

2013-15 Policy Option Package

Agency Name: Oregon Health Authority (OHA)
Program Area Name: Office of Information Services (OIS)
Program Name: OIS Policy Team & CareAccord Program
Policy Option Package Initiative: Oregon Health Information Technology
Policy Option Package Title: OIS Policy Team & CareAccord Program
Policy Option Package Number: 406
Related Legislation: Oregon Health Authority Measure Summary LC 350
– Health Information Technology
Program Funding Team:

**Summary
Statement:**

This POP provides funding to provide permanent staff to support the expanding needs for information technology strategic planning and policy, and Oregon’s statewide health information exchange, CareAccord program.

An OIS Policy Team provides policy analysis, strategic planning, and governance around information technology. It will all provide staff support for Health Information Technology Oversight Council and alignment of state efforts with federal goals.

To support the ongoing evolution of CareAccord as a secure mechanism to exchange health information, a program team establishes a means to communicate with stakeholders and participants, and provides program enrollment and oversight.

	General Fund	Other Funds	Federal Funds	Total Funds
<u>Policy Option Package Pricing:</u>	\$2,016,167*	\$0	\$2,006,555*	\$4,022,722*

NOTE: *This amount reflects late changes anticipated for Policy Option Package 406 and therefore does not equal the amount in ORBITS.

1. WHAT WOULD THIS POLICY OPTION PACKAGE (POP) DO AND HOW WOULD IT BE IMPLEMENTED?

POP would be to support the following:

OIS Policy Team

An OIS policy team to provide staff support for public committees, strategic planning, stakeholder engagement and policy analysis around information technology.

- 8.0 FTE total permanent positions in OHA (includes 8 staff – permanent manager position already approved)
- policy analysis and development
- external stakeholder engagement
- staff support for Health Information Technology Oversight Council (HITOC)
- alignment of state efforts, such as Coordinated Care Organizations (CCOs), with federal goals
- intrastate, interstate and national coordination
- governance of information technology

CareAccord Program

To support the ongoing evolution of CareAccord as a statewide secure mechanism to exchange health information, a program team establishes a means to communicate with stakeholders and participants, and provides program enrollment and oversight.

- 8.0 FTE total permanent positions in OHA (includes 1 manager and 7 staff)
- stakeholder engagement
- program development
- engagement and outreach to potential participants, including CCOs
- intrastate, interstate and national information sharing

The work directly supports:

- all healthcare providers, including CCOs
- statewide coordination of care
- statewide secure health information exchange
- Medicaid providers
- Quality data
- Healthcare patients in Oregon

The OIS Policy team and CareAccord program staff's efforts directly support the Governor's health system transformation goals to reduce healthcare costs, improve health and improve patient care. The CareAccord program and information technology policy and planning team efforts support the triple aim by creating secure bi-directional statewide health information exchange in real time, , as well as allowing for more efficient quality reporting and data analysis. This is a mechanism for the healthcare community to change how they communicate health information and coordinate care.

This POP would provide staff support for statewide health information exchange (HIE) program, including the development of the robust HIE services required to support CCOs; for the Health Information Technology Oversight Council (HITOC) to carry out its work of improving the health information technology landscape for all Oregonians; and for OIS, a shared service of OHA and DHS, to address policy, practices and governance for IT systems that contain or connect to sensitive information about Oregonians. The POP would be implemented through staffing in OHA and OIS.

Much of the work to date on the CareAccord program—including policy, planning, development, engagement and operations—has been funded by a grant from the Office of the National Coordinator for Health IT (ONC), using federal stimulus funds. That funding stream will end in the fall of 2013, yet policies and coordination regarding statewide, interstate and national coordination will increase over the next two years. CCOs are identifying HIE as a key need for the model to succeed. This POP would provide the staff support that OHA needs to support this sensitive work.

Relatedly, ongoing staffing is needed to support HITOC. HITOC, established in House Bill 2009, is comprised of eleven voting members appointed by the Governor and confirmed by the Senate. HITOC members are drawn from the public and private sectors, reflect the geographic diversity of Oregon, and include health care consumers, providers, and privacy and information technology experts. Under ORS 413.308, HITOC has a duty to develop Oregon's strategic plan for health IT and oversee the plan's implementation. Using a process with extensive stakeholder input and involvement, HITOC has developed a plan that it expects to finalize at its September 2012 meeting. Various topics addressed by HITOC include HIE, electronic health records (EHRs), telehealth, workforce development, technical assistance and strategies that promote public and private health information technology collaboration to leverage resources and avoid duplicative efforts. Ongoing staff support is needed to carry out the work identified in the strategic plan and to support HITOC in providing the governance and transparency required to ensure public confidence in health IT.

In addition, the staff would support policy and governance work in OIS, providing analysis and support for decision-making about IT practices and strategies that support OHA and DHS in serving Oregonians.

