

ADVANCED HEALTH 2023 HIT Roadmap

Guidance, Evaluation Criteria & Report Template, **Option B**



Contract or rule citation	Exhibit J, Section 2 d.
Deliverable due date	March 15, 2023
Submit deliverable to:	CCO.MCOTDeliverableReports@odhsoha.oregon.gov and cc: CCO.HealthIT@odhsoha.oregon.gov

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2023 HIT Roadmap Advanced Health

Please complete and submit to CCO.MCOTDeliverableReports@odhsoha.oregon.gov and cc: CCO.HealthIT@odhsoha.oregon.gov by **March 15, 2023**.

CCO: Advanced Health

Date: 2/22/2023

1. HIT Partnership

Please attest to the following items.

a.	<input checked="" type="checkbox"/> Yes <input type="checkbox"/> No	Active, signed HIT Commons MOU and adheres to the terms.
b.	<input checked="" type="checkbox"/> Yes <input type="checkbox"/> No	Paid the annual HIT Commons assessments subject to the payment terms of the HIT Commons MOU.
c.	<input type="checkbox"/> Yes <input type="checkbox"/> No <input checked="" type="checkbox"/> N/A	Served, if elected, on the HIT Commons governance board or one of its committees. (Select N/A if CCO does not have a representative on the board or one of its committees)
d.	<input checked="" type="checkbox"/> Yes <input type="checkbox"/> No	Participated in an OHA HITAG meeting, at least once during the previous Contract year.

2. Support for EHR Adoption

A. Support for EHR Adoption: 2022 Progress and 2023-24 Plans

Please describe your 2022 progress and 2023-24 plans for supporting increased rates of EHR adoption and addressing barriers to adoption among contracted physical, oral, and behavioral health providers. In the spaces below (in the relevant sections), please:

1. Select the boxes that represent strategies pertaining to your 2022 progress and 2023-24 plans.
2. Report the number of physical, oral, and behavioral health organizations without EHR information using the Data Completeness Table in the OHA-provided CCO HIT Data File (e.g., 'Using the OHA-provided Data Completeness Table, 10 physical health, 22 oral health, and 14 behavioral health organizations lack EHR information'). CCOs are expected to use this information to inform their strategies.
3. Include plans for collecting missing EHR information via CCO already-existing processes (e.g., contracting, credentialing, Letters of Interest).
4. Provide a title and description of each strategy CCO implemented in 2022 and/or will implement in 2023-24.
5. Describe the 2022 progress of each strategy in the appropriate narrative sections. In the descriptions, include:
 - a. accomplishments and successes (including number of organizations, where applicable), and
 - b. challenges related to each strategy, as applicable.Where applicable, information in the CCO HIT Data Reporting File should support descriptions of accomplishments and successes.
6. Describe activities and milestones related to each strategy CCO plans to implement in 2023-24.

Notes:

1. Four strategy sections have been provided. Please copy and paste additional strategy sections as needed. Feel free to delete any unused strategy sections (e.g., if CCO only includes three strategies, fourth strategy section can be deleted).
2. If CCO is not pursuing a strategy beyond 2022, note 'N/A' in Planned Activities and Planed milestones sections.
3. If CCO is implementing a strategy beginning in 2023, please indicate 'N/A' in the progress section for that strategy.
4. If preferred, you may choose to submit a separate document detailing each strategy's activities and milestones.

Strategy checkboxes

Using the boxes below, please select which strategies you employed during 2022 and plan to implement during 2023-24. Elaborate on each strategy and your progress/plans in the sections below.

<input type="checkbox"/> EHR training and/or technical assistance <input checked="" type="checkbox"/> Assessment/tracking of EHR adoption and capabilities <input checked="" type="checkbox"/> Outreach and education about the value of EHR adoption/use <input type="checkbox"/> Collaboration with network partners <input type="checkbox"/> Incentives to adopt and/or use EHR	<input checked="" type="checkbox"/> Financial support for EHR implementation or maintenance <input checked="" type="checkbox"/> Requirements in contracts/provider agreements <input type="checkbox"/> Leveraging HIE programs and tools in a way that promotes EHR adoption <input type="checkbox"/> Offer hosted EHR product <input checked="" type="checkbox"/> Other strategies for supporting EHR adoption (please list here): Understand EHR plans across Coos and Curry
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Using the Data Completeness Table in the OHA-provided CCO HIT Data Reporting File, please report on the number of contracted physical, oral, and behavioral health organizations without EHR information:

- Advanced Health has 1 physical, 24 behavioral, and 1 oral health providers that we are unaware of the EHR that they utilize. There are also 1 physical health and 2 oral health providers that we know has an EHR, but unaware of what EHR they have.

Briefly describe CCO plans for collecting missing EHR information via CCO already-existing processes:

- Advanced Health plans to continue reaching out to contracted health organizations to collect information regarding their EHR and HIE tools. Currently, behavioral health has many missing pieces of information so in 2023, our focus is on completing that information. If a contracted health organization does not respond to requests, internal conversation at Advanced Health will take place to analyze the current contact and reach out to different contacts. There may have been turnovers or an unknown barrier for communication.

Strategy 1 title: Assessment/tracking of EHR adoption and capabilities

Brief description: Advanced Health is interested in contracted healthcare organization's EHR adoption and capabilities because it impacts the utilization of any HIE tool that is offered. What this means is that if the EHR that the facility is utilizing has a tool, or a similar tool to one of the HIE tools listed below, we make note that it may be harder for them to adopt an HIE tool. When it is identified that they have their own tool that they use, we address them "adopting" the tool differently. So these organizations don't feel like they have to implement a tool that Advanced Health has access to support, our goal switches to integrating with said HIE tool that healthcare organization has.

