Welcome to the 2024 User Conference!

Jeff Brandes
President & CEO
Azara Healthcare



Azara Welcomes You!

You are in Good Company

- 410+ professionals from 39 states
- 149 Practices & Health Centers
- 28 Primary Care Associations & Networks
- Friends & Partners of Azara
- Many first timers and lots of long-timers

Meet New People

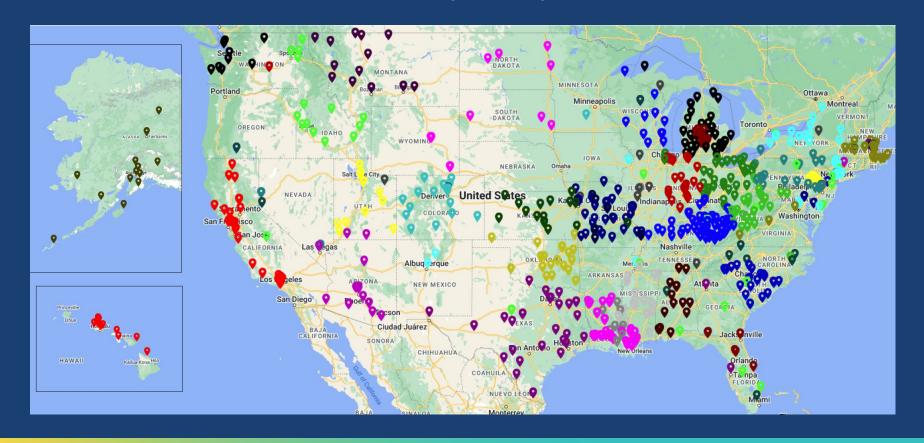
- Learn
- Engage, Interact and Collaborate
- Have a coffee or a drink with that Azara contact you only know via email or Zoom
- Enjoy yourself...

Diverse mix of Health Center, Network and PCA Roles, Responsibilities

- CEO's, COO's, CIO's, CMO's... All the C's
- Quality Directors, Director of Informatics, Population Health, Managed Care, Valuebased Care, Health Informatics Director, HCCN Director
- Clinical Operations, Care Management, IT Manager, EHR Manager, RN, MD, PA
- Patient Service Manager, Population Management, Data Analyst, etc.

Azara Users Far & Wide (2024)





Conference Goals





Help you to
maximize the
value you get
from your
investment
in Azara DRVS



Learn how others are using DRVS to get RESULTS



Understand how good data can make a positive difference in the care YOU DELIVER



Provide a glimpse of our **product plans** and OUR VISION



Make peer connections so you can each construct your own personal DRVS support "NETWORK"



Flashback Moment Azara – Then & Now





2009 CHIA DRVS is Born

The Massachusetts League of Community Health Centers released CHIA DRVS, a web-based central data repository & reporting solution for 7 pilot CHCs:

- Extracts data from 3 EMR and 4 PM systems, nightly
- Initially contained 20 quality reports, 20 CHC-specific Key Performance Indicators, cross-CHC benchmarking, and drill-down capabilities
- Centrally-supported by MLCHC resources with help from Azara's predecessor



2009 The Announcement



May 1, 2009

Pilot Launch with 7 Community Health Centers

Community Health
Information Association
Data Reporting and
Visualization System
CHIA DRVS

