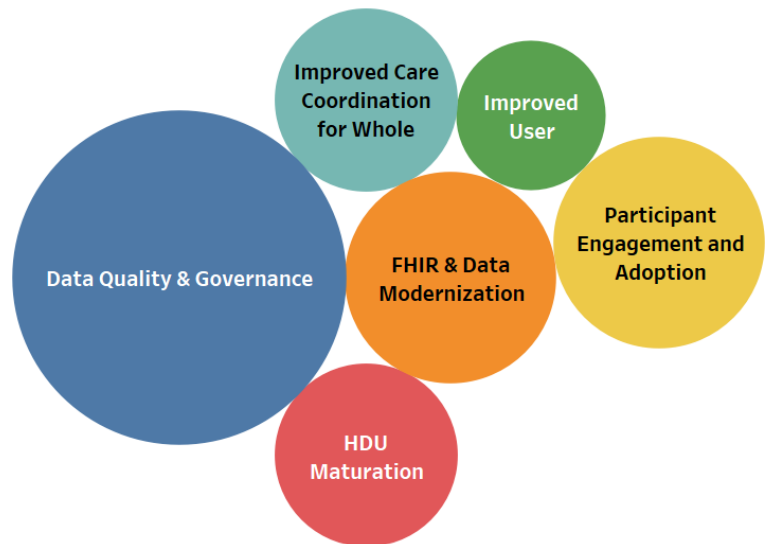# 2030 Roadmap Workshop Report

During this collaborative workshop, SAS and HIEA staff reflected on their roles, discussed accomplishments, barriers, and opportunities for strategic roadmap goals. At the end of the workshop, staff committed to activate on one step to support roadmap goals. The results of this workshop are summarized below.

Prior to engaging in a deep dive in an assigned roadmap goal, staff ideated a tangible success that they would like to see by 2030 related to HIEAs mission, vision, or roadmap goals. These successes largely fell into 6 categories, with highest number of responses related to data quality and governance, FHIR & Data Modernization, and Participant Engagement & Adoption.

During breakout groups staff appreciated accomplishments, acknowledged barriers, and assessed opportunities for the following goals:

1. Broaden Exchange Capabilities to Support Equitable, Whole-Person Care
2. Remain at the Forefront of Data Quality and Emerging Data Standards
3. Support the Value-Based Care and Public Health Priorities of Our Agency and Organization Partners
4. Cultivate Stability by Expanding HIE Services and Their Utilization

A full list of all accomplishments, barriers and opportunities per goal can be found in the Appendix. Across all goals staff appreciated:

- Strong partnerships with external agencies
- Advances in bidirectional data sharing, data quality
- Progress in including more providers and provider types

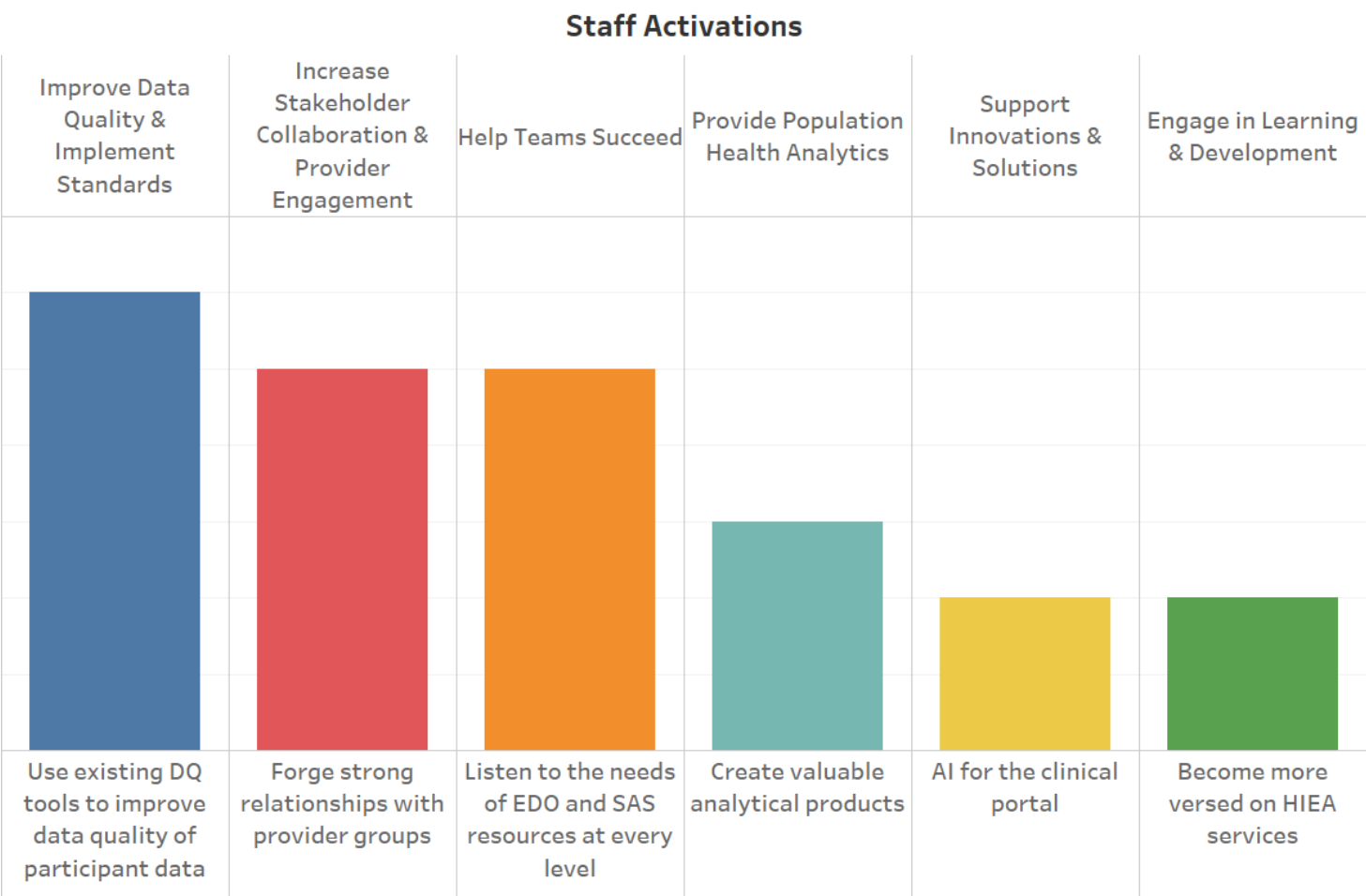Barriers across all goals included:

