



NORTH CAROLINA HEALTH INFORMATION EXCHANGE AUTHORITY

Advisory Board Meeting
September 1, 2026



Welcome & Call to Order

NC HIEA Advisory Board Q3 2026 Agenda

RHTP Updates

Rural Health Transformation Program and Workgroup

Operations Updates

Metrics

Staffing

Legislative

Break

HIEA Priorities

Technology

- InterSystems HealthShare Upgrade, NC*Notify+, FHIR

Programs

- RHTP, HR1, SUD/IVC, QPHE

Integrations

- State Health Plan, Adult Corrections, CIN/ACOs

Policies and Processes

- Internal Governance, Optimizing Participant Onboarding, Data Retention Policy

Data Quality Initiatives

- Onboarding Data Quality, Data Quality Uplift, Terminology Services
-

Rural Health Transformation Program (RHTP)

NC HIEA RHTP

Overview of NC HIEA's RHTP Efforts

The goal is to expand rural provider participation and value from NC HealthConnex to promote the secure and efficient sharing of health information and improve health outcomes.

	Program Administration	Plan and administer the RHTP— onboard new staff, set up process, and track progress
	Provider Connectivity	Identify RHTP-eligible providers for the pipeline and pursue connectivity initiatives to expand rural connectivity
	Technical Assistance and Training	Provide hands-on technical assistance during implementation and tailored training for use of the NC HealthConnex Suite of Services.
	Stakeholder Engagement and Convening	Engage key stakeholders and rural providers to inform strategic direction, provide feedback, and promote RHTP



Rural Health Transformation Program Operations

NC HIEA RHTP

Program Design & Administration

A snapshot of RHTP administrative work in progress for FFY26

Milestones	Apr	May	Jun	Jul	Aug	Sep
Develop team workplans and timelines						
Recruit and hire new staff						
Develop program communications and marketing materials						
Evaluate program progress, outcomes, and impact						
Report financial expenditures and spend-down activities						



A total of 3 new staff have been hired for the RHTP portfolio

TODAY

Communications & Knowledge Transfer Products

1. Delivered **June** newsletter to over **10,000** recipients that shared updates on RHTP workgroup activities and next steps
2. Launched the **RHTP webpage** in August 2026 to provide access to program information and resources
3. Developed and released **FAQs** to address program inquiries
4. Established **monthly RHTP coordination** meetings with NCDHHS communications team



1. North Carolina Medical Journal Commentary

Anticipated Release: Fall 2026

Journal Topic: *Increasing health system interoperability in rural North Carolina and its effect on whole-person care and health outcomes throughout the state*

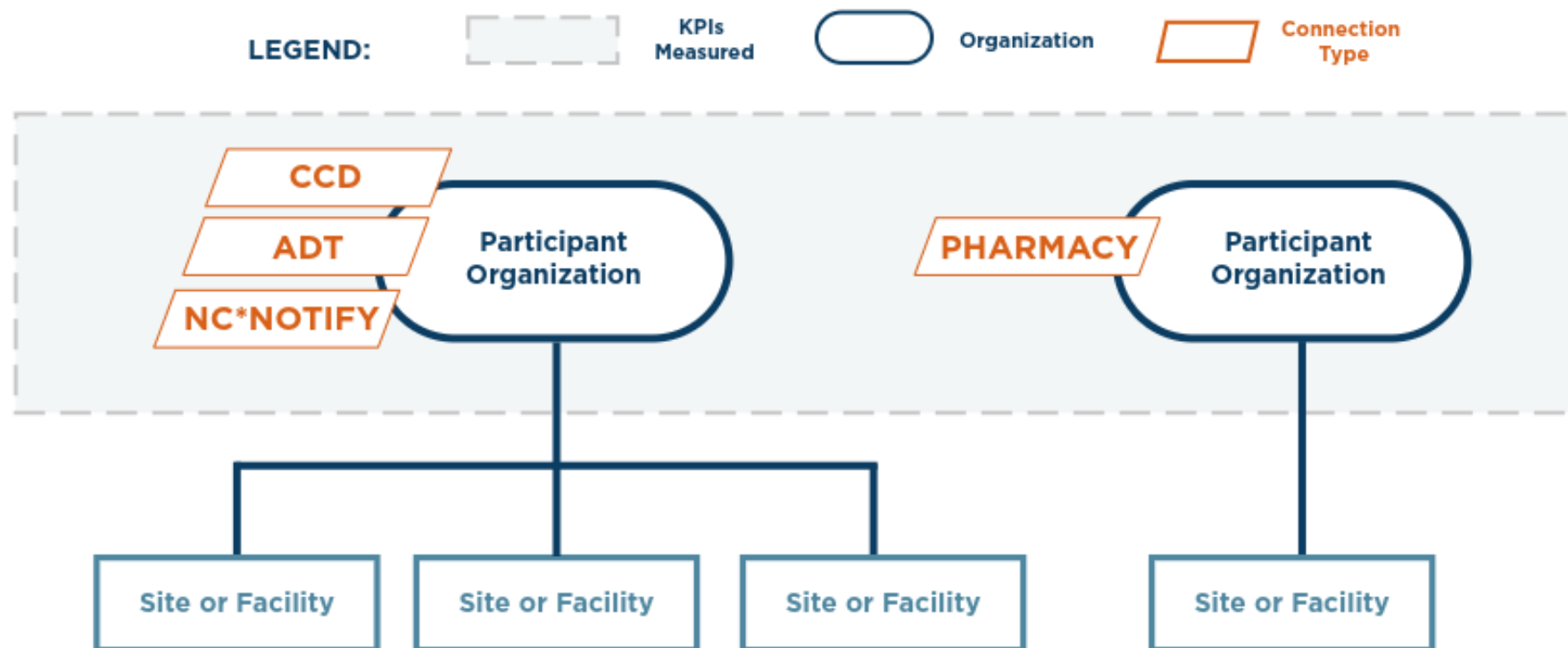


2. Civitas Pre-Conference Webinar

Release Date: August 2026

Webinar Topic: Rural Health and HIE: Data to Outcomes Transformation Model

NC HIEA RHTP Key Performance Indicators



Total number of rural provider connections: Connections happen at the organization level, this metric includes the total number of integrations across all participant organizations. Connection types include CCD, ADT, NC*Notify, and Pharmacy integrations. Each connection is counted once. In this example, 4 connections would be counted.

Total number of rural provider organizations: Includes the total number of participant organizations that are connected. Each organization is counted once, regardless of the number of connections, one organization may have more than one connection. For instance, a participating organization may have a Pharmacy and a NC*Notify integration. One organization may also have many sites or facilities that benefit from the connection(s). In this example, 2 organizations would be counted.

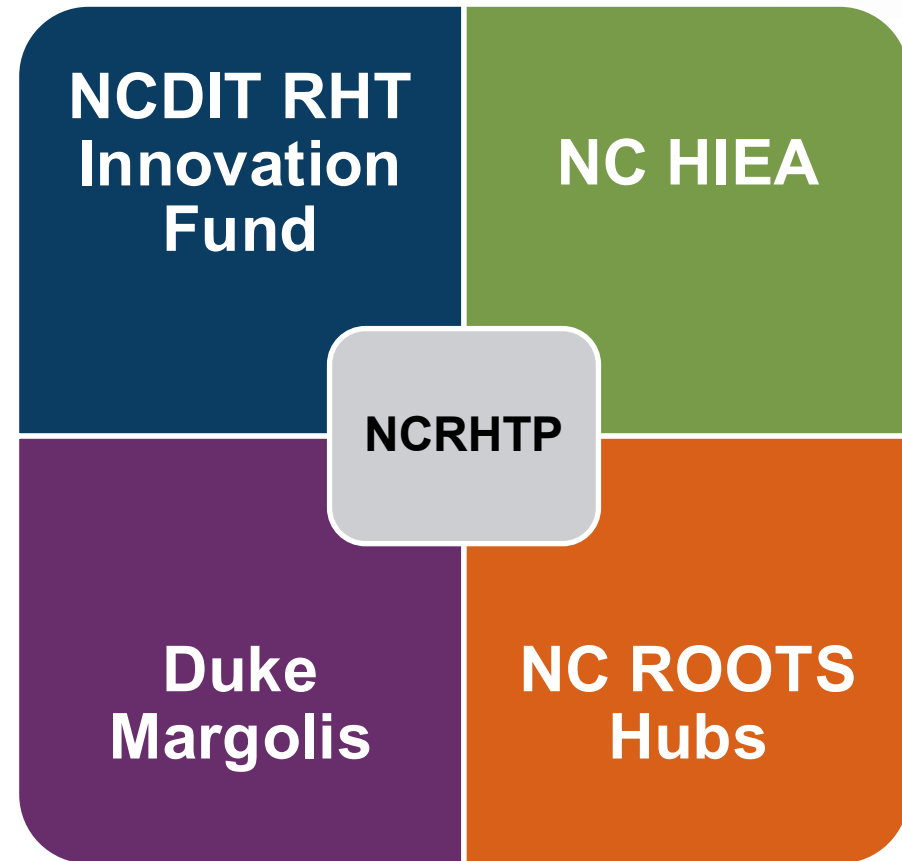
RHTP Monitoring and Evaluation Framework

Priority Area	Goals	Example Metric	Data Collection
Provider Connectivity	To track progress towards increasing rural provider connectivity to NC HealthConnex. To understand barriers and facilitators to continued connectivity efforts.	KPIs (number of connections and number of organizations connected) stratified by provider type, connection type, etc.	1. Operational Reporting Data 2. Rural Provider Interviews
Technical Assistance & Training	To assess the reach, quality, and effectiveness of technical assistance and training delivered to rural providers.	Number of trainings delivered to RHTP eligible organizations	1. Training Satisfaction and Outcomes Survey 2. Help Desk Customer Satisfaction Survey 3. Rural Provider Interviews
Stakeholder Engagement & Convening	To understand the engagement of stakeholders and the effectiveness of convenings.	Number of attendees for rural provider convenings and workgroup meetings	1. Stakeholder Interviews 2. Convening/WG Participant Feedback Survey

Partnership Development

Through ongoing coordination with NCDHHS, we are strengthening partnerships that will inform our program strategy, improve cross-collaboration, and amplify impact.

