Illinois Framework for Healthcare and Human Services

Building Bridges to Share Information

ILLINOIS FRAMEWORK

The Illinois Framework for Healthcare and Human Services, a multi-agency collaborative, coordinates the use of shared technology and business processes across Illinois' federally-funded healthcare transformation initiatives.

The Illinois Framework provides strategic insight, organizational support, and guidance on federal standards to advance Illinois' healthcare and human services enterprise. These efforts will improve service coordination and lower costs to advance the health and well-being of the people, families, and communities of Illinois.

"I had to fill out one form, go down the hall, fill out another form - same building, same information, four different forms. Let the computers talk to each other; let the people talk to each other."
Consumer in Bloomington

⇒ Information sharing across programs will move Illinois towards **"no wrong door"** access to services.

"I want easier access to the data that I enter, and information about my clients that others enter. I want to click on their name and know which services they are receiving, and what's available for them." Service Provider in Naperville

⇒ Aggregating data from multiple sources will provide a more **comprehensive view of consumers** and their families.

Objectives:

1. **Provide consumers easier access** to the range of needed services.
2. **Redesign business processes** around shared information to deliver improved services at the right time for lower cost.
3. **Improve outcomes** through data-driven decision tools utilizing multiple data sources with accurate and timely information.
4. **Leverage and reuse technology** to maximize investments, increase operational efficiency and reduce administrative burden.

ENGAGEMENT

- Educate and engage all key stakeholders
- Collect feedback from diverse sources
- Promote information sharing through inclusiveness and transparency

PLANNING

- Adopt an enterprise approach to healthcare and human services
- Provide resources and insights for advancing interoperability
- Ensure alignment with federal standards and best practices

GOVERNANCE

- Maintain a forum for decision-makers to discuss, prioritize and implement strategic ideas
- Establish organizational structures and guiding principles that foster interoperability