Mass General Brigham

Navigating App Governance

A Provider's Perspective

About Me



Brian Derr

Principal Analyst

Mass General Brigham at a Glance

Mass General Brigham

Integrated Academic Health System | Massachusetts & New Hampshire | August 2025

12 HOSPITALS

320 CLINICS

9,000 PHYSICIANS

311 AFFILIATE PRACTICES

12.5M OUTPATIENT VISITS

10.7M PATIENTS

100+ APP INTEGRATIONS

Jan 2026 data

The Question Behind Every Review



Can we deploy this application safely, effectively, and sustainably?

The App Integration Lifecycle



The Agreements Behind the Integration



Goal

Understand and agree to the risks, responsibilities, and costs

Why All The Prerequisite Paperwork?



Vendor Selection | Prerequisites | Scoping | Technical Assessment | Approvals | Build, Test, Go-Live

Navigating Prerequisites



What must be completed before we can start?



What can be done in parallel?



Who is driving each one?



Who are the decision makers?

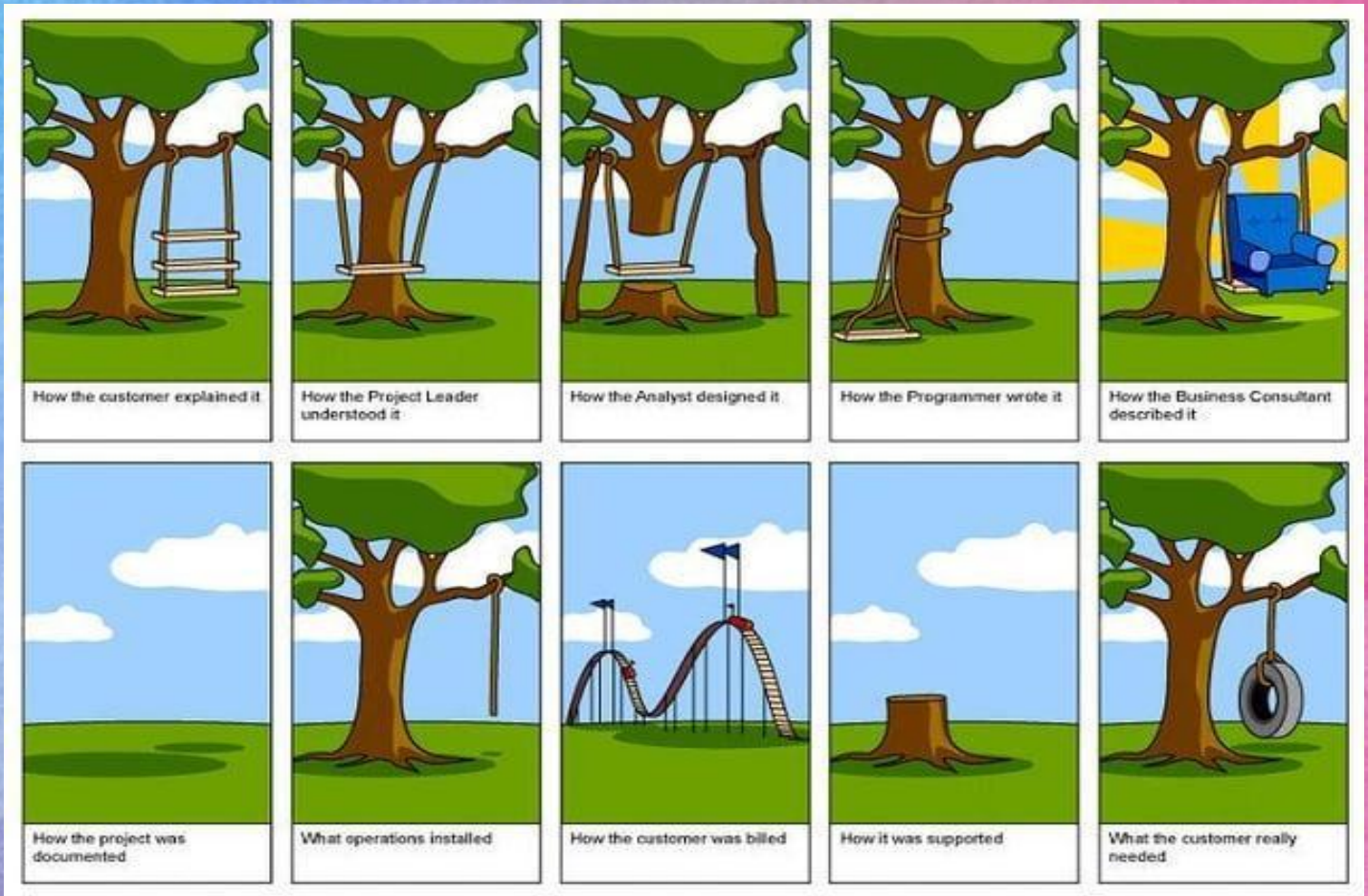
What Is The Workflow Problem?