NC HIEA is continuing to foster relationships with NCRHTP stakeholders to align efforts, ensure no duplication, and strategize on the ways to improve rural health transformation in North Carolina through digital innovation and health information exchange.





Rural Health Transformation Program

Onboarding & Training

NC HIEA RHTP Provider Connectivity

Expanding Rural Provider's Connectivity to NC HealthConnex

Over the next five years, NC HIEA will advance rural health by expanding provider connectivity, delivering technical assistance, and enhancing training for rural organizations.



Expanding Provider Connectivity

- **Goal:** Establish new and sustainable connections for rural provider connections to NC HealthConnex.
- **Performance Objectives:** Connect over 172 rural providers across various connection types (i.e., CCD and HL7, Pharmacy, NC*Notify) between 2026 and 2027.
- **Approach:** Identify RHTP-eligible providers for the pipeline and pursue initiatives to expand connectivity.
- **Use of RHTP Funds:**
 - Offset NC HIEA's and technical partners' costs to accelerate onboarding of rural providers.
 - Assist selected rural providers with one-time integration and adoption costs.

NC HIEA RHTP Provider Connectivity Training

Training

Goals

- Equip rural providers with tools and resources to effectively navigate and utilize NC HealthConnex and the Suite of Services.

Approach

- NC HIEA will tailor its training materials to meet the needs of rural participants, including customized modules on the Clinical Portal, NC*Notify, DSM, and the use of AI to provide clinicians with instant, secure patient summaries and actionable insights to support faster, data-driven care coordination and decision-making.

Milestones

- Development and deployment of rural provider NC HealthConnex introduction and training modules



- How can we improve our NC HealthConnex training resources to support rural providers?

NC HIEA RHTP Provider Connectivity

Technical Assistance



Delivering Technical Assistance

Goals

- Deliver targeted technical assistance to ensure successful onboarding and long-term participation of rural providers

Approach

- Assistance will include guidance throughout the connection process, support for integration with participants' electronic health records (EHRs), and coaching to improve data quality.

Milestones

- Provide data quality coaching to eligible rural providers
- Provider EHR integration support to eligible rural providers



- What TA resources would be useful to develop to support rural providers and/or RHTP stakeholders?



Rural Health Transformation Program

Rural Stakeholder Engagement

NC HIEA RHTP Steering Workgroup

Scope and Charge

Workgroup Scope and Charge

1. **Strategic Input:** Provide input on the design and development of NC HIEA's efforts to increase the volume and quality of provider connections.
2. **System Improvement:** Identify emerging challenges, risks, and barriers to success, and advise on potential mitigation strategies.
3. **Best Practices:** Identify emerging best practices and leading implementers to scale successful approaches.
4. **Communication:** Collect and share information from and back with stakeholders, constituents, and partners.

NC HIEA RHTP Steering Workgroup

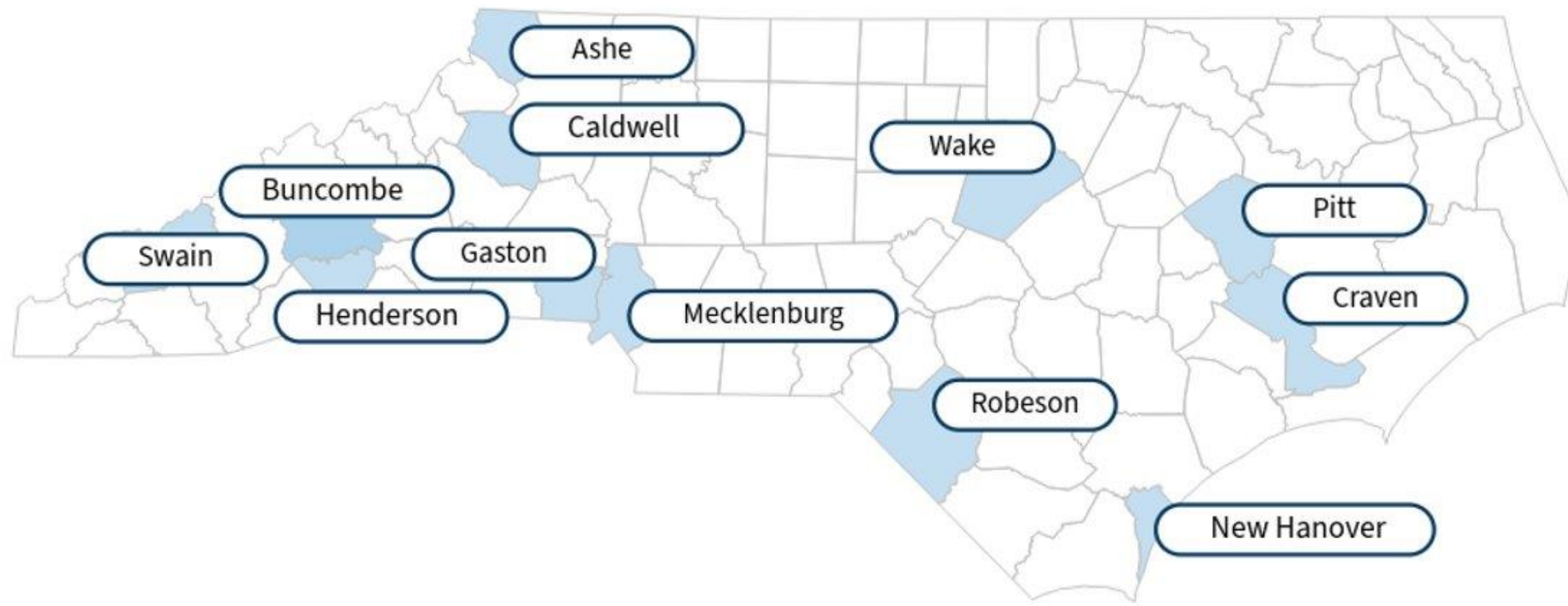
Participants

The Workgroup includes experts from a range of organizations and rural communities across the state

Member Name (Title)	Member Organization	Stakeholder Category	ROOTS HUB Region
Daniel Carnegie, MD, Chief Data Officer* (Chair)	NCDHHS	State Gov't	4
Kimberly Hamm, NP	Gaston County	Local Gov't	3
Ben Appleborne, Operations Support Officer	Henderson County	Local Gov't-EMS	1
Kayla Holland, Informaticist	Cherokee Indian Hospital	Hospital	1
Debbie Roper, Director of Digital & Community Health	Eastern Carolina University Health	Hospital	6
Scott Harrelson, Health Director/CEO	Craven County Community Health Center	Community Clinic	6
Jennifer Lewis, Practice Manager	Robeson Pediatrics	Primary Care	5
Toria Knox, Doctor of Osteopathic Medicine	Seven Peaks Family Medicine	Primary Care	2
Mike Hart, CIO	Liberty Healthcare Group	Nursing Facility	5
Jerold Greer, CIO	Daymark Recovery Services	Behavioral Health	3
Roman Timoshchenko, PharmD, Dir of Clinical Data Analytics & Quality	Impact Primary Care Network	Pharmacy	1
Lauren Leopard, Director of Value Solutions	Community Care of North Carolina	CIN	1
Laurie Sykes, Certified Peer Support Specialist	Mountain Area Health Education Center	Patient Rep	1

NC HIEA RHTP Steering Workgroup

Map of Participants



NC HIEA RHTP Engaging Providers

Overview

Over the next five years, NC HIEA will engage key stakeholders and rural providers to inform strategic direction, provide feedback, and promote the RHTP.

Provider Engagement Goals

1. **Gather Input:** Learn how NC HIEA's programmatic, service adoption, and onboarding goals are affecting stakeholders and use the information to shape and revise NC HIEA's RHTP efforts, and target and develop solutions that address HIE and health IT needs.
2. **Lift Up Voices:** Elevate local providers, the struggles they are facing, and the opportunities they are realizing (emerging best practices), so others, including the state, can learn.
3. **Alignment:** Align with NC HIEA's broader provider onboarding efforts and NCDHHS's RHTP communication and outreach goals.

NC HIEA RHTP Engaging Providers

Convening Approach

NC HIEA's provider engagement strategy includes “convenings” of rural stakeholders that will gather input and feedback on approaches, challenges, and next steps.

Through June 30, 2027, we propose 4 convenings. Our straw model for the convenings is:

- An initial “kick-off” meeting
- Virtual meetings focused on issues applicable to specific providers (e.g., EMS, BH, CINs)
- A look back/look forward meeting that focus on lessons learned in Program Year 1 and planning for Program Year 2

Below is a proposal for the duration and agenda for the in-person kickoff convening:

Agenda

- Welcome, Goals, Vision (*10 min*)
- RHTP Overview (*15 min*)
- NC HIEA Services Overview (*20 min*)
- Provider Needs: Breakouts/Readouts (*90 min*)
- Wrap up (*10 min*)

NC HIEA RHTP Engaging Providers For Input

NC HIEA's provider engagement strategy includes convenings of rural stakeholders that will gather input and feedback on approaches, challenges, and next steps

Overall Approach

1. **Topic Selection:** Which topics should we prioritize for stakeholder feedback/input?
2. **Convening Approach:** How do we best leverage different meeting formats (i.e., in-person vs. virtual convenings) to stakeholder groups?
3. **Potential Partners:** Which organizations should we consider as potential partners for engaging stakeholders?

Fall Kickoff Meeting Planning

1. **LOCATION** – Should it be held in a rural part of N.C.?
2. **AUDIENCE** – Who needs to be in the room and how do we prioritize stakeholders?
3. **ATTENDANCE** - How do we market convening to manage attendance boom?
4. **LOGISTICS** – outreach, venue type, format, etc.

