HCMACS Enterprise Electronic Health Record (EHR)

Overview

- The Health Care Management and Coordination System (HCMACS) is an enterprise Electronic Health Record (EHR) Solution to support coordinated care for Washington residents who receive state health care benefits and services from participating agencies. <u>The HCMACS Enterprise EHR Solution includes shared governance, data, resources, and workflows to maximize impact and efficiency</u>. Participating Health and Human Services (HHS) Coalition agencies include:
  - Health Care Authority (HCA)
  - Department of Social and Health Services (DSHS)
  - Department of Corrections (DOC)
  - Washington Technology Services (WaTech)
- At present, HHS Coalition facilities and providers for DOC, DSHS, and HCA are using a mix of paper records and different electronic health records that impact their ability to deliver and coordinate care across multiple care settings and multiple state agencies.
- Tribal health, behavioral health, and rural health providers lack sufficient resources and technical expertise to use and maintain EHRs on their own. The HCMACS solution is more affordable for these providers.
- HCMACS's foundational system will serve Washingtonians across five service types clinical services, provider services, business services, and technology services and multiple service settings such as inpatient, ambulatory, and dental.
- The enterprise approach advances equitable care delivery, care coordination, and case management for Washingtonians. This results in <u>reduction of overall costs</u>, <u>improved population health</u>, and <u>improved patient and clinician experience</u>.

Key Milestones

- **2023 Plan Development and Legislative Approval**
  - DOC, DSHS, HCA, and WaTech were charged to develop an <u>Enterprise EHR plan</u>, establish an enterprise program, and procure an enterprise EHR solution. In October 2023, the developed plan was approved by legislators, the Office of Financial Management (OFM), and Technology Services Board (TSB) and is advanced through approved <u>budgets</u>.
- **2024 HCMACS Program Establishment**
  - The HCMACS program began resourcing efforts, executed the system vendor contract with Department of Enterprise Services, drafted a request for proposal (RFP) for a system integrator, received approval from the Centers for Medicaid and Medicare (CMS) for enhanced federal match for planning efforts and continued readiness efforts.
  - In November 2024, OFM issued a contract and hiring hold to HCMACS Program due to state budget uncertainties.
- **2025 HCMACS Funding Match Approval and Resource Preparation**

- In January 2025, The Centers for Medicare and Medicaid Services (CMS) approved an enhanced federal funding match to implement the HCMACS Enterprise EHR Solution through FFY27. The blended federal match rate is 68 percent. <u>Washington is the first state to receive approval from CMS on an enterprise EHR approach to support care coordination.</u>
- HCMACS drafted System Integrator (SI) request for proposal (RFP) with options to contract for the SI, staff augmentation, and provider support. OFM approved the release of this RFP on 05/02/25. RFP is being finalized based on anticipated budget for FY26/27. Plan to release RFP in June 2025.
- With approval to contract and hire from OFM, HCMACS Program intends to execute contracts with Epic for the foundational system, execute contracts for quality assurance (QA) and organizational change management (OCM), resource program and projects, complete Epic orientation for leadership roles, and continue legislative and federal reporting of metrics and outcomes.

Critical Risks and Issues

High-level summary of risks and issues.

- Unpredictable cuts to federal programs put enhanced federal match at risk.
- OFM issued a hiring/contract freeze in November 2024. This freeze impacts the programs resourcing, contract execution, timeline, and implementation milestones.
  - Upon approval from OFM, HCMACS Program intends to execute vendor contracts that include vendors for the EHR system, Quality Assurance, Independent Verification & Validation, and Organizational Change Management.
  - Upon approval from OFM, HCMACS Program intends to resource the program/projects.
    - Resourcing the program will be challenging due to restrictions and delays.
- Uncertain state funding for FY27 and beyond.
- Mitigation strategies such as soliciting staff augmentation vendors are being explored but require interagency coordination and funding assurance.

Consultation Needed

- The HCMACS Program has developed a Roadmap that operationalizes the Enterprise EHR Plan.
  - <u>Any recommendations on guiding principles? Or suggestions?</u>
- The HCMACS Program is advancing the foundational system (baseline clinical, provider, business, operational, and technical services) for DOC, HCA, and DSHS. The first wave for implementation includes all correctional facilities, limited HCA tribal health and behavioral health providers, and the Eastern and Western State Hospitals. Over time the program intends to roll out the foundational system to all remaining DSHS facilities, additional Medicaid providers including rural clinics and county jails, and then to other Washington HHS Coalition agencies such as DCFY and DOH.
  - <u>What is most important for HCMACS to accomplish with this first wave</u>?

- How do we ensure staff retention? And any recommendations for resourcing technical and clinical experts?
- How should we best navigate multi-agency IT policy, system, and data decisions to develop enterprise standards?