Oregon's Strategic Plan for Health IT
The next 5 years

Consumer Listening Session

03/10/2020

This meeting is being audio recorded and will be posted on our website.

Oregon Health Authority

Logistics

- Session will be recorded and posted online

- Technical problems? Chat the issue to us

- Need to clarify something you heard? Please ask right away!

- Have input or a comment? Please wait for the discussion portion

  » Use the chat window at any time; speak up when phone lines are open

- Written comments are encouraged! Open through April 30, see our website for details.

Agenda

Welcome and Introductions

Overview of Strategic Plan and how your input will be used

Your input: Talk about your experiences and thoughts for the future

Learn about how to stay involved and submit a written comment

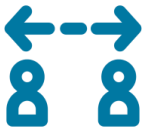Oregon Health Authority

Welcome and Introductions

What is health IT?

Health IT means the technology your health care providers use to organize, share, retrieve your health information.

Some examples include…

Electronic health/medical records: the digital version of your paper chart

Health information exchange tools: sharing patient information between different providers treating the same person

Patient portals attached to provider electronic health records - where you can look up your health information, see test results, message providers, etc.

Health IT helps...

Consumers, patients, families, caregivers

Get access to their own health information and participate in their care.

Providers

Securely gather, store, and share patients' clinical data so the care team can work together.

Track and report on quality measures, which support efforts to hold the health care system accountable for delivering high-quality care.

CCOs, health plans, and providers

Analyze data to identify disparities and when patients need more care to allow targeted efforts to improve health.
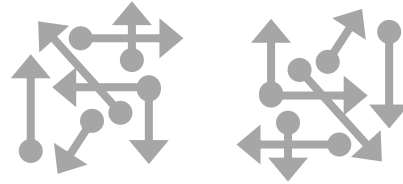
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What is the strategic plan?

OHA is transforming the health care system; the core of those efforts is the coordinated care model.

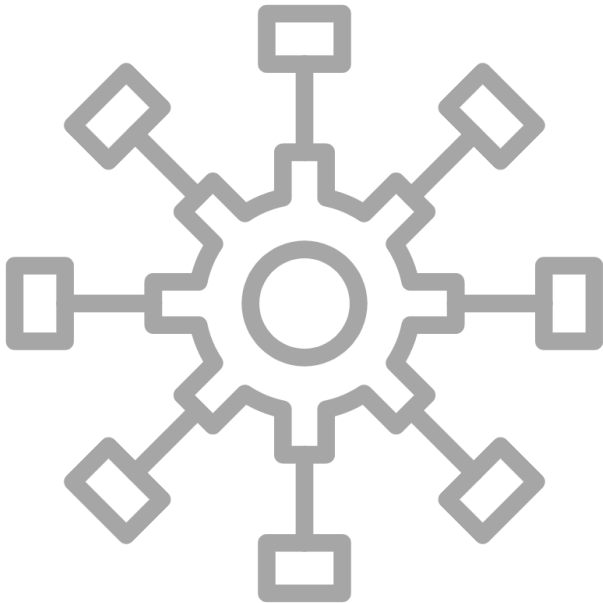→ The coordinated care model relies on health IT to succeed.

→ Coordinating health IT efforts at the state level is important because there are so many moving parts.

→ Oregon's Health IT Oversight Council (HITOC) is charged with creating a statewide strategic plan for health IT in Oregon.

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Everyone has a role in the strategic plan

- State (OHA)
- Patients
- Health Plans
- CCOs
- Tribes
- Clinics
- Hospitals

- Oral health providers
- Behavioral health providers
- Physical health providers
- Care coordinators
- Long-term services & supports
- Social services agencies
- Technology partners