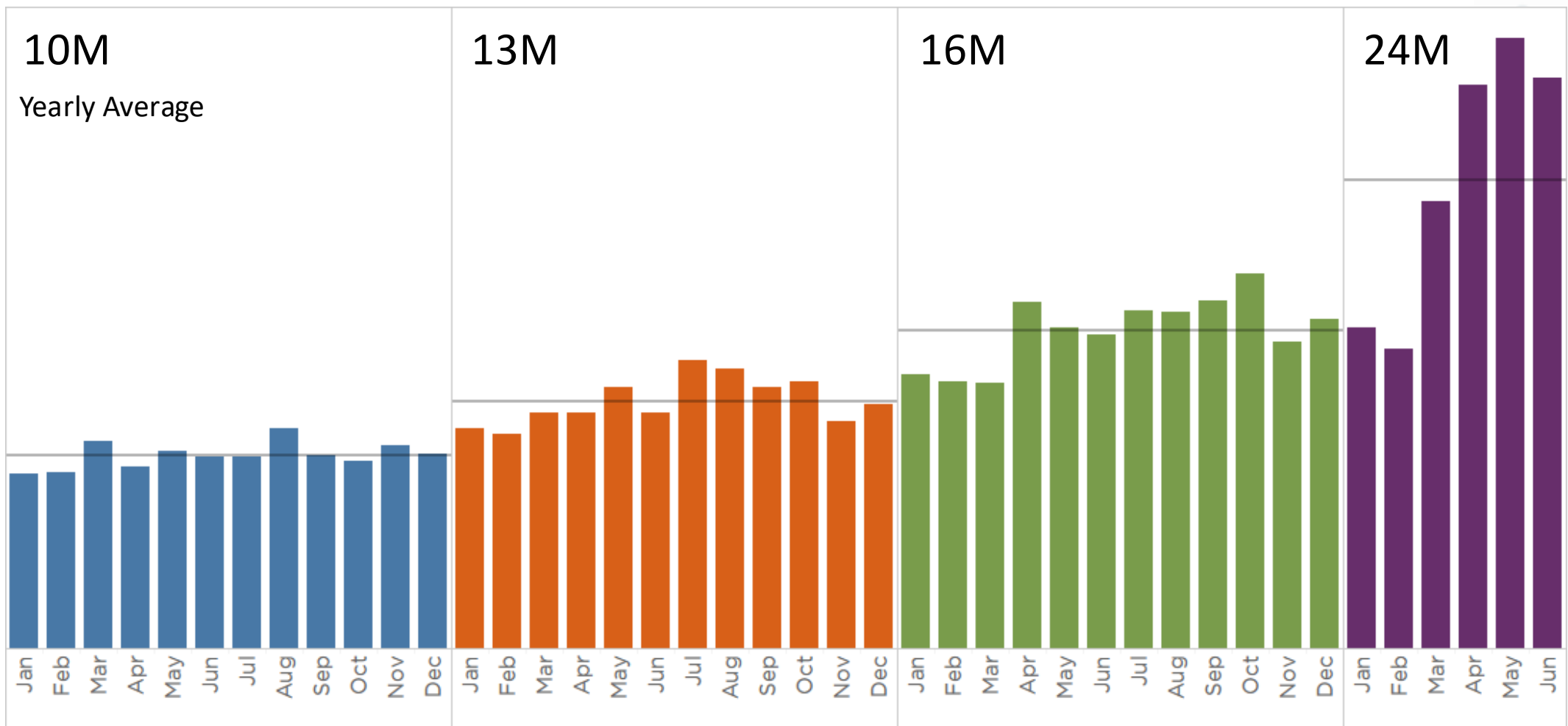


Operations Updates:

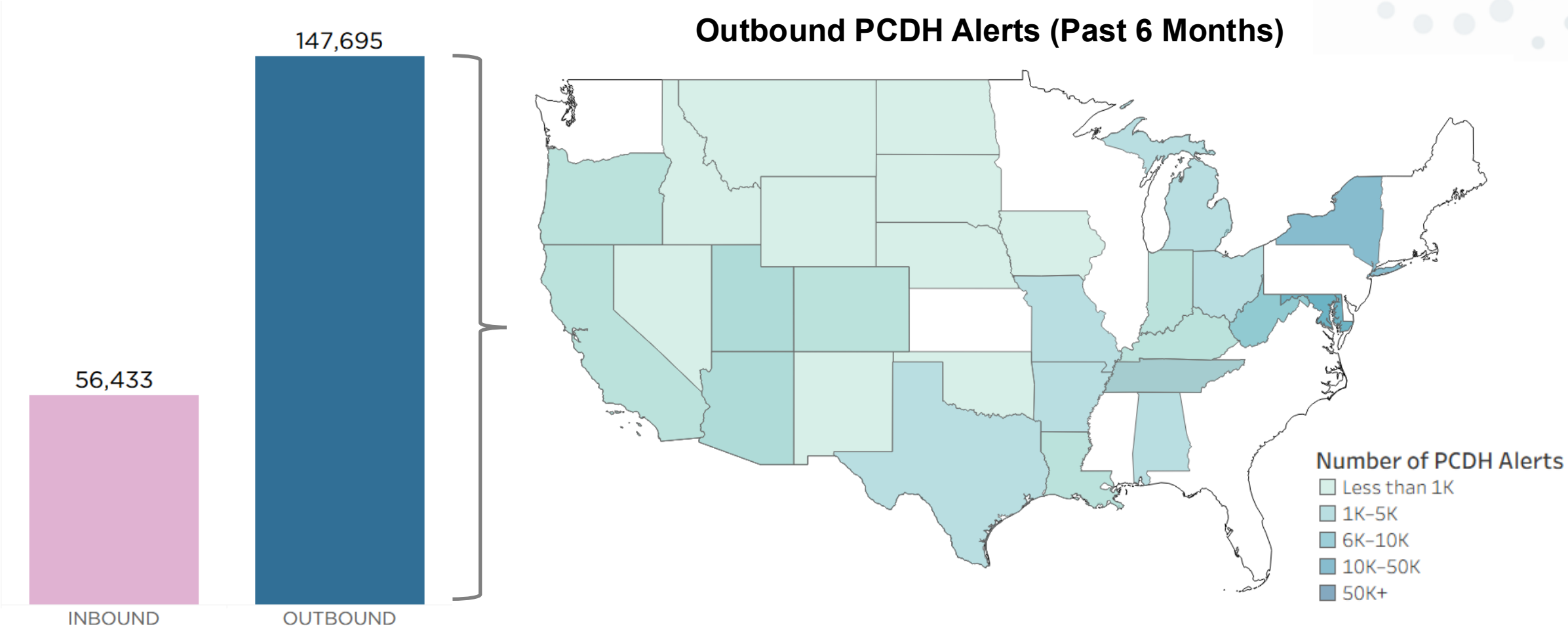
- 1. Metrics**
- 2. Staff**
- 3. Legislative**

Total Inbound Patient Queries Including eHX

2023 2024 2025 2026

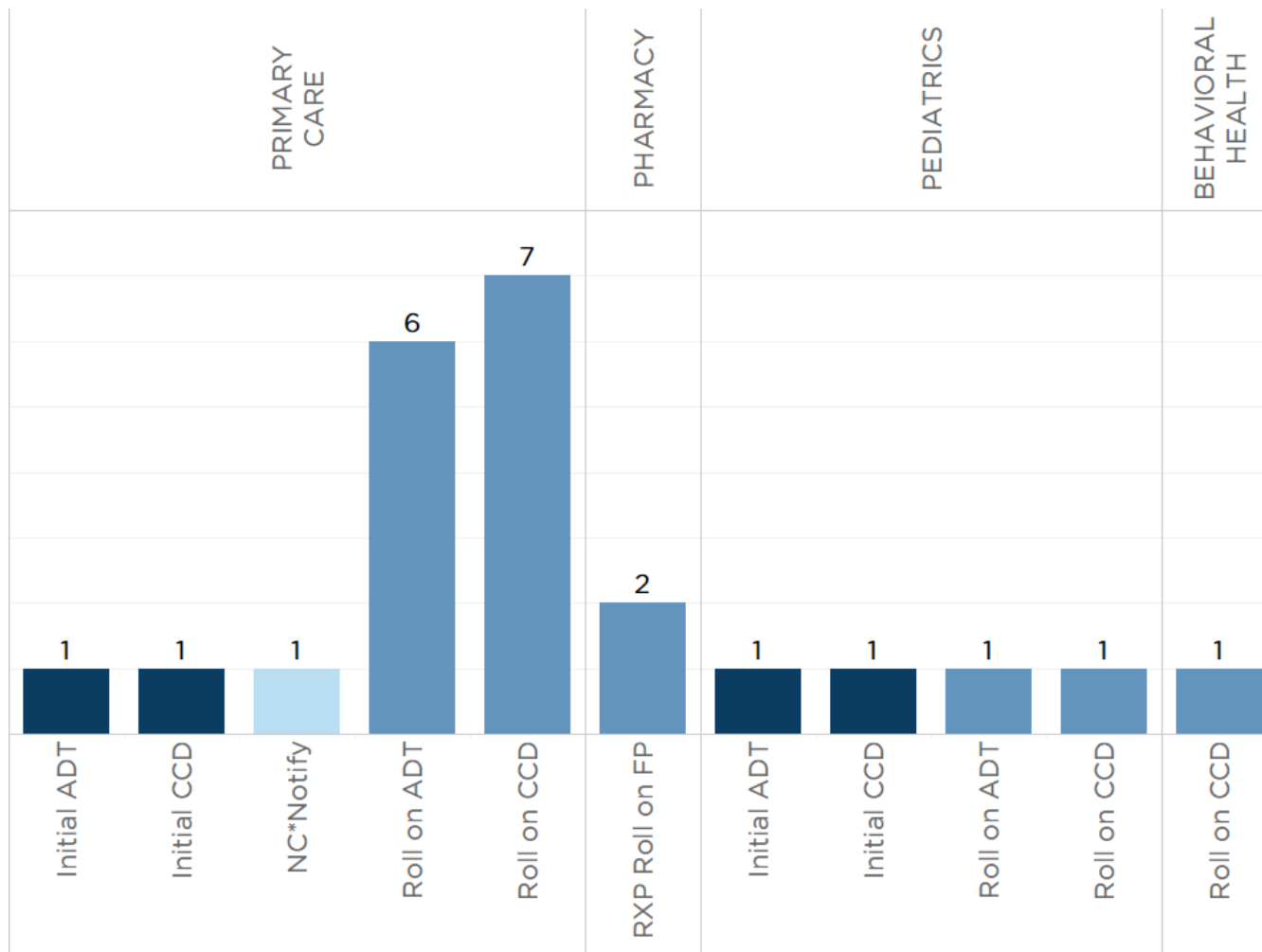


Total Volume for Inbound and Outbound Patient Centered Data Home Alerts (Past 6 Months)

