



Carequality Public Informational Call

June 25, 2026 | 1:00 PM – 1:30 PM ET

| 01

Welcome

Lee Barrett, Carequality Executive Director



Agenda

01

Welcome

02

Announcements

03

Steering Committee Update

04

**Help Shape Future Carequality
Education & Engagement**

05

Questions or Comments

| 02

Announcements

Mid-Year Update: Progress, Policies, and Building Trust

June 2 | Carequality Blog

Strengthening Trust, Transparency & Accountability

- **Implemented the Restricted Participant List Policy** to promote accountability, address inappropriate behavior, and strengthen trust across the Carequality community.
- **Launched an updated Dispute Resolution Process** with greater transparency, defined timelines, expert-led review pathways, stronger conflict-of-interest protections, and continuous process improvement.
- **Established the Trust Enhancing Workgroup** to develop actionable recommendations that strengthen trust, align with TEFCA, and support trusted exchange.
- **Expanded community engagement and governance efforts** through participant education, proactive monitoring, community feedback, and regular policy reviews.
- **Positioned Carequality for continued growth** by reinforcing a trusted, transparent, and collaborative framework for nationwide interoperability.

Listening to Our Ecosystem- Voice of the Customer Update

- What it is: A structured feedback initiative to hear directly from Carequality Implementers about their experiences, challenges, and needs
- Who is involved: Implementers across the ecosystem
- How it works: Periodic outreach, structured interviews/surveys, synthesized findings shared back with the community
- Why it matters: Informs Carequality's priorities and helps the ecosystem evolve based on Implementer input

| 03

Steering Committee Updates

Trust Enhancing Workgroup

- Carequality is committed to transparency and enhancing trust in the Framework.
- At the suggestion of the Steering Committee, we have formed a workgroup made up of members of our governing bodies to develop recommendations for practical and actionable measures that Carequality can take to enhance trust.
- The workgroup met for the first time on Wednesday, June 3 and will continue to meet throughout the summer to prepare its recommendations for the Steering Committee by August 31, 2026.

Steering Committee Membership

Ben Rosen Netsmart	Keith Cromwell Penn Medicine/Central PA Connect HIE	Paul Wilder CommonWell Health Alliance
Brendan Keeler HTD Health	Laura Williams Trinity Health	Ryan Howells CARIN Alliance [Vice-Chair]
Deven McGraw Citizen Health [Chair]	Lucy Johns Healthcare Planning & Policy	Sean Fry Social Security Administration
Hans Buitendijk Oracle Health	Matt Becker Kno2	Shamekka Marty Rep. of Patients & Consumers
Jason Prestinario Particle Health	Nancy Beavin Medica Health Plan	Marilee Benson (Advisory Council Chair)
Jeff Coughlin AMA	Craig Behm CRISP	Liz Lewis (Advisory Council Vice Chair)
John Blair III MedAllies	Nihit Bajaj Epic	

Workgroup Members

- Lee Barrett
- Steering Committee Members:
 - Deven McGraw, Citizen Health (Workgroup Lead, Steering Committee Chair)*
 - Matt Becker, Kno2*
 - Nihit Bajaj, Epic*
 - Keith Cromwell, Penn Medicine / Central PA Connect HIE*
 - Lucy Johns, Health Care Planning & Policy*
 - Jeffrey Coughlin, AMA*
 - Ben Rosen, Netsmart*
 - Craig Behm, CRISP
- Advisory Council Members:
 - Marilee Benson, Zen Healthcare IT (Advisory Council Chair)
 - Liz Lewis, b.well Connected Health (Advisory Council Vice Chair)
 - Michael Feakins, Epic
 - Aniruddha Mandale, Fresenius Medical Care
 - Matthew Harp, Kno2
 - Danny Lebovitz, Metriport
 - Drew Scott, Particle Health
 - Holly Miller, MedAllies*
 - Vince Hartman, Abstractive Health

*Member of scoping subgroup

Meeting Schedule

- The Trust Enhancing Workgroup will meet from 1-2 PM EDT on the following Wednesdays:
 - June 3 (kick-off meeting)
 - June 17
 - July 1
 - July 22* (July 15 conflicts with the quarterly Advisory Council meeting)
 - July 29
 - August 12
 - August 26
- Additional meetings may be scheduled as needed.
- The group will share its recommendations with the Steering Committee by August 31, 2026.