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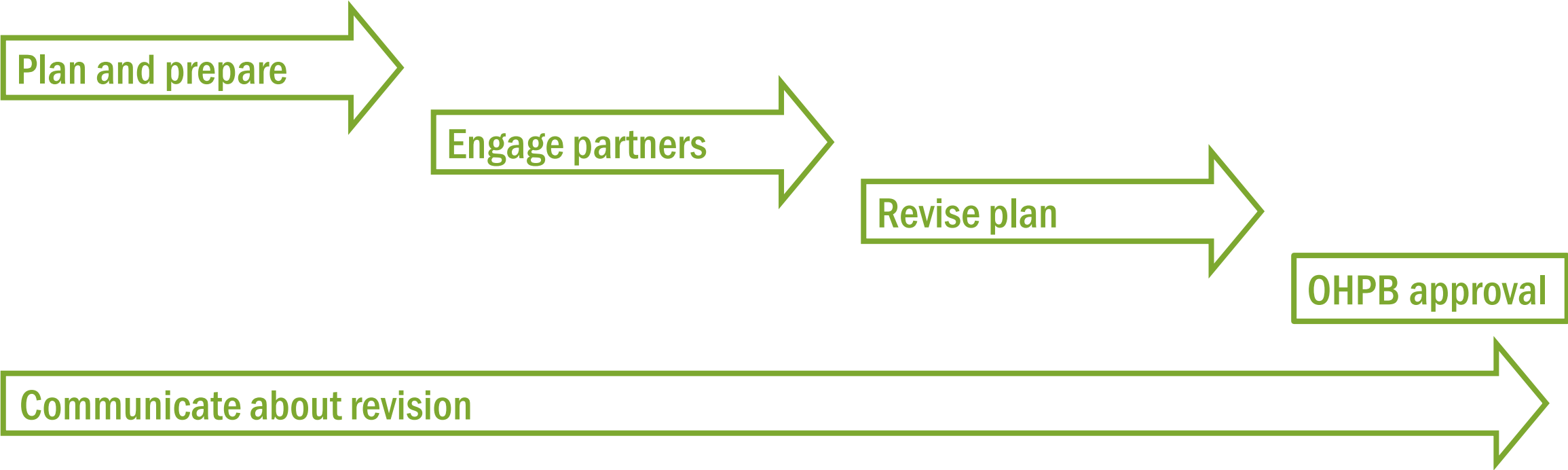
How will my input be used?

- Shared with HITOC to inform strategic plan revisions

- Shared with the Oregon Health Policy Board (OHPB) as they approve the plan

- Used by Oregon Health Authority (OHA) as we take action on the strategic plan and invest resources

- Input report will be shared with participants and available on our website, along with recordings of these meetings

How does the revision process work?

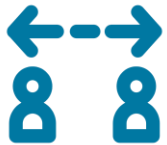2020 HITOC Strategic Plan Revision Timeline

2019 ———— 2020 ———— 2021

| Summer | Fall | Winter | Spring | Summer | Fall | Winter |

Plan and prepare →

Engage partners →

Revise plan →

OHPB approval

Communicate about revision →

Your Input: Health IT Goals

Health IT goals

Vision: a transformed health system where health IT efforts ensure that care Oregonians receive is optimized by health IT

1. Share patient information across care team

2. Use data for system improvement

3. Patients can access their own health information and collaborate in their care

Emerging area: Health IT supports social determinants of health and health equity

Health IT goals support policy priorities

Health IT Goals   **Health System Transformation Policy Priorities**

- ✓ Increase access to care
- ✓ Enhance care coordination

- ✓ Pay for outcomes and value
- ✓ Measure progress

- ✓ Improve health equity
- ✓ Shift focus upstream

Health IT in Oregon

Providers are using electronic health records at high rates overall

Health information exchange options have grown significantly

CCOs and providers are investing in Health IT to support analytics and value-based payment

Oregonians are using patient portals to view their data and message their providers, some have multiple patient portals

Providers are asking patients about social determinants of health, and making referrals to social services
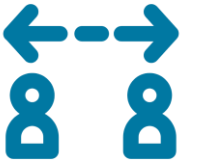
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Goal 1
Share patient information across the care team
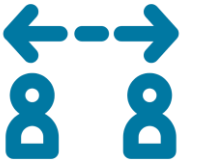
Oregonians have their core health information available where needed, so their care team can deliver person-centered, coordinated care.

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Goal 1
Share patient information across the care team

## Examples of sharing information:

» Emergency department providers have access to relevant prescription information, allergies, and recent test results.