Goal

Understand and define the problem

Understanding the Need Before the Demo



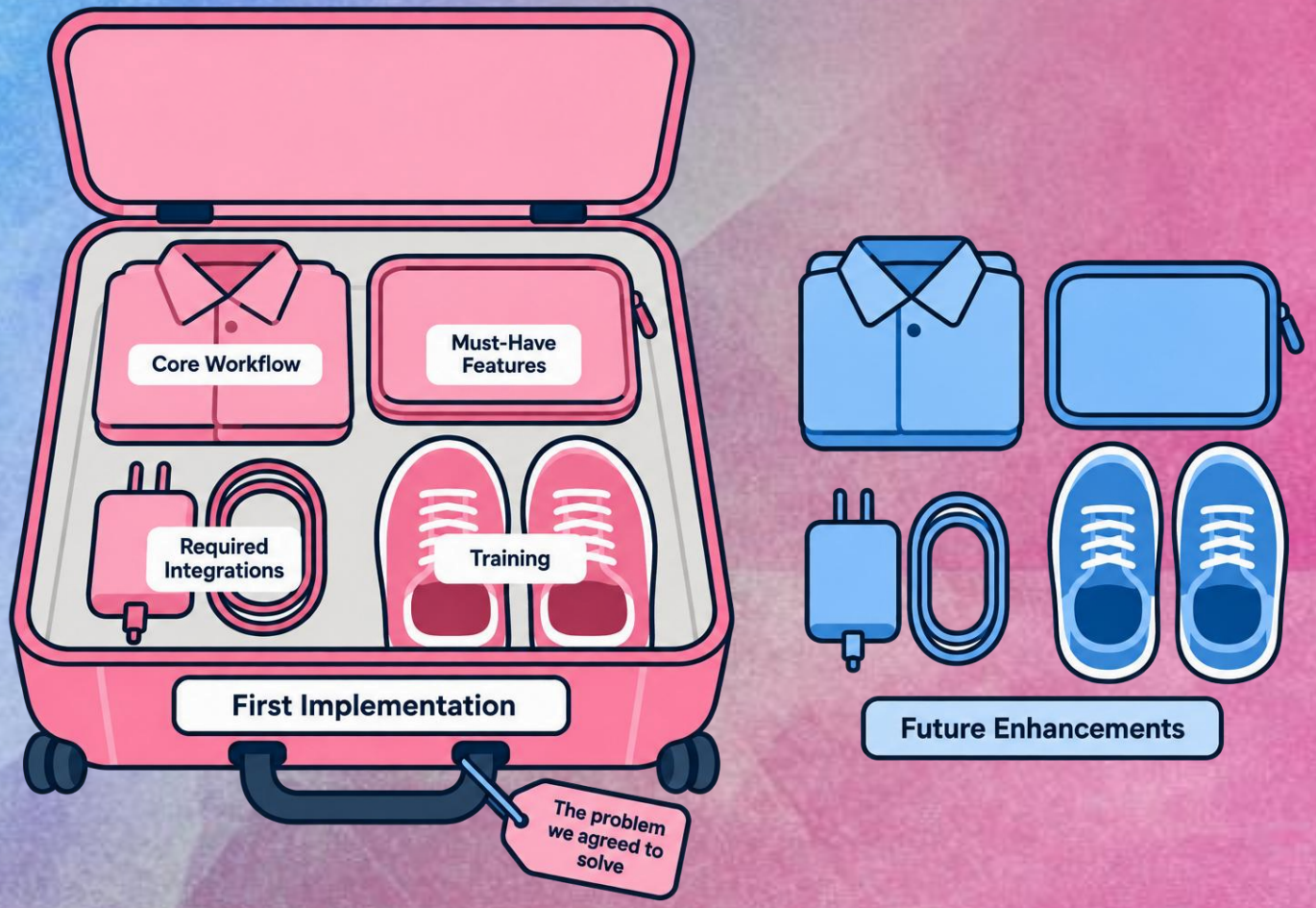
Vendor Selection | Prerequisites | Scoping | Technical Assessment | Approvals | Build, Test, Go-Live

Demo the Workflow



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How Big Is Our Project?



