

# Supporting EHR Adoption

**About this Handout:** The following charts and table are excerpts from the *HIT Roadmap Summary*, a report being drafted by OHA’s Office of Health IT. The report will highlight strategies described in the CCO 2021 Updated HIT Roadmaps and will promote learning in preparation for the next cycle of HIT Roadmap reporting. CCO responses are comprised of responses from 12 different organizations, even though there are 16 CCOs. Identical responses across multiple HIT Roadmaps were only counted once if from the same organization.

## 2020 & 2021-2024 Strategies for Supporting EHR Adoption

The figure below represents the number of CCO organizations that reported using the different strategies in the *2020 Progress* and *2021-2024 Plans* sections of their Updated HIT Roadmap. It is assumed that 2020 strategies will remain in 2021-2024 Plans. Please see the Appendix – *Table 1* for additional details on what has been included in each strategy category.

Figure 1: 2020 & 2021-2024 Strategy Comparison



## Honorable Mentions: CCO Support of EHR Adoption for Behavioral Health and Oral Health Providers

The strategies listed below are examples of how CCOs support, or plan to support EHR adoption (or use) specifically among behavioral health and oral health providers. These strategies have been rolled up into the strategies included in *Figure 1*.

### Behavioral Health:

#### 2020 CCO Accomplishments

- Supported implementation of behavioral health EHR.
- Assessed CMHPs' EHR functionally to inform future effort.
- Gathered EHR adoption rates of non-CMHPs and identified TA needs.

#### 2021 – 2024 CCO Plans

- Pilot hosting behavioral health EHR product to determine suitability and affordability.
- Set funding aside for upgrades specific to culturally-specific behavioral health providers.
- Partner with behavioral health providers and identify opportunities to further optimize their EHRs.

### Oral Health:

#### 2020 CCO Accomplishments

- Supported dental plan's efforts to include incentive measures for EHR adoption in provider agreements.
- Provided technical assistance to dental network providers to implement teledentistry services.
- Provided a care coordination platform to streamline workflows and encourage use of EHRs.

