

House Bill 4150 Final Report: Supporting Statewide Community Information Exchange

Executive Summary

To fulfill the requirements of House Bill (HB) 4150 (2022) the Health Information Technology Oversight Council (HITOC) chartered a Community Information Exchange (CIE) Workgroup, sought input from community-based organizations (CBOs) on CIE, and provided recommendations on strategies to build on current CIE networks to accelerate, support, and improve secure, statewide CIE. CBOs are critical to the success of CIE and it is important to elevate their input. The September 2022 draft report to the legislature, and this January 2023 final report reflect the work of the CIE Workgroup, CBO perspectives, and HITOC comment. **To ensure CIE efforts reach the ultimate goal of supporting health equity, this report details actionable steps to support health equity throughout each recommendation.**

Value of CIE in supporting health equity and efficiency

To further health equity and the long-term vision of systemic change, it is critical to better coordinate health care and social services to connect people to the services and supports they need.

When organizations use CIE, people get efficiently connected to resources they need, like food, housing, or transportation; to tell their story fewer times, reducing re-traumatization; and a person-centered approach to meeting their needs.

Organizations benefit from CIE by improving care coordination across a variety of health and social service partners by sharing available resources, sending referrals, and “closing the loop” on referrals through a web-based tool.

Decision-makers, such as communities, organizations, health care, and policy makers can use data on existing community resources to understand needs, identify gaps, and **plan for future social services and supports**.

CIE efforts are underway to help tackle these issues. However, these potential benefits require substantial investment as well as widespread and consistent CIE use for success.

Recommendations to the legislature

Overarching priorities: The CIE Workgroup, CBO input, and HITOC aligned on several priorities:

1. **CIE requires investment in systems change, as well as building trust and relationships:** Sustainable investment is essential to achieve the intended value of CIE.
2. **Support for CBOs is paramount:** CBOs are a priority partner for the success of CIE. CBOs must be supported in these efforts and at the table in decision making.
3. **Equity, accessibility, and person-centered:** Ensuring health equity across CIE efforts necessitates prioritizing culturally and linguistically specific organizations. CIE needs to be

CIE Definition

A network of collaborative partners using a multidirectional technology platform to connect people to the services and supports they need.

- Partners may include human and social service, healthcare, and other organizations.
- Technology functions must include closed loop referrals, a shared resource directory, and informed consent.

person-centered and directed, and adequately address literacy, language, and digital access needs.

4. **Governance and alignment:** Inclusive and neutral statewide governance is needed.
5. **Privacy and accountability:** Privacy and security of data must be prioritized.

Community perspectives: CBOs are critical to the success of CIE and were actively engaged to inform this report. The following recommendations are summarized from surveys and interviews with **99** CBOs:

1. Offer **robust funding** to support CBO use of CIE
2. Promote **equity**, accessibility, and accountability
3. Advance **privacy**, data protections
4. Provide **technical assistance**, training, and education
5. Create a **statewide coordinating entity** to promote alignment across organizations, sectors, and systems
6. Prioritize **relationships**, communication, and engagement
7. **Align CIE efforts** with other systems level efforts that are crucial to ensuring health equity

CIE Workgroup recommendations: HITOC supports five recommendations from the CIE Workgroup, is neutral on one*, and notes the significant alignment with the CBO community recommendations. **The CIE Workgroup recommends that legislation support:**

1. **CBO participation in CIE:** Support should include ongoing sustainable funding and grants, technical assistance, coordination and convening, and education.
2. **Additional partners to participate in CIE:** Additional partners will need the same supports as CBOs and could include behavioral, oral, and physical health organizations, local public health or county social services, safety net clinics, and others.
3. **Oregon Health Authority (OHA) and Oregon Department of Human Services (ODHS) roles in statewide CIE efforts:** These should include OHA and ODHS program use of CIE where appropriate, supporting neutral statewide governance, leveraging policy and contractual levers, supporting CBOs' and additional partners' participation in CIE, and supporting and participating in coordination.
4. **A statewide CIE data program:** This should include data governance, aggregation of data, datasets, technical assistance, dashboards and reports, and evaluation. The program should be guided by principles that center equity, transparency, neutrality, accessibility, accountability, security, and community/individual data ownership and decision-making.
5. **Considerations for privacy and security:** This should be guided by principles that center community/individual decision-making around their information, adherence to applicable privacy and security laws and national standards, equity, transparency, and inclusivity.
6. ***Governance of statewide CIE:** This must be inclusive and neutral, with the priorities of individuals and communities driving decisions. Governance should include representation across sectors and have a multitiered structure.

Next steps: The recommendations were strongly aligned to move statewide CIE efforts forward in support of health equity and improved service coordination. The critical next steps to accomplish this are **financial investment** for participants, particularly CBOs, and **statewide governance**.

Full Report: <https://www.oregon.gov/oha/HPA/OHIT-HITOC/Documents/HB4150FinalReport.SupportingStatewideCIE.pdf>