
Community Information Exchange (CIE): Overview for HB 3303 Hearing

March 13, 2023

Susan Otter

*Director of Health Information Technology
and Analytics Infrastructure, OHA*

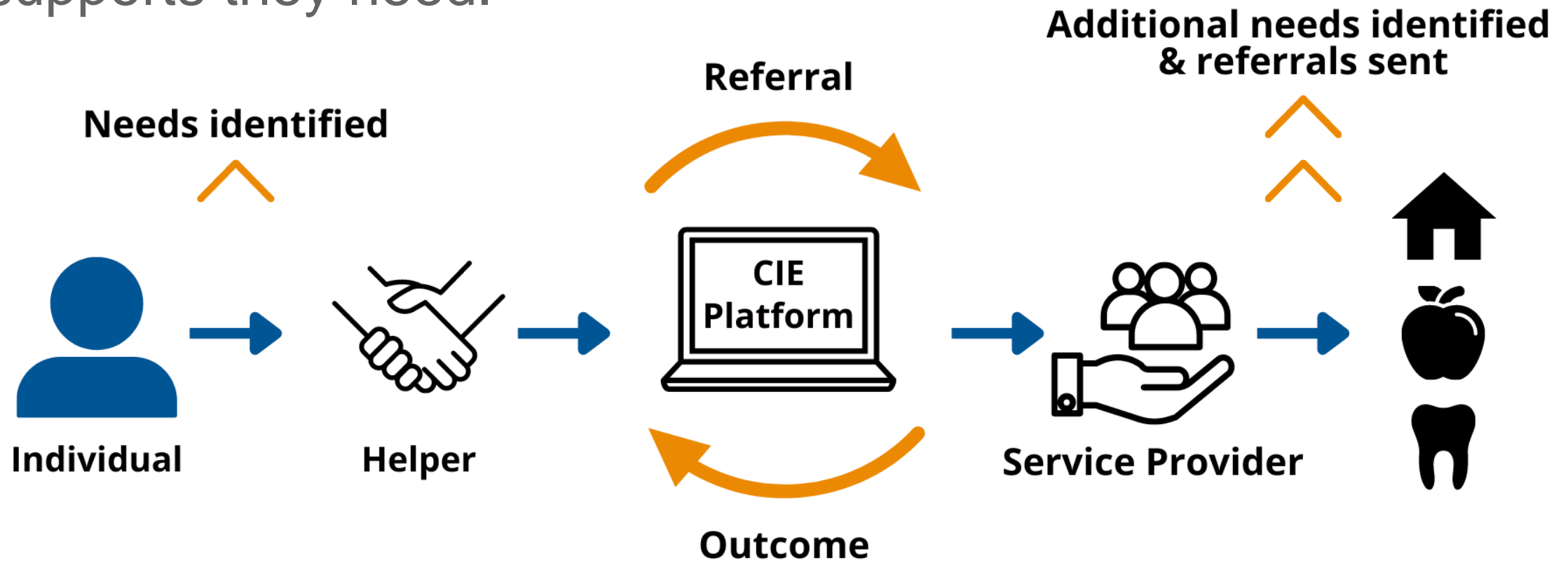


Oregon
Health
Authority

CIE and the Oregon Landscape

What is Community Information Exchange (CIE)?

A network of collaborative partners using a multidirectional technology platform to connect people to the services and supports they need.