2009 The Brochure





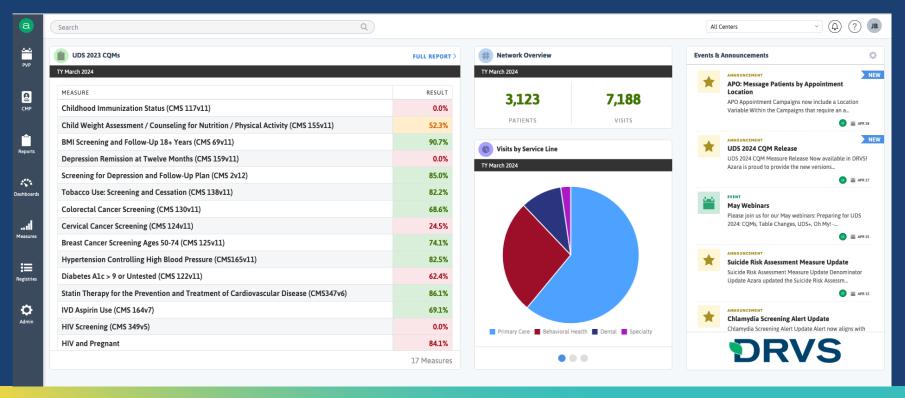
2010 CHIA DRVS Homepage





azara 2024

2024 Azara DRVS Homepage



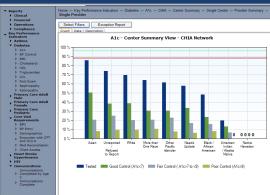


2010 DRVS Measures









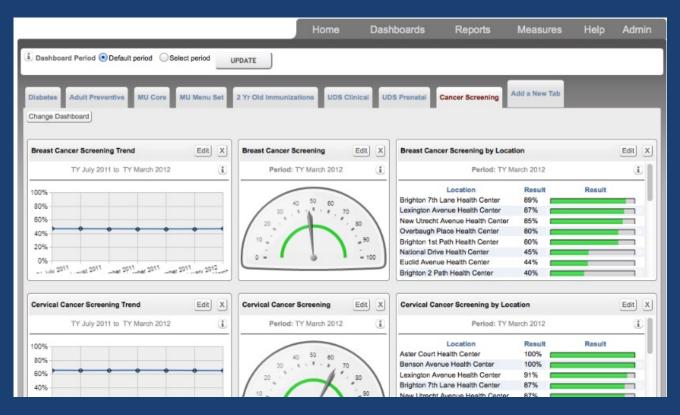


2024 Measures



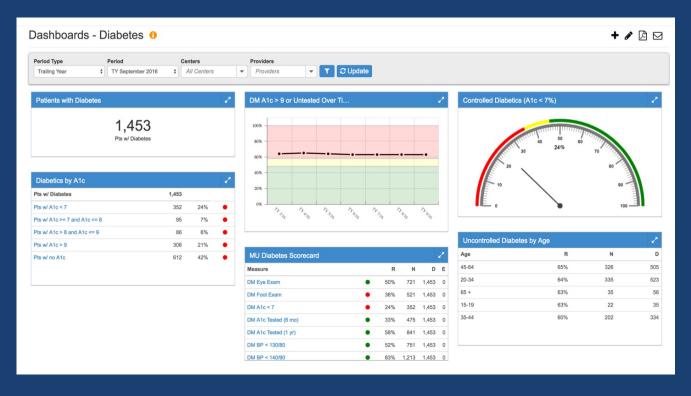


2012 Dashboard



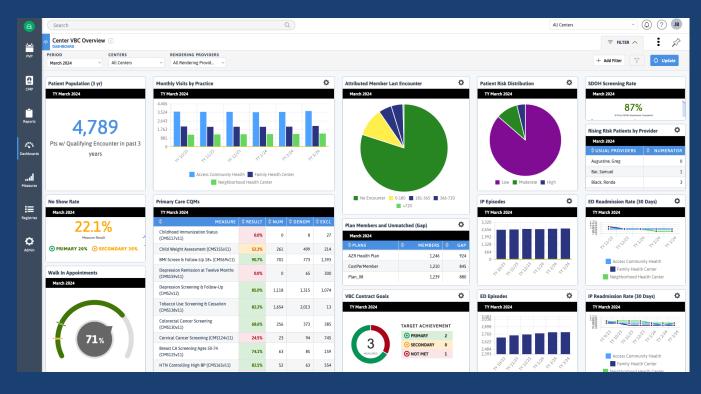


2016 Dashboard





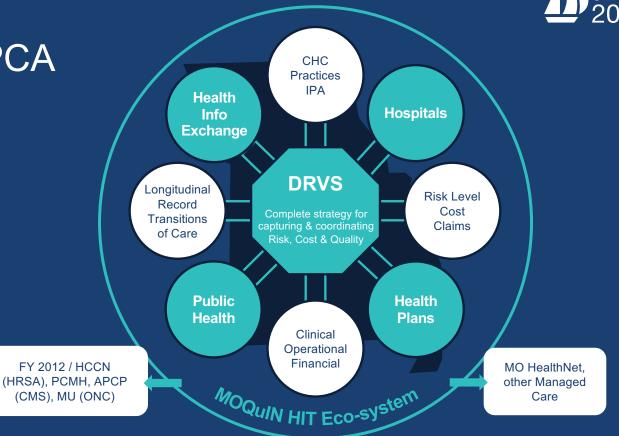
2024 Dashboard





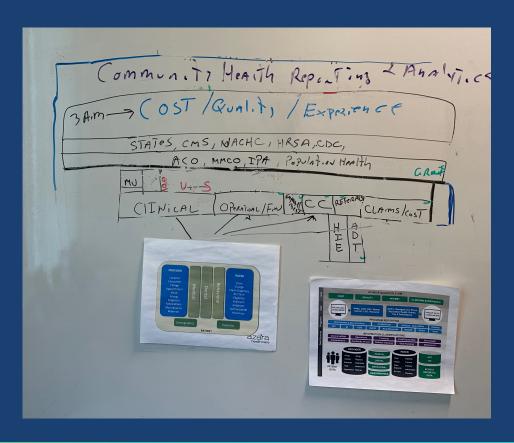
2012

Azara – MO PCA Shared Vision



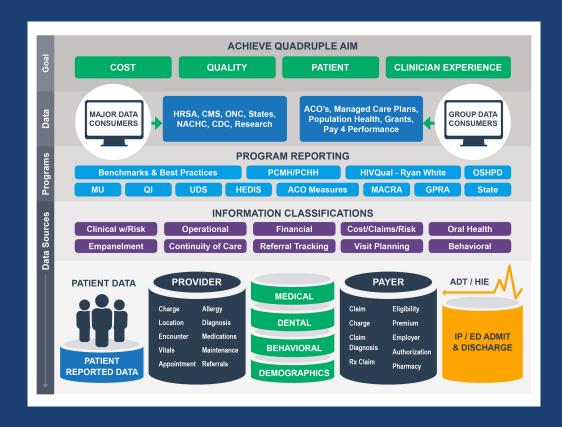


2013 Azara Vision





2016 Azara Strategic Vision



User Conference







2017 2023



Year in Review







12,702 Active DRVS Users



15,383 **DRVS Support** Requests Handled in

the Last 12 Months



684 **Active DRVS Sites**



22% YoY User Growth



453,463 **UDS Reports Run** in the Past Year 24% YoY increase



787 **ACC Users** 62% YoY increase



165 **Employee Count**



434,103 Reports Run in March 2024 20% YoY increase



Largest # of active Users at individual CHC



99% Customer Retention







2,915Dashboards Created **36% YoY increase**



99,613,635ADT alerts processed



24
HIE Connections



3,057 Cohorts Created



20,214
Custom Reports/Registries/
Dashboards in System

41% YoY increase



211Practices ReceivingADT Information23% YoY increase



1,855Scorecards Created

ENGINEERING





104

Product Releases

KEY ITEMS & FEATURES

- ✓ Care Connect 2.0
- ✓ Cost & Utilization 1.0
- ✓ UDS+ Support
- ✓ Enhanced Dashboards
- ✓ New APO Campaigns
- ✓ UniteUs Integration



538

New Measures

2,424

total measures



53%

of DRVS Client Improvement Requests Implemented

352

total requests

DELIVERY





94 New DRVS Implementations



438Modules/Projects



761Adoption Sessions **85% YoY increase**



15 New Payers



Learning Labs

56% YoY increase



Quick Tip Clips, Measure/User Guides



56Webinars



Practices adding
Payer Integration
54% YoY increase



ew ACC Impler

New ACC Implementations **223% YoY increase**

Azara BKRS 2023





Big THANK YOU to all our supporters!

- 645 total miles logged,
 4 different routes.
- Excellent weather
- Planning for bigger impact in 2024!
- Clients and Partners are welcome and encouraged to join the 2024 team!