Provider types supported with this strategy:

Across provider types OR specific to: Physical health Oral health Behavioral health

Progress (including previous year accomplishments/successes and challenges with this strategy):

As part of this initiative, Advanced Health has been conducting meetings and interviews with Physical, Oral, and Behavioral Health Providers to assess their current EHR tools' capability in the following areas:

- Patient portal and patient engagement capabilities;
- Operational performance and financial reporting;
- Ingestion of lab results, tests, radiology exams, and other outside information into a patient chart;
- Export and exchange records and CCDs;
- Other key capabilities for enhancing Care Coordination in the region; and Support for co-location and mobile devices.

Advanced Health has been conducting these interviews informally with all three provider types as we build stronger relationships. In 2022, we conducted 6 interviews.

Planned Activities

1. Conduct 10 in-person/virtual meetings/interviews with contracted healthcare organizations to understand gaps and challenges with their current EHR systems.
 - a. Focusing on behavior and oral health organizations.
2. Discuss adding in EHR/HIT information in contract processes when contracting with Providers/Organizations for all provider types.

Planned Milestones

1. 2023
2. 2024

Strategy 2 title: Understand EHR plans across Coos and Curry/ Outreach and education about the value of EHR adoption/use

Brief description: Advanced Health has many different provider types, and each type has different needs in an EHR. While we have a high adoption rate of EHRs, there are always plans in the works for facilities that want to change their EHRs. With the high adoption rate of EHRs, we do have a few outliers that do not have EHRs.

Provider types supported with this strategy:

Across provider types OR specific to: Physical health Oral health Behavioral health

Progress (including previous year accomplishments/successes and challenges with this strategy):

In 2022, Advanced Health met with 6 organizations to discuss future plans regarding their EHR. Half of them (6) mentioned they would be looking for another EHR or updating current EHR system. In 2022, 3 of the 6 organizations discussed the need to change or upgrade their current EHR, but had not identified what support they would need when investigating hosts and EHRs. We offered continued conversation openings as they went through the process. This left an open line of communication as they progressed in their process.

In 2021, EPIC went live via St Charles host for 3 major healthcare facilities in Coos County – Bay Area Hospital, Bay Clinic, and North Bend Medical Center. There are no phase 2 plans currently for this specific EPIC installation; however there are other healthcare organizations in Coos and Curry County that are researching changes to EHRs.

Planned Activities

1. Meet with contracted organizations technical and operational teams to understand if there are any planned EHR conversions.
2. Follow up with the 6 organizations from 2022 for more information on their EHR plans. Identify what support may be needed from Advanced Health in EHR plans
3. Using the data file, identify and prioritize what organizations/providers do and do not have EHRs or HIT tools based on number of members served.

Planned Milestones

1. 2023-2024
2. 2023
3. 2023-2024

<p>a. The organizations/providers that do not have EHRs will be prioritized by how many members are served, and then outreach will take place. This outreach will happen through email and/or phone calls. Questions that will be asked include “What barriers does adopting an EHR pose for you”, “Can we help connect you to others that have EHRs that can help work through those barriers” and “Have you had any EHR conversations with any vendors or potential partners?” The answers to these questions can guide how we support them in EHR adoption going forward.</p>	
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Strategy 4 title: Financial support for EHR implementation or maintenance
Brief description: Advanced Health provided financial support for EHR maintenance costs

Provider types supported with this strategy:
 Across provider types OR specific to: Physical health Oral health Behavioral health

Progress (including previous year accomplishments/successes and challenges with this strategy):
 Provided financial support of EPIC EHR system implementation for providers serving a majority of Advanced Health's members for hospital services, primary care, ob/gyn, pediatrics, and specialty care.

<p>Planned Activities 1. Financial support will be provided in future years if needed.</p>	<p>Planned Milestones 1. 2023-2024</p>
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Please describe any barriers that inhibited your progress supporting EHR adoption among your contracted providers
 We do not currently have any barriers.

B. Optional Question

How can OHA support your efforts in supporting your contracted providers with EHR adoption?

3. Support for HIE – Care Coordination (excluding hospital event notifications, CIE)

A. Support for HIE – Care Coordination: 2022 Progress and 2023-24 Plans

Please describe your 2022 progress and 2023-24 plans for supporting increased access to HIE for Care Coordination, **excluding hospital event notifications and CIE**, among contracted physical, oral, and behavioral health providers. In the spaces below (in the relevant sections), please:

1. Select the boxes that represent strategies pertaining to your 2022 progress and 2023-24 plans.
2. List and describe specific HIE for care coordination tools you currently or plan to support or provide.
3. Report the number of physical, oral, and behavioral health organizations that have not currently adopted an HIE for Care Coordination tool using the Data Completeness Table in the OHA-provided CCO HIT Data File (e.g., ‘Using the OHA-provided Data Completeness Table, 10 physical health, 22 oral health, and 14 behavioral health organizations lack EHR information’). CCOs are expected to use this information to inform their strategies.
4. Provide a title and description of each strategy CCO implemented in 2022 and/or will implement in 2023-24 to support increased access to HIE for Care Coordination among contracted physical, oral, and behavioral health providers.

5. Describe the 2022 progress of each strategy in the appropriate narrative sections. In the descriptions, include:
 - a. accomplishments and successes (including the number of organizations of each provider type that gained access to HIE for Care Coordination tools as a result of your support, as applicable), and
 - b. challenges related to each strategy, as applicable.
 Where applicable, information in the CCO-revised data reporting file should support descriptions of accomplishments and successes.
6. Describe activities and milestones related to each strategy CCO plans to implement in 2023-24.