Value of CIE

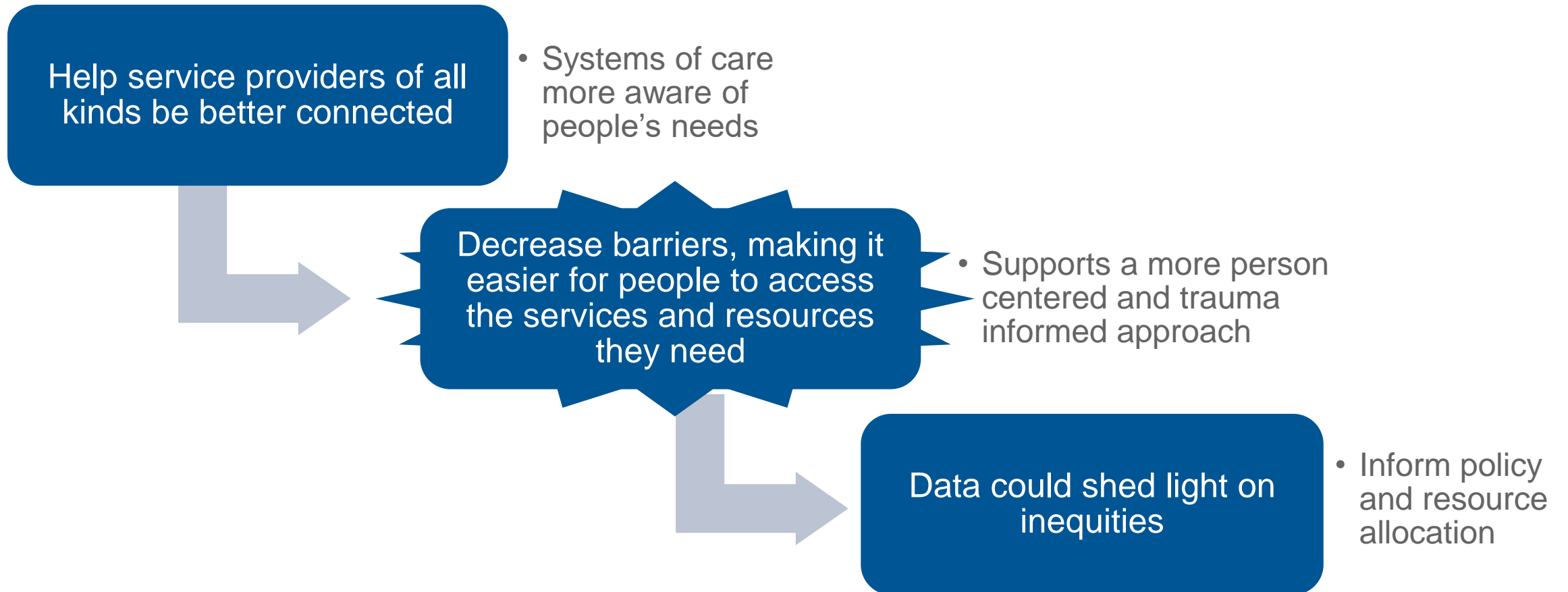
- **Eliminate barriers** between people and the services designed to support them
- Connect disparate services and **coordinate more easily** across organizations
- Use data to **inform policy and identify gaps** in services



...we're always underfunded, we're always understaffed, you know, and this cuts down on hours and hours and hours of time that we would be on the phone, we have to do one referral, we can send it out, we can make notes, we can talk back and forth with other people, we only have one consent form, you know, **all these things have made it a lot easier for us to operate**, made it to where we can spend more time with our feet on the ground.

