Introduction:
Digital Transformation Initiative

June 30, 2021

Indiana Department of Health

Our **Mission**

To promote, protect, and improve the health and safety of all Hoosiers.

Our **Vision**

Every Hoosier reaches their optimal health regardless of where they live, learn, work, or play.

Our **Values**

Health Equity

We place equity at the center of our work to ensure every Hoosier, regardless of individual characteristics historically linked to discrimination or exclusion, has access to social and physical supports needed to promote health from birth through end of life.

Communication

We provide stakeholders and the public accurate and up-to-date scientific data and provide education and resources regarding utilization of evidence-informed practices in a timely manner.

Innovation

We continue to learn, research evidence-informed practices, advance our services, and be open to new methods, ideas, and products that help build and expand upon the services we provide.

Integrity

We are honest, trustworthy, and transparent. We uphold our standards and do the right things to achieve the best public health and safety outcomes.

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Agenda

- Why Now? Preparing for the Next Level of Digital

- This is a Journey and People, Process, Technology, and Data all come together to get us to the Next Level

- Project Teams

- Foundations and High level timeline

- Next Steps & Questions

Why Now?

We are at a unique point in history, due to the COVID-19 pandemic, that has provided us with incredible access to resources and has created the momentum necessary to position our agency for the growth and transformation necessary to prepare for the next health crisis impacting Hoosiers.

The time is now to assess , optimize, and create a sustainable environment that allows our teams to reach their full potential.

This journey is the evolution of our agency into the digital age, where we focus on the health and well-being of all Hoosiers.

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Crowe Technology Assessment

IDOH engaged Crowe LLP (Crowe) to assess the laboratory and public health application and data ecosystem as it related to COVID-19. Following are the high-level recommendations:

- IDOH should develop a comprehensive IT and Data Strategic Plan...focused on the next three to five years

- To develop a plan, IDOH should engage internal business users, state agency partners, the broader health community and local health departments

- IDOH should upgrade and/or replace existing business applications and hosting environments to address systems that lack functionality, flexibility and/or have performance challenges

Excerpts from Crowe Technology and Infrastructure assessment 1/22/2021

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To Prepare for the Next Level of Digital

- IDOH has established a team leading a Transformation Initiative program focusing on our IT Applications and Data to move into alignment with our agency's Strategic Plan.

- We need to be able to pivot from the great work we have done as an agency addressing the emergency situation with the COVID-19 pandemic to create an environment that uses data to engage individuals, deliver high-quality care, and improve population health by making information accessible when and where it matters most.

- The Transformation Initiative will continually seek out ways to improve the end-user experience.

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Data Initiative Program Guiding Principles

We value standardized best practices and avoid one-off solutions

We are a unified agency focused on the health and well-being of Hoosiers

We make decisions to drive evidence-based outcomes

We operate in a way that is financially and operationally sustainable

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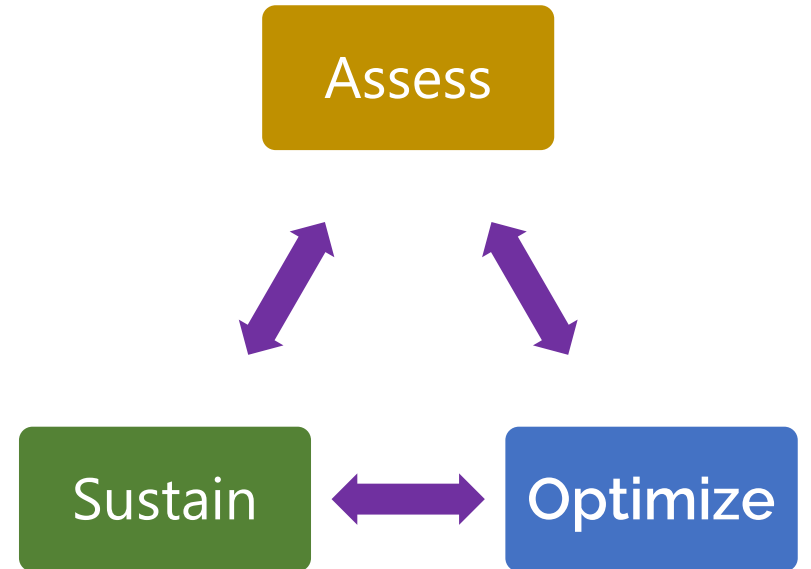
How Does This Impact Me?

