

Welcome to the General Listening Session for Oregon's Health IT Strategic Plan

If comfortable, please share in the chat:

- Your name
- Your pronouns
- Where you are attending from and/or which organization you represent
- What you are looking forward to this fall



Oregon's Strategic Plan for Health IT 2024-2028

General Listening Session
September 21, 2023

Hope Peskin-Shepherd
Lead Policy Analyst, OHA

Shannon Cengija
HITOC Policy Analyst, OHA



This meeting is being recorded and will be posted on our website.

Logistics

- This meeting will be recorded and posted on our website
- Technical problems? Chat Laurel Moffat for assistance.
- Need to clarify something you heard? Please ask in chat or raise hand for questions at any time.
- Have input or a comment? Please wait for the discussion portions
 - Use the chat window at any time
- More thoughts after the meeting? Email us through October 1 at HITOC.info@odhsoha.oregon.gov



Agenda

1. Welcome and introductions
2. What are Health IT and the Strategic Plan
3. Community engagement cycle and what we've heard so far
4. Discussion: Strategic Plan draft Goals for 2024-2028
5. How to stay involved

What is health information technology (IT)?

Health IT is technology that individuals, health care providers, and health systems use to collect, store, access, organize, and share health information



What is health information technology (IT)?



Patient portals: Where you can access your own health information and engage in your care (see test results, message providers, etc.)

- About 2 out of 3 patients use their physical health portals



Electronic health records (EHRs): Where providers store and access health information

- Many Oregon physical health providers have certified EHRs compared to other states
- Numbers are lower for behavioral and oral health providers, smaller clinics and individual providers, and providers in rural areas

What is health information technology (IT)?



Health information exchange (HIE): Shares health information from one health care organization to another

- Providers treating the same person have the information they need and can work together
- Gaps exist in HIE that create burdens for patients, providers and others



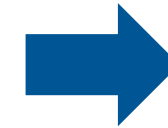
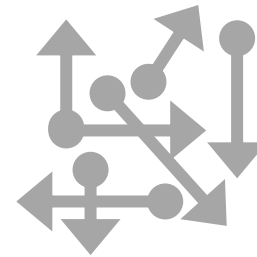
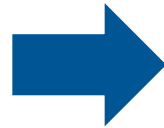
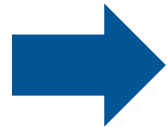
Community information exchange (CIE): Helps connect people to services and resources to address social needs, such as housing, food, and transportation

- Partner organizations use a technology platform to share social needs information between health care providers and social services
- It's grown rapidly and organizations need support to use this technology and build relationships

Oregon Strategic Plan for Health IT 2024-2028

Provides high level health IT direction and strategies for partners across Oregon for the next five years.

The strategic plan is for everyone using or impacted by health IT.



