



THE HEALTH RECORD BANK OF OREGON

Overview

Medicaid Transformation Grant Centers for Medicare and Medicaid Services

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PROBLEM STATEMENT

- A small percent of patients consume large percent of service utilization
- Many services are redundant or unnecessary
- “Churning” leads to gaps in health information
- Gaps in information present risk of errors, adverse events, poor quality care
- Avoidable health costs can be reduced



VISION

The Health Record Bank of Oregon (HRBO) will increase the amount of health-related information available to consumers and caregivers in order to improve the quality of care, health outcomes and consumer and provider satisfaction while reducing the cost of health care delivery.

With support from a federal Medicaid Transformation Grant the HRBO will serve Oregon Medicaid consumers with the goal of eventually supporting other Oregonians.



WHAT IS A HEALTH RECORD BANK?

An HRB is an organization that provides a secure electronic repository for a consumer's lifetime personal health record from multiple sources and assures that the consumer has complete control over who has access to the record.



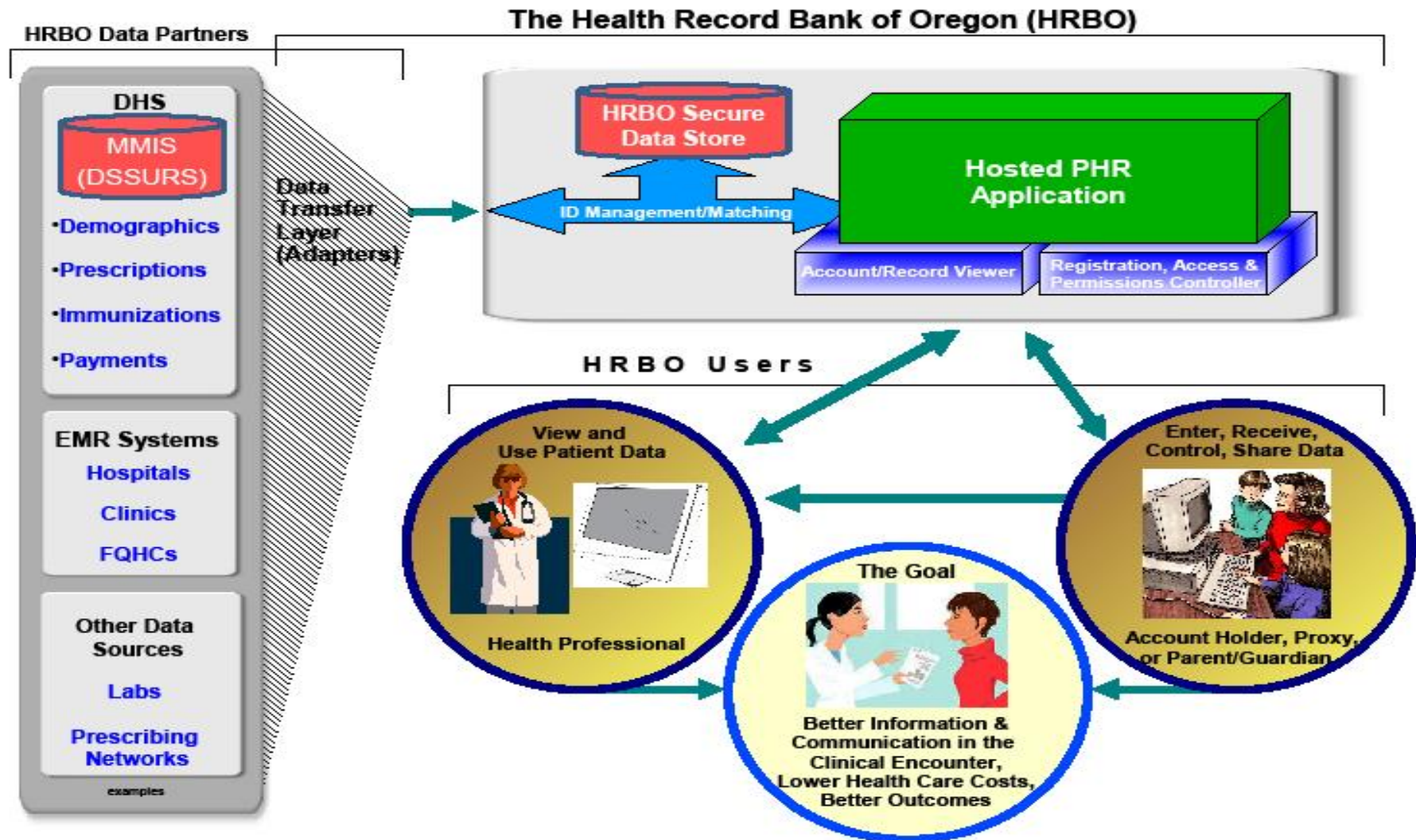
IMPLEMENTATION STRATEGY

- **Technology Components** to develop and operate an HRB platform with a consumer-oriented PHR.
 - Assure privacy and security
 - Solve interoperability with external platforms
 - Employ web-based applications
 - Operate the system going forward
- **Community Components** to engage and facilitate the enrollment of consumers, encourage the use of the HRBO by providers and deliver customer support.
- An **Evaluation Partner** to assess the project independently – OHPR
 - ü Implementation of the Grant
 - ü HRBO Performance
 - ü The Triple Aim: Quality, Satisfaction, Cost
 - ü System Effects



HEALTH RECORD BANK OF OREGON

Model for Health Record Bank of Oregon Technical, Functional and User Relationships.





IMPLEMENTATION PRINCIPLES

- One contractor responsible for both Technology and Community Components
- Enrollment voluntary, but encouraged
- Consumer access control
- Privacy and security primary
- Stored information persists over time
- Continuity of data despite changes in plan, payer or provider
- Audit logs viewable by consumers
- Governed in an open, accountable and transparent manner
- Policy and population data applications deferred



SCOPE: TARGET POPULATION

- Children in Foster Care
