
Oregon Provider Directory

July 11, 2019

Presentation to Oregon Health Leadership Council (OHLC)
Council



The Problem

- Accurate provider information is hard to find and even harder to maintain
 - Provider data surveys show a high percentage of inaccurate Provider Directory data - 2019 Medicare Advantage (MA) survey **49% online provider directory locations had at least one inaccuracy**
- Regulations (e.g., MA, Medicaid Managed Care) place requirements on Provider Directory data and data accuracy
- With the shift to risk-based agreements, providers need relief from the administratively burdensome provider data requests and processes

Oregon Provider Directory

- ✓ The Oregon Provider Directory will be a single, trusted source for healthcare professionals and organizations to access complete information about healthcare providers in Oregon
- ✓ Health care entities can use the accurate, trusted provider directory data to:
 - Improve administrative efficiencies and operations
 - Facilitate care coordination and health information exchange
 - Be a resource for health analytics
- ✓ We are committed to getting the directory right from the start
 - **Dedicated data stewards** will manage and ensure the accuracy of the data
 - OHA can **leverage robust data sources** to feed the directory
 - A targeted soft launch in **Fall 2019**

Proposed Soft Launch Scope

Proof of
Concept with
HIT Commons

Begin the
transition of
the HIE Flat File
Directory (FFD)

HIT Commons

Liz Whitworth
Oregon Health Leadership Council



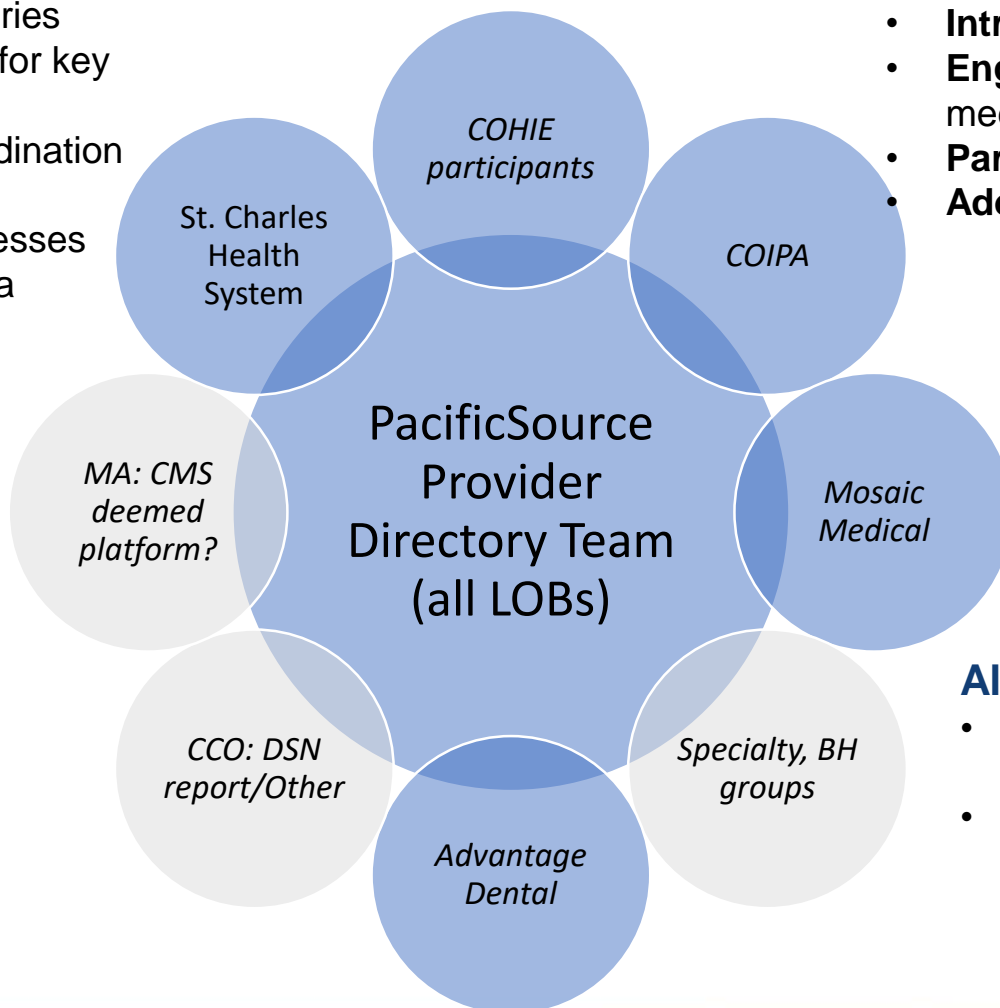
HIT Commons OPD Project Scope

- Q4 2018, HIT Commons Board approved small proposal to:
 1. Inform the OPD proof of concept/develop ROI
 2. Leverage relationships with stakeholders to promote the value proposition, use, and buy-in
 3. Provide technical/business analysis to improve or enhance usability of the OPD
 4. Establish criteria that demonstrates the value of the OPD
- Board recommended starting very small and build out incrementally
- PacificSource volunteered to go first
- Q1 2020: Proof of Concept delivered to Board

PacificSource-OPD Partnership

Potential Use Cases

- Validate local directories
- Authoritative source for key fields
- Referral & care coordination needs
- Source for HIE addresses
- Inactive provider data
- Analytics extract



Approach

- **Introduce** (email)
- **Engage** (phone/in-person meetings)
- **Partner** (UAT/Soft Launch)
- **Adopt** (Post-Soft Launch)

Alignment

- Engagement with PDAC and PD-SME
- Monthly calls with CA Provider Directory, Symphony

A look at the Oregon Provider Directory (OPD)



Access the OPD Via OneHealthPort

Subscriber ID:

Password:

Login

This login page requires that you have registered as a OneHealthPort Subscriber.