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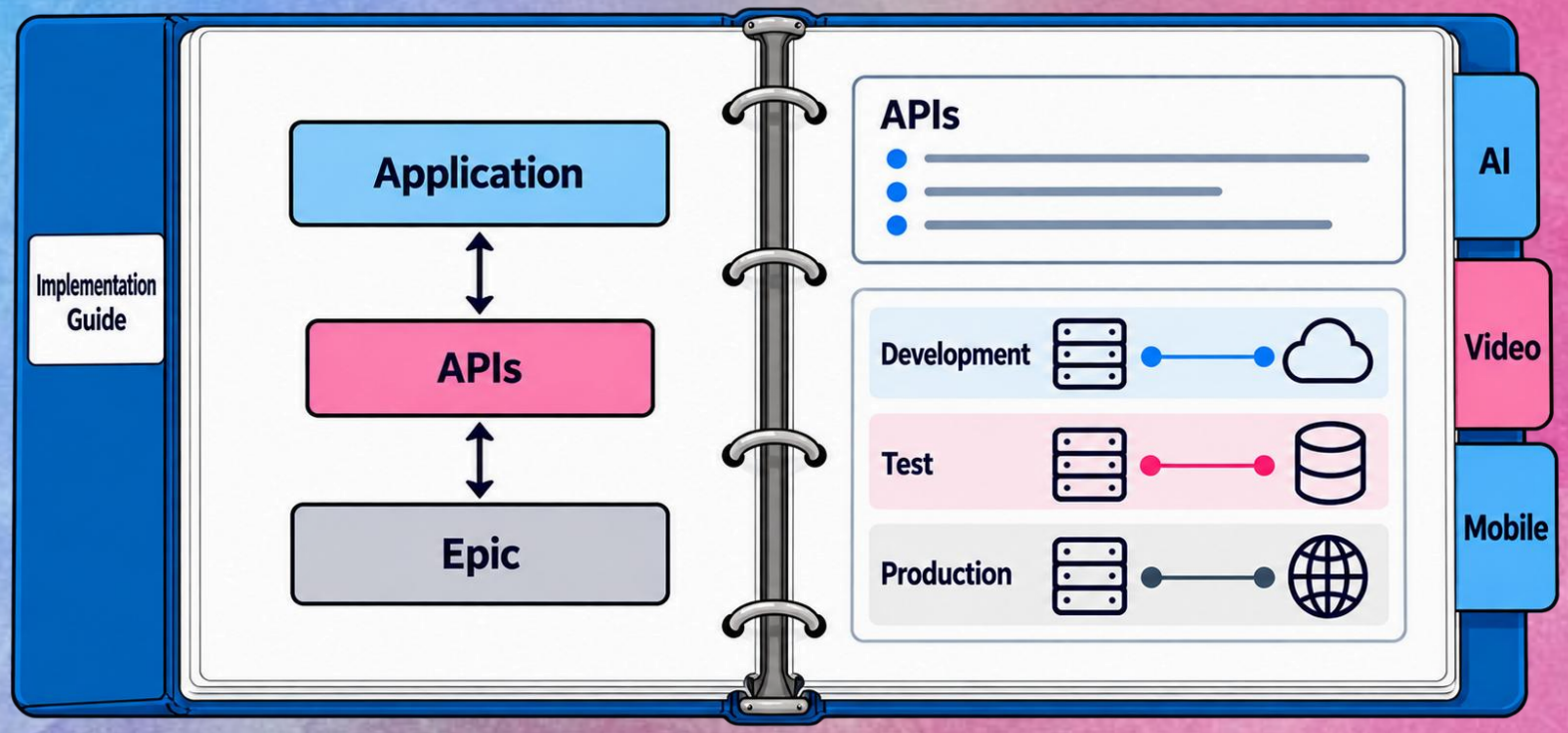
A Technical Design We Can Support



Goal

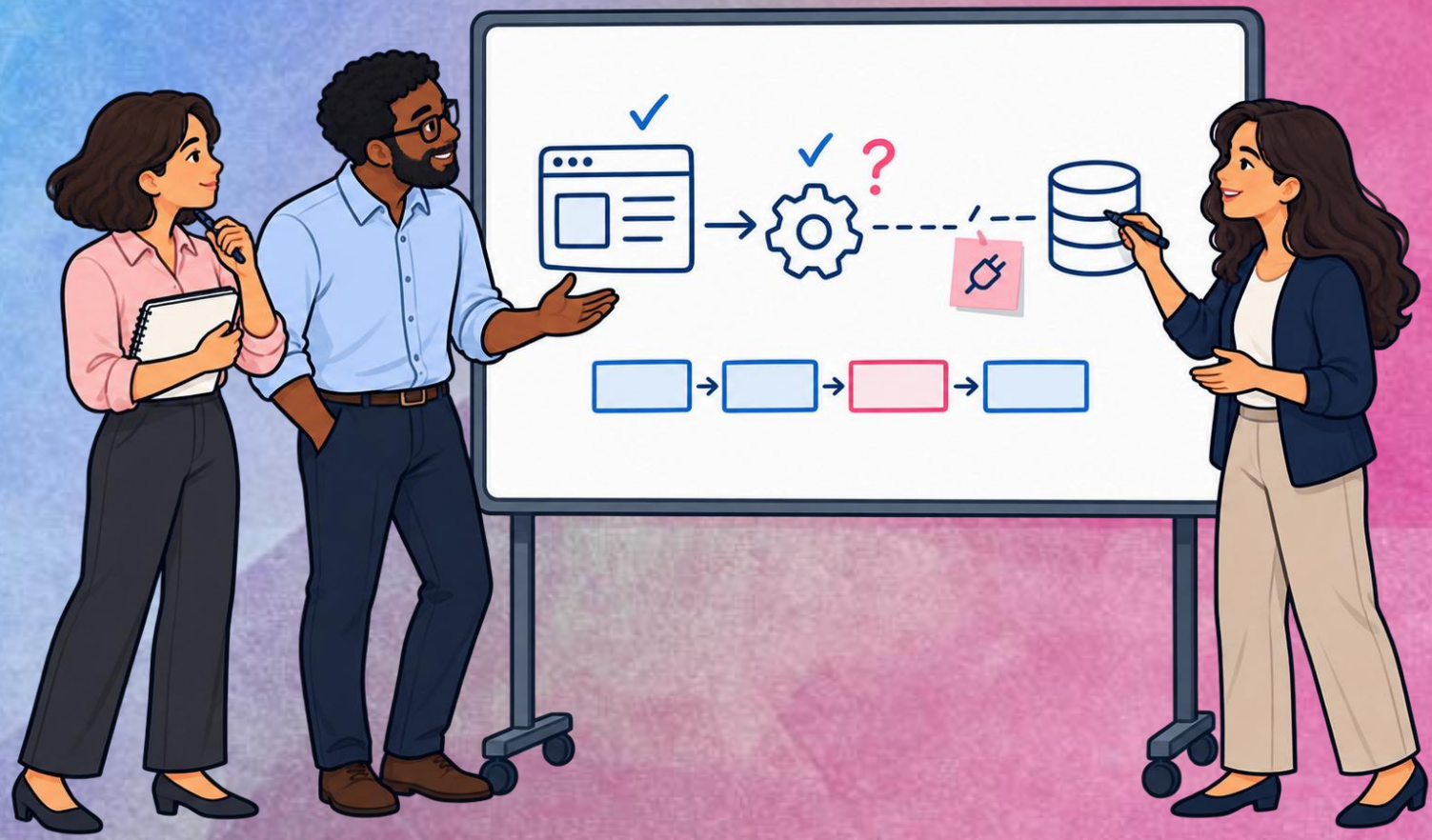
Design a safe, supportable technical solution that fits the problem statement