» Primary care providers are notified when their patients are seen in the emergency room or discharged from the hospital.

» Behavioral health providers are able to share care plans and coordinate with primary care or CCO care coordinators.

Goal 1
Share patient information across the care team
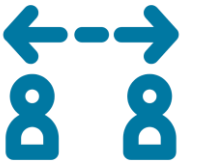
Conversation starters

1. What's your experience? What's worked and what were barriers?

2. What would achieving this goal look like?

3. What changes would have the biggest impact, positive or negative?

4. What are the right roles for the state, providers, CCOs/health plans, others?

Short Break

Goal 2
Use data for system improvement

Details

Clinical and administrative data are efficiently collected and used to support quality improvement and population health management, as well as to incentivize improved health outcomes.

Aggregated data and metrics are also used by policymakers and others to monitor performance and inform policy development.

Goal 2
Use data for system improvement

Examples of clinical and administrative data include:

» CCOs analyze data on patients with chronic conditions who need help to ensure patients receive the care they need to stay healthy

» Behavioral health agencies analyze data on hospital use for their clients to identify whether their programs are helping people stay out of the hospital

» OHA analyzes whether blood sugar levels for diabetic patients are under control among a CCO's members

Goal 2

Use data for system improvement

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Goal 3
Patients can access their own information and engage in their care

Oregonians access, use, and contribute their clinical information to understand and improve their health and collaborate with their providers.

Goal 3

Patients can access their own information and engage in their care

Examples of patients using their information:

» Oregonians use their providers' patient portals to review their doctor's notes, see test results, and better understand their conditions and course of treatment

» *Future:* Possibility of patients choosing a mobile app to gather their health information from different providers in one convenient place and better manage their health issues

Goal 3
Patients can access their own information and engage in their care

Conversation starters

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Emerging area:
Social determinants of health and health equity

The social determinants of health are...

"...the social, economic, political, and environmental conditions in which people are born, grow, work, live, and age. These conditions significantly impact length and quality of life and contribute to health inequities."

Some examples include:

- Food, housing, transportation, income, etc.

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Emerging area:
Social determinants of health and health equity

Health equity is...

"...when all people can reach their full health potential and well-being and are not disadvantaged by their race, ethnicity, language, disability, gender, gender identity, sexual orientation, social class, intersections among these communities or identities, or other socially determined circumstances."

OHA's definition of health equity, adopted in 2019

Emerging area:
Social determinants of health and health equity

Examples of the connection to health IT :

» Health care providers asking patients about their social needs, and capturing those needs in the electronic health record

» Health care providers using technology to make referrals to social services for patients who need help with things like housing and food. Social service agencies may respond to let the provider know their patient received the help they needed

» OHA and CCOs analyzing patient information including race, ethnicity, language and disability status to identify where changes might be needed to ensure all Oregonians get the care they need

Emerging area:

Health Information Technology to support social determinants of health and health equity

Conversation starters

1. What's your experience? What's worked and what were barriers?

2. What changes would have the biggest impact, positive or negative?

3. What are the right roles for the state, providers, CCOs/health plans, others?

Stay involved

How can I give more input?

Submit a written comment

- See instructions online: go.usa.gov/xdDek
- Send an email to HITOC.info@dhsoha.state.or.us
- Written comments close on April 30, 2020

What happens next?

- We'll post the recording and comments

- Input report posted and shared in May 2020

- HITOC strategic plan retreat in June 2020

- Draft Strategic Plan for input - late fall

- Approved Strategic Plan by early 2021

Stay up to date

  » Get updates on our website: go.usa.gov/xdDek

  » Sign up for our e-newsletter

  » Follow HITOC meetings online (public comment period provided)

Key Resources

- 2017-2020 Strategic Plan for Health IT go.usa.gov/xpzEt
- Health IT Oversight Council (HITOC) Overview go.usa.gov/xpzEK
- Oregon Health IT Programs and Partnerships go.usa.gov/xpzEz
- Health IT Roles (HITOC, HIT Commons, and more) go.usa.gov/xpzEJ
- 2019 Data Report to HITOC (draft) go.usa.gov/xdDJz

Thank you!