

HCAI Data Exchange Framework (DxF)

Listening Tour Summary of Findings

OVERVIEW

The Department of Health Care Access and Information (HCAI) launched a comprehensive statewide listening tour from August through October 2025 to gather stakeholder feedback on the DxF user experience and identify priority opportunities for program enhancement. In partnership with Freed Associates—a women-owned, California-based healthcare consulting firm—the listening tour engaged stakeholders through interviews, conferences, and a survey.

APPROACH AND REACH

To maximize stakeholder participation and capture diverse perspectives, HCAI employed a multi-modal engagement approach.

49 Interviews

In-depth conversations with specific organizations and individuals

3 Conferences

Presence at three major conferences with dedicated sessions and interaction opportunities

59 Surveys

Publicly available survey distributed via email, DxF bi-weekly newsletter, conferences and the DxF website



Organizations that serve statewide have been excluded for purposes of this visual.

The initiative collected feedback from hospitals, health plans, provider groups, technology organizations, skilled nursing facilities, county and state government, community-based organizations, consumer advocates, labs, associations and other key stakeholders. The insights gathered are informing DxF's future workplan.

The listening tour achieved broad geographic and organizational representation across California, ensuring diverse participation in the feedback collection process. The engagement strategy ensured both statewide perspective and deep local insights into regional DxF education and implementation challenges and opportunities.

KEY FINDINGS

Analysis of the comprehensive feedback identified five primary themes consistently raised as areas of opportunity by stakeholders. Key findings are summarized below.

HCAI DxF Listening Tour Key Findings

1

Communication, Support and Training

Stakeholders indicated demand for enhanced technical support, training resources, and implementation guidance from their technology vendors. They also expressed the need for easy-to-understand and customized communication and outreach from the DxF program.

2

Data Access, Usability, Quality, and Confidence

Stakeholders emphasized the need for improved mechanisms to access, understand, and trust shared health data, with particular concern about data standards, quality, and completeness.

3

Interoperability and Integration

Stakeholders highlighted ongoing challenges with technical integration across disparate health information systems and the need for more seamless data connectivity. They described mixed experiences with selecting, implementing and effectively exchanging data using a Qualified Health Information Organization (QHIO).

4

Privacy and Security

Privacy protection and data security remain top-of-mind concerns, with stakeholders seeking clear guidance on compliance and legal best practices, particularly as it concerns sharing sensitive data and managing consent.

5

Governance and Regulatory Policy

Stakeholders requested clarification on DxF governance structures, regulatory requirements, compliance expectations, and enforcement mechanisms. They also desired more stakeholder engagement in decision-making bodies and sustainable funding models for under-resourced providers.

NEXT STEPS

The listening tour represents a key step in HCAI's commitment to collaborative governance and responsive program management. The DxF Stakeholder Advisory Committee will convene this year, and the feedback gathered will be used to guide discussions on the future direction of the framework.