Notes:

1. Four strategy sections have been provided. Please copy and paste additional strategy sections as needed. Feel free to delete any unused strategy sections (e.g., if CCO only includes three strategies, fourth strategy section can be deleted).
2. If CCO is not pursuing a strategy beyond 2022, note 'N/A' in Planned Activities and Planed milestones sections.
3. If CCO is implementing a strategy beginning in 2023, please indicate 'N/A' in the progress section for that strategy.
4. If preferred, you may choose to submit a separate document detailing each strategy's activities and milestones.

Strategy checkboxes

Using the boxes below, please select which strategies you employed during 2022 and plan to implement during 2023-24. Elaborate on each strategy and your progress/plans in the sections below.

<input checked="" type="checkbox"/> HIE training and/or technical assistance <input type="checkbox"/> Assessment/tracking of HIE adoption and capabilities <input type="checkbox"/> Outreach and education about value of HIE <input checked="" type="checkbox"/> Collaboration with network partners <input checked="" type="checkbox"/> Enhancements to HIE tools (e.g., adding new functionality or data sources) <input checked="" type="checkbox"/> Integration of disparate information and/or tools with HIE <input type="checkbox"/> Requirements in contracts/provider agreements	<input checked="" type="checkbox"/> Financially supporting HIE tools, offering incentives to adopt or use HIE, and/or covering costs of HIE onboarding <input type="checkbox"/> Offer hosted EHR product (that allows for sharing information between clinics using the shared EHR and/or connection to HIE) <input type="checkbox"/> Other strategies that address requirements related to federal interoperability and patient access final rules (please list here) <input type="checkbox"/> Other strategies for supporting HIE access or use (please list here):
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HIE for care coordination tools CCO supports or provides (excluding hospital event notifications and CIE)

List and briefly describe tools:

ActivateCare is our internally utilized Care Coordination Tool. We currently have our Care Coordination and Intensive Care Coordination Teams utilizing the platform. This platform allows us to create encompassing care plans for our members. Our teams have the ability to invite outside of organization collaborators to assist with care planning for our members.

Reliance HIE is a health information exchange platform that Advanced Health has been working with to integrate our disparate systems to increase the visibility into member health information.

Using the Data Completeness Table in the OHA-provided CCO HIT Data Reporting File, please report on the number of contracted physical, oral, and behavioral health organizations that have not currently adopted an HIE for Care Coordination tool:

Currently, Advanced Health has 43% physical health, 87% behavioral health, and 86% oral health providers are not utilizing an HIE for Care Coordination tool.

Strategy 1 title: HIE training and/or technical assistance

Brief description: Understanding what tools healthcare organizations are currently being used or needed is important when implementing new HIE tools. By understanding what tools are already being used, Advanced Health teams can better support any technical assistance that may be needed.

Provider types supported with this strategy:

Across provider types OR specific to: Physical health Oral health Behavioral health

Progress (including previous year accomplishments/successes and challenges with this strategy):

In 2022, an internal discussion was had about the amount of HIE/EHR tools that were available to healthcare organizations and our internal departments. There seems to be a discrepancy in tools being used at Advanced Health and healthcare partners. EHRs have tools built in HIE tools that healthcare organizations sometimes prefer to use, so with Advanced Health's team understanding those tools, we can figure out how best to support our partners. With the amount of HIE tools available, blindly implementing tools without understanding the processes of our partners can be detrimental to our goals of implementing and supporting HIE tools. As a CCO, we want to come as a collaborator, not as a group pushing software that may not be necessary to their processes. As we learn more about their processes, we are able to determine if implementation or integration is supportive of their processes.

Also in 2022, Advanced Health's Care Coordination and Intensive Care Coordination team has grown the use of ActivateCare internally. They are also able to invite outside care coordination team members to assist in care plans for individual members.

Planned Activities

1. During the interviews about EHR (in the section above) we are also discussing their tools or need for tools to support better Care Coordination

Planned Milestones

1. 2023-2024

Strategy 2 title: Enhancements to HIE tools (e.g., adding new functionality or data sources)/Integration of disparate information and/or tools with HIE

Brief description: *Advanced Health combined enhancements to HIE tools and Integration of disparate information and/or tools with HIE because in doing either of those two strategies, it impacts the other strategy.*

Provider types supported with this strategy:

Across provider types OR specific to: Physical health Oral health Behavioral health

Progress (including previous year accomplishments/successes and challenges with this strategy):

Advanced Health purchased a cloud-based care coordination system in 2020, Activate Care, that enables collaborative problem solving and shared care planning among multiple providers permitted by the OHP member. Advanced Health traditional health workers (THWs), nurse care coordination specialists and license mental health provider have built over 180+ active care plans (in collaboration with the OHP member) and are sharing these Care Plans with physical, behavioral and eventually oral health providers in Coos and Curry Counties. Advanced Health's care coordination team works closely with each contracted provider's office staff to provide access to ActivateCare for their patients. Once a provider's office has access, they are able to log directly into ActivateCare to view the Care Plan. Successes have been increased understanding and awareness of the member's wholisticneeds which are focused on improving their own health care goals.

In 2022, Advanced Health and ActivateCare began building (in ActivateCare) the ability to ingest our eligibility files. This will allow us to start utilizing ActivateCare for multiple departments. Currently, we were only manually building the members in ActivateCare as they were referred to our Intensive Care

Coordination; after the integration with our eligibility file, all of our members will be in ActivateCare. This is planned to go live in 2023.

Planned Activities	Planned Milestones
<ol style="list-style-type: none">1. Go live with Eligibility file in ActivateCare2. Go live with integration with Reliance3. Utilize results from Reliance to trigger events for care coordination events for Intensive Care Coordination team in ActivateCare	<ol style="list-style-type: none">1. 20232. 20233. 2024

Strategy 3 title: Financially supporting HIE tools, offering incentives to adopt or use HIE, and/or covering costs of HIE onboarding
Brief description: Advanced Health has budgeted to help support any one-time costs for facilities to adopt Reliance as the HIE. This is offered to all contracted healthcare facilities.

