Health Information Exchange (HIE) Workgroup

Recommendations for HITOC for 2024-2028 Strategic Plan Update

The Health Information Exchange (HIE) Workgroup was tasked by the Health Information Technology Oversight Council (HITOC) in 2022 to assist them and the Oregon Health Authority (OHA) with developing strategies and recommendations to accelerate, support, and improve HIE across Oregon as part of Oregon's Health IT Strategic Plan. The following is a brief summary of that work. For more information, please visit the HIE Workgroup website, which includes access to five concept papers (referenced on page 5).

Statewide Vision for HIE
To promote overall health and wellbeing, individuals and all involved in their care will have timely and secure electronic access to comprehensive, interoperable, and relevant information to address health and social needs, and to support care coordination, quality improvement, and population health activities

Primary Objectives for HIE

1. Improve **health equity**

2. Address digital inequity and **promote HIE for all**

3. Enable broad and timely **care coordination**

4. **Support population health** and quality improvement activities

5. Promote knowledge of HIE and **broad contribution of data** by all parties

6. Promote continued **improvement of data quality** and completeness

7. Promote individual and caregiver **understanding of, and access to, health and social needs data**

8. Promote patient **privacy and security** of data systems

Primary Objectives with Overarching Recommendations Included

1. Improve health equity
• **Short-Term Priority Strategy**: Prioritize HIE use cases to **support transitions** in health insurance status and life events, as well as **social determinants of health (SDOH)** • Collect and clarify **demographic information** on patients that can help **inform care** and support needs • Identify **health inequities** at the population level and **inform targeted interventions** that address these inequities • Promote HIE data sharing models that take a **vendor-agnostic** approach

- Promote a **more diverse health IT workforce** within organizations to operate and use HIE systems
- Encourage governance entities that oversee HIE solutions in Oregon to consider the above ideas to ensure that Oregon's HIE infrastructure is aiding OHA in its **health equity goals**

2. Address digital inequity and promote HIE for all

- Provide **funding** and other support to behavioral health, oral health, and small independent physical health providers to adopt **interoperable EHRs** and/or participate in minimum viable HIE solutions and/or interoperability functions within their EHRs
- Explore approaches to **lower the cost of interoperability** products offered by EHRs and other technology vendors when charged to payers or providers
- Develop strategies for **other entities** that were not included in federal EHR and interoperability incentive programs to **participate in HIE** solutions

3. Enable broad and timely care coordination

- **Short-term Priority Strategy**: **Increase** the use of electronic, **closed-loop clinical referrals**
- Add more high-quality information from **different sources**
- Ensure that data sources via **HIE** are **integrated into EHRs** and other systems of record that providers and other care team members already use

4. Support population health and quality improvement activities

- **Short-term Priority Strategy: Share claims data** broadly to encourage use of HIE and interoperable tools to support **population health** activities in Oregon
- Increase the use of **data and technology for value-based payment (VBP)**
- Develop HIE strategies that help **address issues around provider-patient attribution**, or "assignment," which are often a challenging component of many VBP arrangements

5. Promote knowledge of HIE and broad contribution of data by all parties

- Identify and prioritize standard and non-standardized data that should be included in HIE efforts, acknowledging that many Oregon providers must also comply with **HIE requirements in other states**
- Prioritize **who should contribute data** and when
- Identify barriers to information sharing and develop mechanisms to address these barriers and **discourage data silos.** This may include supporting and/or developing governance practices for HIE solutions

6. Promote continued improvement of data quality and completeness

- Promote consistent and ongoing **data quality practices** across HIE solutions in Oregon, particularly those leveraging federally standardized data

7. Promote individual and caregiver understanding of, and access to, health and social needs data

- Consider activities that increase **awareness and understanding for patients** for how HIE works in Oregon, as well as understanding of **confidentiality and patient rights**
- Promote/support the **consolidation of multiple personal health records** and/or patient portals that consumers may access
- Support efforts by health plans and/or providers to **engage patients** in their **information sharing** strategies

8. Promote patient privacy and security of data systems

- Future strategies must **prioritize privacy and security** concerns

Short-term Priority Strategies

HITOC asked for two to three actionable steps to take during the strategic planning period (2024-2028). As noted above in the table on Primary Objectives and overarching recommendations, three strategies were flagged as top priority for the Workgroup and are repeated here along with the associated focused recommendations (see page 5 for complete list of focused recommendations). These priorities are:

1. **Prioritize HIE use cases to support transitions in health insurance status and life events, as well as social determinants of health (SDOH)**

    Focused Recommendations:

    1. Support communication of existing case studies and best practices around SDOH data sharing in HIE
    2. Funding and support for top priority HIE SDOH use cases (refer to *Demonstrating Value with SDOH Use Cases of HIE* concept paper for details on prioritized SDOH data)
    3. Promote opportunities for regular coordination between health care and social service providers

    Success Outcome:

    Oregon patients' social needs are better addressed by Oregon health care institutions, as supported by improved access to clinical and SDOH data via HIE solutions