A Technical Design We Can Support



Vendor Selection | Prerequisites | Scoping | Technical Assessment | Approvals | Build, Test, Go-Live

Baseline Team’s Knowledge



Vendor Selection | Prerequisites | Scoping | **Technical Assessment** | Approvals | Build, Test, Go-Live

The Right User, the Right Patient





User

Describe provisioning and management approach

Align on identifier(s)

Patient

Pick the right identifier

Involve HIM as needed

Protect context once established

Be Flexible!

Vendor Selection | Prerequisites | Scoping | Technical Assessment | Approvals | Build, Test, Go-Live

API Scope, Costs, and Approvals



Vendor Selection | Prerequisites | Scoping | Technical Assessment | Approvals | Build, Test, Go-Live

API Scope, Costs, and Approvals



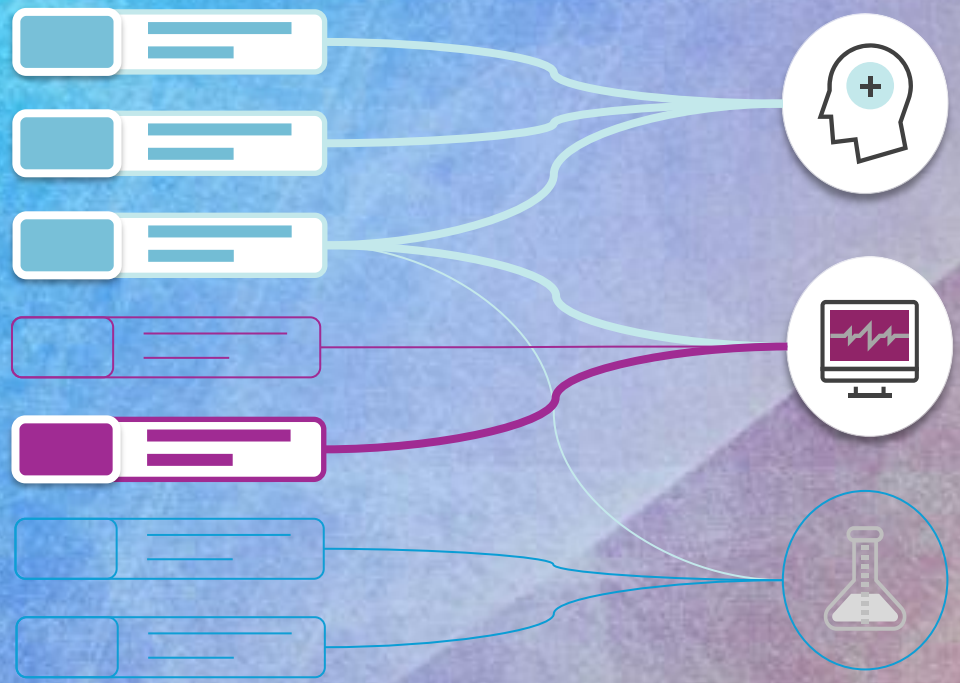
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API Scope, Costs, and Approvals



Vendor Selection | Prerequisites | Scoping | Technical Assessment | Approvals | Build, Test, Go-Live

API Scope, Costs, and Approvals



- Security
- Privacy
- Cost

Vendor Selection | Prerequisites | Scoping | Technical Assessment | Approvals | Build, Test, Go-Live

Special Scenarios



Research

Account for hospital-level governance (IRB)

Leverage principal investigators and research coordinators

Be mindful of grant timelines



Joint Development

Plan for commercialization early

Deliver MVP then iterate

Define “done"