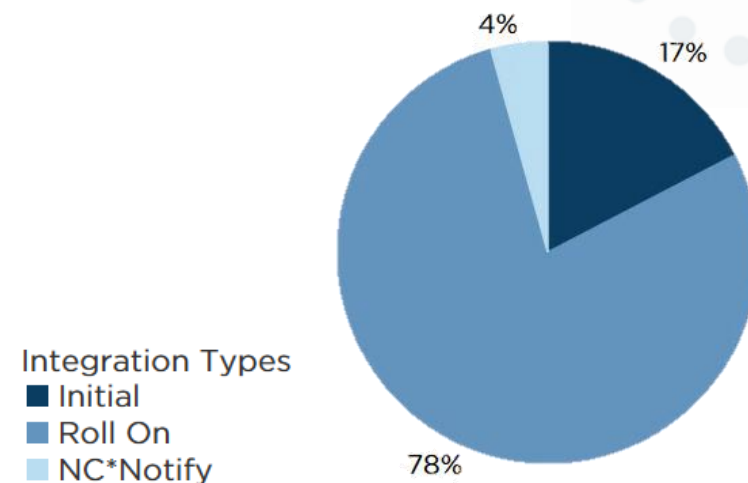


Data Connections (July)

Completed Integrations by Provider Type

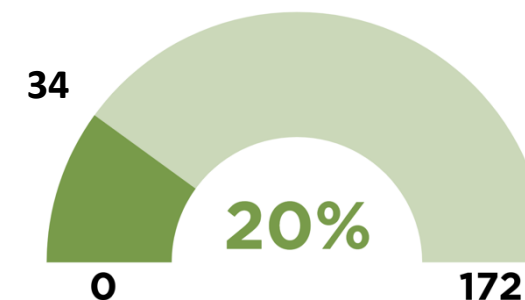


Percent of Initial, Roll On, and NC*Notify Connections

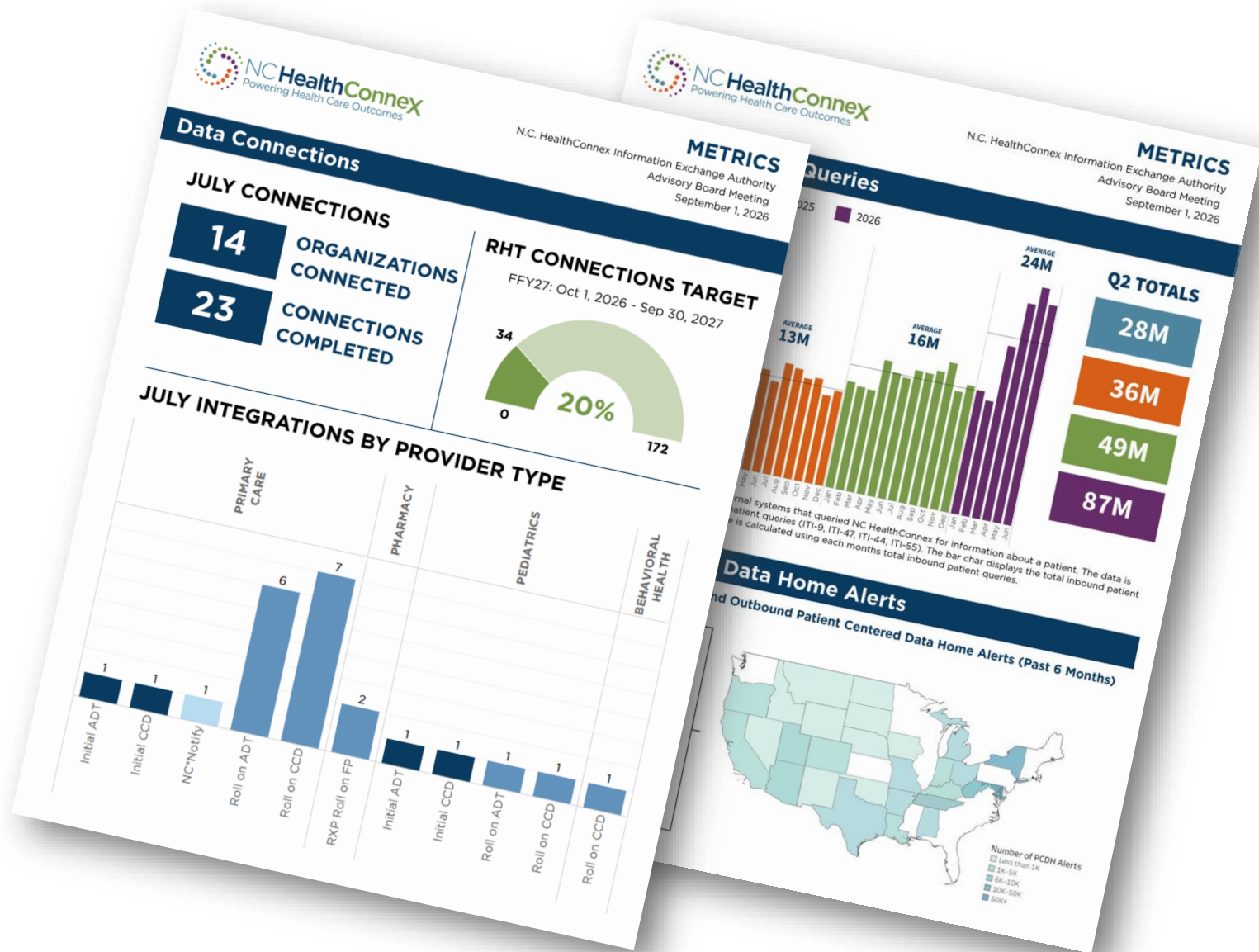


RHTP Connections Target

Through Sep 30, 2027



See handout for more metrics



Staffing Updates: Q3 Hires and Staff Moves



Brittani Adams (promotion)
Senior IT Project Manager (HMS)



Jeff Lusvardi (internal move)
RHTP Provider EHR Specialist



Michelle Zarate (move from EDO)
Administrative Officer



Greg Malcolm
Senior IT Project Manager (HR1)



Tim Taylor (internal move)
RHT Provider Relations and Outreach Specialist Lead

Vanessa Grace Milliam
Provider Reconciliation Intern

Legislative

- \$3.8M in nonrecurring connections funds for SFY27 ✓
- Remove exemption of substance use disorder treatment records ✓
- \$212,000 in non-recurring funds to plan improved SUD and IVC data exchange ✓
- \$300,000 in recurring funds for an FTE to increase NC HIEA's senior-level capacity ✓
- Designate an NC HIEA Advisory Board seat for NCDHHS's Division of Health Benefits (NC Medicaid) ✓
- Revised compliance framework ✗
- Designate NC HealthConnex as a Health Data Utility ✗
- Allow the NC HIEA to facilitate patient access ✗
- Allow federal agencies to access the NC HealthConnex Clinical Portal ✗
- Items still taking shape
 - Integration with the N.C. Office of Emergency Medical Services 🙋
 - Allow the N.C. Department of Public Safety to access and share data during a state of disaster 🙋