Provider types supported with this strategy:
 Across provider types OR specific to: Physical health Oral health Behavioral health

Progress (including previous year accomplishments/successes and challenges with this strategy):
In 2022, there was not much progress in helping organizations implement Reliance. There were many barriers in which organizations chose to focus on their internal projects.

Planned Activities	Planned Milestones
<ol style="list-style-type: none">1. Work with contracted organizations on implementing Reliance HIE.<ol style="list-style-type: none">a. This includes Reliance HIE and Advanced Health identifying which organizations would benefit the most from implementation and which organizations Advanced Health would benefit from being live with Reliance HIE.b. Provide financial support, in regards to implementation costs, for any organization that moves to integrate with Reliance	<ol style="list-style-type: none">1. Planned Milestones2023 all Providers with 40% of Medicaid members are live with Reliance by either being a data contributor or utilizing the portal or both.2. 2024 all Providers with 50% of Medicaid members are live with Reliance by either being a data contributor or utilizing the portal or both.

Please describe any barriers that inhibited your progress to support access to HIE for Care Coordination among your contracted providers

The largest barriers are financial and operational. Facilities are struggling to find employees to work, which has them shorthanded so they do not have the bandwidth for project implementations.

B. Optional Question

How can OHA support your efforts in supporting your contracted providers with access to HIE for Care Coordination?

4. Support for HIE – Hospital Event Notifications

A. Support for HIE – Hospital Event Notifications: 2022 Progress and 2023-24 Plans

1. Please describe your 2022 progress and 2023-24 plans for using timely Hospital Event Notifications within your organization. In the spaces below (in the relevant sections), please:
 1. Select the boxes that represent strategies pertaining to your 2022 progress and 2023-24 plans.
 2. List and describe specific tool(s) you currently use or plan to use for timely Hospital Event Notifications.
 3. Provide a title and description of each strategy CCO implemented in 2022 and/or will implement in 2023-24 for using hospital event notifications within your organization.
 4. Describe the 2022 progress of each strategy in the appropriate narrative sections. In the descriptions, include:
 - i. accomplishments and successes and
 - ii. challenges related to each strategy, as applicable.
 5. Describe activities and milestones related to each strategy CCO plans to implement in 2023-24

Notes:

- Four strategy sections have been provided. Please copy and paste additional strategy sections as needed. Feel free to delete any unused strategy sections (e.g., if CCO only includes three strategies, fourth strategy section can be deleted).
- If CCO is not pursuing a strategy beyond 2022, note 'N/A' in Planned Activities and Planned milestones sections.
- If CCO is implementing a strategy beginning in 2023, please indicate 'N/A' in the progress section for that strategy.
- If preferred, you may choose to submit a separate document detailing each strategy's activities and milestones.

Strategy checkboxes

Using the boxes below, please select which strategies you employed during 2022 and plan to implement during 2023-24. Elaborate on each strategy and your progress/plans in the sections below.

- | | |
|---|---|
| <input checked="" type="checkbox"/> Care coordination and care management | <input type="checkbox"/> Utilization monitoring/management |
| <input checked="" type="checkbox"/> Risk stratification and population segmentation | <input type="checkbox"/> Supporting CCO metrics |
| <input checked="" type="checkbox"/> Integration into other system | <input type="checkbox"/> Supporting financial forecasting |
| <input type="checkbox"/> Exchange of care plans and care information | <input type="checkbox"/> Other strategies for using Hospital Event Notifications (please list here) |
| <input type="checkbox"/> Collaboration with external partners | |

Tools used by CCO for timely hospital event notifications

List and briefly describe tool(s):

CollectiveMedical is a cloud based platform that we utilize to view Hospital Event Notifications. We are also utilizing CollectiveMedical to view risk scores for members based on their internally produced risk scores.

ActivateCare is our internally utilized Care Coordination Tool. We currently have our Care Coordination and Intensive Care Coordination Teams utilizing the platform. This platform allows us to create encompassing care plans for our members. Our teams have the ability to invite outside of organization collaborators to assist with care planning for our members.

Reliance HIE is a health information exchange platform that Advanced Health has been working with to integrate our disparate systems to increase the visibility into member health information.

