ECM, HB 1477, WaVerify and WANotify

HIT Operational Plan
May 24, 2022
Agenda

- Welcome and introductions
- Electronic Consent Management (ECM) updates
- HB 1477 updates
- WANotify and WAVerify
- Questions, closing, and next steps
Electronic Consent Management
Linda Reeder
Project Overview and Timeline

Phase II (RFI)
Kickoff Phase III
RFP
Procurement
Deploy Baseline
Deploy Expanded

CY 2021
CY 2022
CY 2023
CY 2024
Post
Deliverables

**RFP**  
*May - Sept 2022*
- Adapt HCA RFP templates
- Finalize acceptance criteria
- Submit RFP to CMS for approval (60 day process)
- Obtain CMS approval
- OCIO oversight begins

**Procurement**  
*Sept 2022 – May 2023*
- Release RFP
- Develop evaluation materials & process
- Initial scoring
- Scenario based demos, oral interviews and client checks
- Announce ASV
- Negotiate contract
- Submit contract to CMS (60 day process)
- Obtain CMS approval

**Deploy Baseline Solution**  
*May – Nov 2023*
- WATech Security review
- Design
- Build Test
- Test
- Train
- Deploy
- Change Management

*May - Sept 2022*
*Sept 2022 – May 2023*
*May – Nov 2023*
HB 1477
Kelly McPherson, Huong Nguyen-Nabors, and Jennie Harvell
Requires HCA, in collaboration with DOH, to create a Technical and Operational Plan for developing and implementing the technology and platforms for:

- An advanced behavioral health and suicide prevention crisis call center system for Crisis Call Center Hubs; and
- A behavioral health integrated client referral system for crisis call center hubs and the other entities involved in behavioral health care

Specifies the development of the Technical and Operational Plan occurs during the “initial planning phase of this project”.

States before any funds are expended for the solutions (other than for the initial planning phase) the Plan is to be submitted to several entities for review and approval.
Draft Technical and Operational Plan

- HCA and DOH created the Draft Technical and Operational Plan, using information gathered from several sources.

- Draft Plan uses a “Systems of Systems” approach to: (i) describe the future Crisis Call Center Platform and Behavioral Health Integrated Client Referral System; and (ii) identifies next steps to address gaps in information about needed systems.

- Draft Plan was shared for review and comment, including the CRIS Technology Subcommittee and Steering Committee, and was approved.

Draft Plan Overview

The Draft Plan takes a “System of Systems” perspective that is designed with the following high-level approach:

- Two primary systems needed to fulfill the requirements of E2SHB 1477
  - the 988 Crisis Call Center System Platform (Crisis Call System); and
  - Behavioral Health Integrated Client Referral System (Integrated Referral System)

- The ancillary systems needed to support and facilitate information exchange to, and amongst, these two primary systems
System of Systems

- 988 call line
- Leveraging 911
- Call center system
- Customer Relationship Management (CRM)

Call Center (DOH)

Interoperability Platform (HCA)

Crisis Services Providers (HCA)

Enabling functionality for:
- Referrals
- Follow up appointments
- Provider communication

Data Privacy, Security, Governance, Role-based-access
To respond to requirements in E2SHB 1477, the systems needed for the Crisis Call Center, Regional Crisis Lines, and Behavioral Health Integrated Client Referral System need to support interoperable information sharing across systems.
Developing Final Plan

The Final Technical and Operational Plan will be a plan for how to procure needed technology solutions to enable the implementation of HB 1477.