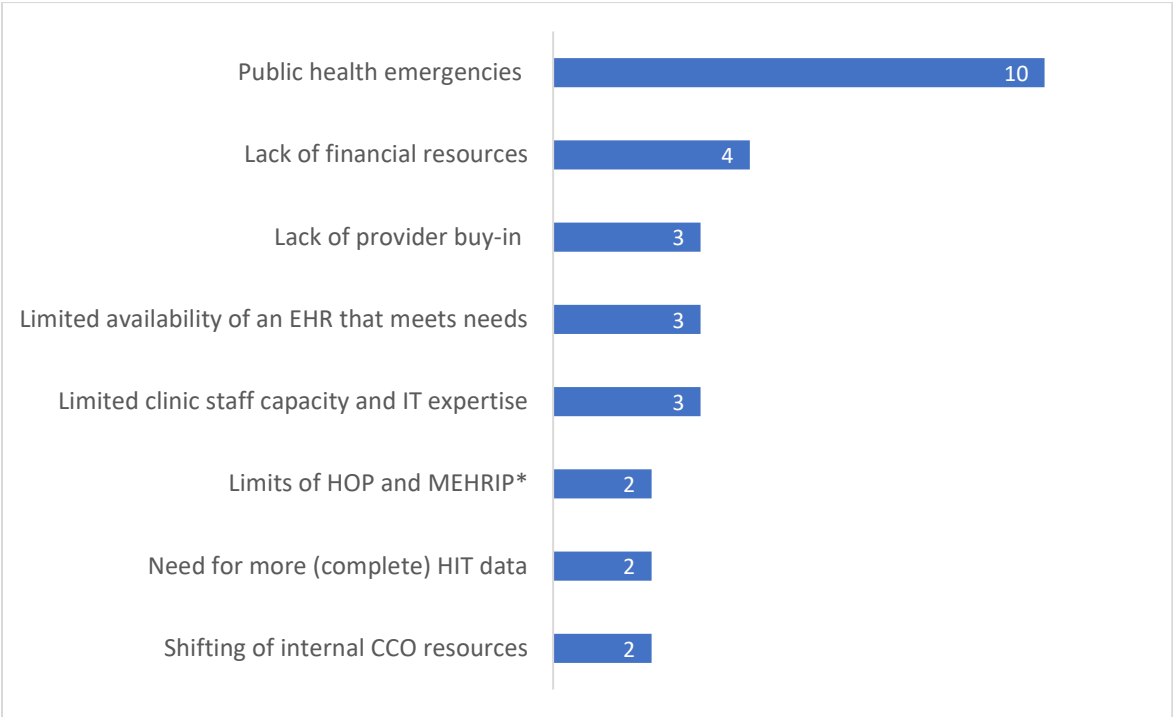
#### 2021 – 2024 CCO Plans

- Support dental plan educational campaign on why EHR adoption is important.
- Conduct research to find high-performing, low-cost solutions for oral health providers.
- Recruit oral health providers to be members of their HIT advisory committee.

## 2020 Barriers to Supporting EHR Adoption

The figure below represents the number of CCO organizations that reported the different barriers to supporting EHR adoption in their Updated HIT Roadmap.

Figure 2: 2020 Barriers Reported by CCOs



\*HIE Onboarding Program (HOP); Medicaid EHR Incentive Program (MEHRIP)

## CCO Spotlights: Supporting EHR Adoption

### **AllCare CCO**

*AllCare CCO's sister company, AllCare EHealth Services, provides a regionally available, affordable, and fully supported certified EHR product to its contracted providers. Not only does AllCare provide the EHR below market cost, AllCare staff provide technical support, system maintenance and operations, and training for clinic staff on EHR use. Across the AllCare network, 29 organizations currently use the AllCare hosted EHR.*

### **Columbia Pacific CCO**

*In response to the constraints created by COVID-19, CPCCO expanded teledentistry services across plans and provider networks and conducted a survey of their dental networks about EHR system implementation and the use of Collective. The expansion of teledentistry capabilities has leveraged dental plans' investments in EHR technology to provide access to dental care during the pandemic.*

### **Eastern Oregon CCO**

*EOCCO funded a grant for EHR implementation at the Morrow County Public Health Department as part of EOCCO's Community Benefit Initiative Reinvestment (CBIR) program. With the new EHR, Morrow County plans to track data for EOCCO members, simplify and reduce paperwork for providers and patients, and improve services for maternal, child, and family health.*

### **Umpqua Health Alliance**

*Umpqua Health Alliance offers an HIT Stipend Program to encourage utilization of various HIT tools including adopting EHR, HIE, and Hospital Event Notification. Providers can earn financial incentives for deploying these solutions to encourage effective care coordination and sharing clinical data. Over 35% of UHA's network received incentives through the program in 2020.*

## Appendix

Table 1: EHR Adoption Strategies Defined

<b>EHR Training and Technical Assistance for providers/clinics</b>	<p>CCO has staff, expertise, and resources to provide training or technical assistance (TA) to providers who are procuring or implementing an EHR, or who already have an EHR and need help learning to use or optimizing their use. Examples include:</p> <ul style="list-style-type: none"> <li>- EHR procurement, vendor liaising/navigation, and market research</li> <li>- EHR implementation, upgrade, or conversion</li> <li>- EHR user training/best practices</li> <li>- Data migration, capture, or extraction</li> <li>- Workflow optimization and improvement, including referral documentation, reporting, and closing loops</li> <li>- “Dot phrases” (time saving macros) for EHR efficiencies</li> <li>- Supporting CCO Quality Metric documentation or Value Based Payment performance</li> <li>- Support around Federal requirements (information blocking)</li> </ul>
<b>Assessment/ Tracking of EHR Adoption &amp; Capabilities</b>	<p>CCO-facilitated activity that results in the collection of data and increased understanding of providers’ EHR capabilities, gaps, and barriers and can be used to inform EHR adoption strategy, resource allocation, and targets. Examples include:</p> <ul style="list-style-type: none"> <li>- Environmental scans/HIT ecosystem investigation</li> <li>- Provider surveys and interviews on EHR adoption and utilization</li> <li>- Provider readiness assessments</li> <li>- Assessment of EHR products and return on investment</li> <li>- Defining current state and future EHR capabilities needed</li> <li>- EHR adoption/utilization tracking methodology</li> </ul>
<b>Outreach and education (value proposition)</b>	<p>CCO-facilitated activity that encourages providers to adopt an EHR. Through various methods of outreach, CCO shares value of EHR and business cases. Examples include:</p> <ul style="list-style-type: none"> <li>- Calling, emailing, or meeting in-person with providers</li> <li>- Sending newsletters</li> <li>- Conducting webinars</li> <li>- Hosting town hall meetings</li> </ul>
<b>Collaboration with Network Partners</b>	<p>CCO-created opportunities or forums for collaboration with network partners and providers on supporting EHR adoption. Examples include:</p> <ul style="list-style-type: none"> <li>- The creation of a multidisciplinary steering committee/governance body that includes providers</li> <li>- Collaboration with dental and behavioral partners on efforts to convert EHRs and track ED visits via the Collective Platform (Emergency Department Information Exchange – EDIE)</li> <li>- Hosting network partner convenings to discuss EHR needs/conversations with clinic staff</li> </ul>

