

## Provider Directory Advisory Group

### Meeting Summary

May 2015

#### Committee Members in Attendance

Gina Bianco	Laura McKeane (phone)
Christopher Boyd	Maggie Mellon
MaryKay Brady (phone)	Kelly Keith (phone)
Monica Clark	Jessica Perak
Mary Dallas, MD (phone)	Robert Power, Co-chair
Liz Hubert, Co-chair	Nikki Vlandis
Martin Martinez	Hongcheng Zhao

#### Committee Members Not in Attendance

Stephanie Renfro

#### OHA Staff

Susan Otter (phone)	Nick Kramer
Brittney Matero	Rachel Ostroy
Karen Hale	Jason Miranda
Melissa Isavoran	

#### Consultants

Laureen O'Brien

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#### Welcome, Agenda review, Charter discussion

Karen Hale, Lead Policy Analyst for the Provider Directory (PD) project welcomed everyone to the meeting. Liz Hubert and Bob Power were introduced as new Provider Directory Advisory Group (PDAG) co-chairs. PDAG received an updated copy of the group Charter and information about affiliated workgroups including the Health Information Technology (HIT) and Health Information Exchange (HIE) Community Advisory Council.

#### Direct secure messaging and CareAccord flat file

Brittney Matero, CareAccord® Director provided the group with background on Direct secure messaging (DSM) in the state. Brittney also provided information about CareAccord, Oregon's

HIE as well the flat file exchange of provider directory data that is currently being provided by the CareAccord program.

PDAG discussed the value of services provided by a Health Information Services Provider (HISP) and the increased usage and some of the challenges of Health Information Exchange (HIE) for transitions of care and discharges for clinics. One PDAG member reported that his organization used a referral system that was built into an Electronic Health Record system. The member noted that most referrals at his organization followed a set pattern. The group also discussed the accreditation process for a HISP.

Britteny spoke with the group about some of the initial conversations that had occurred around using Direct for patient and provider information exchange. The group noted that some providers would not want their Direct address widely available to the public and that the requirement for Stage 2 Meaningful Use was around patient communication through a patient portal.

#### Provider Directory recap, value, and HIE discussion

Karen reviewed themes from the 4-15-2015 PDAG meeting. PDAG members received and reviewed handouts containing the HIE uses for the provider directory. The group used these worksheets to discuss some of the major uses and needs for the provider directory around HIE. The following items were discussed by the group:

- Complexity of federation and how to match records/display data when there are multiple data sources in the provider directory.
- Needs for plans to meet 2016 Medicare requirements to track whether providers are accepting new patients (maintained every 30 days); potential to use the provider directory as a single source to satisfy the requirement?
- One HIE use is a provider sending a Direct secure message for the purposes of consultation or referral to a known provider, in this case the sending provider would need to know that the patient information is being sent to the right person.
- Importance of identifying how information in provider directory will be updated as information might change every day, weekly, monthly and how those dates are known to a user.
- Potential liability due to reliance on the data in the provider directory
- Having trust in the system was more important than high use out of the gate. High quality data will be important for establishing trust and use will grow out of that trust.
- Importance of having a single entity that will take the ownership and be responsible for ensuring accuracy of the provider directory data.

The group agreed that additional discussion around each of the use categories for the provider directory (HIE, Operations, Analytics) would be valuable at the next meeting.

#### HIT portfolio procurement and project governance

Rachel Ostroy, Implementation Director provided PDAG with information about the HIT procurement. PDAG members discussed the procurement timeline and highlighted the importance of stakeholder engagement in shaping requirements that would be used in the solution selection process. The group also identified the importance of completing the work of documenting users of the provider directory and their use cases by September 2016 to provide necessary information for the Prime vendor procurement process.

Wrap up, request for volunteers, and next steps

PDAG discussed the meeting location. The group agreed the Wilsonville meeting space was more accessible for most attendees. The group also requested a poll be used to determine if meetings should switch between Portland and Wilsonville. Karen asked for volunteers to review requirements.