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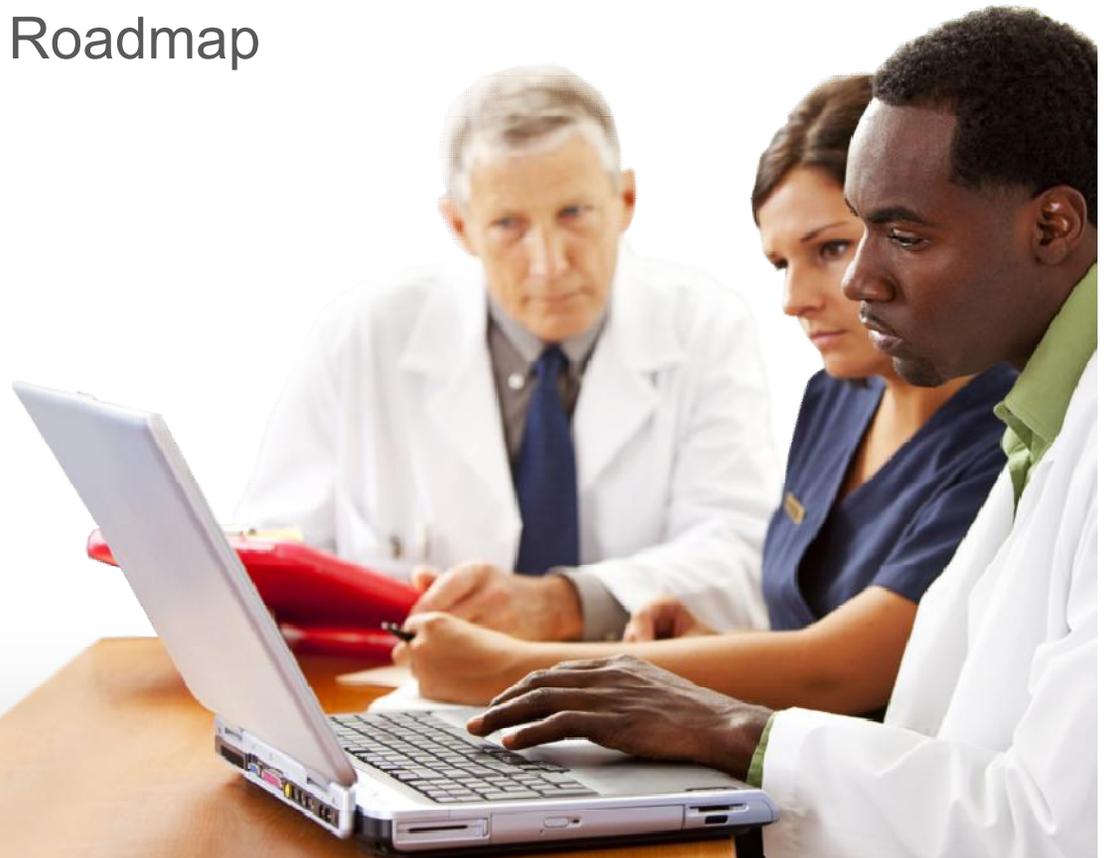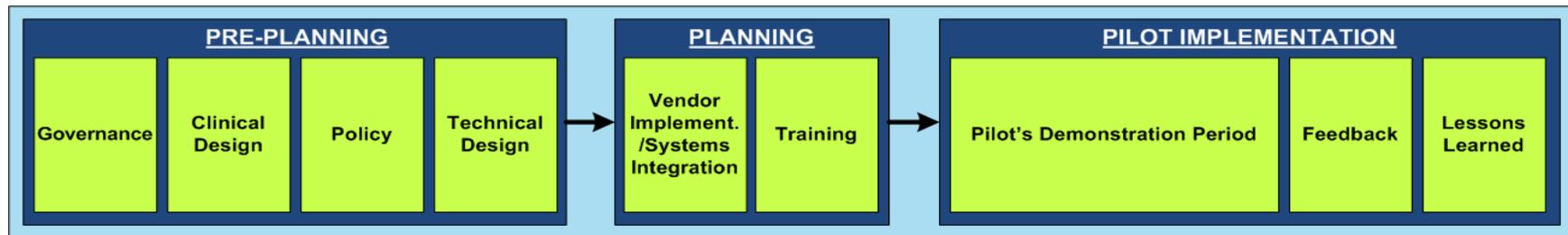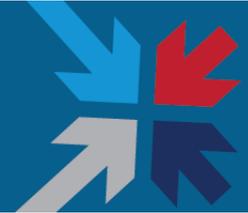
Direct Project