Break

15:00



HIEA Priorities

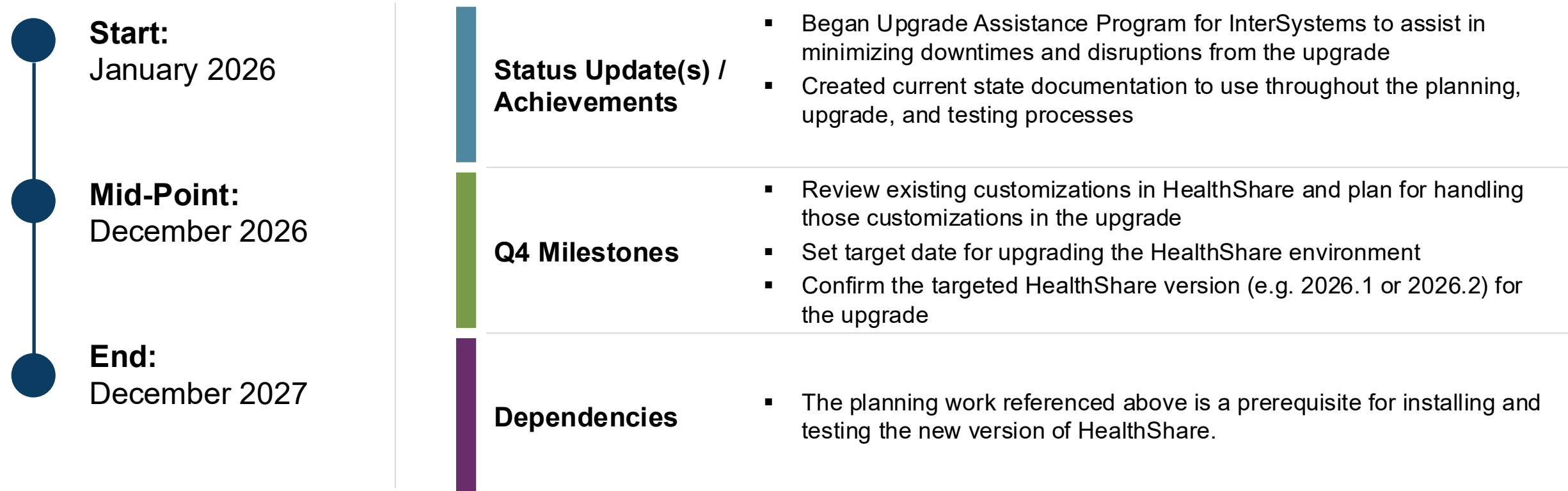


Technology

NC HIEA Priorities: Technology

InterSystems HealthShare Upgrade

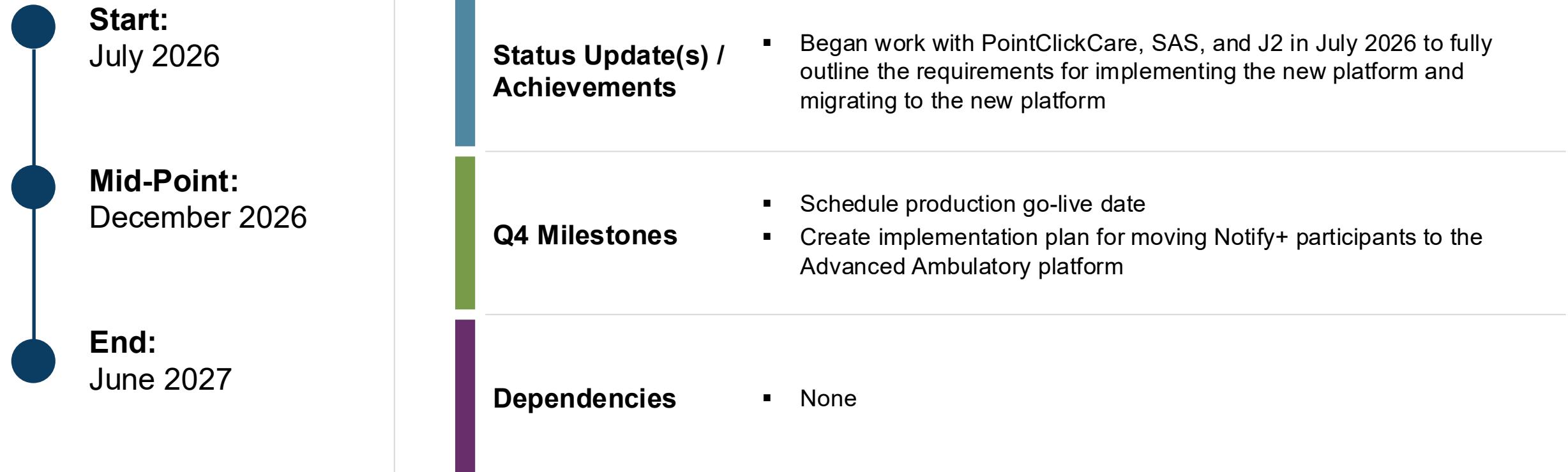
Upgrade our core InterSystems HealthShare platform from the existing 2023.1 version to a 2026+ version, enabling NC HIEA to provide participants with up-to-date functionality and expanded feature sets



NC HIEA Priorities: Technology

NC*Notify+ Migration

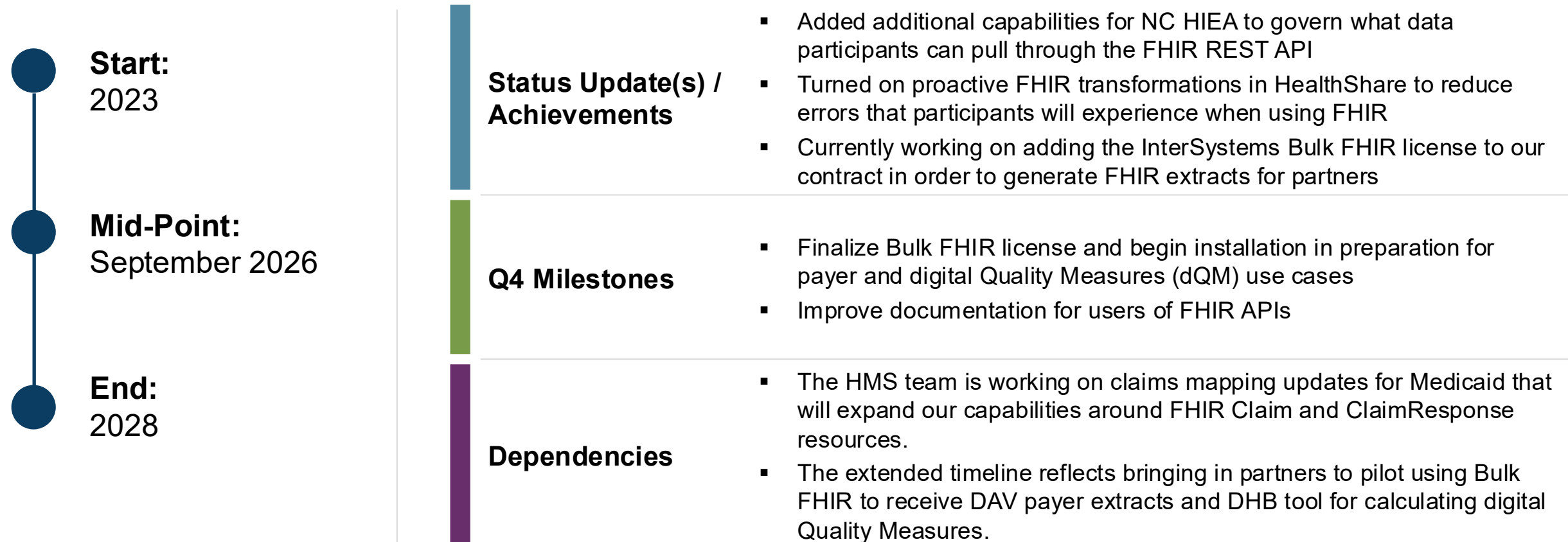
Migrate from a legacy platform for Notify+ to the PointClickCare Advanced Ambulatory product, providing an updated user interface, expanded data sets for Notify+, and consent tracking capabilities for future needs



NC HIEA Priorities: Technology

FHIR Based Exchange

Expand NC HIEA's capabilities to exchange data to participants and partners using REST FHIR and Bulk FHIR data exchange



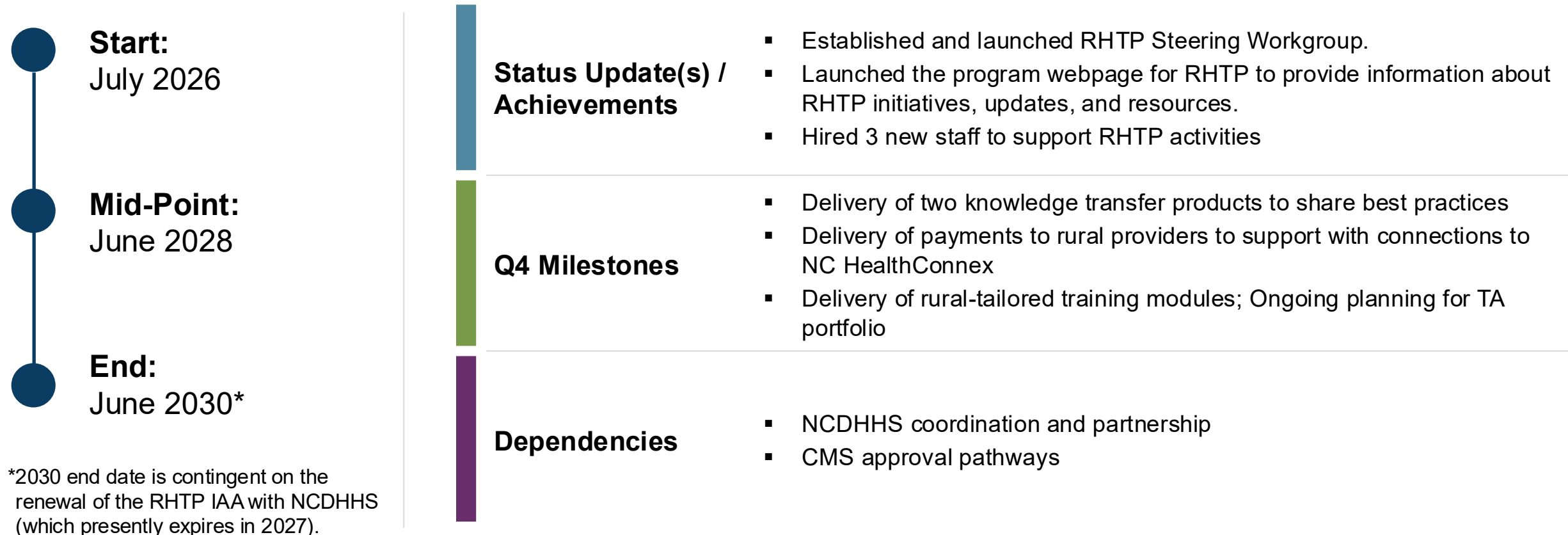


Programs

NC HIEA Priorities: Programs

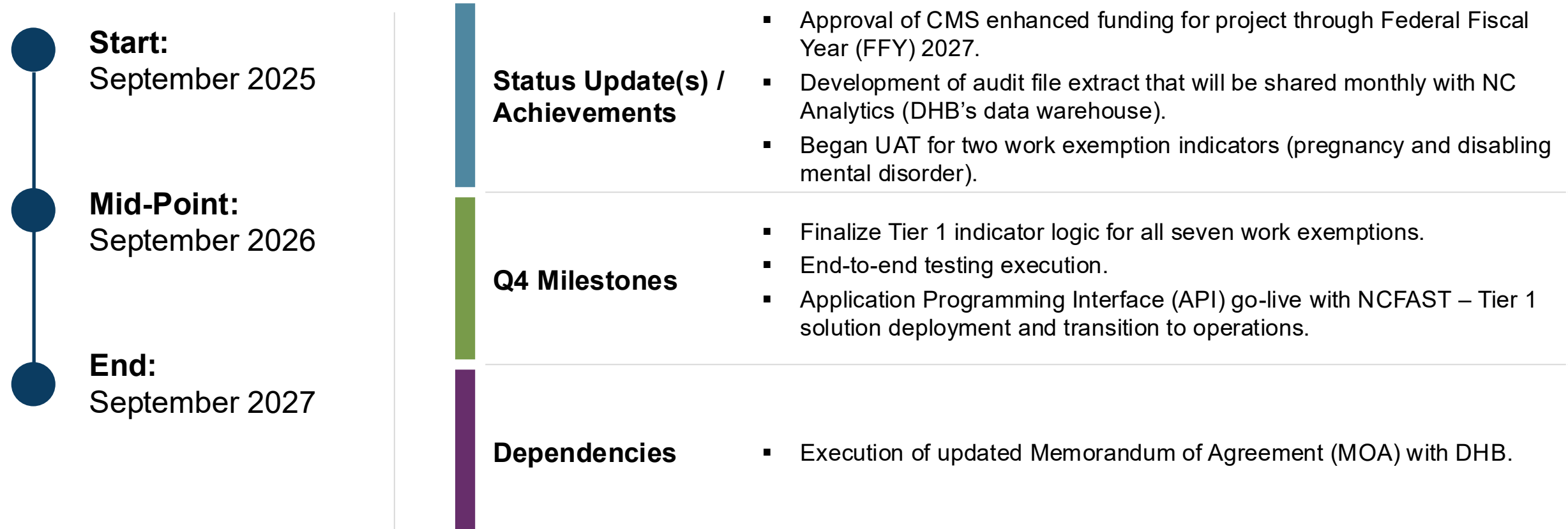
Rural Health Transformation Program

Rural Health Transformation Program funding will support rural providers' onboarding to and sustained use of NC HealthConnex.