Developing the Final Plan requires:

- Information gathering from several sources
- Identifying functional requirements for needed platforms/technology systems
- Gathering information from vendors
- Attending CRIS Committee/Subcommittee meetings
Developing Final Plan - Next Steps: Engage in CRIS Subcommittees

- The Final Technical and Operational Plan is informed by staff participation in:
  - Technology Subcommittee:
  - Tribal 988 Subcommittee meetings
  - Cross System Subcommittee meetings
## Developing Final Plan - Next Steps: Information Gathering

### Next Steps: Gathering Information

<table>
<thead>
<tr>
<th>Crisis Call Lines</th>
<th>Providers/Responders</th>
<th>States</th>
<th>Technology vendors</th>
<th>Other</th>
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<tbody>
<tr>
<td>• NSPLs</td>
<td>• Crisis Responders</td>
<td>• AZ</td>
<td>• Vibrant UP</td>
<td>• Community Information Exchange</td>
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<td>• BH-ASOs/Regional Crisis Lines (RCLs)</td>
<td>• BH Providers</td>
<td>• CO</td>
<td>• Call Center as a Service/ Telephony</td>
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<td>• GA</td>
<td>• CRM / Contact Management Software</td>
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<td>• EMS</td>
<td>• IN</td>
<td>• Computer Aided Dispatch (CAD)</td>
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<td>• MI</td>
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<td>• Fire</td>
<td>• OK</td>
<td>• Bed registries</td>
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<td></td>
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<td>• OR</td>
<td>• Provider resource directories</td>
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</table>

- AZ
- CO
- GA
- IN
- MI
- OK
- OR
- Vibrant UP
- Call Center as a Service/ Telephony
- CRM / Contact Management Software
- Computer Aided Dispatch (CAD)
- EHRs/EMRs
- Bed registries
- Provider resource directories
- Community Information Exchange
- Case management/care coordination systems
Developing Final Plan - Next Steps: Identify Technology Vendors

Vendors were identified for information gathering if:

- Generally, vendor was identified in 2+ sources (i.e., Ballmer Report, NSPLs, RCLs, Crisis Providers/Responders, States); and

- Vendors seems to provide functionality required in E2SHB 1477

Vendor interviews/demonstrations underway
Developing Final Plan - Next Steps: Identify Functional Requirements

- Reviewed and identified requirements in E2SHB 1477

- Reviewed Draft Technical and Operational Plan

- Reviewed information from the following sources:
  - Ballmer Report
  - NSPL interviews
  - HCA BH-ASO/RCL Survey
  - Crisis Provider Interviews
  - State Interviews
  - Other key reports

- From this information the Functional Requirements were identified.
Method

- Explicit Requirements of bill
- Preferred Requirements

For each requirement:
Define details of requirements, definitions of certain terms, etc

Information Gathering:
Other States, Vendors, Responders, etc

Analyze vendors against high level requirements

Final Tech and Ops Plan
Functional Requirements

Functional requirements expected to be addressed in Final Technical and Operational Plan, include:

- Call Center Platform: Create, Assign & Track (follow-up)
- Responder Dispatching: Search, Dispatch & Track
- Referrals and Appointments: Search, Create, Assign & Track
- Bed Registry: Search, Schedule & Report
- Reporting: Create, Customize & Share
- Additional Recommended Functionality (not included in 1477). For example:
  - *Functional Requirements to be available for Regional Crisis Lines (in addition to NSPLs)
  - *Services Registry (information on services provided)
  - *Public Facing Website (i.e., for (i) provider resource directory, (ii) social service resource directory, and (iii) bed registry)
  - *Crisis Alerts
Questions:

Technical and Operational Plan:
- Kelly.McPherson@hca.wa.gov
- Jennie.Harvell@hca.wa.gov
- Huong.Nguyen@hca.wa.gov
WANotify and WAVerify

Bryant Thomas Karras, MD, CMIO
What is WA Notify?

- Exposure Notification (EN) tool that works through smartphones to alert users of a potential COVID-19 exposure

- Completely **free, private, and anonymous** — it does not know who you are or where you have been

- Supported in more than 30+ languages

- Open to Local Health Departments and Tribes

- Based on the Google|Apple Bluetooth API and a multistate interoperable standard hosted by American Public Health Laboratories (APHL) on the Microsoft Azure Cloud
How does WA Notify work?

