

## Oregon's Health IT Program: Provider Directory

Oregon is transforming health care delivery to provide better health, better care and lower costs to all Oregonians and health information technology is essential these efforts. Timely and secure access to provider health information allows for better communications, improves care coordination and creates efficiencies across settings.

### What is a provider directory?

A statewide provider directory is a source of accurate healthcare practitioner and practice setting information needed for health care operations, analytics and health information exchange that can be accessed by health care entities, such as providers, hospitals, health plans, coordinated care organizations (CCOs), researchers and state staff.

### Why is a provider directory needed?

Today, a single, accurate directory of health care providers does not exist in Oregon. Instead, health care organizations use many different directories to look up providers and their clinic and network affiliations. These directories are isolated and exist within many state and non-state systems. The directories available today are:

- ▶ Limited in scope and data accuracy.
- ▶ Costly and difficult to maintain.
- ▶ Built separately and may not meet current and emerging national standards.
- ▶ Lacking or limited in their ability to tap into provider directories outside a provider's coordinated care organization, clinic, or designated system.

### What is being done to address this need?

The Oregon Health Authority (OHA) is developing a statewide provider directory. The provider directory will leverage data from existing, authoritative data sources, including the upcoming Common Credentialing Program.

The Office of Health Information Technology is working with Oregon's coordinated care organizations (CCO) and key stakeholders to define the uses and scope of the provider directory. Shared

#### Benefits

- **Supports coordinated care**  
Gives providers access to a rich source of accurate, complete data to find other providers (and their HIE addresses) for patient referrals and discharge planning. Offers a complete one-stop option to find who, where, and how to contact other providers and care team members.
- **Increases efficiencies**  
Reduces duplication, as well as time and costs invested in managing and keeping the same provider information up to date in multiple directories.
- **Improves security and privacy**  
Providers can have confidence that information they are relying on for patient care is correct.
- **Enhances reporting capabilities**  
Using current and historical provider affiliations data can better enable reporting and monitoring of quality, performance, and access to care.

needs and goals ensure the development of a value-based tool that supports patient care coordination, reduces administrative burden and supports emerging reporting needs for continued health system transformation.

## How will the provider directory be used?

The provider directory will offer a rich source of provider information that can be shared across care settings. It will centralize data where needed, and allow for the federation of existing provider directories.

It will align with and leverage data from the Common Credentialing Program, which is currently under development. Health care organizations can use information from the provider directory to support:

- ▶ **Operations and oversight:** As an accurate single source of key provider information such as contact information, provider affiliations to practice settings demographics, licensing data, etc.
- ▶ **Health information exchange:** Find HIE addresses and provider information outside a clinic, CCO or designated system allowing clinical data to be sent to the correct recipient securely and electronically.
- ▶ **Analytics and quality reporting:** Access historical provider affiliations and other authoritative data for use in generating outcome data, metrics and research.

## CONTACT Information:

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## More about the Oregon Health Information Technology Program

The Provider Directory is part of the Oregon Health Information Technology Program. It is one of several initiatives, including the Oregon Common Credentialing Program and Clinical Quality Metrics Registry, currently being developed by the Office of Health IT.

### Get Involved in Oregon Health IT

- **Visit our website**  
Office of Health Information Technology - [www.HealthIT.Oregon.gov](http://www.HealthIT.Oregon.gov)  
  
Provider Directory Advisory Group - [www.HealthIT.Oregon.gov](http://www.HealthIT.Oregon.gov), then select Provider Directory Advisory Group from the quick links.
- **Attend a HIT Oversight Council (HITOC) meeting, provide comment:**  
See HITOC website for schedules and locations.
- **Subscribe to HITOC and OHIT listserv** – Announcements about HITOC meetings, requests for nominees for upcoming workgroups, Office of Health IT newsletter and progress updates. Sign up at [www.HealthIT.Oregon.gov](http://www.HealthIT.Oregon.gov).