2. **Increase the use of electronic, closed-loop clinical referrals**

   Focused Recommendations:

   1. Provide funding to support additional 360X pilots or other federated approaches to closed-loop clinical referrals in Oregon
   2. Monitor progress toward implementing closed-loop clinical referrals in Oregon (including 360X) to identify further opportunities to advance these efforts

   Success Outcome:

   Reduce dependence on fax machines and other manual processes in sending and responding to clinical referrals in Oregon

3. **Broad sharing of claims data to encourage use of HIE and interoperable tools to support population health activities in Oregon**

   Focused Recommendations:

   1. Improve access to claims information for providers.

   Success outcome:

   Providers experience less burden when participating in VBP while simultaneously meeting the VBP goals of Oregon's VBP Compact by 2025

Focused Recommendations from the HIE Workgroup

In addition to the overarching recommendations reflected in the *Statewide Vision for HIE* concept paper and the Primary Objectives table above, the HIE Workgroup identified focused recommendations, elaborated on in the five concept papers developed by the Workgroup:

1. *Statewide Vision for HIE*
2. *Demonstrating Value with SDOH Use Cases of HIE*
3. *Connecting the Care Team*
4. *HIE to Support Health System Transformation*
5. *Consumers, Privacy & Security, and Data Quality*

The following table rolls up these recommendations into a quick reference, including which concept paper discusses the recommendation in greater detail.

Statewide Vision for HIE
• **Make** additional **information on** primary **HIE solutions** in Oregon **more publicly available** so that consumers, HIE decision-makers, and others can access helpful information about them at-a-glance
• **Further exploration of** and potential alignment with a **health data utility (HDU) framework** as a promising approach for HIE governance in Oregon

Demonstrating Value with SDOH Use Cases of HIE
• Support **communication of** existing case studies and **best practices** around SDOH data sharing in HIE
• **Funding** and support **for** top priority **HIE SDOH use cases**
• Promote opportunities for regular **coordination between health care and social service** providers
• **Anticipate community needs** around implementing **changes to** HIPAA and/or other federal or state **regulations** that impact sharing of SDOH data within HIE
• HIE efforts in Oregon should **prioritize SDOH data sources** including: EHR SDOH data; HIE SDOH data; CIE SDOH data; known SDOH data sources (HMIS, etc.)

Connecting the Care Team
• **Health IT workforce support** and development, including supporting organizations in finding and recruiting health IT workforce. Applies broadly, was specifically called out for behavioral health and rural health communities
• **Private sector investment in behavioral health IT infrastructure**
• **Prioritize rural communities** in work to increase the use of closed-loop clinical referrals
• Explore **HIE** opportunities **for dental** practice management solutions
• **Support Oral Health** as part of the health care system

- Support **exchange of oral health imaging** information
- Cross-sector focus groups on **valuable oral health data** for sharing via HIE
- Promote greater **health IT vendor accordance to Part 2 rule**
- **Identify high value Behavioral Health information** to be shared via HIE. Cross-reference behavioral health information with other important data insights like SDOH concerns. Should be tied to ongoing HIE governance and prioritize diversity and broad representation.
- Identify ways for **post-acute care entities to participate in closed-loop referrals** using HIE solutions
- Explore **HIE opportunities for post-acute care**. Use case areas: Invest in HIE strategies that communicate the availability of post-acute care services; Medication reconciliation during transitions in care; end-of-life medication support
- **Include post-acute care in state reporting on health IT/HIE** to better track adoption and HIE needs for these providers
- Provide **funding to support** additional **360X pilots or other federated approaches** to closed-loop clinical referrals in Oregon
- **Monitor progress** toward implementing **closed-loop clinical referrals** in Oregon (including 360X) to identify further opportunities to advance these efforts

HIE to Support Health System Transformation

- HIE should improve access to **high value data for population health** use cases; e.g., demographics; data on risk; care team data; missing labs and orders; data from ODHS and other agencies; criminal justice information; patient/provider assignment (SB 1529); and OHA-held data
- HIE should **support standardized workflows** for common transactions between payers and providers (e.g., health-related services billing)
- HIE should facilitate **improved data sharing between providers and health plans** (with a goal toward bidirectional data exchange)
- Improve **access to claims information for providers**

Consumers, Privacy & Security, and Data Quality

- Conduct a health care **consumer survey**
- Conduct a **consumer education** campaign
- Support **consumers updating** their own **information**
- Promote **bi-directionality between consumers** and their **providers**
- Support clinicians in **changing consent processes**
- Explore **patient portal consolidation**
- **Assess PHR adoption** as part of future environmental scan work by OHA

- **Promote consumer awareness** of HIE privacy and security practices, including but not limited to break-the-glass functionality
- Assess opportunities to **streamline HIE related to public health emergencies**
- **Explore HITRUST** further in terms of the certification requirements to understand what helps to achieve Oregon goals around data privacy & security
- Provide greater **transparency into** HIE solution **data quality and scope** of exchange