EHealth Roundtable Executive Summary
October 29, 2013 - Hosted at eClinicalWorks, Westborough

Panelists:

	Position	Representing
Laurence Stuntz	Director	Massachusetts eHealth Institute
Girish Kumar Navani	CEO and Co-founder	eClinicalWorks
John Campbell	CIO	Spaulding Rehabilitation Network at Partners Healthcare
Guanglan Zhang	Assistant Professor, Information Technology	Boston University Metropolitan College

Laurence Stuntz is the Director of the Massachusetts eHealth Institute, the Commonwealth's entity for health care innovation, technology, and competitiveness. The eHealth Institute advances health IT throughout Massachusetts, and is working to ensure that all Massachusetts providers adopt electronic health records, are meaningfully using those EHRs, and are connected to the statewide Health Information Exchange. Prior to joining the eHealth Institute, Mr. Stuntz worked for private industry and has over 20 years of experience in healthcare information technology product development, systems integration and management consulting. He was the Senior Vice President responsible for product development for NaviNet and was a Partner at Computer Sciences Corporation (CSC) with responsibility for CSC's Collaborative Communities solution area. He has led, worked on and contributed to some of the most significant health information exchange efforts in the United States.

Girish Navani oversees the strategic direction of eClinicalWorks, a leader in ambulatory healthcare IT solutions, and leads efforts to grow and expand all aspects of the business. eClinicalWorks's technology works to expand the use of electronic health records beyond practice walls and to create community-wide records. Mr. Navani's efforts have earned him the Ernst & Young Entrepreneur of The Year® 2009, and his company has been recognized with MassEcon's 2010 Team Massachusetts Economic Impact Award; the Healthcare Informatics' Top 100; the KLAS Achievement Award; and the Inc 500. Prior to co-founding eClinicalWorks, Mr. Navani, who holds a MS in Engineering from Boston University, led successful IT and business initiatives at Fidelity Investments, Teradyne and Aspen Technology

John Campbell has served for the past eight years as Chief Information Officer for the Spaulding Rehabilitation Network, a network of post-acute hospitals and ambulatory care centers within the Partners Healthcare System. At Spaulding, Mr. Campbell led the implementation of numerous clinical and administrative technology initiatives to improve quality and reduce costs across the network; he also led the technology design and construction of Spaulding's innovative Rehabilitation Hospital in Charlestown. Prior to Spaulding, John served for five years as Director of Information Systems for CareGroup Healthcare systems' Provider Service Network developing tools to manage cost and quality under capitated risk contracts. Mr. Campbell has over 20 years of Information Technology experience, including over 15 years in Healthcare IT.   He holds a Bachelor's degree in Business Administration from Northeastern University, where he also serves as an instructor in Healthcare Informatics. In 2012, Mr. Campbell earned the distinguished Certified Healthcare Chief Information Officer (CHCIO) certification.

Dr. Guanglan Zhang is an Assistant Professor and the Health Informatics Curriculum Faculty Coordinator at the Department of Computer Science, Metropolitan College (MET), Boston University.

She has also served as an adjunct research associate at Harvard Medical School and Dana-Farber Cancer Institute. In addition to teaching, Dr. Zhang is a leader of research efforts of MET Health Informatics Lab. Her research focus has been in machine learning, data mining, and knowledge management in the biomedical and health care fields. Her major research interests include computational modeling of complex biological processes; the development of a framework for rapid development of next-generation biological databases; the building of analytical tools for pattern recognition from biomedical data; and the design of diagnostic tools. During her career, Dr. Zhang has authored more than thirty journal publications, developed more than twenty online computational systems, and filed two patents as co-inventor. She is the review editor of *Frontiers in T Cell Biology* and an editorial board member of *Cancer and Clinical Research.*

Topics and Responses

Topic- **Role of Massachusetts eHealth Institute**
Response- One of the main goals of the Institute is to foster growth and foster the industry. We need to foster good relationships among companies, create an environment where people can learn about each other, who to partner with, and how to provide sources of pilot data. This industry consists of many small companies and that have difficulty developing relationships with larger companies. It is hard to do pilots and test out algorithms owned by larger corporations. Tech companies need better access to a highly trained workforce, whether it is in IT, pure science, or electronic healthcare. The eHealth Institute strives to understand what the industry needs so we can work with one another to foster growth.