<p>Strategy 1 title: Care Coordination and Care Management Brief description: Care Coordination teams utilize CollectiveMedical and ActivateCare view HENs.</p>	
<p>Progress (including previous year accomplishments/successes and challenges with this strategy): For more of a direct route to hospital event information, ICC staff also utilize Collective Medical to receive hospital event notifications. Staff also write Care Guidelines, update Care Team and member contact information, to improve the likely hood of successful care coordination.</p>	
<p>Planned Activities</p> <ol style="list-style-type: none"> Continued use of Collective Medical and ActivateCare to view HENs. Utilize HENs to trigger ICC intervention with members in ActivateCare 	<p>Planned Milestones</p> <ol style="list-style-type: none"> 2023-2024 2023-2024
<p>Strategy 2 title: Risk Stratification and Population Segmentation Brief description: Collective Medical has the ability to assign risk based off of the information on members.</p>	
<p>Progress (including previous year accomplishments/successes and challenges with this strategy): Through the collaborative technical support of our CITO and Activate Care staff, AI Readmission risk scoring is being explored for prioritization of ICC member contact in addition to the creation and ongoing use of multiple disease specific cohort groups that each have specific imbedded diagnostic code sets.</p> <p>In 2022, Advanced Health Quality and Analytics teams built a plan for Risk stratification internal reports utilizing CDPS weight and severity. We will be utilizing our internal Analytics team to create Risk reports for our members. This will be available for our Care Coordination and ICC Teams, our internal Quality Department, and our providers.</p>	
<p>Planned Activities</p> <ol style="list-style-type: none"> Turn on CollectiveMedical Risk Stratification Create internal Risk reports Disseminate Risk Reports 	<p>Planned Milestones</p> <ol style="list-style-type: none"> 2023 2023 2023-2024
<p>Strategy 3 title: Integration into other system Brief description: ActivateCare and Collective Medical are integrated with data feeding from CollectiveMedical into ActivateCare.</p>	
<p>Progress (including previous year accomplishments/successes and challenges with this strategy): In 2022, through the collaborative technical support of our CITO and Activate Care staff, hospital event notifications are available in Activate Care by ADT feed from Collective Medical which allows for more periphery CBOs, state entities and potentially oral health providers access to emergency information.</p>	
<p>Planned Activities</p> <ol style="list-style-type: none"> Integrate ActivateCare and Reliance Create triggering events based off of Hospital Event Notifications for Intensive Care Coordination (ICC) Team. These triggering events are based off of OAR 410-141-3870 and will alert the ICC team in less than 24 hours to a member with a triggering event. Investigating with ActivateCare if data can be sent from ActivateCare into Reliance HIE and UniteUs. 	<p>Planned Milestones</p> <ol style="list-style-type: none"> 2023 2023-2024 2023-2024

- Please describe your 2022 progress and 2023-24 plans for supporting increased access to timely Hospital Event Notifications for contracted physical, oral, and behavioral health providers. In the spaces below (in the relevant sections), please:
 - Select the boxes that represent strategies pertaining to your 2022 progress and 2023-24 plans.
 - List and describe specific tool(s) you currently or plan to support or provide.

3. Report the number of physical, oral, and behavioral health organizations that do not currently have access to HIE for hospital event notifications using the Data Completeness Table in the OHA-provided CCO HIT Data File (e.g., 'Using the OHA-provided Data Completeness Table, 10 physical health, 22 oral health, and 14 behavioral health organizations lack EHR information'). CCOs are expected to use this information to inform their strategies.
4. Provide a title and description of each strategy CCO implemented in 2022 and/or will implement in 2023-24 to support increased access to HIE for hospital event notifications among contracted physical, oral, and behavioral health providers.
5. Describe the 2022 progress of each strategy in the appropriate narrative sections. In the descriptions, include:
 - a. accomplishments and successes (including the number of organizations of each provider type that gained access to HIE for hospital event notifications as a result of your support, as applicable), and
 - b. challenges related to each strategy, as applicable.
 Where applicable, information in the CCO HIT Data Reporting File should support descriptions of accomplishments and successes.
6. Describe activities and milestones related to each strategy CCO plans to implement in 2023-24.

Notes:

1. Four strategy sections have been provided. Please copy and paste additional strategy sections as needed. Feel free to delete any unused strategy sections (e.g., if CCO only includes three strategies, fourth strategy section can be deleted).
2. If CCO is not pursuing a strategy beyond 2022, note 'N/A' in Planned Activities and Planed milestones sections.
3. If CCO is implementing a strategy beginning in 2023, please indicate 'N/A' in the progress section for that strategy.
4. If preferred, you may choose to submit a separate document detailing each strategy's activities and milestones.

Strategy checkboxes

Using the boxes below, please select which strategies you employed during 2022 and plan to implement during 2023-24. Elaborate on each strategy and your progress/plans in the sections below.

- Hospital Event Notifications training and/or technical assistance
- Assessment/tracking of Hospital Event Notifications access and capabilities
- Outreach and education about the value of Hospital Event Notifications

- Financially supporting access to a Hospital Event Notification tool(s)
- Offering incentives to adopt or use a Hospital Event Notification tool(s)
- Requirements in contracts/provider agreements
- Other strategies for supporting access to Hospital Event Notifications (please list here):

Tools supported or provided by CCO that facilitate access to timely hospital event notifications

List and briefly describe tools:

CollectiveMedical is a cloud based platform that we utilize to view Hospital Event Notifications. We are also utilizing CollectiveMedical to view risk scores for members based on their internally produced risk scores.

ActivateCare is our internally utilized Care Coordination Tool. We currently have our Care Coordination and Intensive Care Coordination Teams utilizing the platform. This platform allows us to create encompassing care plans for our members. Our teams have the ability to invite outside of organization collaborators to assist with care planning for our members.

Reliance HIE is a health information exchange platform that Advanced Health has been working with to integrate our disparate systems to increase the visibility into member health information.

Using the Data Completeness Table in the OHA-provided CCO HIT Data Reporting File, please report on the number of contracted physical, oral, and behavioral health organizations that do not currently have access to HIE for hospital event notifications:

Advanced Health has 61% physical health, 90% behavioral health, and 86% of oral health facilities that have not implemented HIE for HENs.

Strategy 1 title: Outreach and education about the value of Hospital Event Notifications
Brief description:

Provider types supported with this strategy:

Across provider types OR specific to: Physical health Oral health Behavioral health

Progress (including previous year accomplishments/successes and challenges with this strategy):

Advanced Health has been working in conjunction with Clinics and Hospital to improve access to Hospital Event Notifications (HENs). Collective Medical is the primary software used for clinics to access HENs. We have spent individual time with providers to help them utilize Collective Medical to the fullest extent by showing them how we use it internally, and how other provider offices effectively utilize Collective Medical. We have the benefit of a tight knit provider community that works closely with Advanced Health to improve patient care. We have agreed internally that all provider types are as important as each other. They have different needs, but we are working closely with physical, behavioral, and oral providers equally to make sure we understand all of the community abilities and needs.