Support for Implementation of Medicaid Work Requirements (H.R. 1)

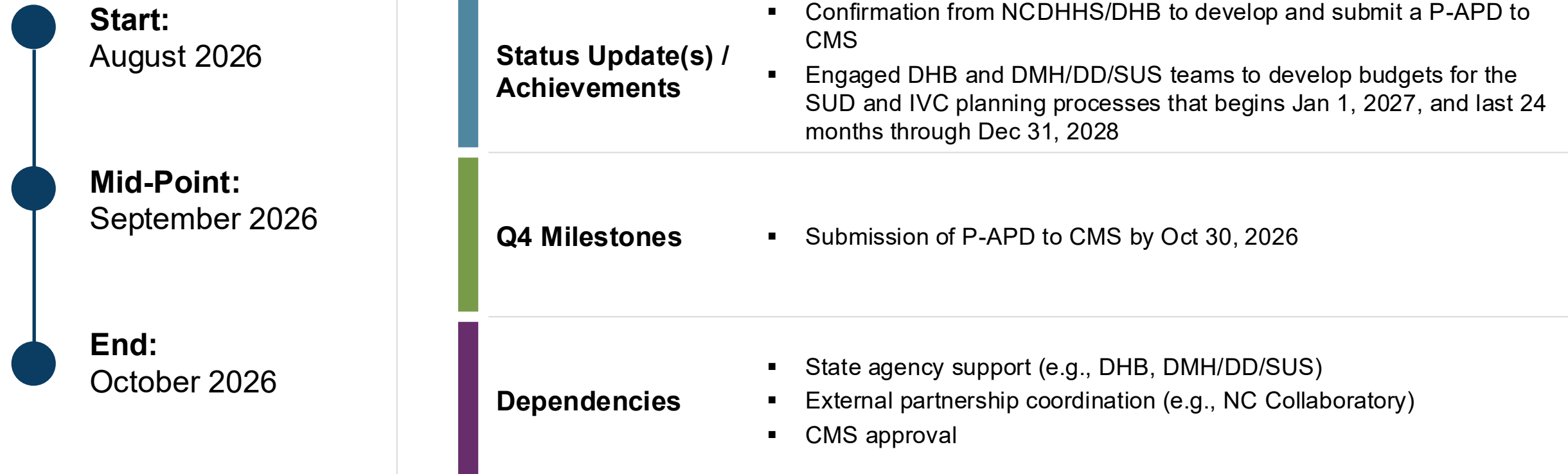
Streamline the delivery of clinically-informed Medicaid work requirement exemptions by using a custom API that provides near-real-time data to county caseworkers through NCFAST to support eligibility decisions



NC HIEA Priorities: Programs

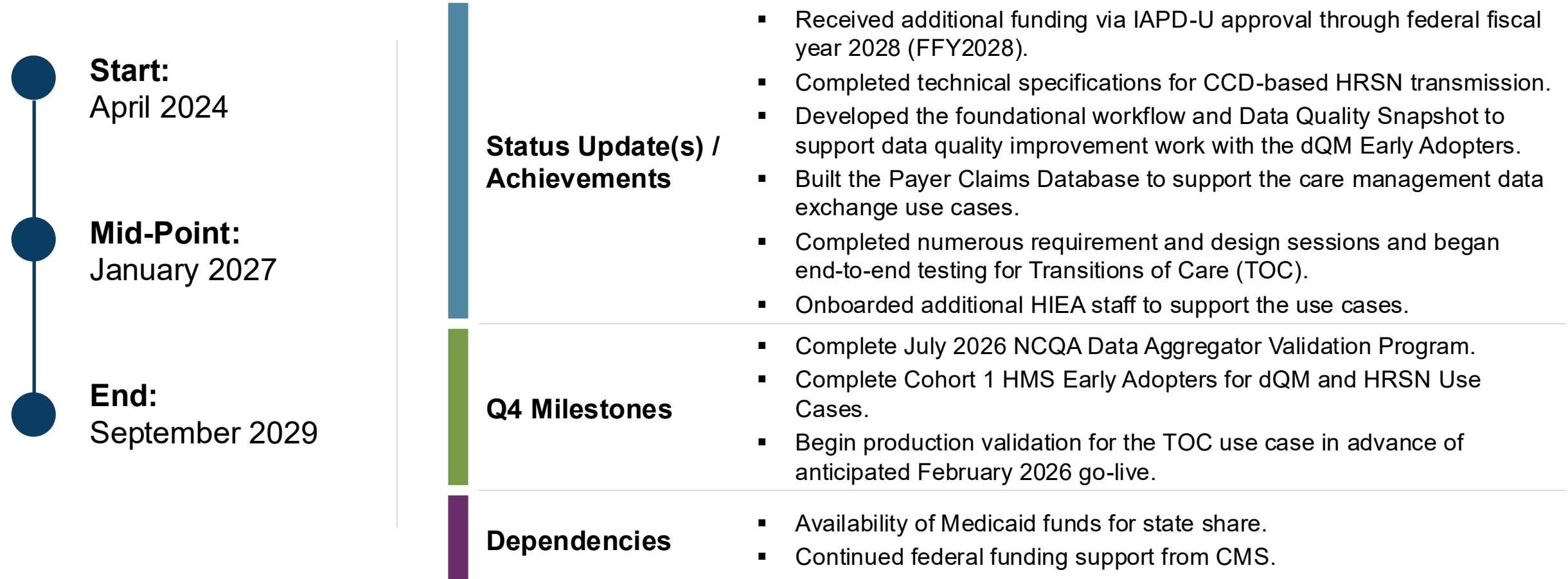
SUD/IVC P-APD Development

Work with NCDHHS to meet the goals of the NCGA in improving the SUD/IVC process in NC.



NC Medicaid Quality, Population Health, and Evaluation (QPHE) Use Cases

Leverage NC HealthConnex to support NC Medicaid's quality and population health efforts by improving data exchange.



