



# Stakeholder Interviews

Steering Committee Summary

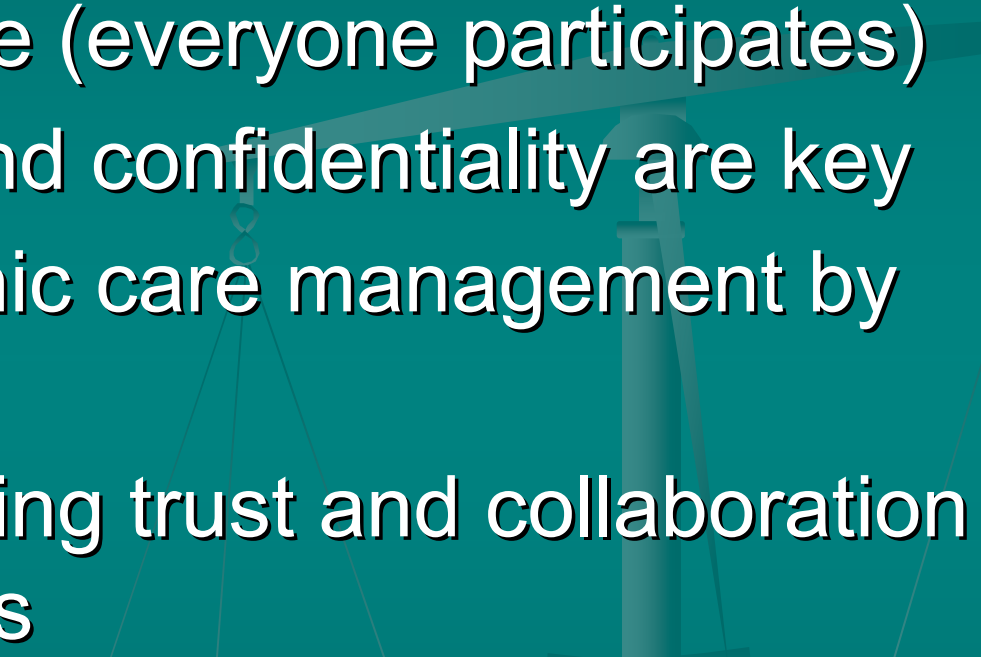
Eleanor Littman, Project Manager

November 12, 2004

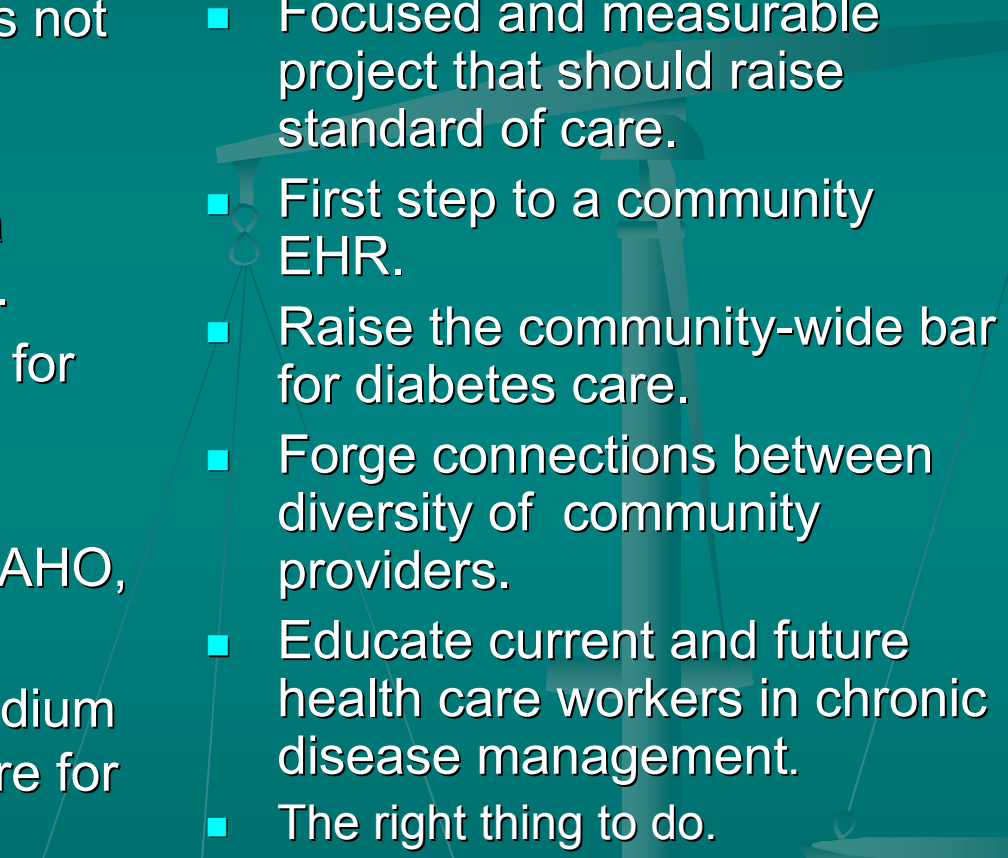
# Interviews/Conversations

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

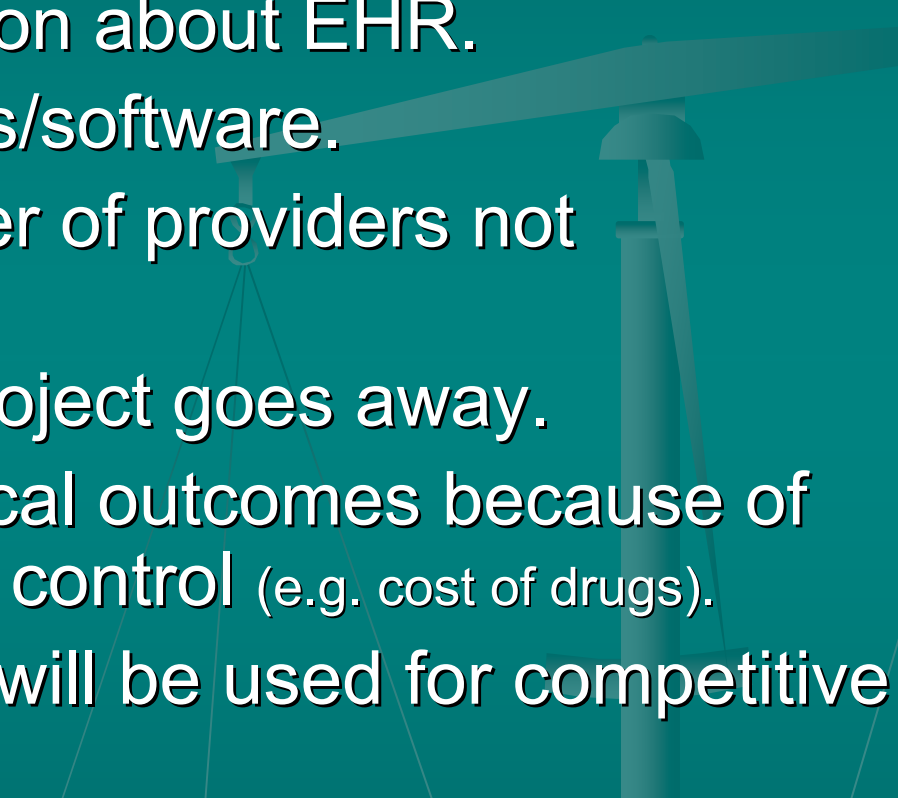
# Common Themes

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

# 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.
- 

# 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.
- 

# 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.