

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

Please share in chat...

- Your name
- Your pronouns
- Where you are attending from and/or which organization you represent
- One of your favorite places in Oregon



---

# Oregon's Strategic Plan for Health IT 2024-2028

Community/Consumer Listening Session

September 14, 2023

**Hope Peskin-Shepherd**

Lead Policy Analyst, OHA

**Shannon Cengija**

HITOC Policy Analyst, OHA



This meeting is being recorded

---

# Logistics

- This meeting will be recorded, but not posted
  - Anonymous transcript will be posted online
- 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](mailto: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.)

- Over two-thirds of patients use their physical health portals



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

- Most Oregon physical health providers have certified EHRs
- 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



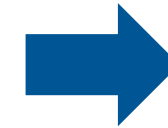
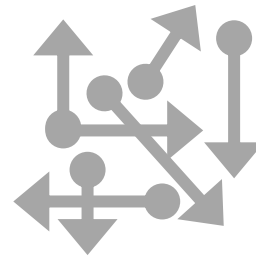
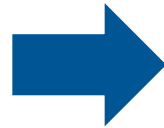
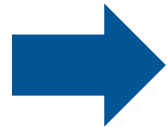
**Community information exchange (CIE):** Helps connect people to services and resources to address social needs, such as housing, food, and transportation

- 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.

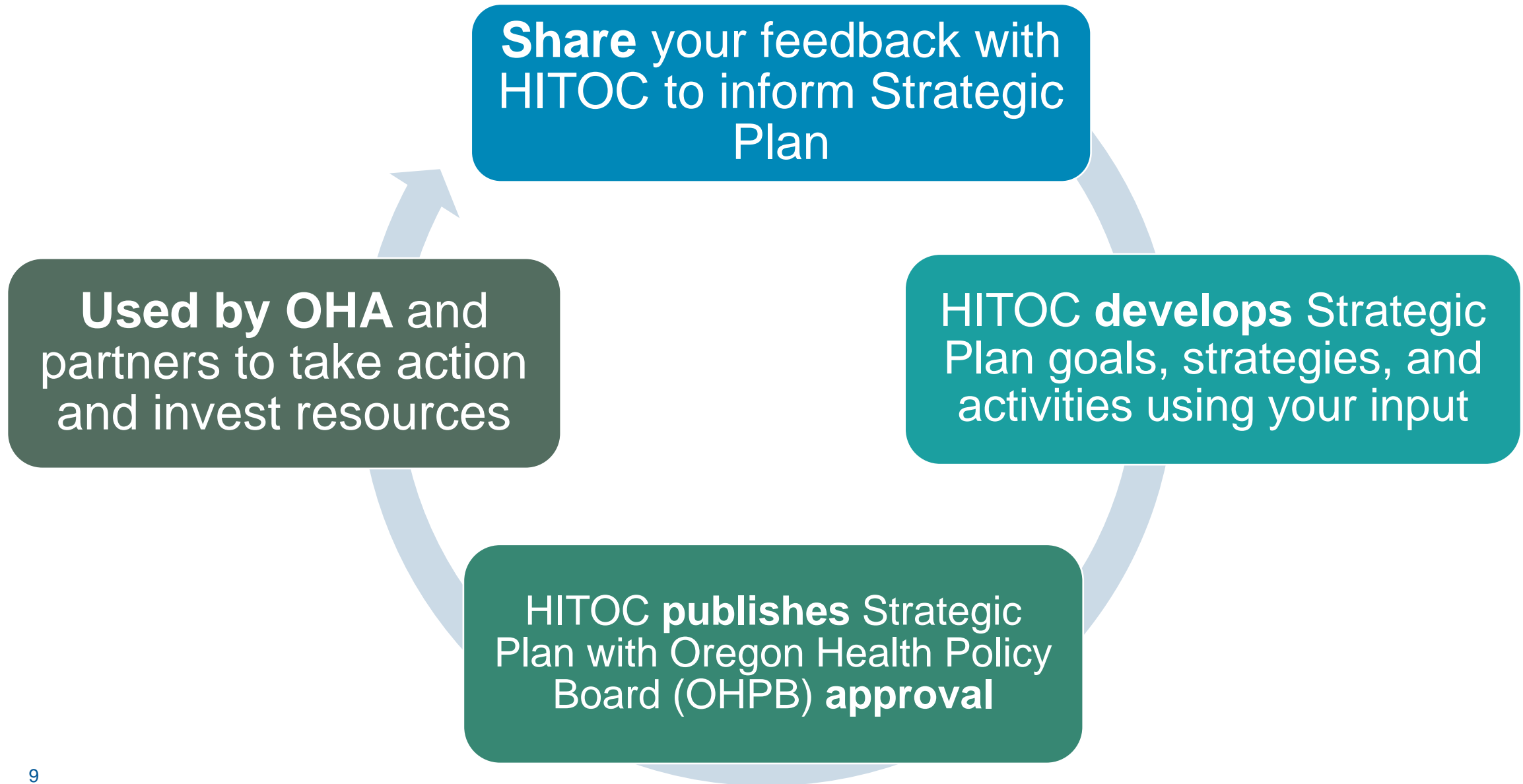
Effective use of health IT is critical to support these efforts.