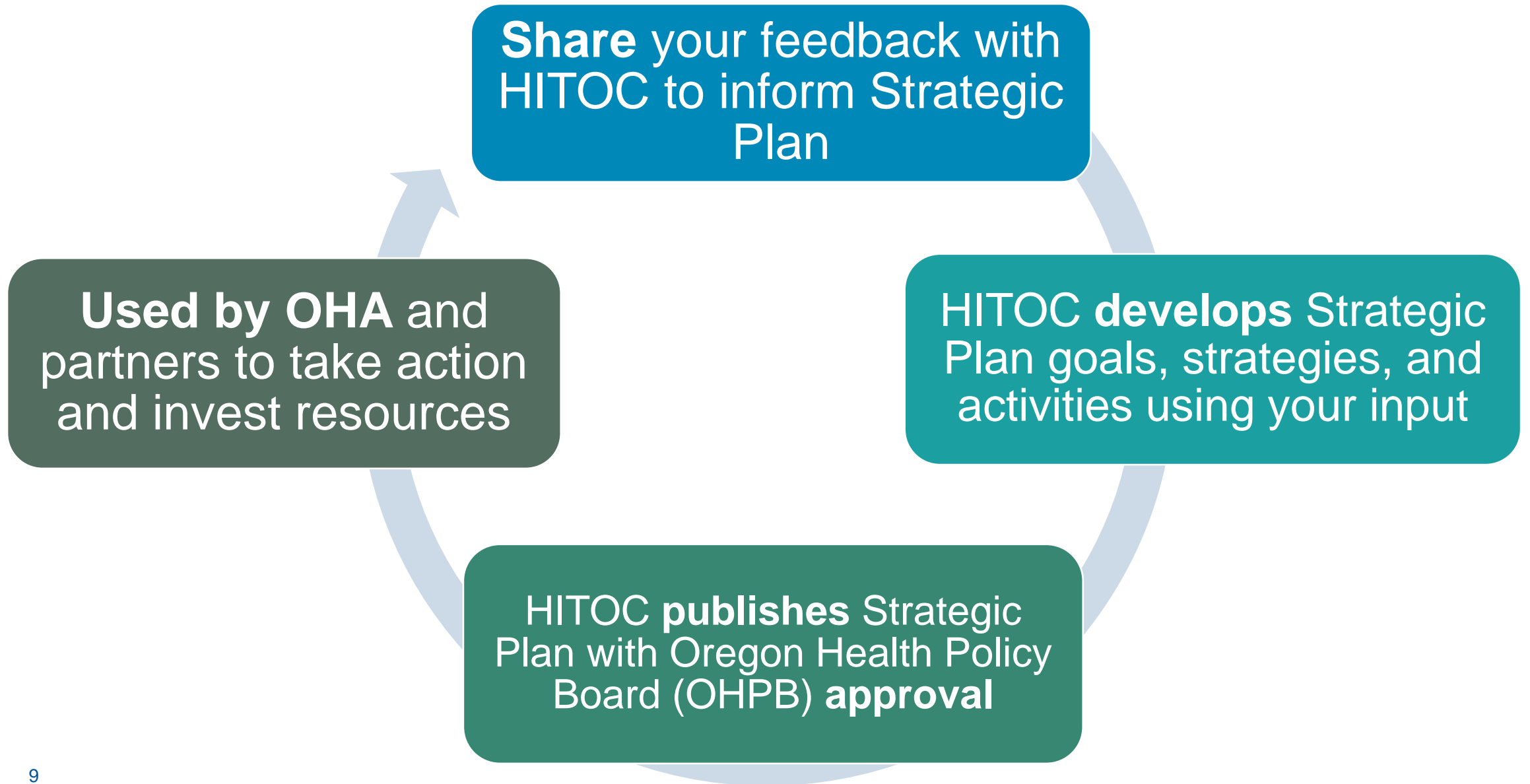
OHA is working to make health care more equitable and improve the health care system.

Effective use of health IT is critical to support these efforts.

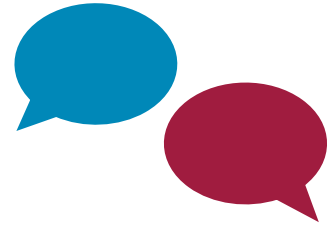
Coordinating health IT efforts at the state level is important because there are so many moving parts.

Oregon's Health IT Oversight Council (HITOC) is charged with creating a statewide strategic plan for health IT in Oregon.

What we do with your feedback



Themes from previous community engagement



- **Data** is critical, but can be hard to gather, format, and access
- **Health IT landscape** is complex and uncertain; a digital divide still exists
- Data reporting for **metrics and quality** can be challenging for payers and providers
- **Patient and consumer** input must be elevated to shape health IT, and concerns remain about accessibility, understandability, and access
- **Provider input** is needed and efforts should be made to reduce burden
- Including **social determinants of health (SDOH)** information in health IT planning can help achieve **health equity**
- Desire for **state role** to standardize state requirements, set direction, and support alignment with existing federal standards
- **Many organizations need support** to adopt and effectively use health IT tools and platforms

Discussion: Strategic Plan draft Goals for 2024-2028

Draft Vision

HITOC's overarching future direction for health IT in Oregon

Health information technology empowers individuals and communities to reach their full health potential and well-being.

Draft Goals

HITOC's broad long-term desired outcomes



People can be actively involved in their care through access to health IT



Individuals' information is electronically available and exchanged securely and seamlessly



Health IT supports efficient data collection, sharing, and use



Overarching principle and/or goal: Health IT supports health equity and social determinants of health

HITOC draft goal 1

People can be actively involved in their care through access to health IT. Individuals, and those they designate, contribute, access, and use their information to understand and improve their health and collaborate with their care team and social services.



What we've heard

Patient portals/access to information need improvement

- Support for patients engaging in their care through health IT
- Important to ensure patient-facing data are easily accessible and understood
- Patients are burdened by multiple patient portals and logins

Patient rights; patients should inform health IT policies

- Patients and consumers should have access to their own information stored in health IT platforms
- Consumers want the ability to annotate or correct their records

Goal 1

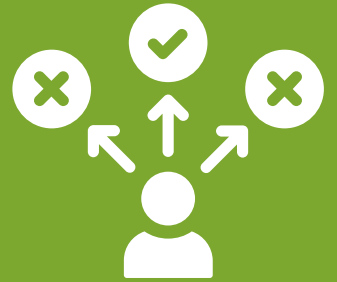
People can be actively involved in their care through access to health IT

1. What's your experience?
2. What's worked well? What are the benefits?
3. What challenges or barriers do you experience?
4. What is needed to reach this goal?
5. What do you want HITOC to prioritize?