- Insufficient technological capabilities among rural participants
- Lack of resources for participant onboarding
- Persistent data quality/standardization issues

Opportunities included:

- Implement automated quality assessment tools
- Standardize onboarding for participants
- Simplify documentation and approval process for legislative changes

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At the end of the workshop, staff committed to the following activations, examples of responses are included at the bottom of each category.

Staff Activations

Improve Data Quality & Implement Standards	Increase Stakeholder Collaboration & Provider Engagement	Help Teams Succeed	Provide Population Health Analytics	Support Innovations & Solutions	Engage in Learning & Development
Use existing DQ tools to improve data quality of participant data	Forge strong relationships with provider groups	Listen to the needs of EDO and SAS resources at every level	Create valuable analytical products	AI for the clinical portal	Become more versed on HIEA services

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Appendix

Goal 1: Broaden Exchange Capabilities to Support Equitable, Whole-Person Care

Appreciate Accomplishments

- Significant progress in onboarding a wide range of providers and provider types.
- Increased number and volume of system connections.
- Ongoing efforts to improve data quality and expand the types of data brought in.
- Expanded clinical viewer content and integration of Medicaid claims with NC Notify.
- Notable process improvements supporting bidirectional data sharing.

Acknowledge Barriers

- Provider readiness, especially among rural providers lacking funding and technical infrastructure.
- Limited broadband and internet capacity in rural areas.
- High costs for small providers to establish and maintain EHR and HIE connections.
- IT challenges and insufficient technical assistance to support providers.
- Data quality issues and limited tools for self-assessment and correction.
- Challenges with system matching and integration of multiple medical record numbers (MRNs).

Assess Opportunities

- Implement automated data quality assessment tools and develop a Medicaid dashboard.
- Strengthen provider relationships and advocacy by demonstrating HIE value.
- Expand technical assistance and education for new participants.
- Launch targeted outreach and marketing efforts to clarify mission and benefits.
- Build trust with behavioral health providers through clear guidance on Part II data and consent processes.
- Develop and deploy a consent management tool specific to Part II data exchange.
- Identify funding mechanisms for provider readiness and technical support.
- Create a more structured onboarding pipeline with dedicated oversight.
- Improve communication and direct collaboration with EHR vendors.
- Leverage TEFCA alignment and implement single sign-on across systems.

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Goal 2: Remain at the Forefront of Data Quality and Emerging Data Standards

Appreciate Accomplishments
- Maintained leadership in data quality and emerging data standards.
- Strong relationships with participants contributing to improved data exchange.
- Continued focus on enhancing data quality practices and compliance.

Acknowledge Barriers
- Dependence on participants for data quality and timeliness.
- Delays in implementing data quality processes due to external constraints.
- Resource limitations among participants, impacting their ability to meet data standards.

Assess Opportunities
- Conduct regular provider data quality assessments and "annual checkups" for issues to be identified earlier.
- Automate reporting and apply AI to improve monitoring and quality assurance for both HIEA and its participants.

Goal 3: Support the Value-Based Care and Public Health Priorities of Our Agency and Organization Partners

Appreciate Accomplishments
- Strong external relationships with partner organizations.
- Stable funding in the Health Management System (HMS) domain supporting collaboration.

Acknowledge Barriers
- Legislative delays hindering policy progress.
- Persistent and emerging data quality and security challenges between systems.

Assess Opportunities
- Streamline legal workflows to simplify documentation and approval processes.
- Increase capacity for ad hoc reporting and on-demand analytics.
- Enhance dashboards for partners and develop an external-facing research interface to expand data utility and transparency.

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Goal 4: Cultivate Stability by Expanding HIE Services and Their Utilization

Appreciate Accomplishments	**Acknowledge Barriers**	**Assess Opportunities**
- Improved standardization of internal processes and strengthened interdepartmental collaboration. - Enhanced teamwork between HIEA and DHHS, including data quality collaboration and transition to Intersystems. - Programmatic success through initiatives like Cure for Moms integrated via NC Notify.	- Limited staffing, time, and capacity to take on expanded work. - Lack of standardized onboarding or training materials for participants.	- Establish HDU services by utilizing APIs and aligning with national data standards. - Seek legislative designation as North Carolina's official Health Data Utility. - Leverage SAS tools for risk assessment, analytics, and quality monitoring.