Planned Activities

1. Meet with Dental Providers to identify pros and cons of utilizing Collective Medical. Their needs are different than Behavioral and Primary Care providers.
2. Meet with Primary Care and Behavioral Health providers to identify any barriers of implementing Collective Medical

Planned Milestones

1. 2023 - Increase Primary Care providers with 95% of Medicaid population utilizing Collective Medical
2. 2023 – Increase Dental Providers with 60% or more Medicaid Population utilizing Collective Medical
3. 2023 – Increase to 60% Behavioral Providers utilizing Collective Medical
4. 2024 – Increase Dental Providers with 75% or more Medicaid Population utilizing Collective Medical
5. 2024 - Increase to 60% Behavioral Providers utilizing Collective Medical

Please describe any barriers that inhibited your progress to support access to timely Hospital Event Notifications among your contracted providers

The largest barriers are financial and operational. Facilities are struggling to find employees to work, which has them shorthanded so they do not have the bandwidth for project implementations.

B. Optional Question

How can OHA support your efforts in supporting your contracted providers with access to Hospital Event Notifications?

5. HIT to Support SDOH Needs

A. HIT to Support SDOH Needs: 2022 Progress and 2023-24 Plans

1. Please describe your 2022 progress and 2023-24 plans for using HIT within your organization to support social determinants of health (SDOH) needs, **including but not limited to screening and referrals**. In the spaces below (in the relevant sections), please:
 1. Select the boxes that represent strategies pertaining to your 2022 progress and 2023-24 plans.
 2. List and describe the specific HIT tool(s) you currently use or plan to use for supporting SDOH needs. Please specify if the tool(s) have closed-loop referral functionality (e.g., Community Information Exchange or CIE).
 3. Provide a title and description of each strategy CCO implemented in 2022 and/or will implement in 2023-24 for using HIT to support SDOH needs, including but not limited to screening and referrals.
 4. Describe the 2022 progress of each strategy in the appropriate narrative sections. In the descriptions, include:
 - i. accomplishments and successes and
 - ii. challenges related to each strategy, as applicable.
 5. Describe activities and milestones related to each strategy CCO plans to implement in 2023-24

Notes:

- Four strategy sections have been provided. Please copy and paste additional strategy sections as needed. Feel free to delete any unused strategy sections (e.g., if CCO only includes three strategies, fourth strategy section can be deleted).
- If CCO is not pursuing a strategy beyond 2022, note 'N/A' in Planned Activities and Planed milestones sections.
- If CCO is implementing a strategy beginning in 2023, please indicate 'N/A' in the progress section for that strategy.
- If preferred, you may choose to submit a separate document detailing each strategy's activities and milestones.

Strategy checkboxes

Using the boxes below, please select which strategies you employed during 2022 and plan to implement during 2023-24. Elaborate on each strategy and your progress/plans in the sections below.

- Implementation of HIT tool/capability for social needs screening and referrals
- Care coordination and care management of individual members
- Use data to identify individual members' SDOH experiences and social needs
- Use data for risk stratification
- Use HIT to monitor and/or manage contracts and/or programs to meet members' SDOH needs

- Integration or interoperability of HIT systems that support SDOH with other tools
- Collaboration with network partners
- CCO metrics support
- Enhancements to CIE tools (e.g., adding new functionality, health-related services funds forms, screenings, data sources)
- Engage in governance of CIE

Other strategies for supporting CIE use within CCO (please list here):

HIT tools used by CCO for Support of SDOH needs

List and briefly describe tool(s):

CollectiveMedical is a cloud based platform that we utilize to view Hospital Event Notifications. We are also utilizing CollectiveMedical to view risk scores for members based on their internally produced risk scores.

ActivateCare is our internally utilized Care Coordination Tool. We currently have our Care Coordination and Intensive Care Coordination Teams utilizing the platform. This platform allows us to create encompassing care plans for our members. Our teams have the ability to invite outside of organization collaborators to assist with care planning for our members.

Reliance HIE is a health information exchange platform that Advanced Health has been working with to integrate our disparate systems to increase the visibility into member health information.

UniteUs is a community information exchange that Advanced Health has contracted with in 2022. This platform is utilized for sending and receiving referrals. Advanced Health utilizes UniteUs to send referrals for members.

Strategy 1 title: Care coordination and care management of individual members/ Integration or interoperability of HIT systems that support SDOH with other tools
Brief description: Advanced Health currently utilizes ActivateCare and UniteUs for care coordination.

Progress (including previous year accomplishments/successes and challenges with this strategy):

Unite Us is a closed loop referral system that Advanced Health is working to sponsor and make available for interested CBOs and health care providers in our region. Advanced Health also plans to integrate ActivateCare and Reliance with Unite Us to ensure that all HIT tools that are used in Coos and Curry County are integrated.

Several of our largest clinics were provided with demonstrations of Activate Care and have users in the system. None of the clinics are currently using the system for their own care coordination but can view ICC member care plans if invited.

Advanced Health customer service department completes a Health Risk Assessment (HRA) with each member each year and will also field member calls to assess for social health needs. Identified needs through either of these processes will result in referrals to appropriate internal and/or external resources. If there are identified significant SDOH needs, member could be referred internally to the Intensive Care Coordination team and/or the customer service lead could request a flex fund to meet the member’s more immediate SDOH needs. This work is done in ActivateCare. Advanced Health is working with ActivateCare to ingest the full member eligibility file. The Intensive Care Coordination (ICC) Team and Customer Service (CS) Team will then be able to document all HRA on any member without having to manually create the member in ActivateCare. This will enhance reporting ability and workflow processes.

