

## Ongoing Data Quality Procedure

Dear IZ Gateway Partner,

We are thrilled to announce the successful completion of the testing phase for our integration with your registry via IZ Gateway! As we move forward into the production go-live and monitoring phase, we are committed to supporting our continued success together.

This welcome packet serves as a comprehensive guide, ensuring a seamless transition and equipping you with the essential information for success in this next phase. Our objective is to establish a robust connection between our organizations post-go-live, enabling us to collaborate effectively on ongoing data quality efforts.

### DATA FLOW

Michigan's internal information network presents a unique structure. Due to historical and policy considerations, all HL7 traffic destined for Michigan must navigate three key points, as illustrated in Figure 1. Initially, it enters the MiHIN (Michigan Health Information Network), the statewide Health Information Exchange (HIE) responsible for managing data from in-state medical providers and IZ Gateway feeds from external sources. Subsequently, the traffic reaches the State of Michigan's Enterprise Service Bus (ESB), which serves as the intermediary routing point before ultimately directing the message to MCIR's internal services for processing and response.

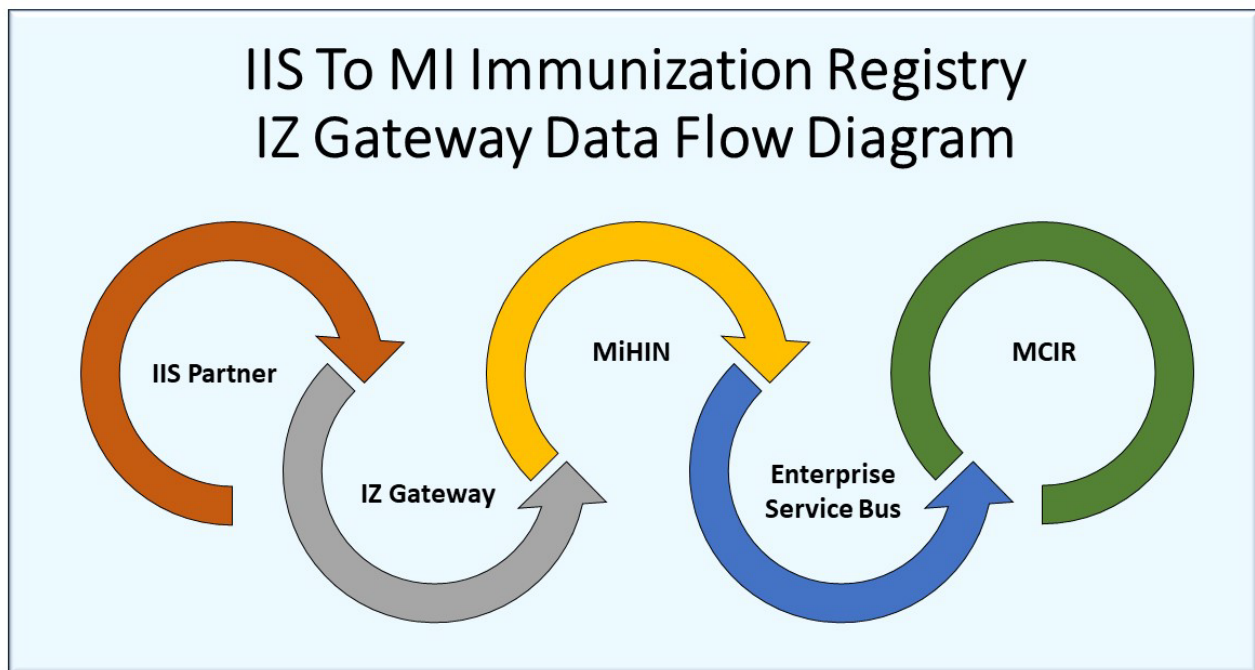


Figure 1

# PRODUCTION GO-LIVE OVERVIEW

## Description of the Production Go-Live Process

The production go-live process involves finalizing all configurations, reviewing data quality, and turning on the data flow between our organizations in the IZ Gateway production environment. We will begin transmitting and receiving real-time immunization data between our organizations during this phase. MCIR's steps to go-live include the following:

- Adding your organization to our production system,
- Enabling your organization entry to participate in IZ Gateway traffic to and from MCIR,
- Identifying a time period for a historical backlog to be sent out from MCIR, triggering this process to proceed.
- Reviewing incoming and outgoing data for verification that our systems are interacting successfully.