– CBO Interviewee

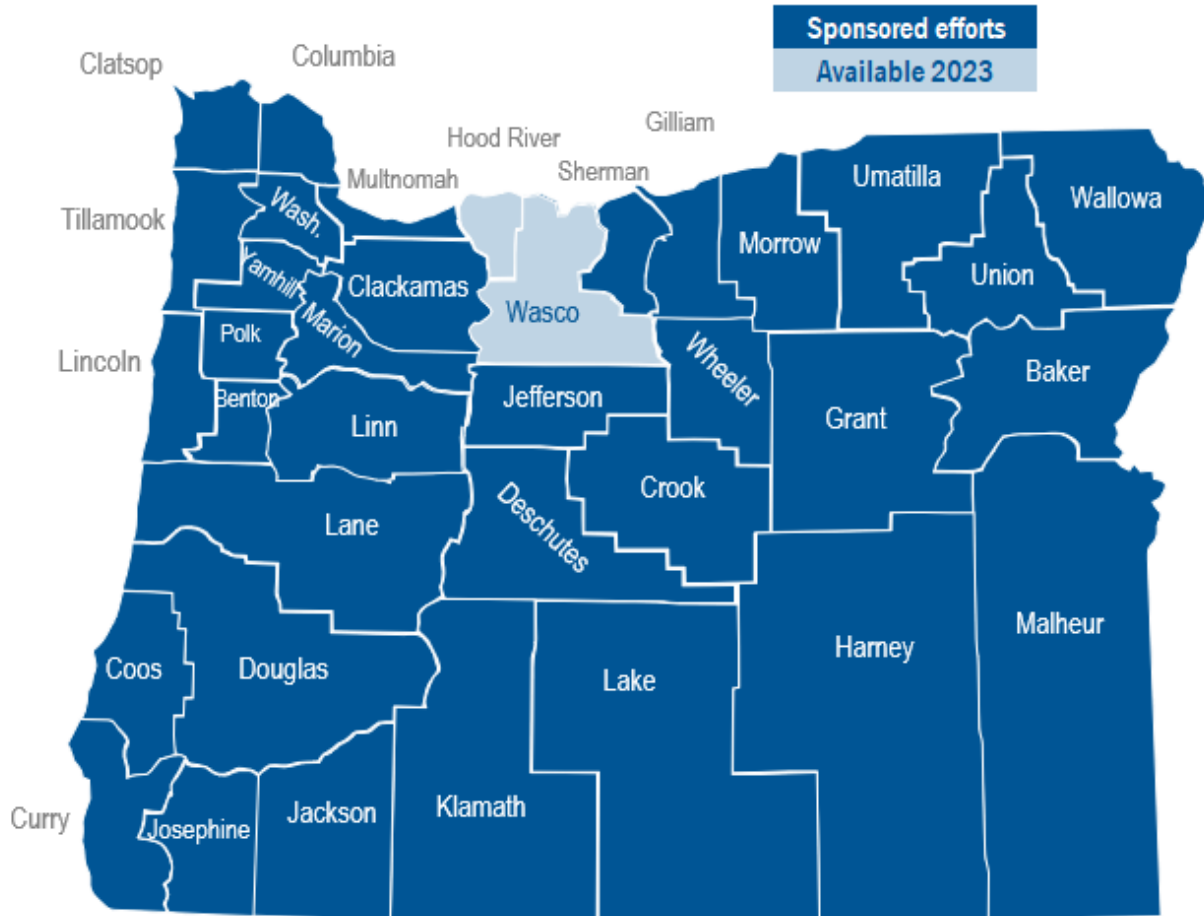
How CIE supports health equity



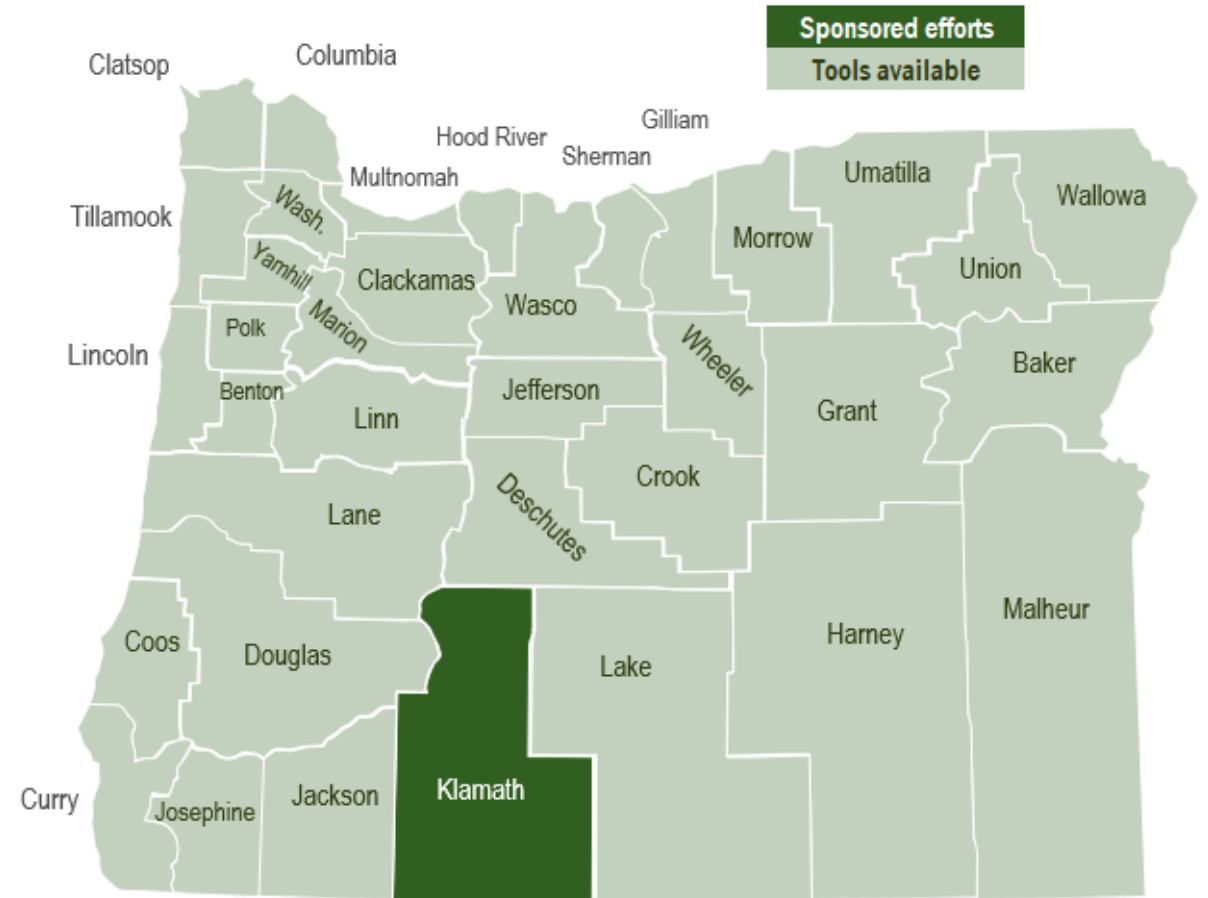
Oregon Landscape: Status of sponsored efforts

NOTE: At this time, OHA is not a participant in CIE

Connect Oregon (powered by Unite Us)



findhelp (formerly Aunt Bertha)



⁷ Status as of February 2023. These maps do not reflect level of CIE adoption by organizations.

CIE Workgroup & HB 4150 Legislative Report Recommendations

House Bill 4150 (2022) Report

- Directed the **Health Information Technology Council (HITOC)** to convene a workgroup to **provide recommendations on strategies to accelerate, support, and improve secure statewide CIE**
- CIE Workgroup members represented Oregon's diverse landscape of community, health care, and social services partners
- 99 community-based organizations (CBOs) provided input through interviews and a survey
- **Recommendations submitted to the legislature** in draft (Sept 2022) and final (Jan 2023) reports
 - [House Bill 4150 Final Report: Supporting Statewide Community Information Exchange \(Executive Summary\)](#)

Recommendations to the legislature: Overarching priorities

1. **CIE requires sustainable investment in systems change**, as well as building trust and relationships.
2. **Support for community-based organizations (CBOs)** is paramount for success.
3. **CIE efforts should promote equity** and be accessible and person-centered and directed.
4. **Inclusive and neutral statewide governance is needed.**
5. **Prioritize privacy and security of data**, as well as transparency and accountability.

