

SUCCESSFUL ADOPTION OF STANDARDS

UHN's Experience with Adopting and Using Electronic Commerce Healthcare Standards

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UHIN

- Began in 1995
- Now: ~90% of health care providers in Utah
- Now: All payers but one in Utah, other payers outside of Utah
- Utilizes X12N transaction standards



Success Factors

- Defined group of partners
 - neutral, trusted organization at the center (UHIN)
- Bring immediate and ongoing value to partners
 - one way to do electronic commerce
- Have a process to identify and resolve issues
- Synergy of the group



Immediate Value

- Created a level playing field
 - all partners have a voice in the process
 - EC makes geography less important
- ROI was very rapid (<6 months)
- Reduced costs to end users
- National involvement
 - bringing information back to the group
 - taking understanding to the national discussions



Process to Handle Problems

- Open discussions
- Consensus process
- Participation = more likely to get your needs met
- Flexibility - propose and modify standards
- Education - standards and the affected business processes



Challenges

- Gaining initial trust and buy-in
- Evolving a process to deal quickly with problems
 - identifying the problem
 - identifying solutions
 - achieving consensus on the resolution
 - rapid incorporation into the product



Challenges

- Codes
 - Using different national codes for the same purpose
 - Using local codes
- Identification of providers and payers
 - Waiting for national identifiers
- Creating an all-payer all-provider system



Success

Value Driven

Ongoing Process



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