## Information Technology and Compliance

Networks must have established, well-defined administrative and compliance processes and infrastructure including information technology (IT) systems. This ensures that they can meet the contractual requirements and performance expectations of health care partners, while providing a necessary level of network member assistance and oversight. In this worksheet you will answer questions related to your network’s administrative and compliance processes, procedures, policies and systems. Resources to help you in this section include this Aging and Disability Business Institute webinar, [HIPAA & HITECH Compliance for CBO-Health Care Partnerships](https://www.aginganddisabilitybusinessinstitute.org/adbi-resource/hipaa-hitech-compliance-for-cbo-healthcare-partnerships/), and the Aging and Disability Business Institute’s [IT Vendor Selection Tool](https://www.aginganddisabilitybusinessinstitute.org/resources/health-information-technology-grid/).

**Questions to consider:**

* Which IT systems are members of your network using?
* What IT needs has your network identified?
* If your network doesn’t have an IT system currently, what features will it need to support its data collection and reporting needs?
* If your network has contracts currently, consider the following:
  + What IT requirements is your network already required to adhere to based on contracts with its health care partners?
  + Is your network required to use a proprietary system from its health care partner(s)?
  + How do your network’s IT systems and the health care entity’s system work together? Do they work together?
* Does your network collect a standard set of data and health outcomes?
* What valuable data is your network already collecting that would be of interest to a health care entity? For example: how often your clients are visited; how many services do they receive on average; which partners address the social determinants of health such as meals, housing, transportation, etc.?
* What data will your network need to collect to demonstrate its impact? Is there an IT system that can help you track this data?
* Has your network determined its data needs related to payer type or by program/services?
* Has your network created data flow processes and/or designated roles for data analysis and reporting responsibilities?
* Does your network require its members and downstream providers to sign attestations regarding Health Insurance Portability and Accountability Act (HIPAA) training? How do you track that they have done so?
* What steps has your network taken to ensure that information is secure?

**Questions to Think Through**

* Considering your responses to the questions on this worksheet, what are the two biggest challenges facing your network?
* What are the two steps your network needs to take immediately (within the next three months) to address its challenges?
* What are two steps your network needs to take over the next six to 12 months to move forward in its development?