Updates



Collaborations























Partnerships/Integrations

































Strategic Partners – Conference Supporters



upstreams

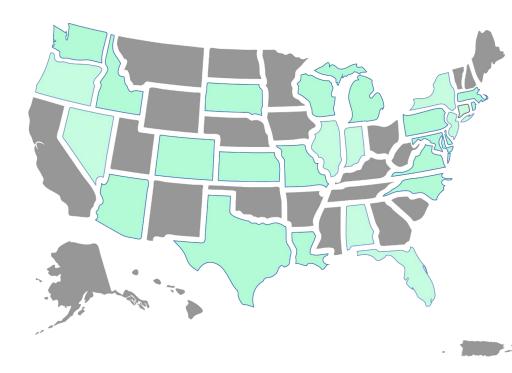


Ensuring Equitable, Patient-Centered Contraceptive Care is Part of Basic Healthcare



upstream§

- Partnered with more than 130 health orgs over 10 years
- Clinical partners in 23 states across the country
- Azara partner since 2017
- 90+ clients across 23 states





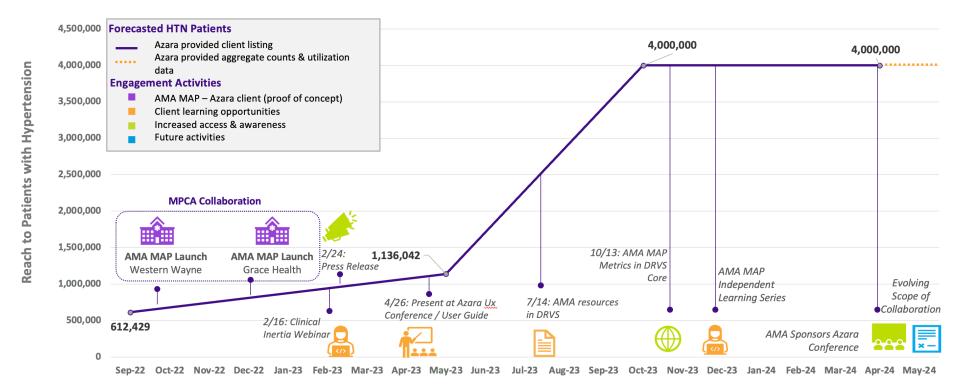


Our Collaboration with the American Medical Association

Michael Rakotz, MD, Interim GVP, Improving Health Outcomes American Medical Association

"The AMA is delighted to collaborate with the Azara team, who work relentlessly to bring value in the use of data, programming and support to health care organizations across our nation. We appreciate the enhancements to DRVS's enabling the AMA MAPTM metrics to be accessible to care teams serving 4 Million patients with hypertension and look forward to our combined efforts to improve BP control for all patients".

Azara | AMA Collaboration Overview

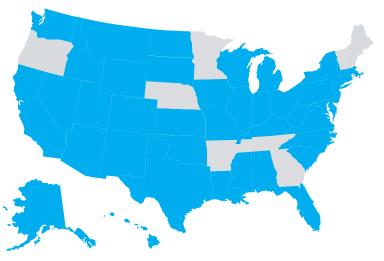




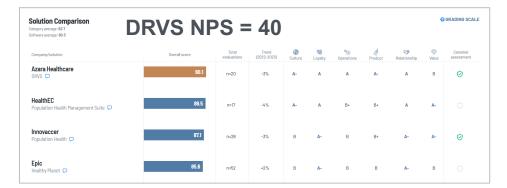
Market Leading Recognition







Measured by the voice of **our clients**, Azara consistently ranks at the top of the Population Health category as evaluated by KLAS Research.











UDS+





First round of voluntary submissions completed

- Azara was the first vendor to successfully send production data to HRSA
- Azara submitted data for 55 health centers



2nd Cohort of voluntary submissions to take place **through end of June**

 Allows centers to participate who do not have full patient population within a single system (i.e., Dental data is not in DRVS)



Other

HRSA will have reviews of UDS+ results for the centers who submitted

- "Expected" that UDS+ calculated results closely match EHB-reported results
- UDS⁺ reporting requirement for CY2024 still TBA

Hits & Misses of 2023



Payer Integration
Azara CareConnect
Azara Cost & Utilization

EHR Plug-In V2 - eCW





Azara's Year in Summary



- ✓ Significant Team & Client Growth
- ✓ Care Coordination & Care Management– ACC 2.0
- ✓ Azara Cost & Utilization Reporting
- ✓ UDS+
- ✓ Data Quality Investments Lab Matching using AI & Machine Learning
- ✓ Payer-Provider Collaboration
- ✓ Medicaid Redetermination

- ✓ Behavioral Health Integration
- ✓ More Education & Training Material
- ✓ Important Partnerships
- ✓ NCQA HEDIS Re-Certification
- ✓ NCQA Data Aggregator Re-Certification
- ✓ HITRUST Re-Certification



Our Success is Measured by Your Success



Beating the Odds

Ohio's Data-Driven Journey to Statewide Health Transformation





The Challenge

Consistently **low performance** on Underserved, Insured, and Disparities (UID) measures.