[I'm not a OneHealthPort Subscriber but would like information on subscribing](#)

[Forgot My Password](#)

[Forgot My Subscriber ID](#)

Core Functions in the OPD

Search for Provider and Organization Records

- Specific Name or identifier search
- General search “Cardiologists in Baker City”

View Provider and Organization Master Records

- See quality scores on records
- Report inaccuracies to data stewards

Add/Edit Data in the OPD via...

- Direct data entry in the portal
- File upload
- Application Programming Interface (API)

View and Export Large Sets of Data in a Report

Use the “Quick Search” Bar to Find a Provider or Organization



Search here for providers and organizations

SEARCH



MY RECORDS

ADVANCED SEARCH ▾

VIEW REPORTS

SUPPORT ▾

RELEASE NOTES

View Provider Information



MY RECORDS

ADVANCED SEARCH ▾

VIEW REPORTS

SUPPORT ▾

RELEASE NOTES

Ferris Bueller

First Name: Ferris

Last Name: Bueller

NPI: 1231231231

Gender: Male

Primary Specialty: Registered Nurse: Gastroenterology

Primary Email: ferris@ferrisbuehler.com

Provider License Number: 152639

MR Reliability Score: .36

Data Attestation

“Top Card”

Primary Organization Name: Wilder House Pediatrics

Primary Street 1 Address: 79851 Main Street

Primary Street 2 Address:

Primary City: Walnut Grove

Primary State: OR

Primary County: Marion

Primary Postal Code: 12345

Primary Phone: (555) 555-5876

HIE Endpoint Address: ferris.wilderep@direct.org

Report Inaccuracy

Master Record

GENERAL

ORGANIZATION AFFILIATIONS

ENDPOINTS

SOURCE RECORDS

INSURANCE

>100 data fields in the provider
master record

Provider Master Record Information

Names and Identifiers

Demographics

Type and Specialty

Licenses

Organization Affiliations

HIE Endpoints

Program Participation

Accessibility

- Accepting new patients
- Office Hours
- Ages Served

Contact information

View Organization Information



MY RECORDS

ADVANCED SEARCH ▾

VIEW REPORTS

SUPPORT ▾

RELEASE NOTES

HSB Family Practice

Street Address 1: 500 Summer Street NE

Street Address 2:

City: Salame | 🗺

County: Marion

State: OR

Postal Code: 97310

Data Attestation

“Top Card”

Office Phone: (503) 444-5555

Office Fax: 503-563-5000

Website: www.HSB.com

Organization Type: Physician Organization

HIE Endpoint Address:

MR Reliability Score: .34

Report Inaccuracy

Master Record

GENERAL AFFILIATED ORGANIZATIONS PROVIDERS STAFF ENDPOINTS SOURCE RECORDS

>100 data fields in the organization
master record

Organization Master Record Information

Names and Identifiers

Accessibility

- Accepting new patients
- ADA Accommodations
- Clinic hours

Type and Specialty

EHR Information

Locations and Contact Information

Affiliated Organizations

Non-Clinical Staff


HIE Endpoints






Program Participation

View Reports and Export Data

Home MY RECORDS ADVANCED SEARCH VIEW REPORTS SUPPORT RELEASE NOTES

Subscribe to Report

 REPORT
Organization Demographics

    Save As 

Total Records
130

ORGANIZATION: ORGANIZATION NAME	ORGANIZATIONAL OID	OR MEDICAID ID	ORGANIZATION TYPE	ORGANIZATION SPECIALTY	WEBSITE	EMAIL
Murdock Medical Center	8.64.074.1.131753.6.2	247309	Hospitals	General Acute Care Hospital	-	-
Southwestern Oregon Hospital	8.66.074.1.132753.6.6	961051	Hospitals	General Acute Care Hospital	www.sworhospital.org	info@sworhospit
Finehealth Hospital	1.2.3.5.12.13.14.20	678098743	Health System	Health Maintenance Organization	www.bryant.com	info@email.com
Maegens Hospital	51.33.6532.198.987	-	Hospitals	Health Maintenance Organization	www.goodhealth.com	goodhealth@ema

Next Steps: User Acceptance Testing (UAT)



Who

Our stakeholders! (Provider Directory Advisory Committee, Provider Directory Subject Matter Experts, and others)



What

Test Provider Directory scenarios that mirror workflows using test data



When/Where

- Wilsonville – July 16-18
- Bend – August (TBD)



How

- Focus on **feedback** during in-person time with testers
- Two, two-week testing waves; First 3-days are in-person sessions in a computer lab, then remote testing

Thank You and Contacts

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