## Pilot Planning Roadmap

November 2, 2010

# Direct Project's Pilot Demonstration High Level Roadmap

PRE-PLANNING				PLANNING		PILOT IMPLEMENTATION		
Governance	Clinical Design	Policy	Technical Design	Vendor Implement. /Systems Integration	Training	Pilot's Demonstration Period	Feedback	Lessons Learned

» While all of the pilots are unique, each of them will need to address several key areas:

» Pre-planning:

- Governance
- Clinical Design
- Policy
- Technical Design

» Planning:

- Vendor Implementation/Systems Integration
- Training

» Pilot Implementation:

- Feedback
- Lessons learned

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Pre-Planning: Governance & Clinical Design

| PRE-PLANNING				PLANNING		PILOT IMPLEMENTATION		
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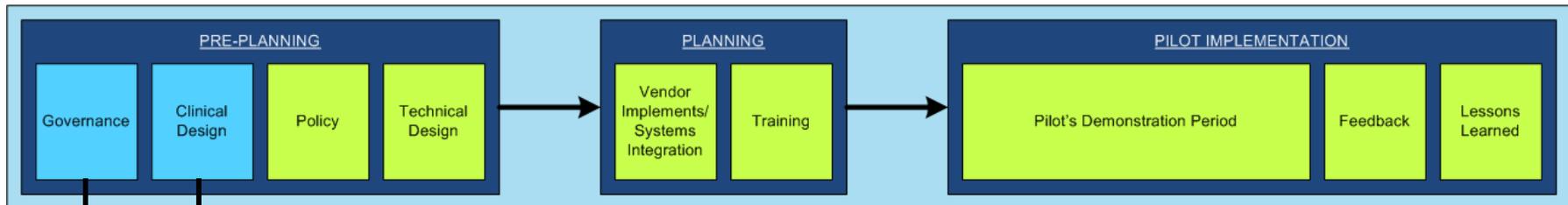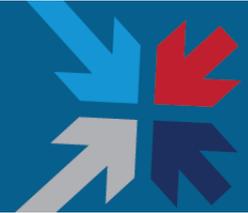
Governance

1. What is the status of the pilot project's work-plan and associated timeline?
2. How will the division of responsibilities be managed for the following:
   a. Technical requirements?
   b. Trouble-shooting?
   c. Policy adherence?
   d. Participant training?
   e. Certificate management?
3. How will pilot project responsibilities transition if the pilot lead leaves the project?
4. What is the role of each integration partner?

Clinical Design

1. Who are the participants in the pilot demonstration?
2. What Direct Project user stories will the pilot demonstrate?
   a. What information will be exchanged?
   b. What medium will transport this data?
   c. What is the purpose of this exchange?
3. Which MU criteria will this pilot achieve?
4. Who will be the integration partners?
   a. HISP?
   b. EHRs?
   c. Certificate Authority?