- Individuals covered by an OHP disease management program
- Consumers receiving disease or case management services from an FCHP or provider organization
- Consumers with chronic disease conditions such as diabetes, asthma, congestive heart failure
- Consumers using high # of medications
- Consumers with frequent clinic and ER visits
- Other criteria presenting opportunities to improve coordination of care and minimize avoidable tests and procedures, and unneeded services



SCOPE: DATA

(Data types listed in order of priority.)

- Medicaid administrative data, medication list
- Lab results, medications with dosage
- Allergies and immunizations
- Clinical and imaging reports, discharge summaries
- “Clip Board”: family history, procedures, diseases
- Consumer-reported Rx and OTC meds
- Directives/Physician Orders for Life Sustaining Treatment (POLST)
- “My Care” information - BP, Wt., self-care, devices
- Visit notes
- Problem list

Note: Priorities may change based on technology selected and data availability.



COMMUNITY PARTNER

- Identify effective methods to engage and enroll clients, and strategies to stimulate use of the HRBO by clients and providers
- Prepare engagement, recruitment and customer support materials
- Engage and enroll consumers
- Arrange computer access locations as needed
- Stimulate use of the system by providers
- Provide consumer training and support services



TECHNOLOGY PARTNER

- Respond to architectural criteria
- Assure privacy and security
- Solve interoperability with external platforms
- Use open source technology to the extent practical
- Employ web-based applications
- Build and test the system and “Go Live”
- Operate the system going forward
- Secure certification or accreditation as available
- Provide technical customer support as needed



DATA OUTPUT

- Consumer-controlled access
- Print and carry records to clinical encounter
- Authorized provider or proxy to view in browser
- Provider or clinic staff may print or copy and paste records
- Not initially downloadable to provider EMRs
- Bidirectional exchange with EMR systems anticipated in future



ISSUES TO ADDRESS

- Governance
- Financial incentives for providers to submit and view data
- Availability of FMAP for ongoing operations
- Sustainability: the business model
- Relationship to MMIS: “tightly coupled” to capture enhanced match
- Legislation or administrative rules may be needed
- Alignment with state and national health reform efforts