- **You** have the opportunity to help shape our technology landscape.

- **You** have the chance to ensure that processes are optimized to meet the needs of the agency.

- **You** have the power to help ensure that data and information are available when it is needed

- **You** have the ability to impact the health and well-being of all Hoosiers

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We are on this journey Together

- **Assess** – We need to review our applications, our processes, and our data to understand where we are today so that we can create a roadmap to our future

- **Optimize** – We will create the building blocks that enable our agency to meet its full potential by making processes, applications, and access to data streamlined and easy to use/understand

- **Sustain** – We will provide the ability for continuous feedback and improvement so that we evolve and can be looked at as one of the national leaders in our space

Assess

Sustain

Optimize
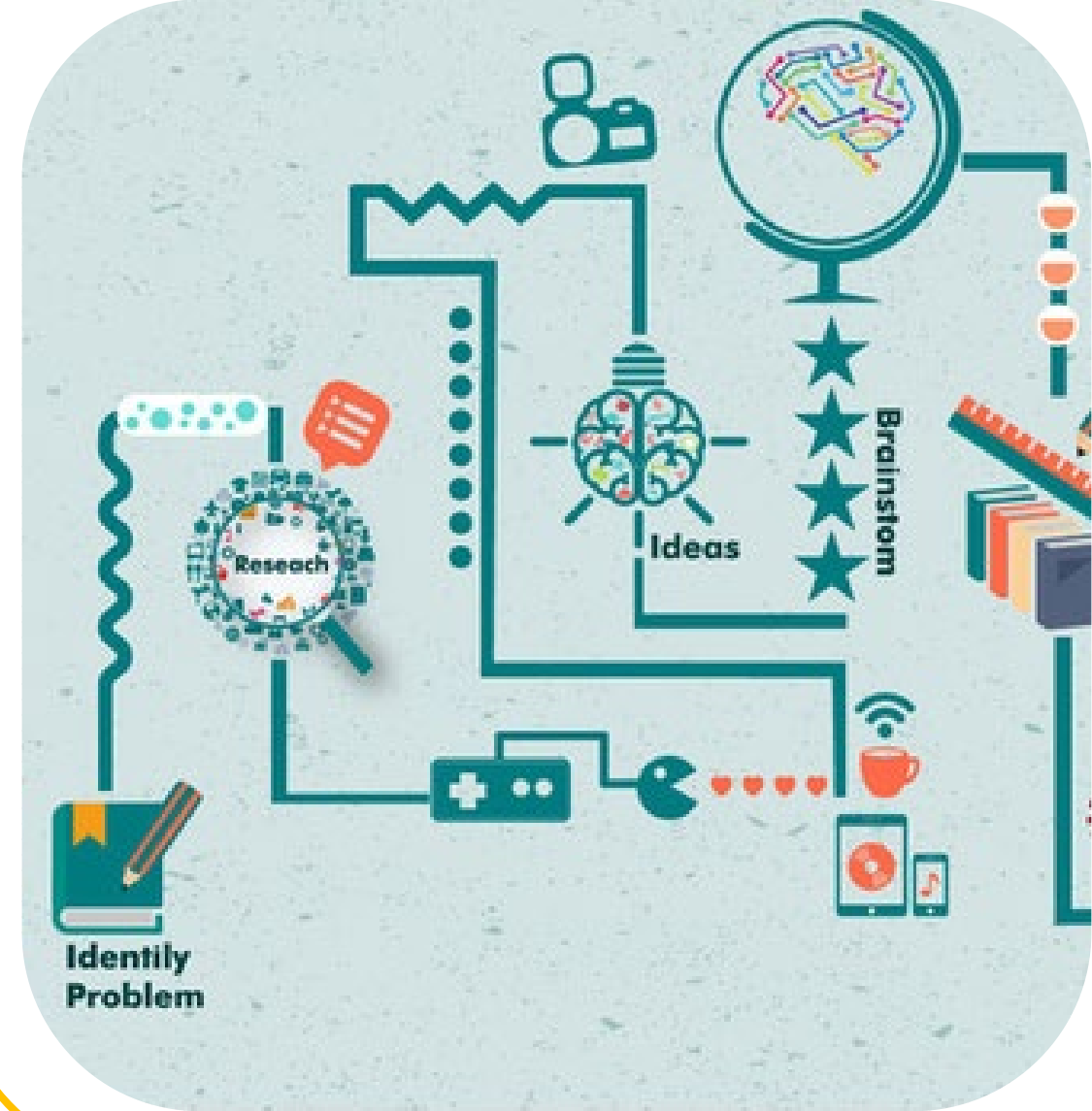
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People Outcomes

