

Call for Input and Overview:

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

We care about what you have to say!

We need your input to shape Oregon's health information technology (IT) strategies and priorities! The Oregon Health Authority (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. Help us understand what's going well, what's not, and what you want to see in the next five years. Share your thoughts so Oregon's Health IT Strategic Plan reflects your needs.

What is Oregon's Health Information Technology (IT) Strategic Plan?

Oregon's Health IT Strategic Plan (Strategic Plan) provides high-level priorities for health IT over the next five years. It outlines the overall vision and the focus areas for partners across the health IT landscape in Oregon. The Strategic Plan is for everyone using or impacted by health IT in Oregon. The strategies from the statewide Strategic Plan touch individuals (consumers/patients), providers and clinic staff, community-based organizations (CBOs), hospitals, health systems, coordinated care organizations (CCOs) and health insurance companies, technology partners, state agencies, and more.

The Health Information Technology Oversight Council (HITOC) is responsible for setting health IT strategies that support Oregon's [health equity](#) goals and improve the health system. HITOC brings together partners across Oregon on strategic planning, policy work, oversight of health IT efforts, and landscape assessment to guide OHA. HITOC was established by Oregon's legislature in 2009 and reports to the Oregon Health Policy Board.

What is health IT and why it matters

Technology plays a big part in our everyday lives, including health care. People use health IT to collect, store, access, organize, and share health information. It is the technology that individuals, health care providers, and health systems use.

Health IT can help:

- **Individuals**, and those they designate, access their own health information and engage in their care through tools like **patient portals** (like MyChart) or apps and wearable monitors that patients use as part of managing their health
- **Health care providers**, such as physical, behavioral, and oral health, improve patient care through access to up-to-date health information using tools like **electronic health records (EHRs)** that store and display health information **and health information exchange (HIE)** that shares health information from one health care organization to another
- **Care teams and community-based organizations (CBOs)**

- Share information and work together to improve health outcomes and reduce barriers, and
- Connect people to services and resources to address social needs, such as housing, food, and transportation, through tools like **community information exchange (CIE)**, which improves health outcomes
- **Coordinated care organizations (CCOs), health plans, and providers** measure quality, analyze data, and identify health disparities to understand what's needed to improve the health care system

How to share your input

HITOC and OHA are seeking input from communities, health care partners, and all partners interested in or impacted by health IT! Your input on where health IT is working well and where Oregon needs to change course is critical. There are three ways to provide your input:

1. **Attend a listening session webinar:** Listening sessions are open to the public, and everyone is welcome. They are designed to capture community feedback through open discussion with opportunity for questions and answers. We want to hear from all people across Oregon on their experiences with health IT, and their thoughts on the developing health IT strategies.

- **Community/consumer listening session:** 9/14/23, 12:30-2:00 p.m.

To register for this virtual webinar, [click here](#)

This session will be designed with health care consumers, patients, and community members in mind, and everyone is welcome.

- **General listening session:** 9/21/23, 2:00-3:30 p.m.

To register for this virtual webinar, [click here](#)

This session will be designed with providers and clinic staff in mind. HITOC especially wants to hear from behavioral, oral, and rural health providers, and everyone is welcome.

OHA welcomes all participants. If you have any questions about accommodations or need any assistance to participate in a webinar please contact:

HITOC.INFO@odhsoha.oregon.gov or (503) 373-7859 (voice/text). All relay calls are accepted.

2. **Submit written comment:** Share your experiences with health IT by emailing HITOC.INFO@odhsoha.oregon.gov before 10/1/23. Some examples of questions to consider are:

- What health IT issues are important to you?
- What's working well?
- What needs to change?
- What should HITOC prioritize in the Strategic Plan?
- What do you think about HITOC's draft vision, principles, goals, and strategies in development (see below)?

3. **Make public comment** at a [HITOC meeting](#) (click link for how to attend)

Where we need your input

HITOC and OHA need your input on the developing vision, principles, goals, and strategies for health IT.