HITOC draft goal 2

Individuals' information is electronically available and exchanged securely and seamlessly between individuals, their care team, and social services, to support high quality and person directed care.



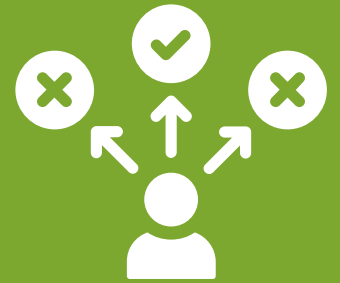
What we've heard

- **Need increased interoperability between systems** to avoid duplication, increased workload, and burdens on health systems, providers, and patients
- **Need increased access to information** and the full medical record to support care provision and care coordination
- **Data formatting can often prevent data sharing** creating data silos
- **Digital divide needs addressing:** Behavioral and dental health organizations are not as far along in health IT adoption and use, due to historical underfunding

Goal 2

Individuals' information is electronically available and exchanged securely

1. What's your experience?
2. What's worked well? What are the benefits?
3. What challenges or barriers do you experience?
4. What is needed to reach this goal?
5. What do you want HITOC to prioritize?



HITOC draft goal 3

Health IT supports efficient data collection, sharing, and use for policy development, quality improvement, population health, value-based care, and public health, leading to improved health outcomes and reduced health inequities.



What we've heard

Data gaps need to be identified and filled

- Gaps exist in types or levels of data needed to provide or coordinate care, or for analysis or reporting
- Lack of patient level data makes it difficult to assess differences in health outcomes by social and demographic data

Challenges in data needed for value-based payment (VBP) environment

- Accurate data needed to be able to risk adjust and know what care patients have received

Standardization

- Desire for state aligning standards for health IT, such as measures, data standards, and reporting requirements
- Also for technical standards to support interoperability, and alignment with national data standards

Goal 3

Health IT supports efficient data collection, sharing, and use

1. What's your experience?
2. What's worked well? What are the benefits?
3. What challenges or barriers do you experience?
4. What is needed to reach this goal?
5. What do you want HITOC to prioritize?



Overarching principle and/or goal 4

Health IT design, implementation, and use must center health equity, especially to support social determinants of health (SDOH) efforts as part of whole person care, care coordination, social services, and more, to achieve health equity.



What we've heard

Social determinants of health (SDOH) considerations

- Importance of tracking SDOH data with health IT for care coordination and social services
- State agencies and CCOs play an important role in SDOH data collection and reporting

Health equity

- Ensure diverse representation in leadership of advisory and decision-making bodies; build relationships with culturally-specific communities

Increased patient input needed

- Conversations should include diverse patient voices that represent different needs and circumstances

Overarching principle and/or goal

Health IT design, implementation, and use must center health equity

1. What's your experience?
2. What's worked well? What are the benefits?
3. What challenges or barriers do you experience?
4. What is needed to reach this goal?
5. How might communities and consumers be more involved in health IT strategy and decision making?
6. What do you want HITOC to prioritize?



Feedback on HITOC's draft Vision?

HITOC's overarching future direction for health IT in Oregon

**Health information technology
empowers individuals and communities
to reach their full health potential and
well-being.**



Anything we missed?

Oregon
Health
Authority

Stay involved

More ways to share your input

- **Submit written comment:** Share your experiences with health IT by emailing HITOC.INFO@odhsoha.oregon.gov before 10/1/23.
- **Make public comment at a HITOC meeting:**
 - October 5, 12:30-3:30, Virtual
 - December 7, timing TBD, (Hybrid: Virtual/in person)

Share with your networks to help spread the word!



What happens next?

- **December 2023**
 - New community input report shared with HITOC
 - HITOC Strategic Plan retreat
- **Early 2024:** Draft Strategic Plan
- **Spring 2024:** Approved Strategic Plan

Stay up to date

- » Get updates on [our website](#)
- » Sign up for our [e-newsletter](#)
- » Follow [HITOC meetings online](#) (public comment period provided)



Key Resources

- [Strategic Plan Website](#)
- [2017-2020 Strategic Plan for Health IT](#)
- [Existing Community Engagement and Input Report 2018-2022](#)
- [CIE Workgroup website](#)
- [HIE Workgroup website](#)
- [2022 HITOC Report on Oregon's HIT Landscape](#)
- [Health IT Oversight Council \(HITOC\) Overview](#)