2. WHY DOES OHA PROPOSE THIS POP?

This POP addresses policy and planning needs around health IT, program needs for HIE and OIS's strategic planning and policy development. As federal grant funds expire, it will support staffing for existing efforts, as well as expanded service in the CareAccord HIE program. Planning and governance, including stakeholder engagement and regular opportunities for public input, are vital to maintaining public trust in health IT systems in Oregon.

Health information technology coordination and collaboration in Oregon is key to the success of Coordinated Care Organizations and achievement of the triple aim of better health, better care and lower costs. The ongoing health care transformation efforts in Oregon, and at the federal level, have created an environment that fosters innovative ways to coordinate health care. A result is an increasing demand to exchange health information electronically and to use health IT to ensure that health information is available when and where it is needed to improve health and health care.

CareAccord, Oregon's statewide HIE, provides some of the initial services needed. Staffing is required to operate the program and to develop additional services needed for more robust care coordination. Without staff to engage and register users, connect with stakeholders about needs and public concerns, and continue program development, the program will be unable to succeed.

Coordination and standardization of health information technology and exchange is needed in Oregon. The complex layers include:

1. Geography: local, county, state, and regional levels, including the secure electronic exchange of health information across state boundaries;

2. Participants: all combinations of health care providers, coordinated care organizations, social workers, government programs, individual patients and their families, caregivers, schools, prisons, long-term care facilities, public health, caregivers, non-profits, case managers, etc.
3. White Space: geographic locations without broadband, populations without means to purchase or access health IT, care providers who have not been eligible for federal programs to encourage adoption of health IT or who need assistance to use health IT effectively.

The policy and planning staff will serve important roles in ongoing efforts:

- Act as a shared resource for both OHA and DHS to provide planning and policy around IT.
- Provide planning and policy support for HITOC to develop statewide health IT strategies, including public and private strategies.
- Provide a centralized collaborative place to coordinate health IT service delivery and IT purchases to reduce duplicative IT purchases and increase data sharing capabilities.
- Develop IT strategies, and provide policy analysis and IT funding to connect health information within the state, between the state and private entities, and provider to provider.
- Leverage resources and institutional knowledge across agencies, ensuring that the adoption of health IT technology will be as cost effective as possible.
- Support OIS leadership and coordinate with other OIS offices on analysis, strategic planning, portfolio management, policy development and oversight and value assessment.

3. HOW DOES THIS FURTHER THE AGENCY'S MISSION OR GOALS?

OIS Policy Team:

Both OHA and DHS have participated in Management System work through Mass Ingenuity, including a separate Management System for the Office of Information Services (OIS) that feeds into the OHA and DHS work. A core operating process of Policies, Practices and Governance has been identified within OIS to

support the mission, vision, values and goals of both OHA and DHS. The requested OIS Policy Team would support the work within the Policies, Practices and Governance operating process.

CareAccord Program:

The CareAccord Program supports the OHA mission, vision and values by operating a statewide secure mechanism to exchange health information.

4. IS THIS POP TIED TO AN OHA PERFORMANCE MEASURE? IF YES, IDENTIFY THE PERFORMANCE MEASURE. IF NO, HOW WILL OHA MEASURE THE SUCCESS OF THIS POP?

This POP does not tie directly to an OHA performance measure.

The POP ties directly to the OIS Management System's process and outcome measures, which will be measured and reviewed as a part of the quarterly target reviews for OHA.

5. DOES THIS POP REQUIRE A CHANGE(S) TO AN EXISTING STATUTE OR REQUIRE A NEW STATUTE? IF YES, IDENTIFY THE STATUTE AND THE LEGISLATIVE CONCEPT.

This POP does not require a change to an existing statute or require a new statute.

6. WHAT ALTERNATIVES WERE CONSIDERED AND WHAT WERE THE REASONS FOR REJECTING THEM?

Alternative considered for OIS Policy Team:

Apply for and utilize grant funding to support policy positions. The reason for rejection is that grant funding is time and scope limited. It may satisfy components of OIS policy work, but not fully support the OIS policy needs to support OHA and DHS.

Alternative considered for CareAccord Program:

Apply for and utilize grant funding to support CareAccord Program positions. OHA will seek grant funding to support CareAccord information technology and program development, however, the funding will not support the ongoing operational staff to run the CareAccord Program.

7. WHAT WOULD BE THE ADVERSE EFFECTS OF NOT FUNDING THIS POP?

OIS Policy Team:

There will not be adequate staff to govern and analyze the various policies and practices for OIS. Key OIS policies will not be thoroughly analyzed, and statewide coordination would not occur regarding health information technology. HITOC would not receive analysis and staffing support to work through Oregon's health information needs.

CareAccord Program:

There will not be adequate staff to support the program. As a result, providers will not have the support they need to register for services or services will not develop to meet providers' needs. Stakeholders will not have clear opportunities for input, resulting in a loss of confidence in the program. Oregon will not experience the benefits of HIE for care coordination or reap the return on investments by the state and federal governments and by Oregonians who have contributed long hours to building the program.