	<ul style="list-style-type: none"> <li>- Partnership with dental plans/DCOs in efforts to increase dental provider EHR adoption rates</li> <li>- Partnership with CCBHCs in efforts to increase behavioral health provider EHR adoption rates</li> </ul>
<b>Incentives to adopt and use EHR</b>	<p>CCO offers financial incentives to providers related to EHR adoption and use. Examples include:</p> <ul style="list-style-type: none"> <li>- Quality pool payout for organizations that adopt an EHR and are able to pull and submit data from their EHR</li> <li>- Bonus incentives to PCPs who can report on quality metrics using their CEHRT</li> <li>- Incentives for greater levels of designation in the PCPCH program for EHR functionality</li> <li>- Incentives tied to achieving results of value-based payment arrangements</li> <li>- HIT stipend to incentivize connecting with a CEHRT</li> </ul>
<b>Financial support for EHR adoption /implementation /maintenance</b>	<p>CCOs provides funding (partial or complete) for EHR implementation and maintenance and operations. Examples include:</p> <ul style="list-style-type: none"> <li>- Funding a grant for an organization to implement an EHR</li> <li>- Sharing the cost to implement and/or maintain a community-wide EHR with community providers</li> </ul> <p>Allocating funds through Health-Related Services (HRS) to assist with EHR adoption</p>
<b>Telemedicine Initiatives</b>	<p>CCO has launched efforts to assist providers with telemedicine services, which require EHR workflow and system configurations. Examples include:</p> <ul style="list-style-type: none"> <li>- Creation of a telehealth toolkit for providers</li> <li>- Subcontracted dental plans implemented expanded teledentistry services</li> <li>- Support for providers with EHR optimization specifically to be able to achieve telehealth visits</li> </ul>
<b>Requirements in Contracts /Provider Agreements</b>	<p>CCO has included requirements in provider contracts/agreements around the use of an EHR or participation in a program that leverages the use of an EHR. Examples include:</p> <ul style="list-style-type: none"> <li>- Requiring the use of a certified EHR system</li> <li>- Requiring participation in the HIE Onboarding Program</li> <li>- Subcontractor requirements around be able to share electronic information with network providers</li> </ul>
<b>Leveraging HIE Programs and Tools</b>	<p>CCO leverages and promotes care coordination tools and programs that streamline workflows and encourage EHR adoption/demonstrate valuable use case potential. Examples include:</p> <ul style="list-style-type: none"> <li>- Reliance e-Collaborative (HIE Onboarding Program)</li> <li>- The Collective Platform (EDIE)</li> <li>- Community Information Exchange platforms (e.g., UniteUs)</li> </ul>
<b>Offer hosted EHR Product</b>	<p>CCO offers and fully supports an EHR product. Contracted providers can adopt and use the EHR and pay the CCO a monthly fee. The CCO provides training and technical support for EHR users.</p>