Draft Vision for health IT in Oregon

The Vision is HITOC's overall future direction for health IT in Oregon. HITOC's draft Vision for the 2024-2028 Strategic Plan is **Health IT empowers individuals and communities to reach their full health potential and well-being.**

Draft Principles

The Principles are values that guide and inform each aspect the Strategic Plan. Some examples of principles HITOC will be considering are:

- Health IT must support **health equity** and should avoid reinforcing inequities
- Prioritize **privacy, security, transparency**, and accountability
- Leverage existing resources and **national standards**

Draft Goals for health IT in Oregon

Goals are broad long-term desired outcomes for health IT. These Goals are high level aims needed to reach the vision. HITOC's draft 2024-2028 Goals for health IT in Oregon are:



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.



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.



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.



(Cross-cutting principle and/or goal) 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.

Draft Strategies

Next are health IT Strategies, which are a general plan or policy to achieve multiple long-term goals. The Strategies are HITOC's general areas of focus to make the goals happen. Some examples of the strategies in development are:

❑ Close remaining electronic health record (EHR) gaps

Electronic health records (EHRs) support patient care by allowing providers to electronically collect, store, and use clinical information. This helps providers participate in information sharing and care coordination, contribute clinical data for quality reporting and population health efforts, and engage in value-based payment (VBP) arrangements. EHRs also collect other data, including screening, assessment, and demographic information such as individuals' race, ethnicity, language, disability, sexual orientation, and gender identity. This can help identify inequities and help patients receive care from culturally or linguistically appropriate providers. Finally, EHRs can help providers share information with patients, their families, and their caregivers.

Why this strategy is important: Although EHR adoption rates are high, gaps remain especially for behavioral and oral health providers, smaller clinics and individual providers, and those in rural areas in adoption of [certified EHRs](#). Having a certified EHR is critical to sharing information within and between providers and organizations. Behavioral and oral health providers are further left behind compared to their physical health counterparts which makes it hard for providers to have complete, up-to-date information on their patients. The lack of a certified EHR also makes it difficult for providers to share information with patients.

❑ Spread health information exchange (HIE) across the state

Health information exchange (HIE) means sharing health information electronically. It can also refer to organizations that share health information electronically. HIE securely moves health information between providers and organizations, supporting care coordination, value-based payment, and population health management.

Why this strategy is important: While there are various ways to exchange health information electronically (including many enabled by providers' EHR systems), there are also gaps that create burdens for patients, providers, CCOs and health insurance companies. For example, your new primary care doctor may not readily have access to your relevant medical history from your previous doctor at a different organization, creating a barrier to providing better-informed, more coordinated care.

❑ Support statewide community information exchange (CIE) efforts

Community information exchange (CIE) helps connect people to the services and resources they need. Partner organizations collaborate using a technology platform to send each other referrals and hear back on the status for the person they're helping.

Why this strategy is important: When people's needs, such as housing, food, and transportation are met, health outcomes improve. CIE enables healthcare and social service organizations to coordinate more efficiently to address people's needs and can help address health equity at multiple levels in Oregon. CIE efforts are still in development and although they have grown rapidly across Oregon, organizations need help and support to use this technology, especially community-based organizations. New relationships also need to be built to support collaboration between organizations.

To share your thoughts on the Vision, Principles, Goals, and Strategies see the [“How to share your input”](#) section.

Stay connected

- Join our [listserv](#)
- For more information about the Strategic Plan see our [website](#)
- Questions and comments can be sent to: HITOC.INFO@odhsoha.oregon.gov
- Visit our [OHA's Health IT website](#)

Key resources

- [2017-2020 Oregon 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](#)

You can get this document in other languages, large print, braille or a format you prefer free of charge. Contact HITOC.INFO@odhsoha.oregon.gov or (503) 373-7859 (voice/text). We accept all relay calls.