Replacement

Define the original workflow problem

Assess current-state functionality

Involve end-users in testing

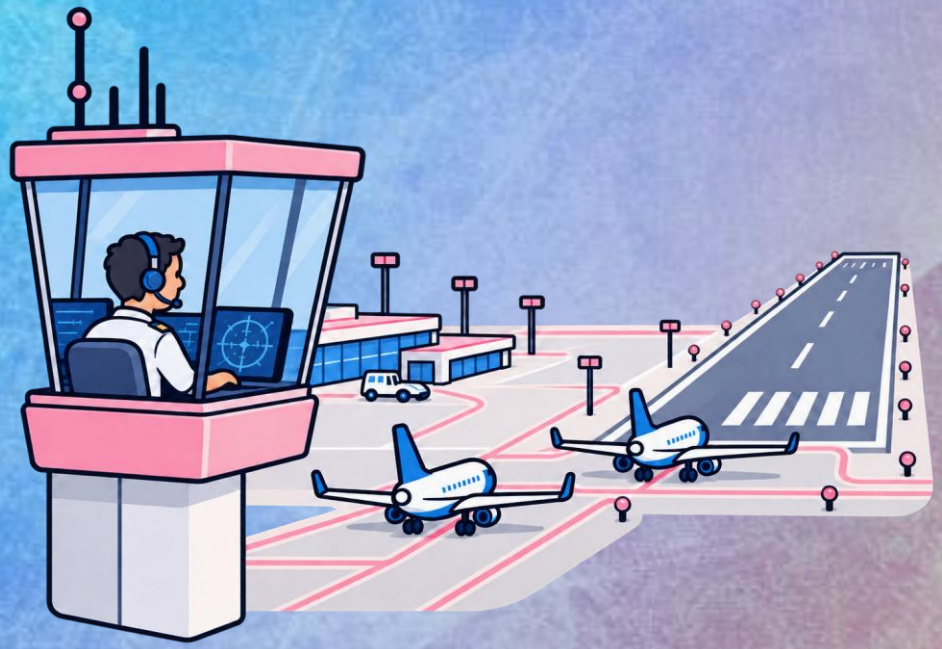
How Scope Shapes the Approval Path

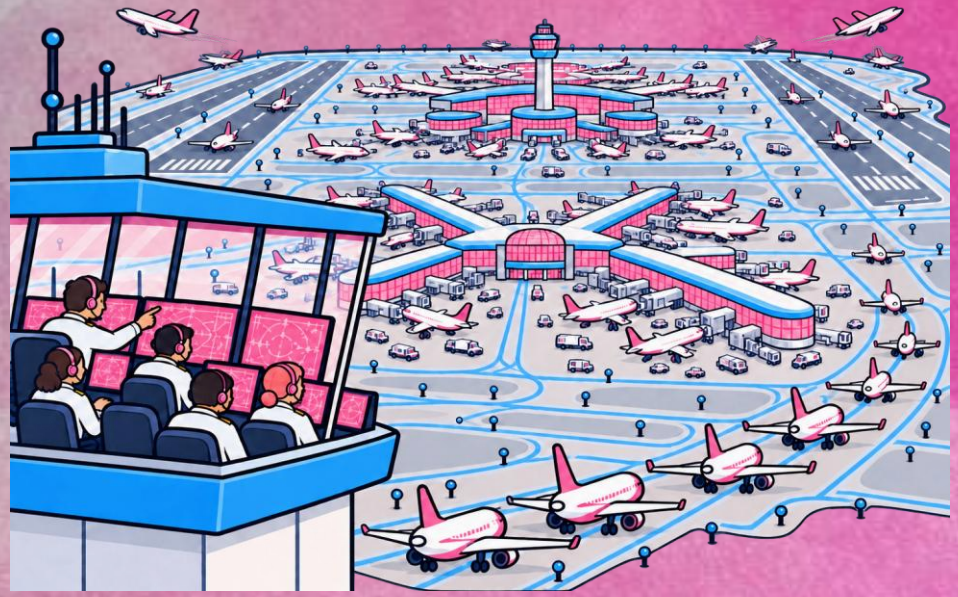


Goal

Commit to resources and agree to timelines

How Scope Shapes the Approval Path





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Implementation and Go-Live Readiness

