

The Oregon Health Authority (OHA) is transforming the health care system in Oregon by improving the lifelong health of Oregonians; increasing the quality, reliability, and availability of care for all Oregonians; and lowering or containing the cost of care, so it's affordable to everyone.

Health information technology (IT) is key to health system transformation. The core of Oregon's transformation efforts is the coordinated care model, which relies on health IT to succeed. To give a few examples, health IT:

- Helps providers securely gather, store, and share patients' clinical data so they can work together to provide care;
- Helps track and report on quality measures, which support efforts to hold the health care system accountable for delivering high quality care; and
- Helps CCOs, health insurance companies, and providers analyze data to identify disparities and patients who need more care to allow targeted efforts to improve health.

Coordinating health IT efforts at the state level can help make sense of all the moving parts: changing technology and standards, evolving health IT needs that often conflict, "digital divides" that disadvantage critical providers, opportunities to leverage federal funding or to centralize or coordinate health IT efforts, the need for help navigating complex federal and state privacy laws, and more.

To ensure a coordinated health IT approach across the state, Oregon's Legislature created the Health IT Oversight Council (HITOC), and OHA created the Office of Health IT. OHA's Office of Health IT staffs HITOC, conducts other health IT policy work, and operates the Oregon Health IT Program. The Oregon Health IT Program brings millions of federal dollars to Oregon for health IT programs and partnerships that support health system transformation.

What is Health IT?

Health IT is technology that stores, retrieves, shares, or uses health information. "Health information" includes patient information like diagnoses, medications, and allergies, as well as records of doctors' visits, hospital admissions, lab results, and more.

Health care providers, health insurance companies, Medicaid coordinated care organizations (CCOs), health systems, hospitals, clinics, and other health-related organizations use health IT to manage their businesses and take care of patients.

Patients, families, and caregivers use health IT to see their health information, communicate with their health care providers, and manage health conditions

Examples of health IT include:

- Tools that store and display the health information a provider has about a patient. For example, electronic health records (also called EMRs) and patient portals.
- Tools that share health information from one health care organization to another. For example, a specialist could electronically access or view information shared by the patient's primary care provider.
- Tools that help health care organizations analyze and improve the health care they provide to individual patients and improve the health of the set of patients they are responsible for.
- Wearables and apps that patients use as part of managing their health.

Health information is private and protected by law. Protecting patient privacy and ensuring security is foundational to health IT efforts.

Health IT Policy

Staff Oregon's Health IT Oversight Council

OHA's Office of Health IT staffs Oregon's Health IT Oversight Council (HITOC) (<https://go.usa.gov/xV7uj>). HITOC, mandated by the Oregon Legislature, is a committee of the Oregon Health Policy Board (OHPB), and it advises OHA, OHPB, the Oregon Legislature, and Oregon's US senators and representatives on health IT issues related to health system transformation. It is responsible for:

- Exploring health IT policy,
- Planning Oregon's health IT strategy,
- Overseeing OHA's health IT efforts,
- Assessing Oregon's health IT landscape,
- Reporting on Oregon's health IT progress, and
- Monitoring federal health IT law and policy.

In partnership with HITOC's chair and vice-chair, the Office of Health IT plans HITOC's meetings, develops meeting content, analyzes data and draft reports, recruits guest speakers, manages the member nomination process, and handles administrative work associated with HITOC.

Convene and Educate

OHA's Office of Health IT brings together stakeholders and partners from across the state. We provide information about health IT issues and provide opportunities for people to learn from each other, share best practices, and inform OHA about health IT needs. We strive to ensure that everyone has a voice in OHA's health IT work, and we bring people together to address shared challenges.

Assess and Report on Oregon's Health IT Progress

OHA's Office of Health IT gathers information about Oregon's health IT progress, including public and private efforts, to inform health IT policy work by OHA, HITOC, OHPB, and the Oregon Legislature. HITOC advises OHA on its assessment and reporting efforts.

