

Umpqua Health Alliance (UHA) has committed resources and support to its provider network and Care Coordination teams to build a robust health information technology (HIT) infrastructure. HIT refers to the electronic systems health care professionals and health plans use to store, share, and analyze health information in continually advancing healthcare and improving patient outcomes. There are several HIT applications that UHA utilizes and encourages the provider community to use in making sure health information is confidential, readily available and contributing to safer, higher quality, more coordinated, more efficient and less costly care for everyone.

Below are a few common HIT applications that have been of tremendous value to our community as an investment under UHA's HIT Roadmap.

- **Arcadia** – is a healthcare data and software company dedicated to healthcare organizations achieving financial success in value-based care. Arcadia Analytics is a core function in managing population health and delivers enterprise-level transformational healthcare outcomes. Arcadia is the platform utilized by Care Coordination to record physical and behavioral health care coordination efforts. It is used for intradepartmental collaboration among Care Coordination, Utilization, Customer Care, Pharmacy, Behavioral Health, and Decision Support. In the future, UHA is planning to make this tool available to provider offices. For more information visit: <https://arcadia.io/>
- **Collective Medical** - helps care teams collaborate to support their most vulnerable patients and those whose needs cannot be met in any single care setting. Using unique technology, Collective unifies a patient's entire care team including hospitals, primary and specialty care, post-acute care, behavioral health providers, community service organizations, and health plans to collaborate together for better patient outcomes.

Collective Medical delivers real-time notifications with insights at the point of care not just to ED physicians, but to the patient's entire care team. Provider offices get notifications for patients with patterns of high utilization or complex needs as soon as they register. Notifications are also sent to other members of the patient's care team, so they can intervene and redirect patients to more appropriate settings for care to avoid misuse of emergency room services. For more information visit: <https://collectivemedical.com/>

- **CIM** is an online database used by UHA's Third Party Administrator, PH Tech. CIM is used to track member eligibility, authorizations, adjudicated claims, and for intradepartmental collaboration among Care Coordination, Utilization, Customer Care, Pharmacy, Behavioral Health, and Decision Support. Providers will use CIM to determine if a member is currently enrolled with UHA, submit and manage service authorizations, and to view claims that have been submitted to PH Tech. [CIM Instructional Guide](#)
- **eClinicalWorks Solutions (eCW)** – is a unified cloud-based solution to control costs, reduce errors, deepen understanding, and improve the quality of care. The tools available bridge the gaps between providers and patients, hospitals and private practices, and healthcare facilities and payers. In the future, UHA is planning to make this tool available to provider offices. eCW is the preferred electronic medical record for many providers in the community.
- **Meditech** - is the electronic health record system utilized by the local community hospital. The UHA Care Coordination team is credentialed for access and utilizes this resource daily to complete discharge planning, transitional care, post-acute care, and integrated and intensive care coordination.
- **Reliance** – is a health information exchange providing care management teams with patient information to coordinate care across physical, behavioral and dental health via a web-based application or through automated delivery of clinical results for use within an authorized user's existing care management system. Reliance can support care coordination, hospital notifications, discharge management, HEDIS reporting, clinical quality measurement, and more. For more information visit: <https://reliancehie.org/>
- **Unite Us (Connect Oregon)** - Umpqua Health Alliance and Unite Us have been working closely to expand the Connect Oregon coordinated care network of health and social care providers as part of the CIE (Community Information Exchange). Partners in the network are connected through a shared technology platform, Unite Us, which enables them to send and receive electronic referrals, address people's social care needs, and improve health across communities. For more information: <https://oregon.uniteus.com/>