



Stakeholder Interviews

Steering Committee Summary

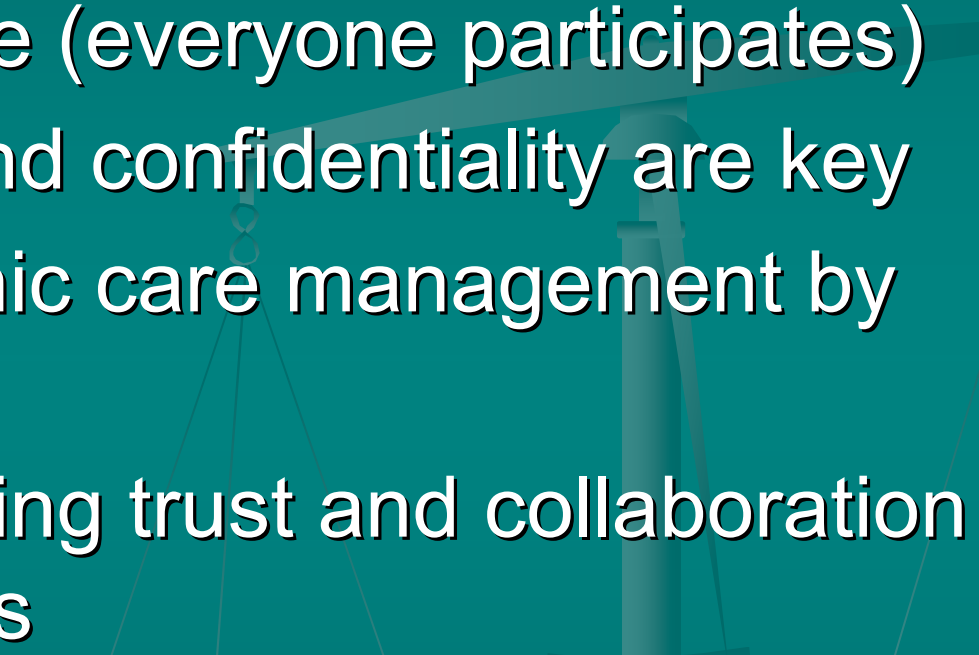
Eleanor Littman, Project Manager

November 12, 2004

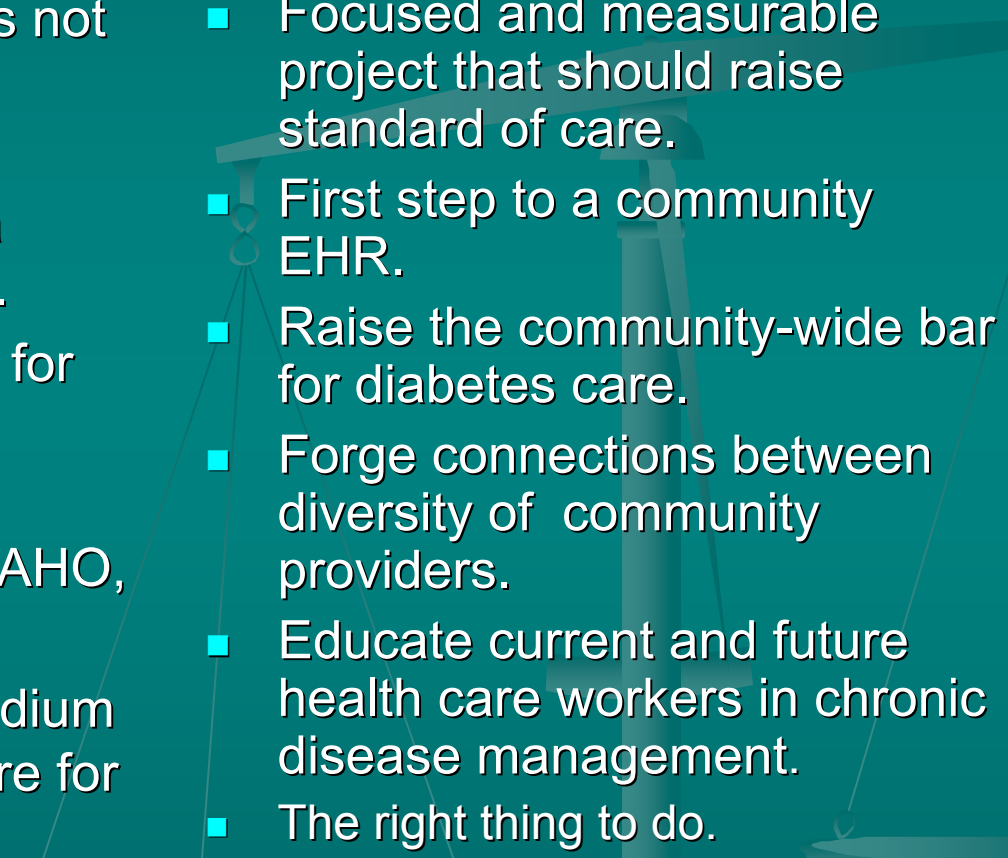
Interviews/Conversations

- October 20th through November 11th
 - Steering Committee (8)
 - Clinical Committee leadership (3)
 - Staff (5)
 - PLUS conversations @ RDC, Safety Net Clinic Coalition, community...
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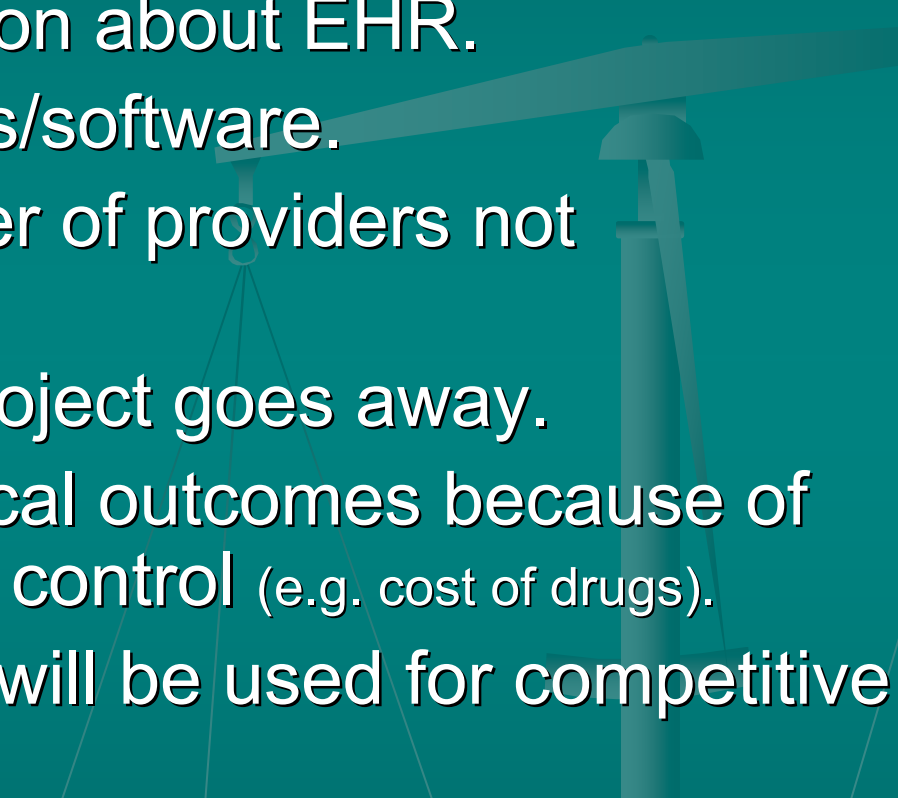
Common Themes

- Community-wide (everyone participates)
 - Data integrity and confidentiality are key
 - Improving chronic care management by providers
 - Tool for enhancing trust and collaboration among providers
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Benefits for My Organization

- Existing data system does not meet needs for disease management.
 - Improve and expand data available to our providers.
 - Improve our performance for incentive pay.
 - Assist readiness for accreditation surveys (JCAHO, NCQA).
 - Opportunity to reduce medium and long term costs of care for members with diabetes.
 - Focused and measurable project that should raise standard of care.
 - First step to a community EHR.
 - Raise the community-wide bar for diabetes care.
 - Forge connections between diversity of community providers.
 - Educate current and future health care workers in chronic disease management.
 - The right thing to do.
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Concerns/Pitfalls

- Public apprehension about EHR.
 - Multiple databases/software.
 - Substantial number of providers not participating.
 - \$\$\$ goes away/Project goes away.
 - Cannot show clinical outcomes because of things beyond our control (e.g. cost of drugs).
 - Patient outcomes will be used for competitive advantage.
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Shared Vision



- Decrease incidence of diabetes in Santa Cruz county.
- Improve quality of care for persons diagnosed with diabetes and other chronic conditions.
- Model benefits to provider and consumer community when competitors work together.