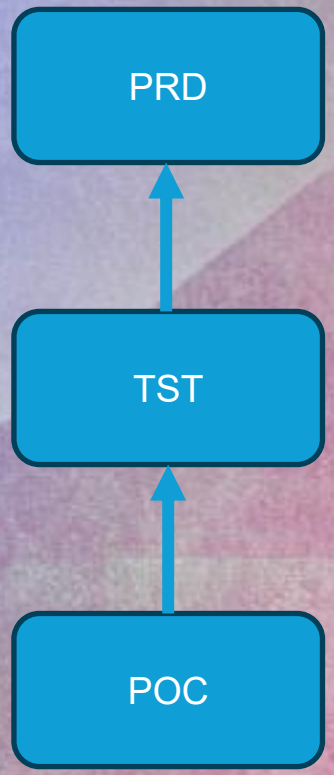


Goal

Go-Live!
Agree on support model and change management policies

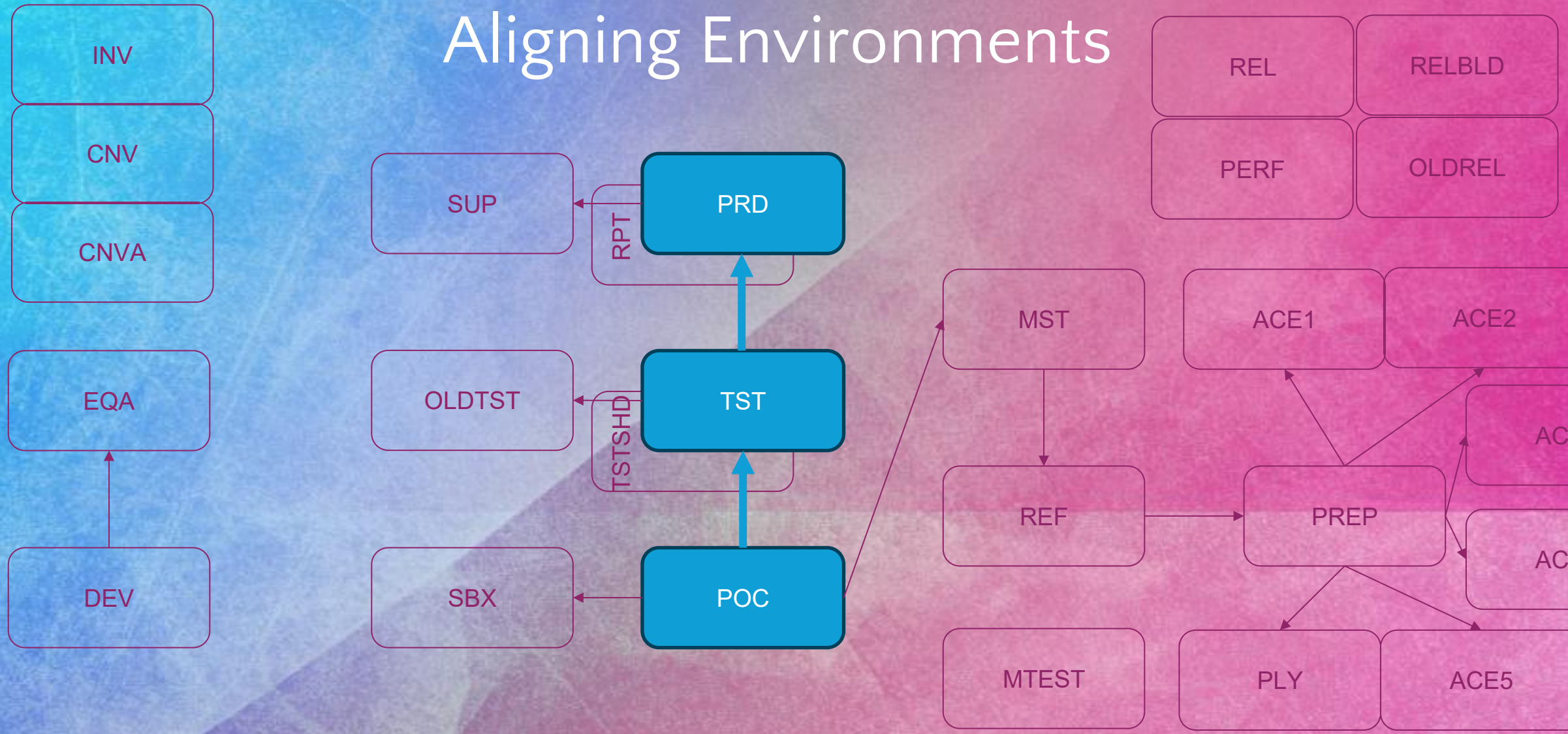
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Aligning Environments