8. WHAT OTHER AGENCIES (STATE, TRIBAL AND/OR LOCAL GOVERNMENT) WOULD BE AFFECTED BY THIS POP? HOW WOULD THEY BE AFFECTED?

This POP funds the CareAccord Program staff who will operate the statewide health information exchange. This provides a service that supports statewide health information exchange including, but not limited to state, tribal and local governments who need a secure mechanism to share health information. It also reduces the burden for these governmental entities to create and operate separate secure health information exchange programs.

9. WHAT ASSUMPTIONS AFFECT THE PRICING OF THIS POP?

Implementation Date(s): October 1, 2013

End Date (if applicable): _____

- a. Will there be new responsibilities for OHA? Specify which Program Area(s) and describe their new responsibilities.**

No, there will be no new responsibilities for OHA.

- b. Will there be new administrative impacts sufficient to require additional funding? Specify which office(s) (i.e., facilities, computer services, etc.) and describe how it will be affected. See Addendum A - Administrative Services Division LC/POP Impact Questionnaire (at the end of this document).**

No, there will not be new administrative impacts to require additional funding.

- c. Will there be changes to client caseloads or services provided to population groups? Specify how many in each relevant program.**

This POP will indirectly affect all Oregonians by increasing secure health information exchange and promoting information technology adoption and meaningful use.

To receive better health information coordination, including:

- Coordinated care organizations
- Patient safety
- Patient care coordination
- Lower health care costs
- Improve patient care
- Health care transitions
- Costs to providers

- d. Will it take new staff or will existing positions be modified? For each classification, list the number of positions and the number of months the positions will work in each biennium. Specify if the positions are permanent, limited duration or temporary.**

Requesting funding and position authority for 16.0 FTE permanent positions for 21 months, 16 staff.

PERMANENT POSITIONS and FUNDING REQUEST:

CareAccord Program

Position Abbr.	Class.	Working Title	Funding %	# months	Total FTE
Principal Executive/Manager E	MMS X7008 IA	CareAccord Program Manager	50% Grant/ 50% GF	21	1.0
Operations & Policy Analyst 4	MMN X0873 AA	Business Engagement Coordinator	50% Grant/ 50% GF	21	1.0
Operations & Policy Analyst 3	OA C0872 AA	Business Engagement Analyst	50% Grant/ 50% GF	21	1.0
Operations & Policy Analyst 3	OA C0872 AA	Program Analyst	50% Grant/ 50% GF	21	1.0
Operations & Policy Analyst 2	OA C0871 AA	Business Analyst	50% Grant/ 50% GF	21	2.0
Operations & Policy Analyst 2	OA C0871 AA	Engagement Specialist	50% Grant/ 50% GF	21	2.0
Total					8.0

OIS Policy Team

Position Abbr.	Class.	Working Title	Funding %	# months	Total FTE
Operations & Policy Analyst 4	MMN X0873 AA	Lead Policy Analyst	50% Grant/ 50% GF	21	1.0
Operations & Policy Analyst 3	OA C0872 AA	Policy Analyst	50% Grant/ 50% GF	21	4.0
Research Analyst 4	OA C1118 AA	Research Analyst	50% Grant/ 50% GF	21	1.0
Operations & Policy Analyst 2	OA C0871 AA	Technical Writer	50% Grant/ 50% GF	21	1.0
Administrative Specialist 2	OA C0108 AA	Administrative Assistant	50% Grant/ 50% GF	21	1.0
Total					8.0

- e. **What are the start-up costs, such as new or significant modifications to computer systems, new materials, outreach and training?**
- f. **What are the ongoing costs?**
- g. **What are the potential savings?**
- h. **Based on these answers, is there a fiscal impact?**

TOTAL FOR THIS PACKAGE

<u>Category</u>	<u>GF</u>	<u>OF</u>	<u>FF</u>	<u>TF</u>	<u>Position</u>	<u>FTE</u>
Personal Services	\$1,263,478	\$0	\$1,253,929	\$2,517,407	16	14.08
Services & Supplies*	\$752,689	\$0	\$752,626	\$1,505,315		
Capital Outlay	\$0	\$0	\$0	\$0		
Special Payments	\$0	\$0	\$0	\$0		
Other	\$0	\$0	\$0	\$0		
Total	\$2,016,167	\$0	\$2,006,555	\$4,022,722	0	0.00

**Oregon Health Authority –
Fiscal Impact Summary by Program Area:**

	Program Area 1	Program Area 2	Program Area 3	Program Area 4	Total
General Fund	\$2,016,167*	\$0	\$0	\$0	\$2,016,167
Other Fund	\$0	\$0	\$0	\$0	\$0
Federal Funds- Ltd	\$2,006,555*	\$0	\$0	\$0	\$2,006,555
Total Funds	\$4,022,722*	\$0	\$0	\$0	\$4,022,722
Positions	16	0	0	0	16
FTE	14.08	0.00	0.00	0.00	14.08

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