



North Carolina Health Information Exchange Authority Clinical Data User Group Charter

Purpose. The North Carolina Health Information Exchange Authority (NC HIEA) Clinical Data User Group is a work group formed to focus on clinical user feedback related to NC HIEA services and data quality. We would like participants to provide feedback on their experiences using NC HealthConnex data and obtain their recommendations for (i) improving the quality, availability, and functionality of NC HIEA services and (ii) making data quality enhancements.

Membership. The Clinical Data User Group membership is a voluntary appointment at the request of the NC HIEA. The work group consists of at least 15 community health care stakeholders from full participant organizations that utilize either a bidirectional connection/Single Sign-On or the provider Clinical Portal via web browser, as well as members of the NC HIEA and SAS. It is chaired by a representative from the NC HIEA Advisory Board with co-chair support of named NC HIEA and SAS team leads. Term limits for serving on the Clinical Data User Group are at the discretion of the NC HIEA.

Structure and Meetings. The work group shall meet virtually on a quarterly basis, with additional meetings to occur when deemed necessary by the Clinical Data User Group chairs.

A. Existing Users

1. The NC HIEA will host quarterly meetings and invite existing users of NC HealthConnex bidirectional and provider clinical portal services to share their experience utilizing NC HealthConnex. Agendas will be set in advance by the chairs.
2. During these meetings, members will discuss strategies to increase utilization for other providers.
3. The members will discuss how they are using NC HealthConnex and their expectations of data access so that the HIE can improve its interface and help to meet those expectations.
4. The NC HIEA and Clinical Data User Group will discuss data quality improvement.
5. The Clinical Data User Group will give valuable insight to the NC HIEA regarding improvements/suggestions for NC HealthConnex.
6. If needed, the Clinical Data User Group will request additional/clarifying information through a virtual or in-person meeting from the NC HIEA.
7. The Clinical Data User Group will consult appropriate resources as needed, including the NC HIEA's Executive Director and legal counsel.
8. The Clinical Data User Group will provide feedback to the NC HIEA and SAS re: issues with NC HealthConnex, as well as enhancements or services they would like to see added to NC HealthConnex.

B. Recommendation Process

1. The Clinical Data User Group members will share how they utilize NC HealthConnex.



2. The Clinical Data User Group will make recommendations to improve utilization of NC HealthConnex.
3. The Clinical Data User Group will discuss data quality improvements within NC HealthConnex and offer suggestions to evangelize to other participants to improve data quality across large groups of providers.
4. Information gathered by the Clinical Data User Group may be used to make changes to NC HealthConnex or to promote/educate services to participating providers.

C. Other Duties

1. Periodically as defined by the Clinical Data User Group chairs, the members will participate in reviewing and evaluating the work group processes, including the application process, review process format, and membership.
2. As directed by the NC HIEA, the Clinical Data User Group will provide feedback to the NC HIEA Advisory Board on its activities related to utilization and improvement.