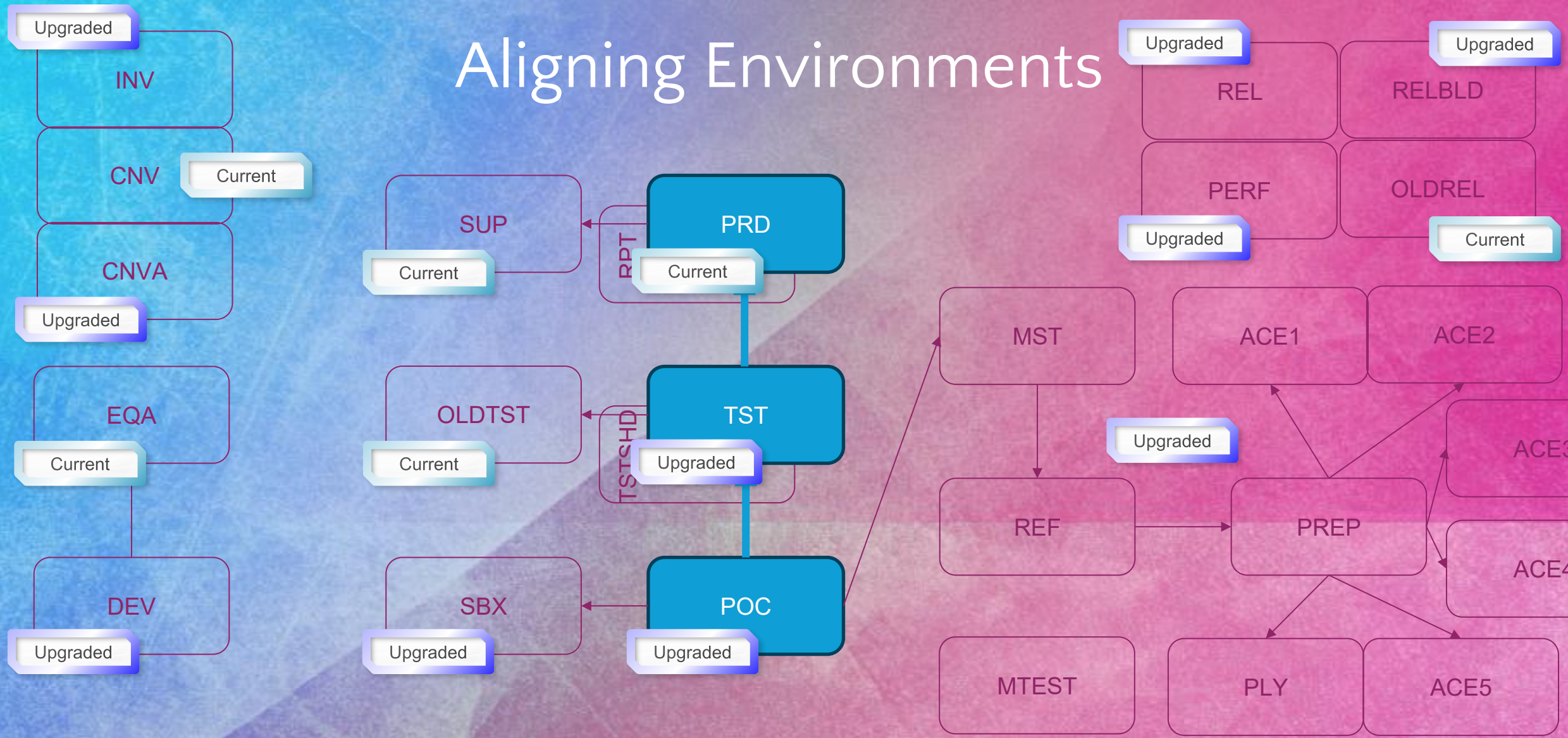
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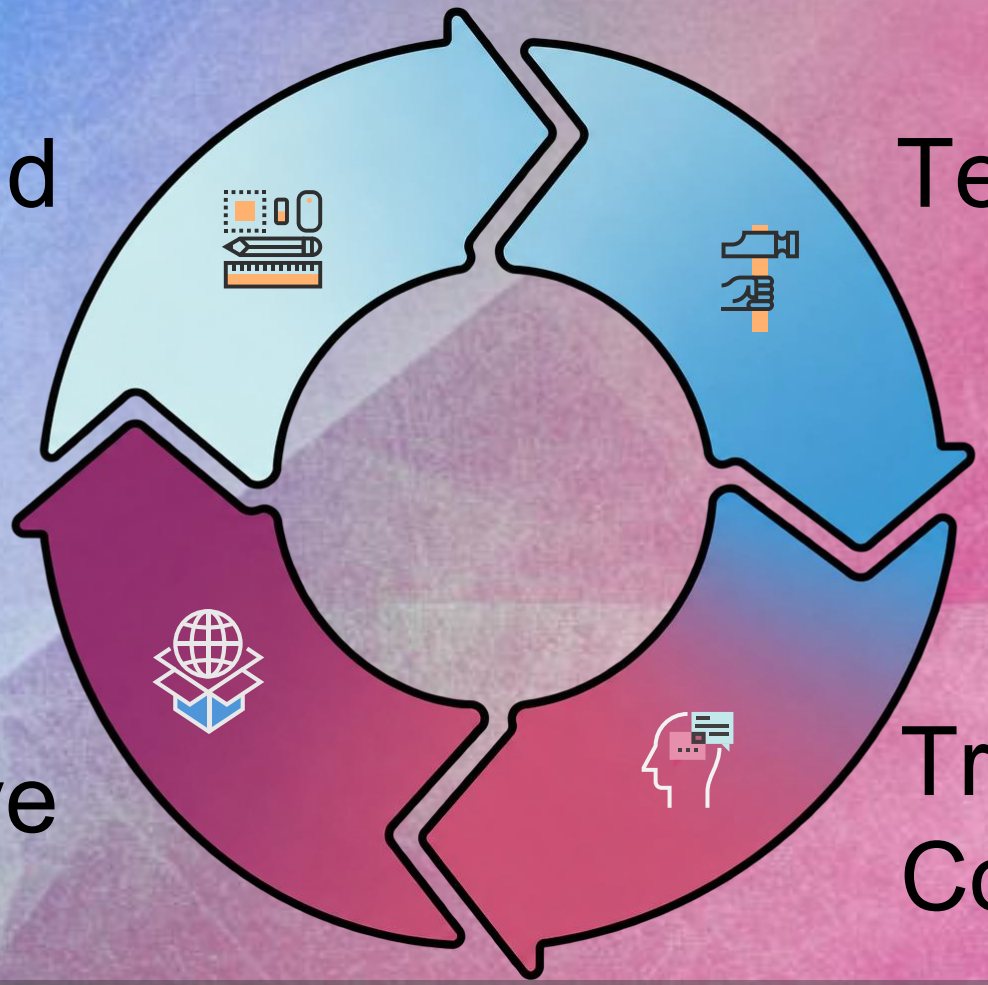
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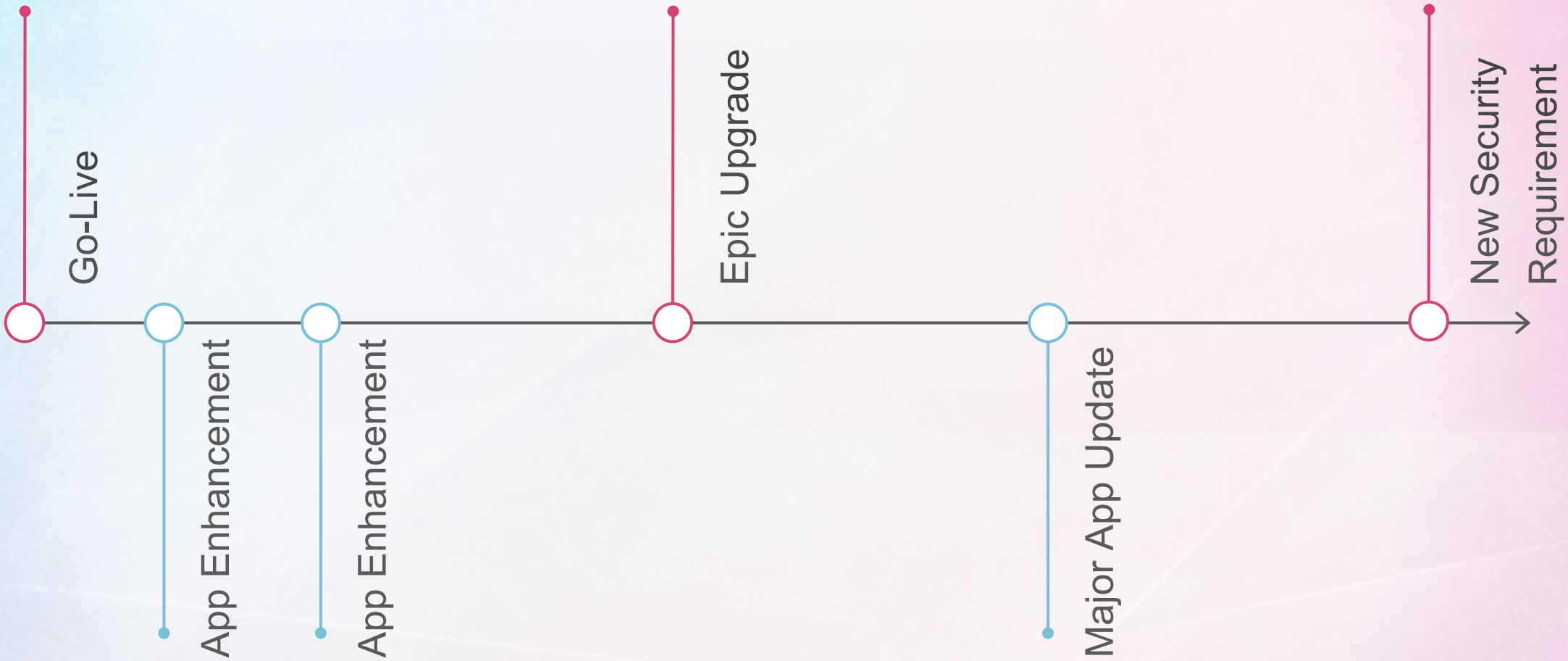
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Managing Change