## Timeline and Milestones

In our experience, the production go-live process typically takes place over a period of several weeks, with milestones for completing each of the steps outlined in the Go-Live Checklist. Those milestones include:

- Releasing configuration settings,
- Turning on outbound data feeds,
- Triggering historical backlog feeds to populate historical data,
- Reviewing production data quality and addressing any issues not observed during the initial testing phase,
- Establishing user access to monitoring tooling and reports.

## Communication Channels

Our IZ Gateway data quality team is committed to providing you with service and support to ensure that your experience working with us is exceptional and that our connection leads to improved clinical outcomes for individuals in both of our states. Please establish communication channels with our support team to facilitate collaboration and issue resolution.

## Post Go-Live Checklist

To ensure a successful transition, please join us in completing the following tasks:

- Agreement about timelines for production outbound data feed and historical backlog
- Data Monitoring tooling has user logins made available to each jurisdiction.
- Individuals are identified for data quality review and technical triage.
- A post-go-live monitoring review is completed over several weeks, and issues are reported as soon as evidence of errors is observed.

## ONGOING DATA QUALITY REVIEW

After the production goes live, we will enter a monitoring phase to provide ongoing support to ensure a seamless transition and address any issues that may arise. Our monitoring tools and resources will help you track the performance of your connection and quickly identify any potential problems.

During the monitoring phase, our data quality staff will review metrics surrounding your data feed using our HL7 Viewer monitoring application. We aim to provide and obtain data that can be validated and verified and follow the standards for completeness, consistency, accuracy, and timeliness. We invite you to collaborate with MCIR on the process for data quality post-go-live IZ Gateway data sharing.

Please get in touch with our dedicated support team at [MDHHS-MCIRIZGateway@michigan.gov](mailto:MDHHS-MCIRIZGateway@michigan.gov) for any questions or concerns.

### Getting Access to our HL7 Monitoring Tool

Once your IIS site is created in MCIR, we will assign each of the individuals you specify a site user account.

To get access, the users will have to follow these steps:

- Register as an MCIR user. Complete instructions are available here <https://mcir.org/registration/>
- Send notification to [MDHHS-MCIRIZGateway@michigan.gov](mailto:MDHHS-MCIRIZGateway@michigan.gov) with your User ID to be added to your IIS site in MCIR,
- Familiarized yourself with MCIR and the MCIR HL7 viewer through training available at [https://mcir.org/wp-content/uploads/2019/04/ESSR\\_Tip\\_Sheet-now-HL7-Transfer-Report-Tip-Sheet.pdf](https://mcir.org/wp-content/uploads/2019/04/ESSR_Tip_Sheet-now-HL7-Transfer-Report-Tip-Sheet.pdf)

The MCIR team will provide you with a weekly data quality report starting a week after the go-live date. This weekly report will include several categories of information:

1. List of messages received,
2. Transaction details about demographic and vaccine updates,
3. Number of vaccines reported,
4. Errors reported.

Our HL7 Viewer monitoring tool allows you to review all four categories, as shown in Figure 2. In addition to the provided report, this information will be available to the users you assigned as your State IZ Gateway Liaison.