Develop and Advise on Health IT Policy

OHA's Office of Health IT plays a role in health IT policy in support of health IT programs, OHA, and other state agencies. For example, we developed the health IT policies reflected in the CCO 2.0 contracts. We also conduct rulemaking when needed, such as rules for the Medicaid Electronic Health Record Incentive Program. Finally, we provide advice on health IT policy, including analysis of policies, laws, and administrative rules that relate to health IT, and monitoring state and federal health IT laws, policies, and efforts.

What is Health Information Exchange?

Health information exchange means sharing health information electronically. Some examples include tools that:

- Send electronic messages about a patient's care from one provider to another, like Direct secure messaging.
- Help emergency departments (EDs) and primary care providers coordinate care by sending notifications when a patient comes to the ED. One example is the Emergency Department Information Exchange (EDie) and PreManage.
- Store information, so all of a patient's providers can see their relevant health information. For example, a regional health information exchange.
- Help providers find their patients' information in other clinic's records, so patients don't have to wait for records to be faxed.

Health care providers, private health insurance companies, Medicaid coordinated care organizations, health systems, hospitals, clinics, and others use health information exchange to manage their businesses and take care of patients.

Patients, families, and caregivers benefit from health information exchange because all of a patient's providers can see their health information, so there are fewer delays, better coordination, and fewer repeated tests.

Health information is private and protected by law. Protecting patient privacy and ensuring security is foundational to health information exchange efforts.

Oregon Health IT Program

The Oregon Legislature established the Oregon Health IT Program to advance health IT efforts across Oregon. We operate the Program, which brings federal funding to Oregon to support health IT efforts. The Program supports both Medicaid and the private sector, and currently includes both programs and partnerships that promote health IT in Oregon.

Oregon Health IT Program: Partnerships

HIT Commons

HIT Commons is a public/private partnership designed to accelerate and advance health information technology adoption and use across the state, leverage public and private investments, and expand access to high value data sources (see EDIE and PDMP Integration below). HIT Commons is co-sponsored by the Oregon Health Leadership Council (OHLC) and OHA, and it is jointly funded by OHA, hospitals, and health plans.

Emergency Department Information Exchange (EDie)/PreManage

In 2015, OHA partnered with OHLC to launch the Emergency Department Information Exchange (EDie) in Oregon. EDie provides real-time notifications that allow Emergency Departments (ED) physicians to identify patients with complex care needs who frequently use the emergency room. EDie brings to the attention of the ED team critical information related to past hospital and ED visits and care recommendations from the patients' own health care teams, with the goal of reducing avoidable hospital utilization and improving health outcomes. **All Oregon hospitals with EDs use EDie.**

PreManage complements EDie, pushing hospital event data to health care organizations outside the hospital. Notifications inform providers, health plans, coordinated care organizations (CCOs) and health systems when their patients or members are seen in an emergency department or hospital, allowing them to intervene in real-time, if needed, with individuals who are high utilizers of emergency department services. The result is improved communication and information sharing between hospitals, providers, CCOs and health plans to provide higher quality care to patients. HIT Commons supports adoption and spread activities for PreManage.

Current PreManage users include:

- All of Oregon's CCOs and most major Oregon health insurance companies
- Many behavioral health organizations
- The Oregon State Hospital (in phased roll out)
- All Oregon Dental Care Organizations
- Four tribal clinics

Health IT and Health System Transformation: Vision and Goals

Oregon's Health Information Technology Oversight Council's (HITOC) charter sets out a vision for health IT-optimized health care, along with three goals. These guide OHA's health IT work.

Vision: A transformed health system where health IT efforts ensure that the care Oregonians received is optimized by health IT.

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.

Goal 2: Use Data for System Improvement. Clinical and administrative data are efficiently collected and used to support quality improvement and population health management, incentivize improved health outcomes. Aggregated data and metrics are also used by policymakers and others to monitor performance and inform policy development.

Goal 3: Patients Can Access Their Own Information and Engage in Their Care. Individuals and their families access, use, and contribute their clinical information to understand and improve their health and collaborate with their providers.