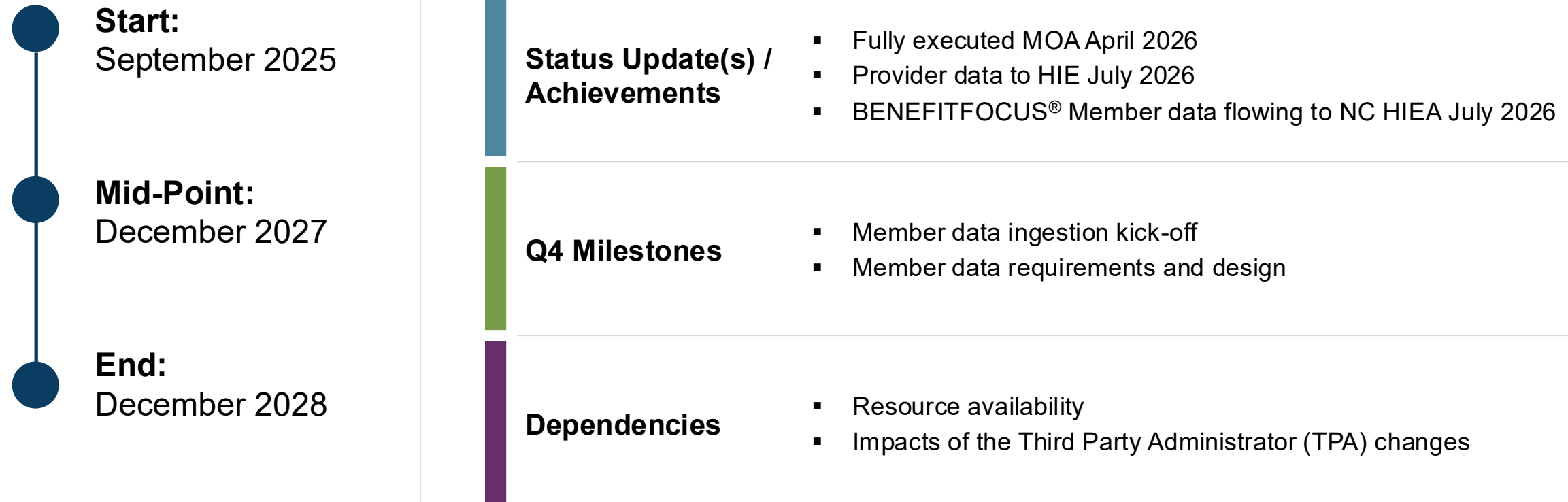


Integrations

NC HIEA Priorities: Integrations

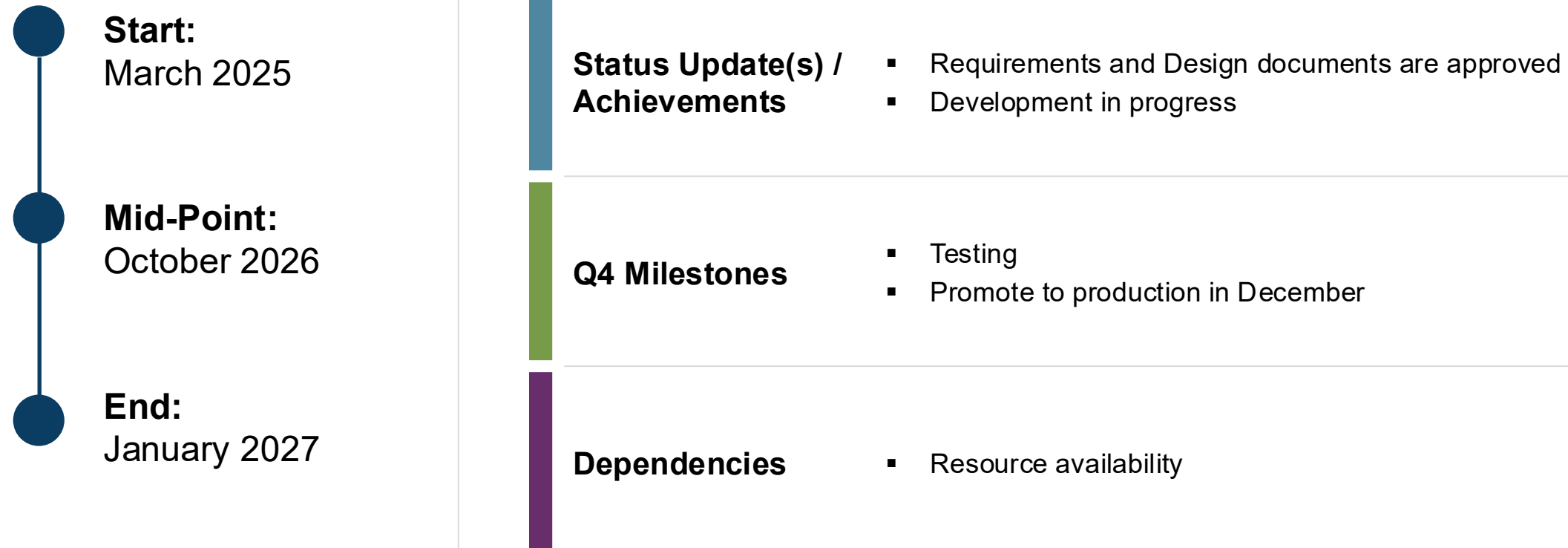
State Health Plan Integration

Exchange NC State Employees Health Plan Data



N.C. Department of Adult Correction Integration

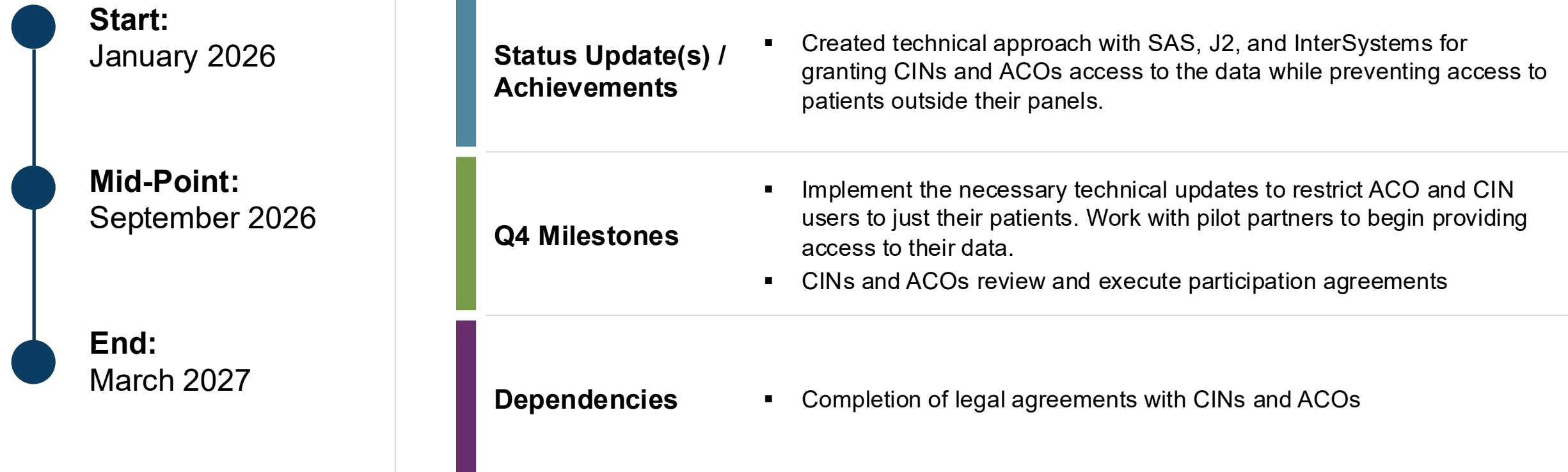
*Connect NC Department of Adult Correction EHR data to NC HealthConnex
and uplifting demographic data from OPUS*



NC HIEA Priorities: Integrations

CIN / ACO Integration

Give CINs and ACOs access to view HIEA information on their patient panels using the Clinical Viewer and Priority Data Elements extract



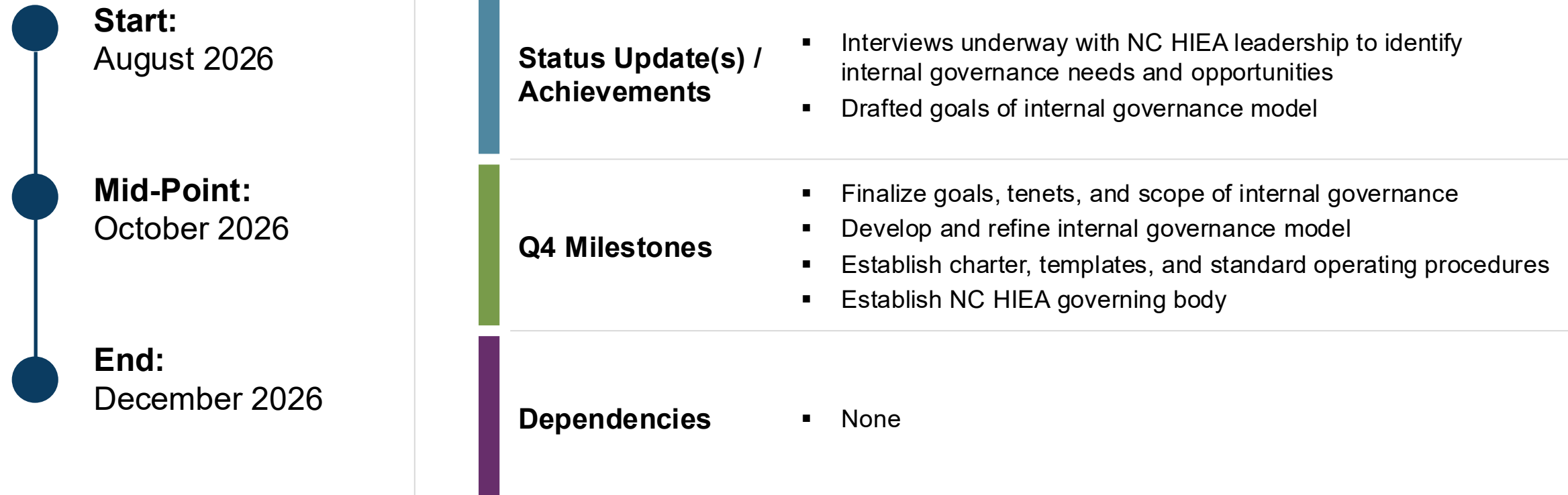


Policies & Processes

NC HIEA Priorities: Policies & Processes

Internal Governance

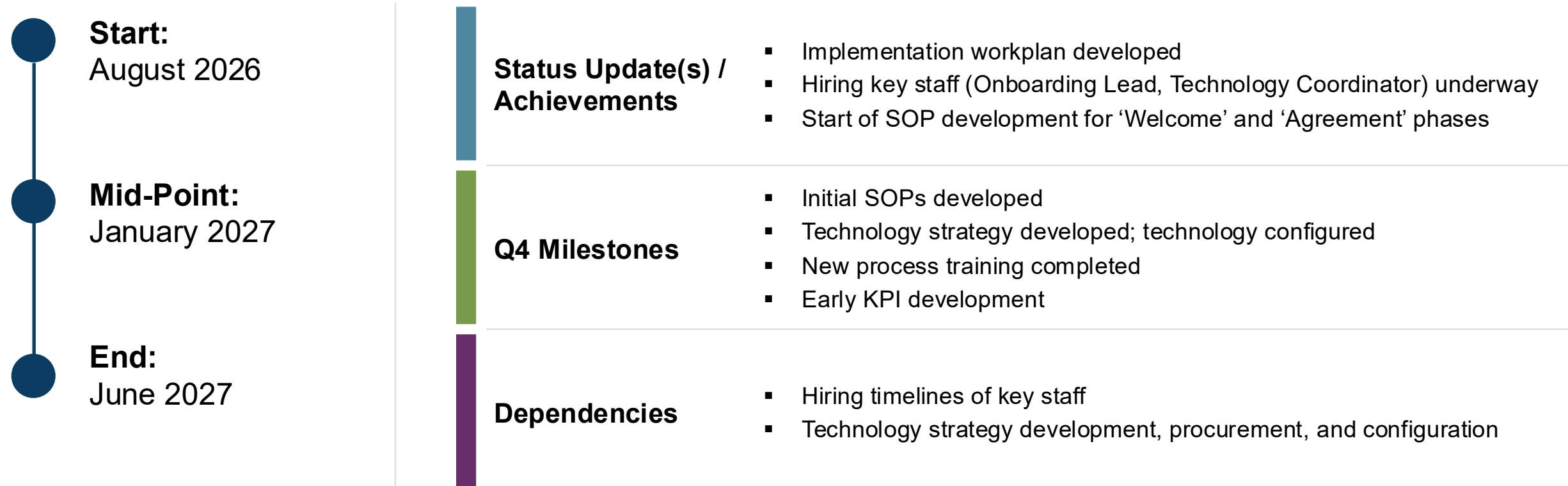
Establish an internal governance model to support decision-making, priority setting and ongoing monitoring of NC HIEA initiatives.