Trust Workgroup Topics

- The **vetting process** for Implementers and Connections (what is done today, what might increase assurance that due diligence is performed)
- Monitoring of network exchange for anomalies and potential issues
- Enhancing protections against fraud
- **Transparency** into the organizations that participate in exchange and network activity
- **Transparency** into Carequality governance, including communication strategies (e.g. metrics)
- **Pathways for accountability**, from raising a potential concern through dispute resolution

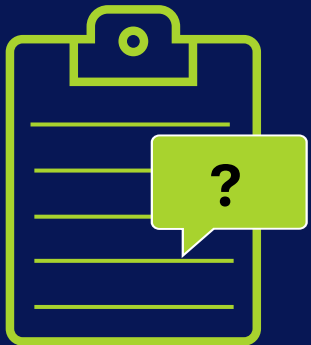
| 04

Survey:

**Help Shape Future Carequality
Education & Engagement**

Survey

Help Shape Future Carequality Education & Engagement



We'd love your feedback. Please take a moment to tell us a little about yourself and the topics you'd like Carequality to cover in future webinars, resources, and educational sessions.

→ <https://forms.gle/wfou8DG8EcG3543GA>

| 05

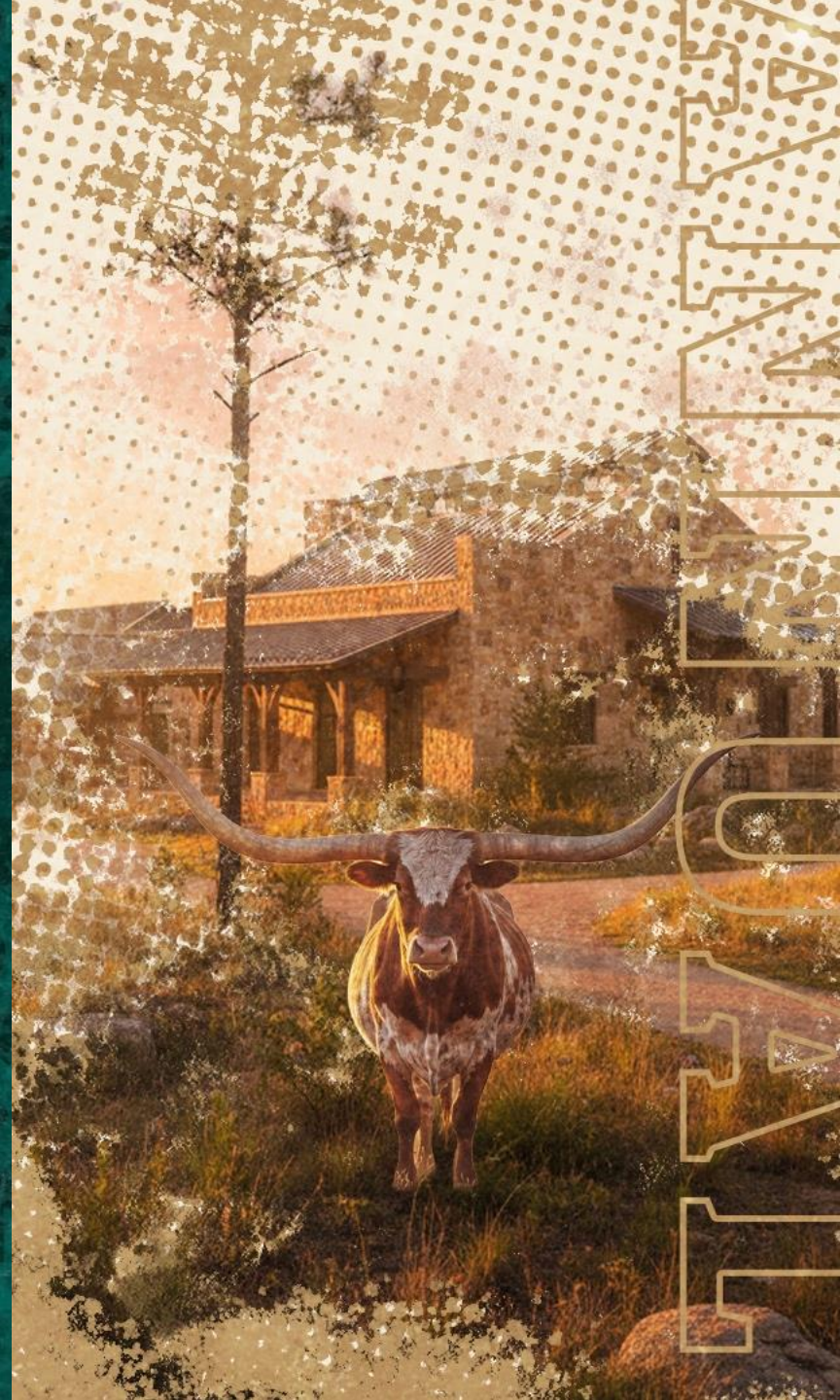
Question or Comments

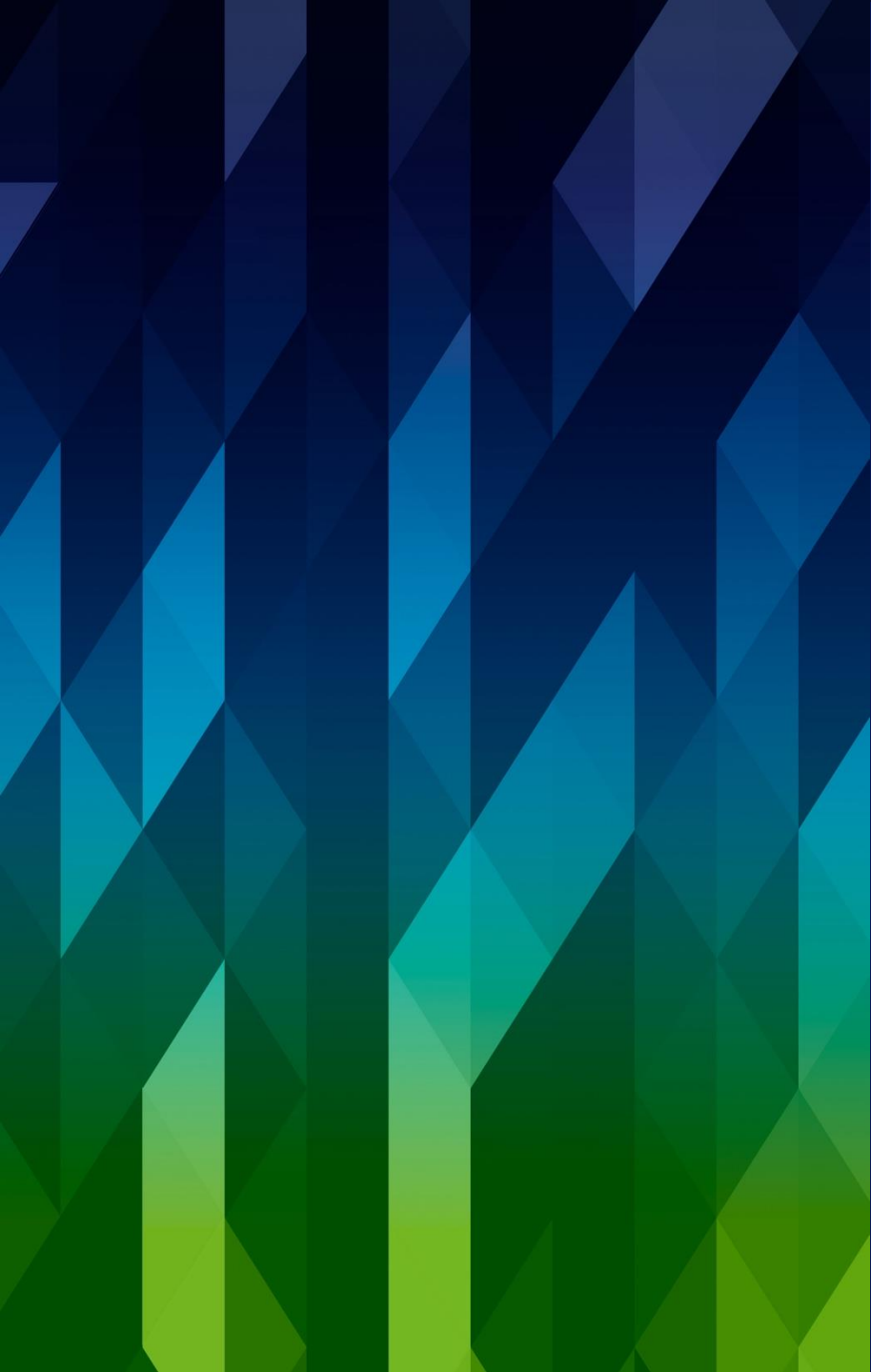
the
sequoia[®]
project



carequality

Registration
Now Open!





carequality

**Thank You
For Attending**