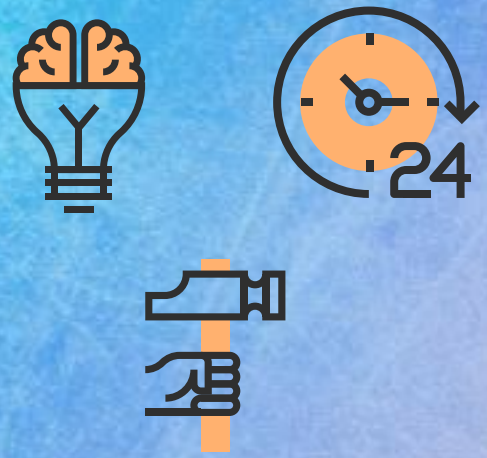
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The Partnership Beyond Implementation



Vendor Selection | Prerequisites | Scoping | Technical Assessment | Approvals | Build, Test, Go-Live

Establish Support Model





Vendor Selection

Prerequisites

Scoping

Technical Assessment

Approvals

Build, Test, Go-Live

Five Ways Developers Can Help

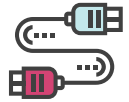
Understand the problem
before demonstrating the product





Keep scope explicit

Unique product
Standard integration





Get to know the people
driving the project

Plan for change
from the beginning



Resources & Further Learning

Brian Derr | bderr@mgb.org

https://vendorservices.epic.com/OpenEpicAPIs

OPEC05 – Configure This Out Together
OPEC10 – Going the Distance with API Performance
OPEC08 – Data Exchange Design Principles and Guidance
OPEC21 – FHIRstarting (Without Burning Anything Down)
OPEC31 – Connecting the Dots: Introduction to Patient Matching

Q&A

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