From Oregon's Strategic Plan for HIT/HIE (2017-2020)—available at healthit.oregon.gov

-
- **All Type B Area Agency on Aging and Aging & People with Disability District offices**
 - **Department of Human Services' Intellectual and Developmental Disability offices**
 - **Nearly half of Oregon's Skilled Nursing Facilities**

Prescription Drug Monitoring Program Integration initiative

Accurate and timely Prescription Drug Monitoring Program (PDMP) information at the point of care reduces inappropriate prescriptions, improves patient outcomes, and promotes informed prescribing practices. The PDMP Integration initiative connects EDie, Health Information Exchanges (HIEs), electronic medical/health records, and pharmacy management systems to Oregon's PDMP registry. PDMP data can now be brought directly into prescriber and pharmacist health IT for "one-click" access to controlled substance prescription data, eliminating the need to access a separate web portal. A statewide subscription for PDMP data integration into health IT was launched through the HIT Commons in Spring 2018. Oregon's PDMP registry is administered by OHA Public Health.

More than 10,600 prescribers across 142 organizations have integrated access to Oregon's PDMP data, either through their EDie alerts, or through one-click access at the point of care. Seven pharmacy chains (across 367 sites) are also live.

Oregon Provider Directory Adoption and Spread

OHA is working with the HIT Commons to facilitate the adoption and spread of the Oregon Provider Directory (OPD) (see full program description on p. 5). During the initial implementation, known as soft launch, selected organizations in Central Oregon will use the OPD to support their own organization's provider directory data use cases (e.g., finding providers for care coordination, health information exchange, and support data quality management activities). By the end of soft launch, soft launch participants will be able to show where and how the OPD brings value and ultimately, signal readiness for broader statewide use.

Current soft launch participants include a health plan, hospital system, a federally qualified health center (FQHC), a dental care organization, and an independent practice association. Additional participants in the Central Oregon area are also being engaged. Soft launch began in September 2019.

Oregon Community Information Exchange Activities

The HIT Commons is beginning new work in the evolving landscape of social determinants of health (SDOH). Earlier this year, the HIT Commons Governance Board directed HIT Commons staff to begin exploration and conceptual development of an Oregon Community Information Exchange (Oregon CIE). In general, CIEs include a data repository of shared community resources that connects health care, human, and social services partners to improve the health and well-being of communities. A technology platform supporting a CIE could provide many functions, including statewide social services directory, shared risk assessment capabilities, real-time closed loop referral management, collaborative care plans and standardized outcomes and data analysis.

This spring HIT Commons staff conducted an environmental scan to determine what efforts are underway in Oregon and how other states are approaching healthcare and SDOH integration. In summer 2019, two distinct efforts were selected to move forward:

- **HIT Commons working with stakeholders to assess opportunities and development of a roadmap for alignment of statewide CIE efforts.**
- **Oregon Health Leadership Council (OHLC) working in partnership with Kaiser/Thrive Local to engage Portland and other early adopters to develop a Phase 1 CIE effort.**

For more information, see: <http://www.orhealthleadershipcouncil.org/currently-in-development/>

Oregon Health IT Program: Programs

Medicaid PreManage Subscription

Since 2016, OHA has sponsored a Medicaid subscription to PreManage for CCOs, state programs, and other Medicaid-serving organizations. CCOs have the opportunity to extend the subscription, at their own cost, to their contracted clinics (physical, behavioral, and oral health). **Currently, all Oregon CCOs participate in the Medicaid PreManage Subscription and 14 of 15 CCOs have extended the subscription to their key clinics.**

Clinical Quality Metrics Registry

The [Clinical Quality Metrics Registry \(CQMR\)](#) collects electronic clinical quality measures to improve data collection and efficiency for provider reporting. With the increasing adoption of EHRs, Oregon has new opportunities to measure and improve the quality of care. Using EHR data improves the ability to measure outcomes—for example, measuring whether a diabetic patient’s blood sugar levels were controlled rather than simply whether they were tested. The CQMR will enable more efficient collection and use of this important quality data.