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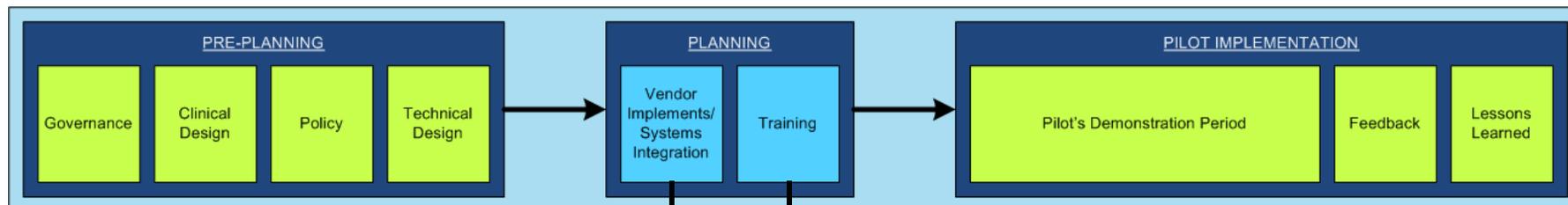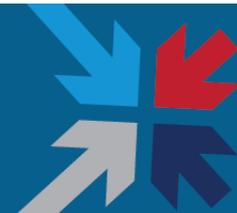
Pre-Planning: Policy & Technical Design
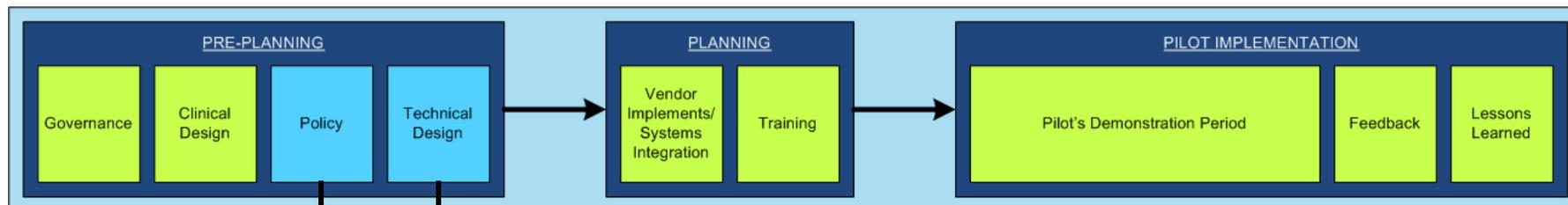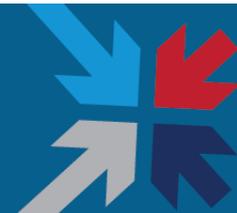
Policy

1. Certificate management:
   a. How will certificate discovery occur?
   b. Who is the trust anchor for the pilot?
   c. Will the pilot require organization-level or endpoint-level certificates?
   d. What will be the minimum identity assurance and authority requirements?
   e. What is the certificate expiration policy?
   f. How will Direct addresses be formatted?
2. Will this pilot require legal agreements to achieve necessary patient consent?
3. What security policies (audits, logging, scanning, etc.) will this pilot require?
4. Do the pilot's policies align with all applicable federal and state laws?

Technical Design

1. Which reference implementations will this pilot project utilize?
2. Which deployment models apply?
3. What are messaging capabilities of:
   a. Participating providers and IDNs?
   b. Integration partners/EHR vendors?
4. Will additional capabilities be necessary for this pilot project?
5. If so, what are they and how will they be made available?
6. Status of overall technical work-flow?

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Planning: Vendors, System Integration & Training

| PRE-PLANNING				PLANNING		PILOT IMPLEMENTATION		
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Vendor Implementation/Systems Integration

1. Vendor integration (EHR/e-mail clients)
   a. Which client API reference implementation will be utilized?
   b. Which deployment model applies?
   c. How will message security be managed?
   d. How will the correct address be selected?
   e. How will the vendor's components connect to the local HISP?
2. HISP integration
   a. Which Direct reference implementation?
   b. How will end-point connections be built?
   c. How will certificates be managed?
3. When will integration testing begin?

Training

1. When will training take place for initial participants?
2. Basic training requirements:
   a. What technical training is required?
   b. What privacy and security training is required?
3. How will new participants be trained throughout the pilot demonstration?
4. Do new participants need to complete training in order to partake in the pilot?
5. Are there alternative ways to meet training requirements?

