCE-TAC)**  
**The Centers, Inc.**  
**TA 4085: Information Technology Strategic Development Call**  
**October 13, 2014 • 2:00 pm ET**

**Submitted to:** Tim Cowart, J.D. McFarland, and Alma Rosario

**Date of Submission:** October 13, 2014

**Participants:**

**The Centers:** Tim Cowart, J.D. McFarland, and Alma Rosario

**JBS International (JBS):** Dave Wanser and Leslie McElligott

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**Meeting Purpose:**

The purpose of the call is to discuss the plans for the onsite health information technology (HIT) strategic planning session scheduled for Monday, November 17, 2014 with The Centers' leadership team.

**Discussion:**

The Centers is currently reviewing the JBS' healthcare reform toolkit – focusing mainly on the decision support materials. The toolkit is slightly outdated (it was released before insurance exchanges were fully launched), but it still contains relevant information regarding the importance of Affordable Care Act compliance and the role of technology in helping organizations meet requirements.

Session Format

JBS has experience conducting strategic planning sessions for a variety of organizations. The sessions focus largely on the intersection of HIT and health reform, while examining the policy/practice implications embedded in both. Dave Wanser (JBS) will address these themes broadly at the beginning and then dive into more specific change elements (i.e., payment reform, care delivery, data access/analysis, sharing information, and cultural change). This will help to shape the vision of what a fully formed agency will look like and how patient engagement and the exchange of information will support operations (i.e., adherence, workflow, buy-in, and credentialing).

The next major session objective is to help The Centers identify the critical steps needed to form a plan that addresses its priorities over the coming years – with an eye toward how technology will help achieve those goals.

Board Participation

The Centers has invited its leadership to participate in the full day of planning activities. Board members will likely join later in the day (perhaps between 4:00 – 6:00 pm) for the summary segment.

**Next Steps:**

- ✓ The Centers was asked to develop a short list of critical issues regarding its vision for technology and clinical direction and partnerships. The exercise will help to identify the organization's most pressing needs and the priority in which they should be addressed over the coming years. JBS will use this information to shape the morning discussion, which will focus on the changing healthcare landscape and how technology fits into the equation.
- ✓ The Centers will develop a draft agenda based on priority topics and the availability of session participants.
- ✓ JBS will schedule a planning call for the week of November 3 to discuss the topics identified by The Centers and to finalize the agenda.