The program is funded through 90 percent federal match and initially supports Medicaid-related reporting. Over time, the CQMR may support additional programs to enable a “report once” strategy, where providers could send data to the CQMR to meet requirements for multiple reporting programs and thus reduce administrative burdens. **The CQMR launched in early 2019 to collect these measures for Oregon’s Medicaid EHR Incentive Program and support reporting to CMS for the Comprehensive Primary Care Plus (CPC+) and Merit-Based Incentive Payment System (MIPS) programs. OHA is onboarding CCOs to the CQMR in preparation for 2019 CCO incentive measures reporting.**

Oregon Provider Directory

The Oregon Provider Directory (OPD) will serve as Oregon’s directory of accurate, trusted provider data for use by health organizations such as clinics, hospitals, coordinated care organizations, health plans, and state agencies. The data will include provider names, practice locations, and contact information, including health information exchange addresses. By making this data available, the OPD will support care coordination, health information exchange, administrative efficiencies, and serve as a resource for health analytics—ultimately improving patient care. Data stewards will oversee management of the data to ensure that it maintains initial and long-term quality information. The program is funded through 90 percent federal match and will initially support Medicaid-related organizations. **A soft launch of the OPD began in September 2019. HIT Commons is supporting OPD adoption and spread activities (see p. 4).**

Health Information Exchange Onboarding Program

The Health Information Exchange (HIE) Onboarding Program is designed to support care coordination by advancing the exchange of information across Oregon’s Medicaid provider network. Community-based health information exchanges (HIE) can help hospitals, primary care, specialty, behavioral health, and dental providers share information about patients they treat in common, to support coordination of care. Connecting/ onboarding costs can be prohibitive; this new federal funding will help remove barriers. CCOs will choose whether their geographic regions should participate in the program and will collaborate with OHA, the community-based HIE, and providers on onboarding decisions. OHA has contracted with Reliance eHealth Collaborative for this program. Participation is voluntary. Each provider will make the business decision about whether onboarding is right for their organization.

The program leverages 90 percent federal funding to support the initial costs of connecting (onboarding) priority Medicaid providers to a community-based HIE. Priority Medicaid providers include behavioral health providers, oral health providers, critical physical health providers and others.

The program launched in 2019 and is currently ramping up. Six CCOs are participating so far, and more information about participating entity numbers will be available in 2019.

Medicaid Electronic Health Records (EHR) Incentive Program and OMMUTAP

The Medicaid EHR Incentive Program provides incentive payments to eligible health care professionals and hospitals to support EHR adoption and use. Incentives are available for adopting and demonstrating the “meaningful use” of certified EHR technology. Program Year 2016 was the last year to start the multi-year incentive program, which runs through 2021. **Over 8,400 Oregon clinicians and all 61 Oregon hospitals have received incentives through the Medicaid or Medicare EHR incentive programs, totaling about \$532 million.**

Oregon’s Medicaid Meaningful Use Technical Assistance Program (OMMUTAP) helped Oregon’s eligible Medicaid providers adopt and use certified EHR technology and meet requirements for federal EHR incentive programs. The program ended May 2019. **OHA launched OMMUTAP in 2016 through a contract with OCHIN and enrolled 1,589 clinicians at 374 Oregon clinics.**

Flat File Directory for Direct secure messaging

Direct secure messaging is a HIPAA-compliant, secure method for exchanging any protected health information, and is commonly used by providers and hospitals to send transition of care summaries. The Flat File Directory is Oregon's combined address book for Direct secure messaging addresses, allowing participants to find or "discover" Direct addresses outside their own organizations. **It contains more than 17,600 addresses across 24 entities that represent more than 895 unique health care organizations.**

Stay Connected

You can find more information about OHA’s Office of Health IT on our website, HealthIT.Oregon.gov. You can also subscribe to our monthly eNewsletter by joining the listserv: bit.ly/2VYgoDB.

Program Contact

Office of Health IT: OHIT.Info@dhsoha.state.or.us

Get involved with Oregon Health IT

Office of Health Information Technology: HealthIT.Oregon.gov

Join the listserv: bit.ly/2VYgoDB

Last updated October 14, 2019