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

# Patients and Consumers

- Patient portals/access to information need improvement
- Patient rights: patients should inform health IT policies
- Helping patients connect to resources
- Disparities in patient access to internet and technology
- Specific populations' health IT needs require additional consideration (including people experiencing homelessness, persons living with mental illness, and more)
- Increased patient input needed

**Nothing about me without me. Making sure there is transparency for the patient as much as possible. It will require a culture shift.**

– Consumer listening session, 2020

# **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**

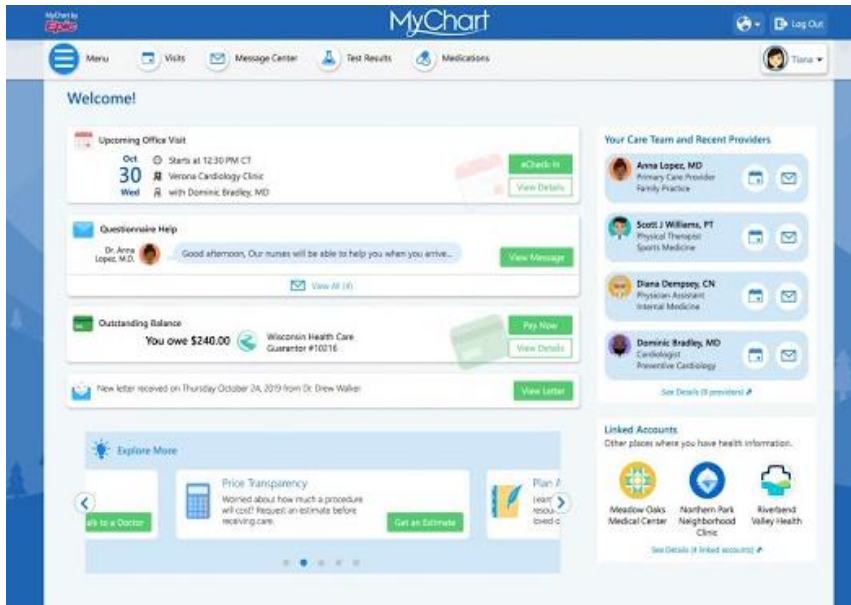
# HITOC draft goal 1

**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.



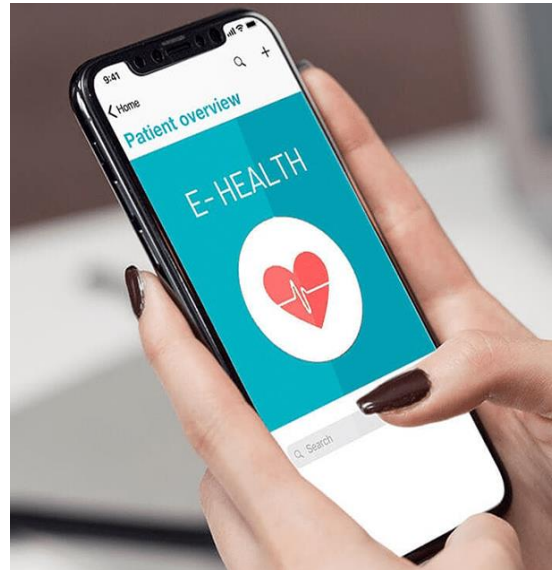
# Examples of health IT you might use

## Patient Portals



MyChart

## Apps



MyFitnessPal  
Headspace

## Wearables



Smartwatches  
Glucose monitors



# Tell us your experience with patient portals, health apps, and wearables

1. What's working well? What are the benefits of these tools?
2. What challenges or barriers do you experience?