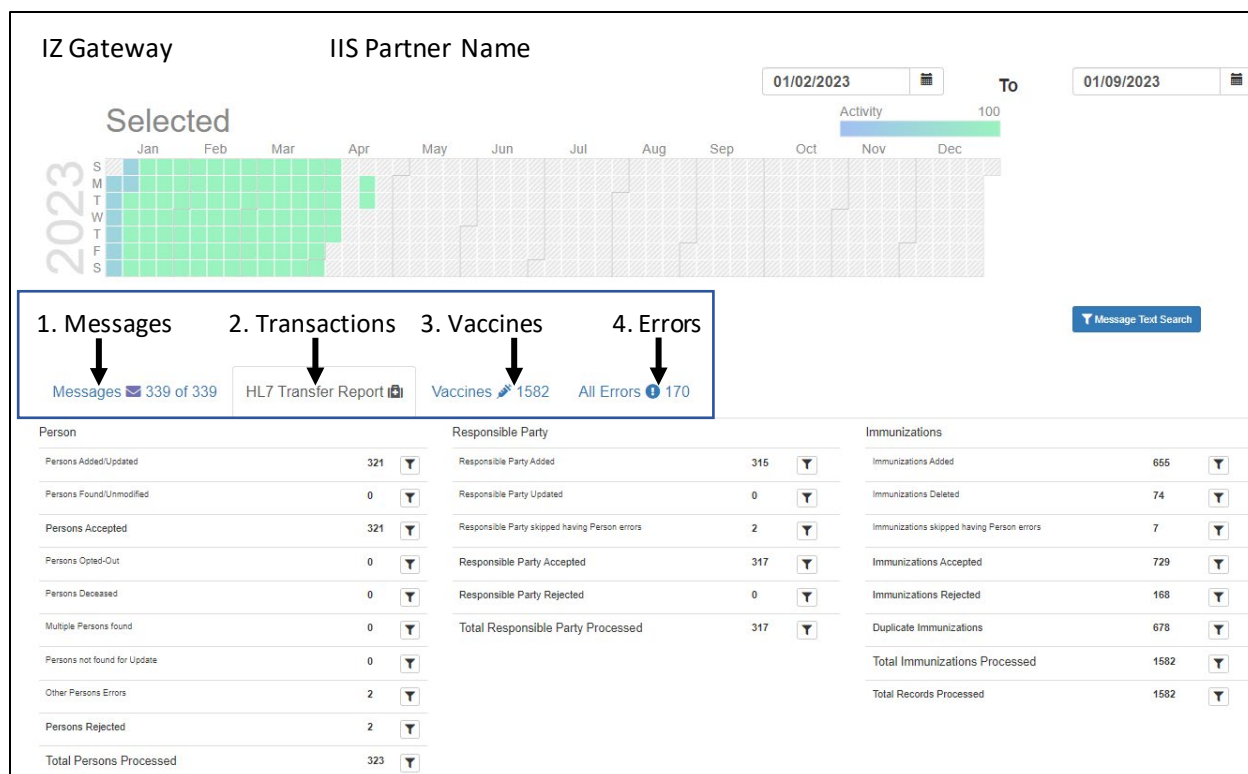


Figure 2

## ERROR HANDLING AND RESOLUTION

As you embark on your connection with us, we want to ensure your seamless and efficient experience. To that end, we have established an error handling and resolution process to address any issues arising after your production go-live date. This process facilitates quick resolution and maintains clear communication throughout the error-handling lifecycle.

### Identification and Reporting

Upon first noticing an issue, please email MCIR's IZ Gateway Liaison at [MDHHS-MCIRIZGateway@michigan.gov](mailto:MDHHS-MCIRIZGateway@michigan.gov) with details about your observations indicating an issue. Please include as much detail as possible without providing PHI/HIPPA data. Typically, we find seeing a full message header and information about shots being reported helpful.

### Triage and Categorization

Our team will work to understand the nature of the issue observed and report any errors to our internal issue tracking through JIRA. Because of the nature of our health information architecture, we may need to escalate the issue with additional entities to get either MiHIN or Michigan's ESB involved.

### **Acknowledgment and Escalation**

We will acknowledge via email that we have received the information and report any information we have collected through our initial triage and categorization so that you can understand the nature and timeline you may expect for a resolution.

### **Communication and Updates**

Our IZ Gateway Liaison will continue to notify the person who was first notified about the evidence of an issue and copy the parties noted as Liaison and technical contact for your jurisdiction.

### **Resolution and Closure**

We will inform you of any needed corrections to our system, or observations with evidence that the issue may be originating from your system, or IZ Gateway.

## **SUMMARY**

We are delighted to be connected with your organization and are fully committed to supporting your success. Our team recognizes the importance of this partnership and is dedicated to ensuring that both of our organizations thrive together.

Collaboration and open communication are essential for unlocking our collective potential. As we begin this relationship, you can count on our steadfast support, expertise, and enthusiasm to help you navigate any challenges that may arise.

Together, we will strive for value and growth for both organizations. We eagerly anticipate celebrating our joint accomplishments and witnessing the impact of our partnership on improving public health outcomes.

Once again, welcome aboard, and here's to a successful future of data sharing!

For help with IZ Gateway, email: [MDHHS-MCIRIZGateway@michigan.gov](mailto:MDHHS-MCIRIZGateway@michigan.gov)