- **You** feel mastery of your areas of expertise and are able to work at the top of your licensing and training.

- **You** will be able to do more of what you love and less of the tedious mundane data cleaning, copying and pasting, development of excels etc...

- **You** can see how your work impacts all Hoosiers\

- **We** will be able to provide information and feedback to our partners so they can implement change locally

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Process Outcomes

- Business processes are optimized to remove barriers and quickly achieve results

- Automate commonplace tasks to allow resources to focus on higher-level work

- Maximize the impact everyone has on the health and well-being of Hoosiers

- Establish data relationships so that we have access to both internal and external data moving forward when we need it!

Identify Problem · Research · Ideas · Brainstorm

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Technology Outcomes

- Applications, just like your Smartphone apps, are easy to access, and simple/intuitive to use

- In-house "Help Lines" are available to aid employees with applications and data access

- We know how to exploit the full potential of the technology we have instead of using just a fraction of what's possible.

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Data Outcomes

- **You** and our partners have easy access to the necessary data

- **We** know how to safely handle data to keep confidential information such as Social Security or Drivers license numbers private and secure.

- **We** will be able to gather data more efficiently and respond to partners quickly to achieve evidence based outcomes

- **We** will have insights to be more proactive to head off potential outbreaks or to intervene sooner

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Steering Committee

- *Assure we are in alignment with the mission, vision, values and strategic plan of IDOH*

- *Responsible for the oversight, approval and prioritization for the project and all its activities.*

- *Review and approve direction, scope, budget, timeliness, and methods used.*

- *Meets periodically with the Core team to discuss these aspects and help set, or reset, direction as needed*

- Dr. Kris Box, State Health Commissioner

- Dr. Lindsay Weaver, Chief Medical Officer (Program Lead)

- Pam Pontones, Deputy Health Commissioner & State Epidemiologist

- Shane Hatchett, Chief of Staff

- Eric Hawkins, Department Director, ERC

- Jeni O'Malley, Deputy Chief of Staff & Chief Communications Officer

- Adam Novotney, Chief Financial Officer

- Tracy Barnes – Chief Information Officer, Indiana Office of Technology

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Core Team

- *Responsible for the project plan and its execution.*

- *Perform discovery, document findings, and create and implement solutions.*

- *Meet daily to organize work and keep the project and team on track.*

- *Communicate project status to various constituents across the agency.*

- Bob Davis, Chief Data Officer (Champion)

- Mohan Ambaty, Chief Information Officer (Champion)