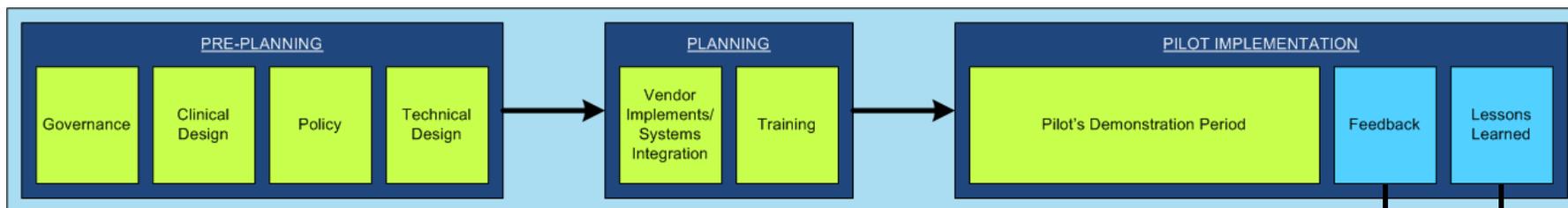Nationwide Health Information Network

Pilot Implementation: Demonstration Period
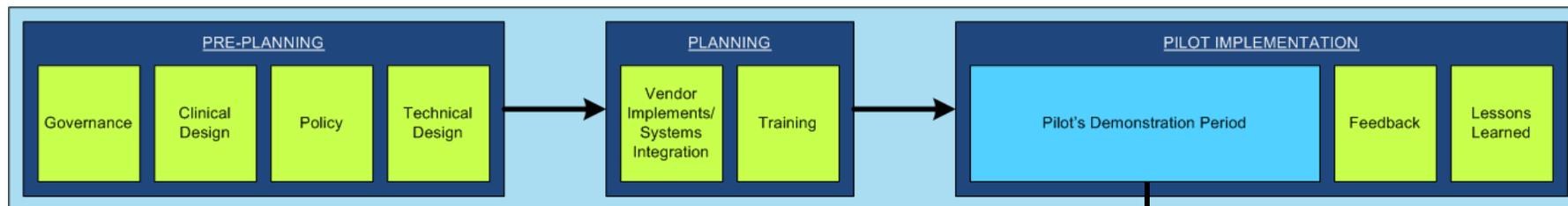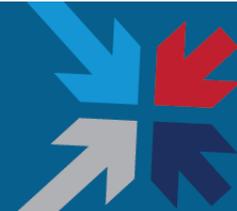
Pilot's Demonstration Period

1. During the pilot's demonstration of the Direct project, how will the following by monitored and recorded:
   a. Volume of messages via Direct Project?
   b. Efficiency and ease of use for participants?
   c. Direct Project user-stories fulfilled?
   d. MU criteria achieved?
   e. Technical glitches experienced?
   f. Security risks encountered?
2. How will "lessons learned" be reported during the pilot demonstration itself?
3. HIT Policy Committee Review and Input

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Pilot Implementation: Feedback & Lessons Learned

PRE-PLANNING				PLANNING		PILOT IMPLEMENTATION		
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Feedback

1. How will the pilot survey participants to assess key success areas:
   a. Volume of messages via Direct Project?
   b. Efficiency and ease of use for participants?
   c. Direct Project user-stories fulfilled?
   d. MU criteria achieved?
   e. Technical glitches experienced?
   f. Security risks encountered?
2. Where was the pilot demonstration successful, and why?
3. Where was the pilot demonstration unsuccessful, and why?
4. HIT Policy Committee Review and Input

Lessons Learned

1. Did the pilot face any unexpected security risks? How were these mitigated?
2. Did the pilot encounter any technical errors? How were these addressed?
3. Did the pilot's system for certificate management meet expectations set during planning? If not, why?
4. How will these lessons learned be shared with other pilot projects and the Direct Project community at-large?
5. What are pilot project's next steps?

Outcome: Report "Lessons Learned" to the HIT Policy Committee upon completion

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