

2025 - 2028 STRATEGIC PLAN

OUR MISSION

Creating a robust, interoperable data exchange system that better patient care and reduces healthcare costs.

OUR CENTRAL GOAL

Health care providers regularly accessing comprehensive, high-quality health data through HHIE to better patient care across the Hawaiian Islands.

Data Quality and Completeness

- Expand participation in HHIE
- Connect underrepresented participants
- Continue data quality initiatives
- Increase the types of information shared
- Add missing data types
- Standardize data submission and improve data quality
- Improve patient matching to create a single patient record

Expand Data Use and Functionality

- Expand permitted data uses
- Support population health and value-based care
- Improve analytics capabilities
- Expand data routing and notifications
- Support SDoH data initiatives to improve health equity
- Evaluate TEFCA and federal interoperability landscape

Improve System Use / Customer Experience

- Increase adoption of HHIE tools through the community
- Grow outreach and educational efforts
- Improve user experiences
- Ensure HHIE's technology meets community needs
- Expand technical assistance and training programs
- Embed HHIE seamlessly into the care workflow
- Invest in customer satisfaction and evaluation

Strengthen Relationships with the State

- Grow our partnership with Med-QUEST
- Support HDOH initiatives and use cases
- Support AHEAD model
- Identify state interoperability and data exchange needs
- Actively engage with legislators
- Coordinate with key healthcare stakeholders
- Engage with community-based organizations to support future needs

STRATEGIC DECISION-MAKING

We will be strategic in prioritizing which of these worthy initiatives we implement. Not all items will be accomplished by 2028. Some may not move forward based on changing community needs.

The privacy and confidentiality of data in the HIE system is of utmost importance.