1. When two people using WA Notify on their smartphones are near each other, their phones exchange random codes using Bluetooth. The codes are completely anonymous, with no location tracking or exchange of personal information.

2. If someone tests positive for COVID-19 through a lab-confirmed test, public health will send them a verification link text message and/or a pop-up notification. Alternatively, a user can request a verification code for a positive at-home test.

3. The person who tests positive clicks the link or taps the notification and follows all of the steps to confirm their result in the app.

4. WA Notify users receive a notification that they may have been exposed to COVID-19 if they were near and potentially exposed by an anonymous WA Notify user who recently tested positive for COVID-19.

5. Notifications have a link to information about what to do next to protect yourself and others. They do not contain any information about who tested positive or where the exposure may have happened.
History

• Started with University of Washington (UW) and Microsoft Research
• EN Advisory Committee
  o Tribal representatives
  o ACLU
  o Communities of color
  o Disability community
• Testing done at UW Medical Center
• Pivoted from custom app to Google|Apple ENx
• UW campus pilot
• Accessibility: Equity and Engagement
Partner Toolkit Washington State
https://coronavirus.wa.gov/partner-toolkit
Since 11/30/20 launch:

- \( \sim 3.25 \text{ million} \) total activations
- \( \sim 130k \) verification codes used
WA Notify Updates

• Beginning in December 2021, users can also request verification codes in WA Notify for positive at-home, over-the-counter COVID-19 tests
  • This now makes up more than half of the codes being used

• Launched new campaign promoting WA Notify among Android users and use for at-home tests
  • https://coronavirus.wa.gov/partner-toolkit/wa-notify
Deep link integration with at-home test kit orders

Order Confirmed

Thank you! Please save this Order ID in case you need help with your order:

SYCTN-WA-5TX504P1

Your order will be filled by Amazon and could arrive in multiple packages within the next 1-2 weeks.*

This page will be updated with tracking information when your order ships. If you provided a phone number, we texted you a link.

Click here if you would like to order a kit for another household.

If you have not already enabled WA Notify, click here to receive exposure notifications and anonymously notify other WA Notify users if they have been exposed to COVID-19. For more information, visit WaNotify.org
Multi-state collaboration

- Began as a UW WA DOH Microsoft Research Public – Private – Academic Partnership

- Digital Exposure Notification Express (ENx) Alliance originally a collaboration between CA, CO, OR, and WA

- Have since added HI, NV, NM, MI, WI, MA, DC and others welcome to join

- Sharing configurations, data definitions, lessons learned, enhancements, and approaches
Questions? Please contact:

Bryant Thomas Karras, MD
Chief Medical Informatics Officer
Office of Innovation and Technology
Washington State Department of Health
206-418-5540

WaNotify.org

DOH-Wanotify-Epi@doh.wa.gov
Vaccine Verification (VCI) – Who is doing it...

19 states/territories are issuing DHCs, representing ~141M people or 42% of the U.S. population


States/Territories (% of Population Fully Vaccinated & Total Population)

- WA: 67% (7M)
- OR: 66% (4.3M)
- CA: 65% (39M)
- CO: 65% (5.9M)
- TX*: 56% (29M)
- LA: 50% (4.6M)
- HI: 63% (1.4M)
- NY: 71% (19.3M)
- NJ: 74% (6.9M)
- MA: 67% (8.6M)
- VA: 67% (8.6M)
- PR: 82% (3.1M)
- NY: 65% (5.9M)
- MA: 56% (29M)
- VA: 67% (8.6M)
- PR: 82% (3.1M)

Organizations

- MITRE Consulting
- Dept. of Health and Human Services (HHS)
- Deloitte Corporation

**CDC COVID-19 Vaccination Record Card**

- Originals, copies or photographs on a mobile device are acceptable.
- Full vaccination is valid two weeks after last recorded dose:
  - Single dose for Johnson & Johnson (Janssen) vaccine.
  - Two doses of Pfizer-BioNTech/Comirnaty or Moderna vaccine.