Topic- **What is the consumer's role in the healthcare industry?**
Response- Consumers are asking more questions about costs, quality of care, and privacy, and they are playing a larger role in decision-making. As consumers gain more awareness of the benefits of ERH on the quality of their care, they can be an important force in propelling the acceptance of the technology. The industry also needs to do a better job in educating the public on the value of ERH in improving the quality of health care for the individual. Everyone is looking for something that is better, faster, and cheaper. Price, quality, and social media are big influences in the industry as consumers gather information in making decisions.

Topic – **Transforming data into information**
Response- Massachusetts is playing a leadership role in continuing to digitize the entire healthcare system over the next 2-3 years. This is the foundation for decision making. Decades have been spent implementing technology so that data can become information. While documentation had increased in the past, the trend now is to improve the quality of information. The analytics are important tools to improve care intervention and management. There is considerable conversation around big data and technology that allows analysis of information from projects and clinical research databases. However, it is unclear how the US privacy laws affect the aggregation of data. There are many laws and barriers to obtain the information. This area is evolving. The data is easier to identify than it is to track.

Topic- **eHealth from a provider's prospective**
Response- As the Accountable Care Act comes into effect within the next 5 years, there will be many changes to the healthcare industry. This is a new paradigm of how physicians and hospitals are getting paid and the reality is that we have a sickness within the industry. Accountable care and the health industry need to massively retool within the next 5 years. Providers want to chase maximize reimbursement but the excitement should come from the innovation around the patients and data. The incentives are not in the same line anymore. Individual and institutions need to change their organization to make people rethink their behaviors.

Topic- **The market demand for computer information systems professionals**
Response- There is a significant market demand for health informatics in the workforce. Much of the supply is coming from professionals who make the shift from pure IT to working in healthcare IT within hospitals. But many need to become better educated in the systematic knowledge to move into health field. Among others, Boston University Metropolitan College has been providing the supply to the workforce and the industry through the Health Informatics program which includes educating students

with guest lectures from startup companies. While it is not easy to bridge the gap within the healthcare field, with proper education and awareness, the demand can be met.

Topic- Where are some of the gaps in technology?
Response - There is not necessarily a gap in medical IT technology, but there is a gap in promoting Massachusetts as strong in that area. We ought to be promoting our leadership role in IT in medicine. We focus on pharmaceuticals but leave out IT. High- tech healthcare doesn't just happen in California, it happens in Massachusetts, too. However, Massachusetts does not take a leadership role in IT in medicine, especially compared to companies located in Silicon Valley. We need to close the gap by marketing ourselves and becoming a place where students will stay and people will want to come. Massachusetts has not done a good job at marketing itself as a tech industry to the outside world. Massachusetts should stop focusing on only the clinical side of healthcare and show that we can be a powerhouse for IT systems and technology. MA and Boston is a leader in healthcare, business, and software development.

Topic- What is the typical profile of someone who is a good fit in the industry?
Response- Technicians who already possess all the capabilities needed are a rarity. Sometimes people are scouted, others come on their own. This is a developing field. There are some people who enter the industry right out of school and are trained with an academic view. However, there are many candidates from clinical practices who are interested in getting more knowledge of the field. The best people are clinicians who have clinical work experience and a deep knowledge of the industry. It takes years to practice and perfect.

Topic- Problems with training and hiring new employees
Response- Companies want people to walk in the door with the skill set right away. Companies have very high expectations but there is no substitute for hands-on experience. Many new hires need to be retrained and retooled in-house. The training will come from the job. The industry needs people now but they will not find people solely from their education. There aren't enough people who already have the skill sets. The problem is convincing employers to make the investments of training new employees.

Attendees

Peter Brown	*Campanelli Companies*	Fred Mulligan	*Cutler Associates*
David Bryant	*MA Tech Collaborative*	Ruth Ann Murray	*BU*
Heather Caouette	*eClinical Works*	Charlie Schick	*IBM*
John Duggan	*Reliant Healthcare*	Michael Scott	*Nutter McClennen & Fish LLP*
Wendy Durkin	*Aerotek*	Rob Smedberg	*VHB*
Joe Gaetano	*Aerotek*	Vera Tice	*WPI*
Mike Graney	*Western Mass EDC*		
Penny Garver	*Santander*		
Bill Harris	*Perkins + Will*	**MassEcon Staff**	
Mitchell P. Jacoby	*Cresa Boston*	Susan Houston	
Lyn Kaplan	*Insperity*	Doug Kehlhem	