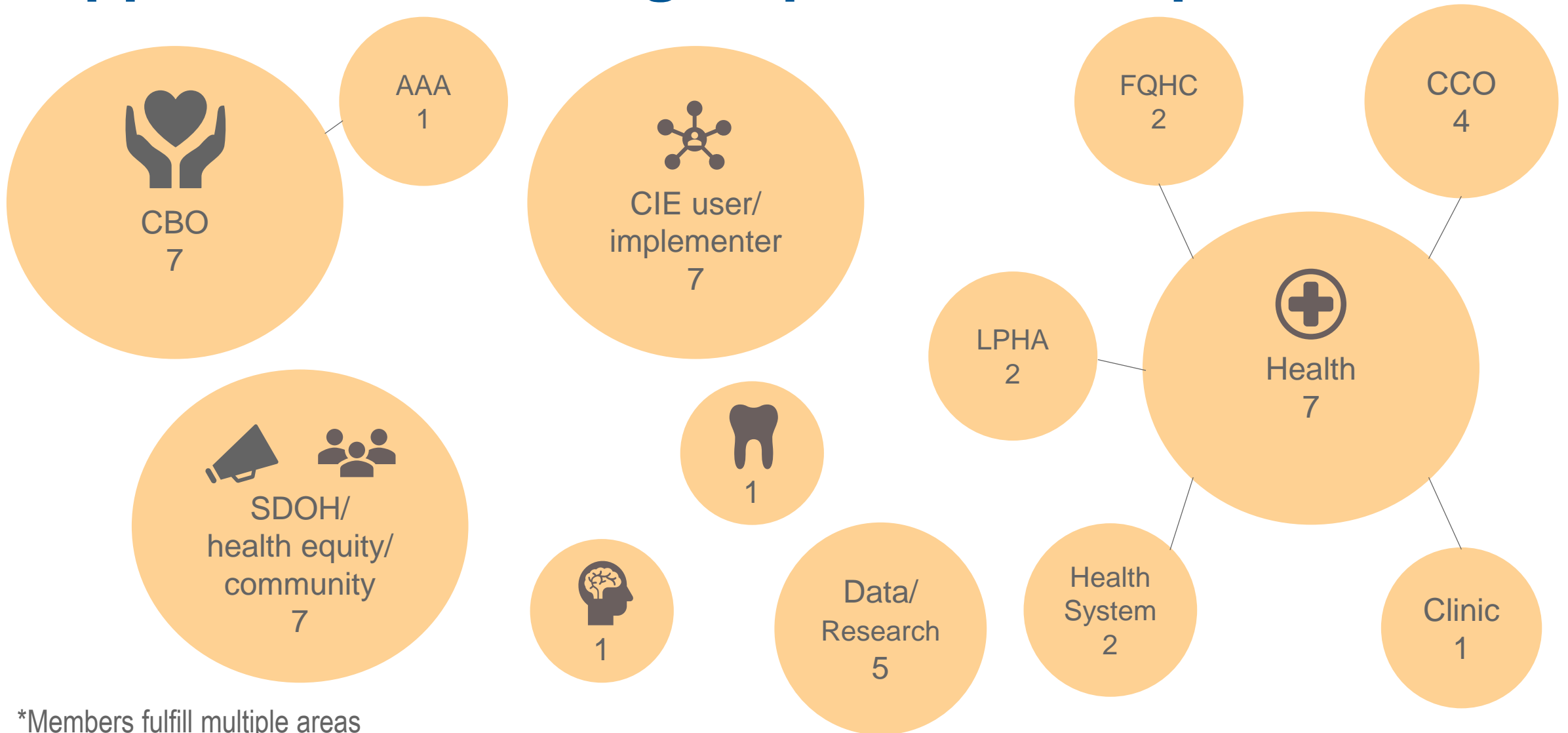
Next steps:

- **Financial investment for participants**
- **Statewide governance**

Questions?



Appendix: CIE Workgroup Membership



*Members fulfill multiple areas

Appendix: CIE Workgroup recommends that legislation support



Community-based organization (CBO) participation in CIE



Additional partners to participate in CIE



Oregon Health Authority (OHA) and Oregon Department of Human Services (ODHS) roles in statewide CIE efforts



A Statewide CIE data program



Privacy and security



Statewide governance

Appendix: Highlights of community engagement needs

Staff capacity

Funding

Technical assistance (TA) and training

Privacy and security

Equity in decision making and access

Referral coordination center

If you wanted to really open the doors, and really have it be a successful system, we would need a much more increased capacity, which would just be staff costs, and all the other things associated with that, including infrastructure money.

– CBO Interviewee

I think the CIE needs to be more than just culturally and linguistically responsive but it also needs to be responsive to each community it is working within. That means being a part of the community, listening to the community. We have not seen that [from CIE]...

– CBO Survey respondent