



## ABOUT OBRHI

The Centers for Medicare & Medicaid Services (CMS) Office of Burden Reduction & Health Informatics (OBRHI) was formed in July 2020. We engage patients and the medical community to understand their experiences, inform solutions, and infuse a customer-focused mindset throughout CMS.

## OUR MISSION AND VISION

To identify and create efficiencies across the healthcare enterprise by integrating technology, policy, regulation, and stakeholder engagement to improve healthcare quality and population health.


We envision a healthcare enterprise that operates seamlessly and equitably to achieve health.

CMS OBRHI is committed to advancing health equity by understanding and addressing the burdens, disparities, barriers, and challenges people experience in our nation's health system.

## CONTACT US

Join our mailing list, request a meeting or speaker, and keep up with our work at <https://www.cms.gov/About-CMS/OBRHI>

# CMS Office of Burden Reduction & Health Informatics (OBRHI)

-  **Stakeholder Engagement**  
Improving quality and population health for all requires an understanding of the wholistic customer experience. OBRHI engages with the public through diverse channels to seek insights, and ensures those perspectives are reflected in CMS policy and operations. OBRHI curates these insights to drive action across the healthcare enterprise.
-  **Human-Centered Design**  
Human-Centered Design (HCD) is the process we use to understand the people for which we are writing policies, and creating programs and services. At the center of our HCD process is participatory design, where we work directly with clinicians, patients, third party vendors, federal partners, and CMS employees to collaboratively understand the context of their work and engagement with CMS, as well as the solutions we are creating to support them.
-  **Advancing Interoperability and Health Informatics**  
OBRHI is responsible for promoting the development and implementation of interoperability initiatives across CMS, and helps internal and external stakeholders “get the right data to the right person at the right time.” We develop policies to promote interoperable data exchange between payers, providers and patients, and leverage the use of HL7 FHIR-based APIs. These policies all support more efficient and interoperable exchange of data across the health care system.
-  **Administrative Simplification**  
Through OBRHI's HIPAA Administrative Simplification work, we aim to reduce paperwork and administrative burden by adopting and enforcing uniform standards for electronic healthcare transactions.
-  **Fostering Innovation**  
OBRHI leads cross-agency projects that explore opportunities to increase business process efficiencies across CMS programs by reducing burden and leveraging technology.
-  **Regulatory Analytics**  
OBRHI is using Artificial Intelligence and other tools to review existing policies for instances of excess/undue burden and to identify opportunities to increase healthcare efficiencies. OBRHI analyzes stakeholder concerns to understand and address regulatory burden challenges and works across CMS to coordinate burden reduction activities.