FACILITY REGISTRY SERVICE
MFL Resource Package Training

September 2019
# Agenda

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<td>2. Launch – Iterate - Grow</td>
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<td>3. Challenges</td>
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<td>4. Summary and conclusions</td>
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<td>5. Action planning</td>
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Session Learning Objectives

• At the end of today’s session participants will be able to:
  – Define a facility registry service
  – Describe the steps in establishing a facility registry service
  – Develop an action plan for launching/re-launching a facility registry service
  – Articulate the process for addressing outstanding and new priorities
  – Describe and identify gaps or needs in the growth and technical support plan
  – Describe common challenges and solutions in establishing and facility registry service
Review of Terms

- Data consumers
- MFL administrators
- Data curation
- Data curators
- Data suppliers
- Health Information Exchange
What is a facility registry service?

• A software solution that stores and share the MFL
• Enables data consumers to read, search, sort, download, and use facility data
• Facilitates data curation
• Component of Health Information Exchange
• Portal for data consumers to ask question or suggest improvements
Steps in establishing the facility registry service

- Establish a technical working group
- Determine facility registry service requirements
- Prioritize requirements
- Assess gaps
- Select software solution
- Configure facility registry service
- Arrange hosting of facility registry service
Step 1. Establish a technical working group

- This group is tasked with the development and implementation of the facility registry service.
- The group will coordinate with the MFL Steering Committee to ensure alignment with broader MFL goals, national eHealth and data policies, and resources available.
- The group should include:
  - Developers
  - Government representatives
  - The primary MFL data consumers
  - Those responsible for the long term management and maintenance of the MFL.
Step 2. **Determine & prioritize facility registry service requirements**

- Gather requirements – identify persons, agencies, institutions and organizations likely to use the MFL and determine how they want to access and interact with the MFL data

- Create user stories to understand requirements, especially for:
  - Data consumers
  - MFL administrators
  - Data curators
  - Data Suppliers
Other considerations in determining requirements

• Will the MFL exchange data with other information systems?
  – Will it pull or push data to the system or both?
  – What data exchange standards are needed to facilitate integration?

• What processes for updating and maintaining the MFL data need to be supported by the FRS?
  – What are the data sources for the MFL?
  – How is data submitted and by whom?
  – What is the data validation and approval process?
  – What is the protocol for documenting and archiving changes to the MFL data?

• What types of access permission and restrictions are needed?
Step 3. Prioritize requirements

- To determine priorities, collaborating organizations need to have a common set of goals for how facility data are to be managed and shared
  - This can be done through the development of a shared vision led by the MFL steering committee
- The requirements for the facility registry service should to be prioritized based on resources
- A phased implementation plan should address immediate needs
- Non-priority functions can be put off until additional resources become available
Step 4. (✓) Assess gaps

Identify gaps between what currently exists and what you want to achieve:

• The MFL assessment tool can be useful in identifying gaps
• Is new software needed to support the MFL?
• Can the existing infrastructure (e.g., Internet connectivity, servers, electrical power, etc.) adequately support the facility registry service?
Step 5. Select software solution

• Determine what software solutions are available that most closely meets your needs

• Decide whether you will use open source or proprietary software.
  – This decision depends on the financial and personnel resources available to support development of the facility registry service.
  – It will also depend on the user requirements and which software can best meet those requirements.

• Determine what the software can do “out of the box” and how much additional programming will be needed to meet the facility registry service requirements.

• Consider which software solutions are most familiar to local information technology (IT) partners

• Keep the FRS independent (though integratable)
Activity 1: Virtual Facility Registry Service Tour
Step 6. **Configure facility registry service**

- Configure the registry with the appropriate details driven by the prioritized data specifications & requirements
- Configuration should be approached in an iteratively
- Configuring the facility registry service includes the following activities:
  - Define fields and metadata
  - Institute permissions
  - Implement integrations
  - Develop applications
  - Design user interfaces
- If using an existing open source facility registry solution, it may be possible to work with the software provider to enhance or add features if the enhancements are likely to be beneficial to other implementations.
Step 7. Arrange hosting of facility registry service

- Determine whether or not the FRS should be hosted on an MoH or organizational server, or cloud hosted
  - This will depend on local laws that regulate where national data can be stored and who owns the data
- Data security for either solution will also be an important consideration
Launch

Planning for and executing the launch of a facility registry service is an important step, particularly when a public interface is being used.

- Consider the communication channels for announcing the launch
- Involve the partners who have been in the process
- Encourage participation and engagement through self-service and easy channels of support
- Welcome interested collaborators
- Considerate what training is needed for data consumers, MFL administrators, and MFL curators
Iterate

- Considerations of new and yet-to-be resolved priorities
- Rapid development and testing of enhancements
- Gathering new requirements and user stories
- Make use of software code repositories, such as Github, to document and track issues
Grow

• MFL management team should coordinate technical support
• Support should include triaging, documentation and resolution of requests for system enhancements and integration as well as troubleshooting user problems
• Support for integration for additional data consumers
• Documentation of decisions, processes, challenges, and resolutions
Common Challenges Establishing/Maintaining a FRS

- Insufficient funds to meet all the user requirements
- Facility registry service is too complex
- Insufficient consideration of long term costs
- Insufficient training and support for data consumers
Summary and conclusions