

# Building Blocks Working Group Meeting Summary

## Meeting Summary

<u>Date and Time</u>	<u>Location</u>	<u>Note Taker</u>	<u>Next Meeting Date</u>
Thursday, June 6 ,2024, 1:00pm-2:00PM ET	Virtual	Sadrina Petit, Project Analyst, Digital Health Interoperability	Thursday, June 13, 2024, the time is 1:00pm-2:00PM ET
<b>Meeting Agenda:</b> <ol style="list-style-type: none"> <li>1. Select second Co-Chair</li> <li>2. Review Use Cases</li> <li>3. Define Actors</li> <li>4. Select Product Name</li> </ol>			
<b>Presenters</b> <ul style="list-style-type: none"> <li>• Dean Matthews – Service Directory, Product Owner</li> </ul>			
<b>Invited Guests</b> <ul style="list-style-type: none"> <li>• Public</li> </ul>			

### 1. Welcome and Introductions

D. Matthews welcomed all participants to the working group meeting. Meeting materials and recording of the session will be made available on the InfoCentral working group.

### 2. Content Presentation

The Infoway Team presented each of the agenda items as outlined above. In the meeting, we discussed selecting a second Co-Chair, reviewing use cases, defining actors, and selecting a product name.

The presentation is available: [Building Blocks Working Group Meeting](#)

The video recording is available: [Building Blocks Working Group Meeting](#)

### 3. Questions raised during the working group meeting:

#### What are the main use cases discussed for the service directory?

**Use Case 1: Searching for a Service** - This involves finding where a particular service or category is offered, with the ability to narrow searches by geographic area, availability, and other criteria.

**Use Case 2: Searching for a Provider** - This is focused on enabling communication with a specific provider before sending a patient for a referral, also allowing searches to be narrowed by similar criteria as the first use case.

**Will both use cases use the same data source?**

Yes, it's confirmed that both use cases will utilize the same data source to avoid redundancy and maintain consistency in the information provided.

**How is the search for a service different from the search for a provider?**

The search for a service primarily aims to find locations offering specific services, focusing on the service aspect. In contrast, the search for a provider is more about finding specific practitioners and may include details like their services and availability.

**Are the two use cases distinct enough, or do they overlap?**

There is some overlap depending on the search filters and criteria used. However, the primary differentiation is whether the top search result focuses on services or providers.

**What does 'Searching for a Service Location or Provider' entail?**

This use case involves identifying where a particular service is offered, such as at a university hospital, without necessarily knowing who the provider is. The focus is on the service location rather than the individual providers.

**What does 'Searching for a Provider' entail?**

This use case focuses on finding a specific provider, possibly including a list of all providers who offer a particular service. The end goal is to facilitate direct contact with practitioners.

**Can terminology be simplified to avoid confusion between 'service' and 'provider'?**

Yes, there is agreement that the term "service provider" can be confusing as it may not specifically refer to individual practitioners but could also refer to organizations providing the service.

**How does the overlap between these two use cases affect their definition?**

There is potential overlap depending on search criteria. For example, one might start searching for a service but end up needing detailed information about providers of that service.

**Should the use cases be more specific about what attributes can be searched for?**

Yes, attributes such as language proficiency or gender of the provider could be important for refining search results. This highlights the need for flexibility in search parameters beyond just location.

**Is there a need for a separate use case for just searching services irrespective of location or provider?**

It was suggested to consider adding a third use case focused solely on searching for types of services offered, which would serve users who need to understand the range of services before narrowing down to specific providers or locations.

### **How are service and provider searches expected to function in terms of technical implementation?**

Both use cases would likely pull from the same database but require different filters or search parameters. The technical implementation needs to support this flexibility without duplicating data.

### **How do we ensure that service and provider information is up-to-date and accurate in the directory?**

This is a critical point where the directory must have mechanisms to keep provider and service information current, especially when providers change locations or when services evolve.

### **How does the differentiation between these use cases affect the user experience?**

It impacts how users approach the directory—whether they are looking for any service within a geographic area or seeking a specific provider. Clear distinctions in the use cases will help tailor the search interface to user needs more effectively.

### **How should organizations that don't want to publicly list their practitioners be handled?**

It's recognized that some organizations might choose not to disclose individual practitioners, opting instead to list services generally provided by staff or as an organization-wide offering.

### **How can the directory accommodate both individual practitioners and organizations?**

There's a suggestion to ensure the directory's structure allows for representing both organizations and individual practitioners, acknowledging that a provider might be an individual or an organization.

### **What is the difference between 'service' and 'service type', and how should these be categorized?**

There's a clarification that 'service type' might refer to a specific category within a broader service, such as different types of diagnostic imaging. The directory should allow for detailed categorization to help users find very specific services.

### **Should there be a hierarchical structure to the services listed?**

The need for a potential hierarchical structure in categorizing services is discussed, suggesting that some services might be subsets of broader categories, which could affect how searches are conducted and results are presented.

### **How should the terminology be standardized across the directory to avoid confusion?**

There's an agreement on the need to standardize terminology so that all users have a consistent understanding of terms like 'service' and 'service type'. This could involve setting definitions and examples in upcoming discussions.

### How do we align the directory with existing standards?

The importance of aligning the directory with international standards and potentially extending them to fit national needs is discussed. This alignment would help in maintaining consistency and avoiding confusion.

### What should the directory be named?

There's a debate over the name of the directory, with suggestions like "Care Service Directory," "Healthcare Service Directory," and "Health and Services Directory." The discussion emphasizes choosing a name that accurately reflects the directory's scope and content.

## 4. Action Items:

Action Item #	Action Item	Responsible	Due Date	Status
1	Attend the next working group meeting on June 13, 2024, 1:00pm-2:00PM ET	Working Group	June 13, 2024	Complete
2	Select a Co-Chair for the working group.	Infoway	June13, 2024	Complete
3	Bring forward naming discussion after reviewing alignment with potential standards.	Infoway	June 13, 2024	Complete