Planned Activities

1. Go live with UniteUs internally and support external implementation and adoption of UniteUs in Coos and Curry Counties
2. Integrate Reliance and UniteUs to enhance data integration
3. Integrate UniteUs and ActivateCare to enhance our care plan information in ActivateCare with the referrals in the community.
4. Advanced Health will be utilizing ActivateCare to document HRAs transitioning from an internally built program.

Planned Milestones

1. 2023
2. 2024
3. 2024
4. 2023-2024

Strategy 2 title: Enhancements to CIE tools (e.g., adding new functionality, health-related services funds forms, screenings, data sources)

Brief description: Integrating ActivateCare with new data sources.	
<p>Progress (including previous year accomplishments/successes and challenges with this strategy):</p> <p>In 2022, Advanced Health and ActivateCare began building (in ActivateCare) the ability to ingest our eligibility files. This will allow us to start utilizing ActivateCare for multiple departments. Currently, we were only manually building the members in ActivateCare as they were referred to our Intensive Care Coordination; after the integration with our eligibility file, all of our members will be in ActivateCare. This is planned to go live in 2023. This will allow ActivateCare to be utilized by more than our ICC department, we are planning for Health Risk Assessments to be completed in ActivateCare versus our current process of an internally built program.</p>	
<p>Planned Activities</p> <ol style="list-style-type: none"> 1. Go live with eligibility file in ActivateCare – transition from manually inputting members. 2. Investigate with UniteUs to determine if there is a way to get data sent from UniteUs into ActivateCare and Reliance HIE. 	<p>Planned Milestones</p> <ol style="list-style-type: none"> 1. 2023 2. 2023
<p>Strategy 3 title: Engage in governance of CIE Brief description: Advanced Health’s Chief Information and Technology Officer (CITO) participates in many workgroups regarding CIE</p>	
<p>Progress (including previous year accomplishments/successes and challenges with this strategy):</p> <p>*This is new for Advanced Health starting in 2023* This is important for Advanced Health to stay apprised of the CIE work that is going on and how others are utilizing the CIE platforms. It is equally important for Advanced Health to share experiences with CIE work.</p>	
<p>Planned Activities</p> <ol style="list-style-type: none"> 1. CITO to participate in HITOC 2. CITO to participate in any future CIE workgroups either as a member (if approved) or as public 	<p>Planned Milestones</p> <ol style="list-style-type: none"> 1. 2023-2024 2. 2023-2024

2. Please describe your 2022 progress and 2023-24 plans for **supporting contracted physical, oral, and behavioral health providers** with using HIT to support SDOH needs, **including but not limited to screening and referrals**. Additionally, describe any progress made supporting social services and community-based organizations (CBOs) with using HIT in your community. In the spaces below, (in the relevant sections), please:
1. Select the boxes that represent strategies pertaining to your 2022 progress and 2023-24 plans.
 2. List and describe the specific tool(s) you currently or plan to support or provide to your contracted physical, oral, and behavioral health providers, as well as social services, and CBOs. Please specify if the tool(s) have screening and/or closed-loop referral functionality (e.g., CIE).
 3. Provide a title and description of each strategy CCO implemented in 2022 and/or will implement in 2023-24 to support contracted physical, oral, and behavioral health providers, as well as social services and CBOs with using HIT to support social needs, including but not limited to social needs screening and referrals.
 4. Describe the 2022 progress of each strategy in the appropriate narrative sections. In the descriptions, include:
 - a. accomplishments and successes (including the number of organizations of each provider type that gained access to HIT to support SDOH needs as a result of your support, as applicable), and
 - b. challenges related to each strategy, as applicable.
 5. Describe activities and milestones related to each strategy CCO plans to implement in 2023-24.

Notes:

- Four strategy sections have been provided. Please copy and paste additional strategy sections as needed. Feel free to delete any unused strategy sections (e.g., if CCO only includes three strategies, fourth strategy section can be deleted).
- If CCO is not pursuing a strategy beyond 2022, note 'N/A' in Planned Activities and Planed milestones sections.
- If CCO is implementing a strategy beginning in 2023, please indicate 'N/A' in the progress section for that strategy.
- If preferred, you may choose to submit a separate document detailing each strategy's activities and milestones

Strategy checkboxes

Using the boxes below, please select which strategies you employed during 2022 and plan to implement during 2023-24. Elaborate on each strategy and your progress/plans in the sections below.

- | | |
|--|--|
| <ul style="list-style-type: none"> <input checked="" type="checkbox"/> Sponsor CIE for the community <input type="checkbox"/> Financial support for CIE implementation and/or maintenance <input type="checkbox"/> Training and/or technical assistance <input type="checkbox"/> Assessment/tracking of adoption and use <input checked="" type="checkbox"/> Outreach and education about the value of HIT adoption/use to support SDOH needs <input type="checkbox"/> Support participation in SDOH-focused HIT collaboratives, education, convening, and/or governance <input type="checkbox"/> Incentives and/or grants to adopt and/or use HIT that supports SDOH <input type="checkbox"/> Requirements in contracts/provider agreements | <ul style="list-style-type: none"> <input type="checkbox"/> Enhancements to CIE tools (e.g., adding new functionality, health-related services funds forms, screenings, data sources) <input checked="" type="checkbox"/> Integration or interoperability of HIT systems that support SDOH with other tools <input checked="" type="checkbox"/> Support sending of referrals to clinical providers (i.e., to physical health, oral health, and behavioral health providers) <input type="checkbox"/> Utilization of HIT to support payments to community-based organizations <input type="checkbox"/> Other strategies for supporting adoption of CIE or other HIT to support SDOH needs (please list here): <input type="checkbox"/> Other strategies for supporting access or use of SDOH-related data (please list here): |
|--|--|

HIT tools supported or provided by CCO that support SDOH needs, including but not limited to screening and referrals

List and briefly describe tools:

ActivateCare is our internally utilized Care Coordination Tool. We currently have our Care Coordination and Intensive Care Coordination Teams utilizing the platform. This platform allows us to create encompassing care plans for our members. Our teams have the ability to invite outside of organization collaborators to assist with care planning for our members.