- Ron Ginder, Engagement Manager, Resultant

- Bret Updegraff, Solution Architect, Data and Analytics, Resultant

- Ryan Achterberg, Solution Architect, Systems and Applications, Resultant

- Chris Stazinski, Business Analyst, Resultant
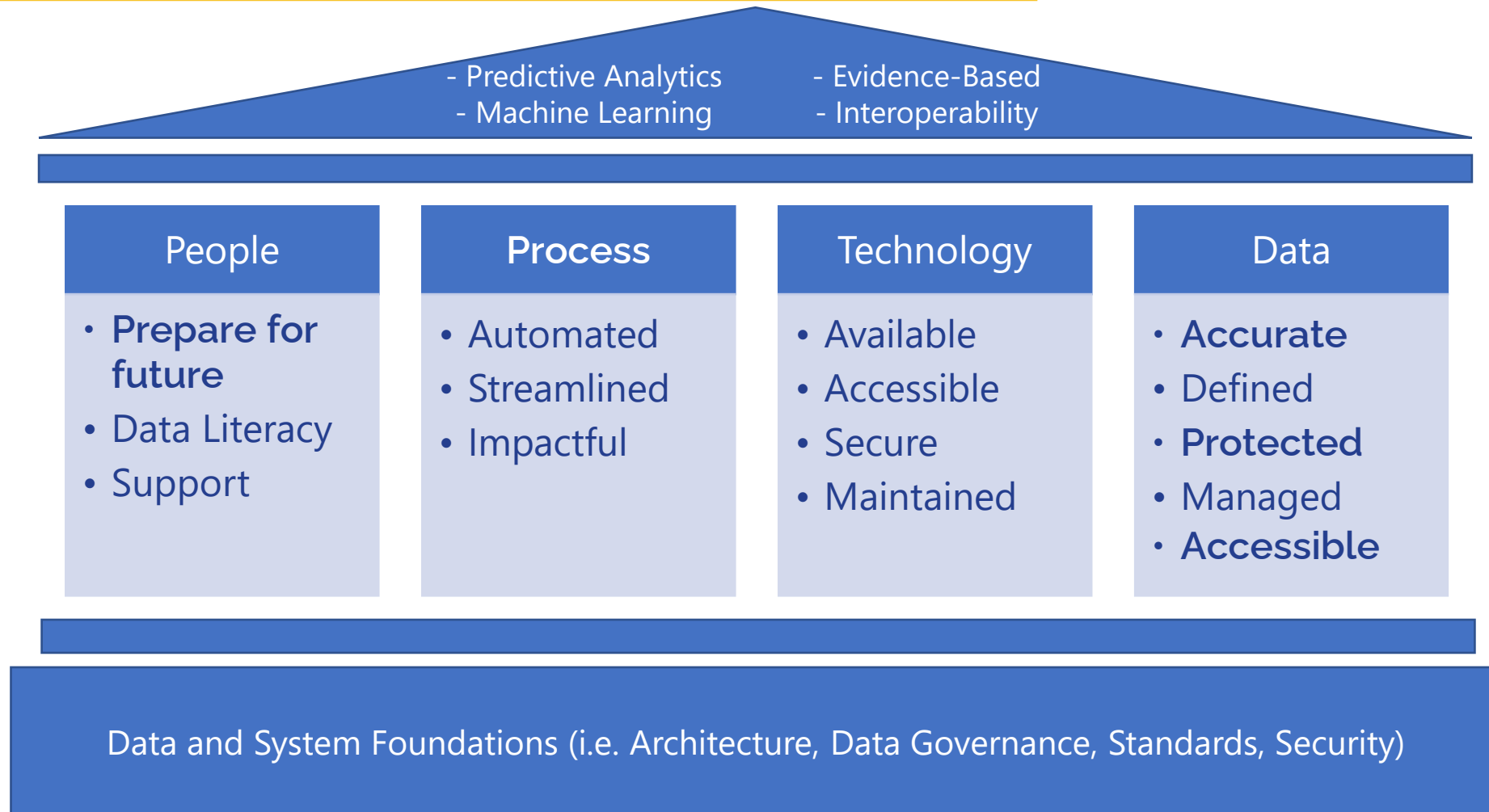
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External Advisory Committee

- Comprised of our representative partners throughout the state

- An opportunity for their engagement to provide insight and guidance along our journey