NC HIEA Priorities: Policies & Processes

Optimizing Participant Onboarding

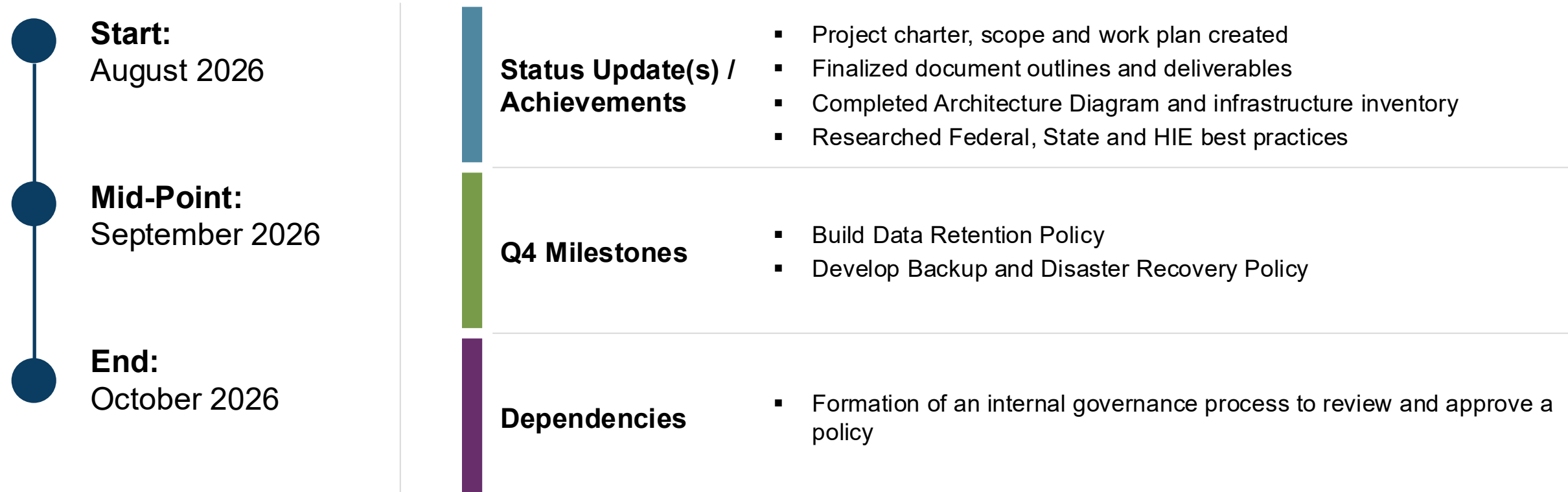
Refine and implement the processes, identify the roles and responsibilities and enhance the technology to accelerate and improve the participant onboarding experience.



NC HIEA Priorities: Policies & Processes

Data Retention Policy

Establish a system-level data map and inventory across NC HIEA systems, use it to set defensible data retention policy and a business continuity / disaster recovery policy.*



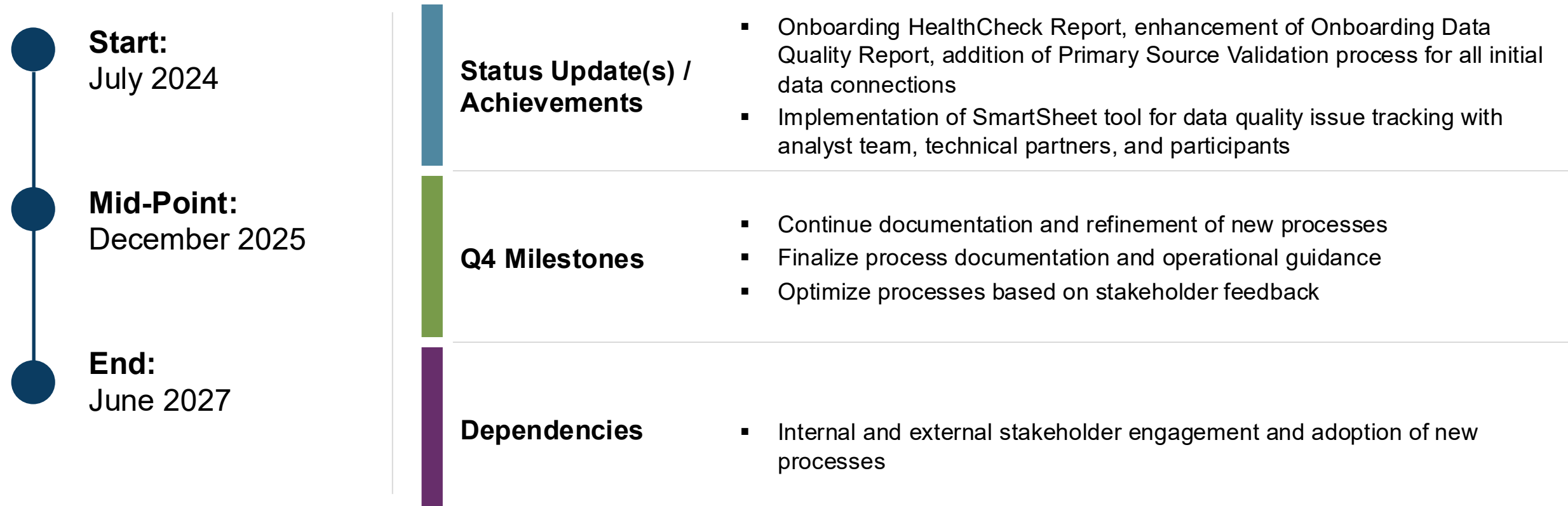
**Policy development will be followed by the development of an implementation work plan*



Data Quality

Onboarding Data Quality Standards Improvements

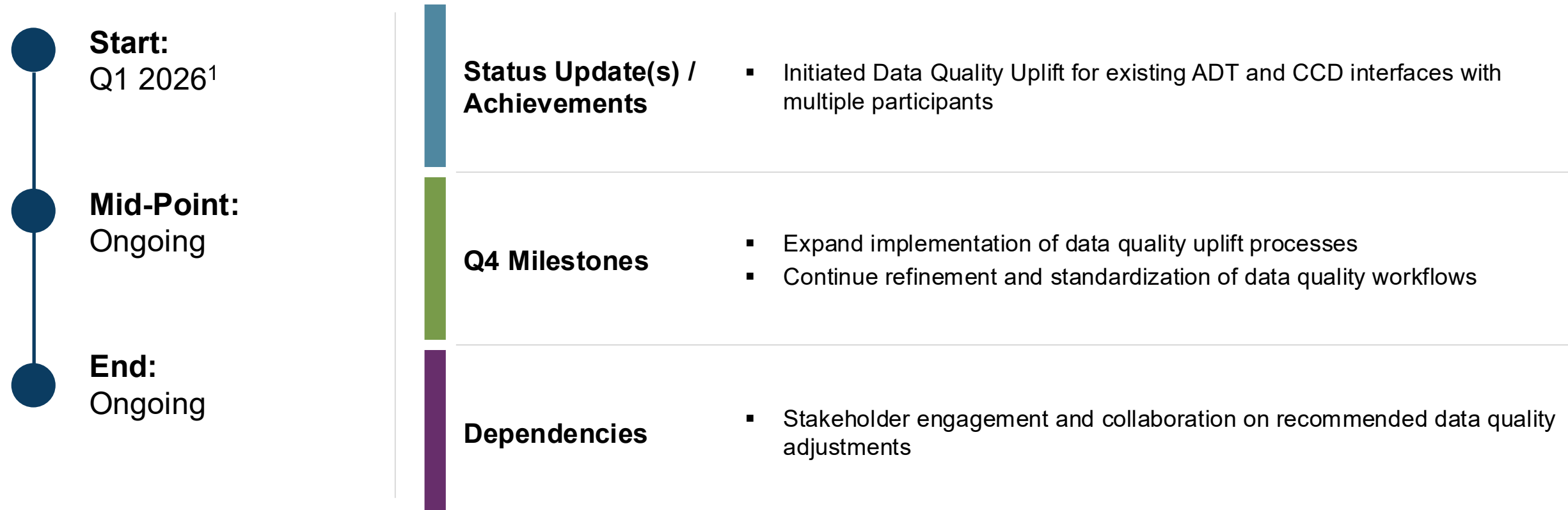
Improve data quality through continuous validation, monitoring, and resolution of data gaps and discrepancies in collaboration with participants.



NC HIEA Priorities: Data Quality

Data Quality Uplift

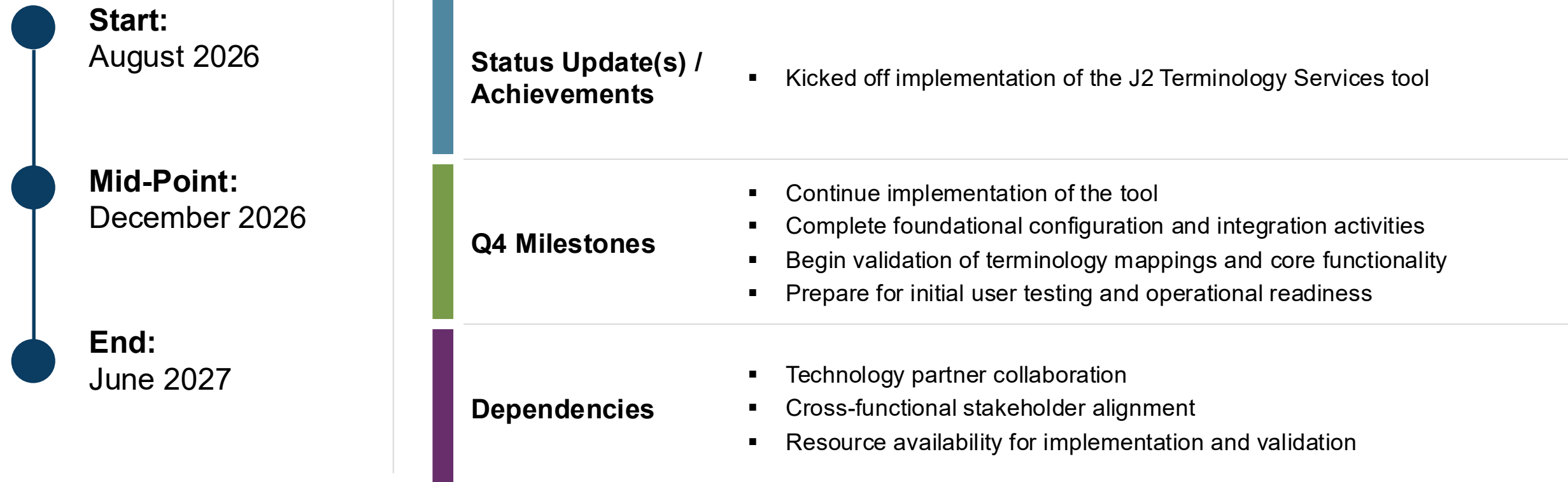
Improve data quality through continuous validation, monitoring, and resolution of data gaps and discrepancies in collaboration with participants.



¹Start of current cycle

Implementation of J2 Terminology Services Tool

Improve data quality through continuous validation, monitoring, and resolution of data gaps and discrepancies in collaboration with participants.



New Business