**Certificate of COVID-19 Vaccination or QR Codes**

- **Sample A:** Certificate of COVID-19 Vaccination available from [MyIRmobile.com](http://MyIRmobile.com).
- **Sample B:** [WAverify.org](http://WAverify.org) SMART Health Card QR Code
- **Sample C:** QR Code displayed on an endorsed partner mobile app. (Apps may vary)
Please fill out the required fields to receive a link to a QR code / digital copy of your COVID-19 Verification Record:

Required fields marked with *

First name *
Last name *
Date of birth *

Provide a mobile phone or email that may be associated with your vaccine record. If you do not get a match using your mobile phone, try again using your email address.

Mobile Phone  Email

Mobile Phone *

Create a 4 digit PIN number. You’ll receive a link to enter the PIN number and access your digital vaccine record. *

Note: Your PIN is needed to securely access your digital record.

By checking this box, you are declaring under penalty of perjury under state and federal laws that you are the Patient or Parent/Guardian of the Patient and are therefore authorized to access the Patient’s immunization record.

Submit

The Process

SMART Health Card

COVID-19 Vaccination Record

Name: CHORATH/JEFF
Date of Birth: **/**/****
Always verify identity with a government-issued ID.

Issuer: Washington State Department of Health

Verified

CommonTrust

Scan next vaccination record
Options

- Screenshot
- Print
- Apple Wallet
- Google Pay
“Washington State this week “quietly” launched a new online tool that shows proof of a COVID-19 vaccination...”
Implementation Workflow

Kick-Off 9/22/2021

- Pulled California code from GitHub and started modifying it to fit WA requirements

Development

- Worked with IIS vendor, STC, to build a Golden Gate pipeline so data from vendor’s AWS environment is moved to our Azure cloud
- Formulated tables to query patient Covid data
- Designed website and made visual changes to optimize consumer experience
- Consulted Microsoft & MITRE on balancing the loads between the different IT solutions
- Set up Twilio for the texting feature and used API for emailing

Infrastructure

- Received approval from Privacy Office and Security (WaTech & OCS)
- Collaborated with VCI to become a verified issuer
- Worked with Google & Apple to make product compatible
- User testing panel performed final review

Review

- Built up an existing Tier I public phoneline and new Tier II support team
- Developed campaign to accompany launch
- IT teams on standby for hot fixes

Support

Soft-Launch 10/25/2021
SMART Health cards
HL7 FHIR JSON bundle
## User Matching

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<th>Phone*</th>
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<th>Last Name</th>
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<td>✓</td>
<td>Match</td>
</tr>
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</table>

Relaxed matching logic will be used if strict match logic does not return result. Relaxed matching logic will try to match on a subset of the input fields (FN, LN, DOB, Phone, Email)

*Required Fields for 2nd Factor Authentication
>1.22 Million Verifications since Launch

[Graph showing the number of aggregate requests over time, with a match rate of 72%.]

As of 5/20/2022
## Language Usage (Oct 25th, 2021 – April 18th, 2022)

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As of 4/18/2022
Language Usage

Español

简体中文

한국어

日本語

Русский

العربية

Français

Deutsch

Português

As of 4/15/2022
Future Projects of WA Verify... adding non-COVID vaccines for travel or for pediatric use
WAverify.org or verificaWA.org

Digital COVID-19 Vaccine Record

First name *

Last name *

Date of birth *

Provide a mobile phone or email that may be associated with your vaccine record. If you do not get a match using your mobile phone, try again using your email address.

- Mobile Phone
- Email

Mobile Phone *

Create a 4-digit PIN number. You'll receive a link to enter the PIN number and access your digital vaccine record.

Note: Your PIN is needed to securely access your digital record.

By checking this box, you are declaring under penalty of perjury under state and federal laws that you are the Patient or Parent/Guardian of the Patient and are therefore authorized to access the Patient’s immunization record.
Questions?

Please contact:

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For more information visit: [WAverify.org](http://WAverify.org)