- An opportunity for us to learn and listen of their needs and challenges
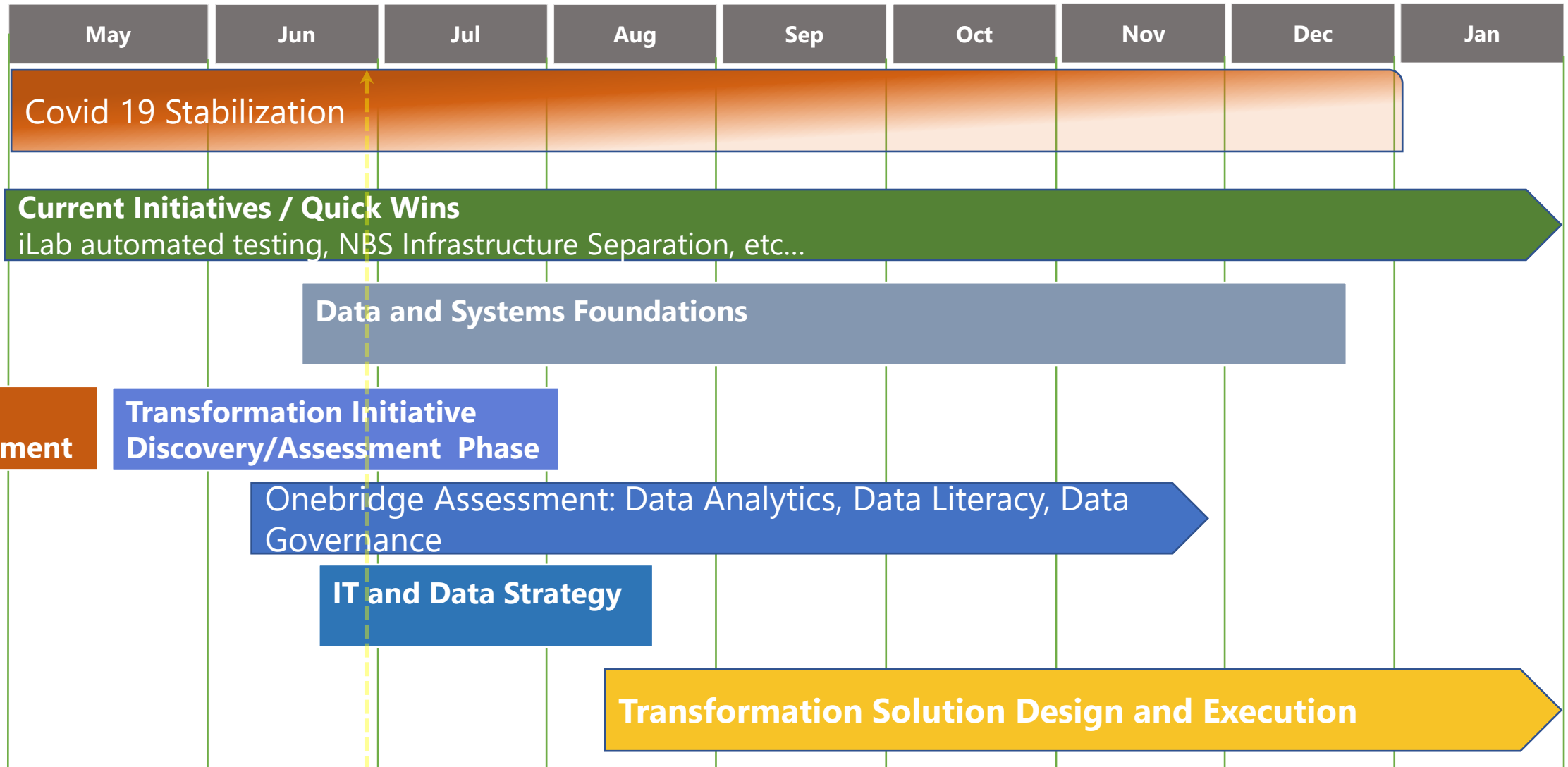
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Transformation Initiative Foundations

- Predictive Analytics
- Machine Learning
- Evidence-Based
- Interoperability

People
- **Prepare for future**
- Data Literacy
- Support

Process
- Automated
- Streamlined
- Impactful

Technology
- Available
- Accessible
- Secure
- Maintained

Data
- **Accurate**
- Defined
- **Protected**
- Managed
- **Accessible**

Data and System Foundations (i.e. Architecture, Data Governance, Standards, Security)

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Project Plan and Timeline

May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Jan

Covid 19 Stabilization

Current Initiatives / Quick Wins
iLab automated testing, NBS Infrastructure Separation, etc...

Data and Systems Foundations

Crowe Assessment

Transformation Initiative Discovery/Assessment Phase

Onebridge Assessment: Data Analytics, Data Literacy, Data Governance

IT and Data Strategy

Transformation Solution Design and Execution

June 30 Townhall

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Next Steps & Questions

- Establish ongoing communications and feedback loops to keep everyone apprised of where we are and where we are going. We will create a site for feedback and ongoing communication

- Communicate with the teams that we need engagement and information from now

- Onebridge, a Data Analytics Consulting team, will be assisting in two surveys in July – Analytics experience for the entire agency, and Analytics Excellence for the Agency Leaders

- We need **you** to
  - Be Engaged
  - Shape the Future

- Questions **?**

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