3. What would make these tools work better to reach this goal?



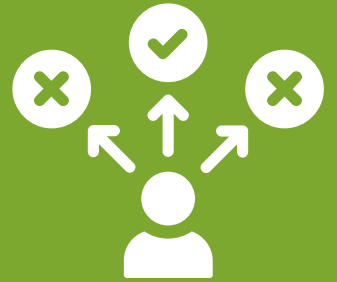
# What do you want HITOC to prioritize?

**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.



# 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.



# Your information is electronically available and shared securely between...



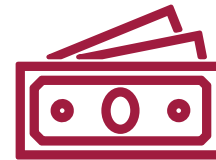
Health system



Pharmacy



Specialists



Payer



Lab



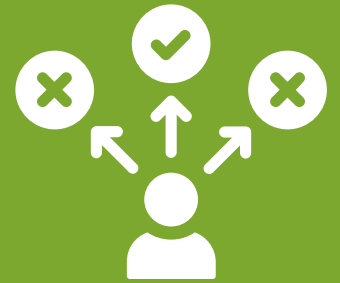
Social services



Doctors

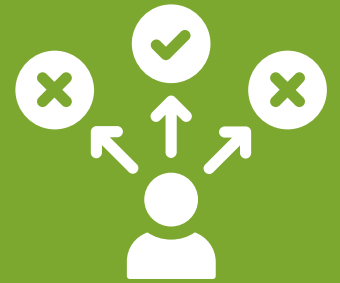
# Tell us your experience having your information shared

1. What's working well? What are the benefits of information being securely shared between providers?
2. What challenges or barriers do you experience?
3. What would make health IT tools work better to reach this goal?



# What do you want HITOC to prioritize?

**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.

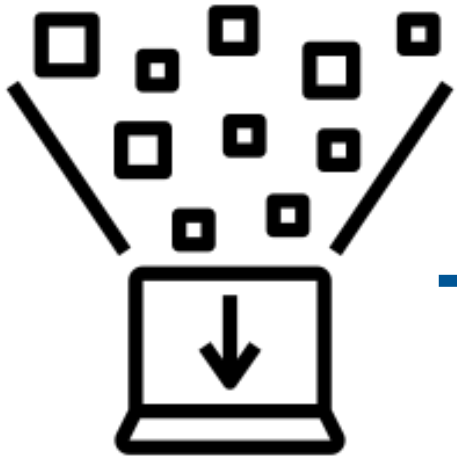


# HITOC draft goal 3

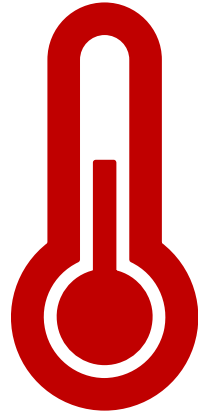
**Health IT supports efficient data collection, sharing, and use** for policy development, quality improvement, population health, value-based care, and public health, leading to improved health outcomes and reduced health inequities.