Reliance HIE is a health information exchange platform that Advanced Health has been working with to integrate our disparate systems to increase the visibility into member health information.

UniteUs is a community information exchange that Advanced Health has contracted with in 2022. This platform is utilized for sending and receiving referrals.

Strategy 1 title: Sponsor CIE for the community

Brief description: Advanced Health has contracted with UniteUs in a way that supports all of our contracted healthcare facilities and Community Based Organizations to utilize UniteUs for no cost to the facility.

Provider types supported with this strategy: Across provider types OR

specific to: Physical health Oral health Behavioral health Social Services CBOs

Progress (including previous year accomplishments/successes and challenges with this strategy):

Unite Us is a closed loop referral system that Advanced Health is working to sponsor and make available for interested CBOs and health care providers in our region. Advanced Health also plans to integrate ActivateCare and Reliance with Unite Us to ensure that all HIT tools that are used in Coos and Curry County are integrated. Advanced Health is working closely with UniteUs to identify (in priority) what partners need to utilize UniteUs. Contracting is still in process, so the implementation plan is not finalized. Once the contract with UniteUs is finalized, UniteUs and Advanced Health will work on an implementation plan to connect to the CBOs of Coos and Curry County. UniteUs is a new tool for Advanced Health, so Advanced Health will be learning and creating processes hand-in-hand with our CBOs and interested health care partners.

Planned Activities

1. Go live internally with UniteUs
2. Provide a list of partners to UniteUs to go live externally. UniteUs is working directly with our partners to implement UniteUs.

Planned Milestones

1. 2023
2. 2023-2024

Strategy 2 title: Support sending of referrals to clinical providers (i.e., to physical health, oral health, and behavioral health providers)

Brief description:

Advanced Health has adopted UniteUs as the community information exchange. This is going to provide a platform for clinical providers, community based organizations, and the CCO to better meet member needs.

Provider types supported with this strategy: Across provider types OR

specific to: Physical health Oral health Behavioral health Social Services CBOs

Progress (including previous year accomplishments/successes and challenges with this strategy):

This is new for Advanced Health beginning in 2023 Contracting with UniteUs began in 2022 with a go live in 2023. We are supporting UniteUs for sending and receiving referrals to and from clinical providers, community based organizations, and the CCO.

Planned Activities

Planned Milestones

<ol style="list-style-type: none"> 1. UniteUs is actively working with our contracted organizations to implement and go live with UniteUs. 2. UnitUs is actively working with our community-based Organizations (CBOs) to implement and adopt UniteUs. 	<ol style="list-style-type: none"> 1. 2023-2024 2. 2023-2024
<p>Strategy 3 title: Outreach and education about the value of HIT adoption/use to support SDOH needs Brief description: Advanced Health’s behavioral director, ICC team, CITO, and COO are actively working with UniteUs on education sessions on how to utilize UniteUs.</p>	
<p>Provider types supported with this strategy: <input checked="" type="checkbox"/> Across provider types OR specific to: <input type="checkbox"/> Physical health <input type="checkbox"/> Oral health <input type="checkbox"/> Behavioral health <input type="checkbox"/> Social Services <input type="checkbox"/> CBOs</p>	
<p>Progress (including previous year accomplishments/successes and challenges with this strategy):</p> <p>*This is new for Advanced Health beginning in 2023* Contracting with UniteUs began in 2022 with a go live in 2023. We are supporting UniteUs for sending and receiving referrals to and from clinical providers, community based organizations, and the CCO.</p>	
<p>Planned Activities</p> <ol style="list-style-type: none"> 1. UniteUs and Advanced Health are working collaboratively on ensuring clinical providers have access to training and education on UniteUs and how it can benefit the organization. 	<p>Planned Milestones</p> <ol style="list-style-type: none"> 1. 2023-2024
<p>Please describe any barriers that inhibited your progress to support contracted physical, oral, and behavioral health providers, as well as social services and CBOs with using HIT to support SDOH needs, including but not limited to screening and referrals.</p> <p>The largest barriers are financial and operational. Facilities are struggling to find employees to work, which has them shorthanded so they do not have the bandwidth for project implementations.</p>	

B. Optional Question

<p>How can OHA support your efforts in using and supporting the use of HIT to support SDOH needs, including social needs screening and referrals?</p>
<p>OHA can assist by working towards approving one single platform as the CIE of Oregon. There are many different platforms and EHRs that can send and receiving referrals. This causes many issues when working towards interoperability.</p>

6. Other HIT Questions (Optional)

The following questions are optional to answer. They are intended to help OHA assess how we can better support the HIT efforts.

<p>A. Describe CCO HIT tools and efforts that support metrics, both within the CCO and with contracted providers. Include CCO challenges and priorities in this work.</p>
<p>Advanced Health and Reliance are collaborating regarding building out reporting incentive measures in Reliance. Reliance is integrated with our reporting facilities in Coos and Curry County and receiving claims data from Advanced Health.</p> <p>We are also in the process of building out our claims based incentive measure metrics in a provider facing Tableau portal so that we can report on provider’s work on metrics near time for their teams.</p>

B. Describe CCO HIT tools and efforts that patient engagement , both within the CCO and with contracted providers.
C. How can OHA support your efforts in accomplishing your HIT Roadmap goals?
D. What have been your organization's biggest challenges in pursuing HIT strategies? What can OHA do to better support you?
E. How have your organization's HIT strategies supported reducing health inequities ? What can OHA do to better support you?