# Example of data collection, sharing, and use for population health



**Collect data** using health IT on how heat is impacting peoples' health



**Evaluate data** and see some communities are suffering negative health outcomes due to extreme heat



**Create a program** to distribute air conditioners



**People are safer during extreme heat.** Data shows health outcomes improve.



# Tell us your experience with data collection, sharing, or use

1. What's working well? What are benefits of collecting, sharing, and using data in these ways?
2. What challenges or barriers do you experience?
3. What changes are needed to reach this goal?
4. What information is important to you to determine what happens in your community?



# What do you want HITOC to prioritize?

**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.

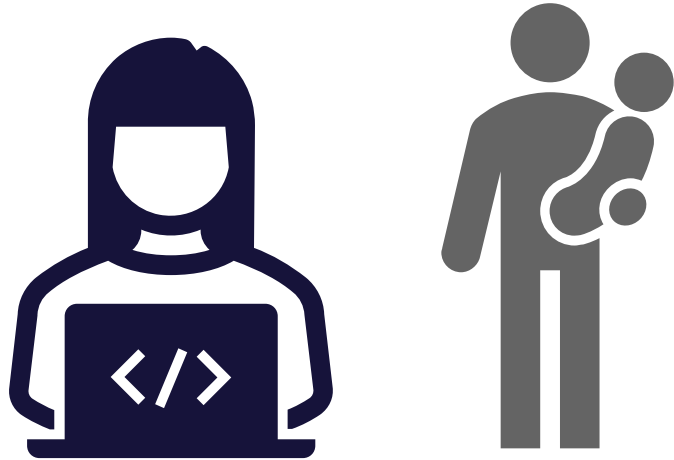


# Overarching principle and/or goal 4

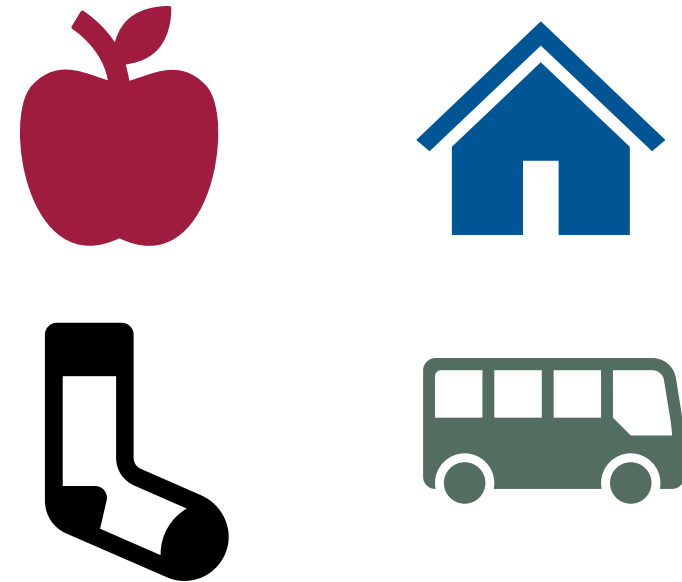
**Health IT design, implementation, and use must center health equity**, especially to support social determinants of health (SDOH) efforts as part of whole person care, care coordination, social services, and more, to achieve health equity.



# Example of health IT to support social needs



With your consent, a health care or social service provider could use health IT to refer you to...



Services that help meet social needs, such as housing, transportation, food and clothing

# Tell us about your experience with health equity and SDOH in health IT

1. What's working well? What are the benefits of health IT supporting health equity and SDOH?
2. What challenges or barriers do you experience?
3. How could health IT better support health equity and SDOH to reach this goal?
4. How might communities and consumers be more involved in health IT strategy and decision making?



# What do you want HITOC to prioritize?

**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.



# 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](mailto:HITOC.INFO@odhsoha.oregon.gov) before 10/1/23.
- **General Listening Session:** Thursday, September 21, 2:00-3:30 p.m. ([Registration link](#))
- **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](#)