No real-time access to performance information across all member centers to assist in the identification of best practices, trends, and improvement opportunities.



The Solution

Rolled out the Ohio Data Integration Platform (ODIP) powered by Azara DRVS

Enabled opportunities for data integration, enhanced data sharing, collaborative interventions and target setting, and enriched clinical learning collaborative,



The Success

Now a leader in national health excellence – achieving a total of 6 measures in the top 10 rankings & outperformed the national level in 5 key metrics.

Streamlined processes & maximized efficiencies through data-informed insights provides greater support for healthcare professionals across Ohio.

"This transformative tool has enabled us to not only identify areas that demand attention, but also advocate for regulatory enhancements. The power of the platform goes beyond numbers; it serves as a catalyst for supporting underserved communities across Ohio."

Heather Simpson, Director of Value-Based Initiatives

Improvements Across the Network 2020-2022

67.4% ★

HIV newly diagnosed & follow-up care

34.8% 🕇

Depression Remission at 12 months

13.5% 🕇

Breast Cancer Screening

10.9% 🕇

Child Weight Assessment & Counseling

7.0% ↑

Tobacco Usage & Cessation Intervention

Reducing Care Team Burnout Langley SEATHS

Streamlining Chart Prep with the Care Management Passport



The Challenge

- High staff turnover and burnout during the COVID-19 pandemic.
- Manual review of each patient's chart to identify previous screening dates, lab results, and current preventive screenings.
- Disorganized chart prep and the potential for poor quality of care.



The Solution

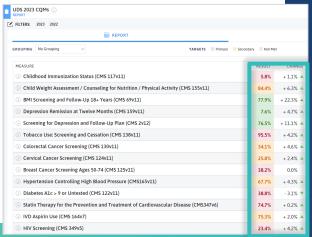
DRVS Care Management Passport (CMP), and bulk download functionality, were used to create a standardized and streamlined chart prep process.



The Success

- Use of CMP reduced staff chart prep time by more than 50%.
- Time saved on chart prep provided staff the opportunity to focus on quality improvement initiatives.





Improvements in all UDS CQMs compared to 2022

38% ↑
Report Usage

40% ↑
BMI Screening & F/U

Depressing Screen & F/U



Quantifying Azara's Impact

Objective

Compare Quality Metrics of Azara (and PVP) users to all FQHCs using publicly available* 2022 HRSA quality data



Method

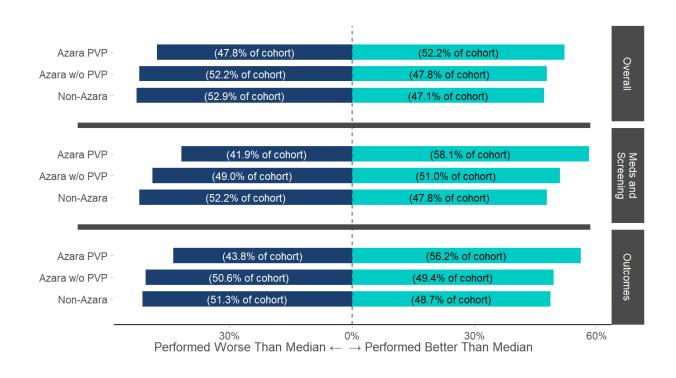
Analyze measure results for all 1,400+ FQHCs and grouped them into 3 categories

- Azara Clients that utilize the Patient Visit Planning Report (PVP) on 60%+ of working days
- 2. All other Azara Centers
- 3. Non-Azara Clients

^{*} Results available at: https://data.hrsa.gov/tools/data-reporting/program-data

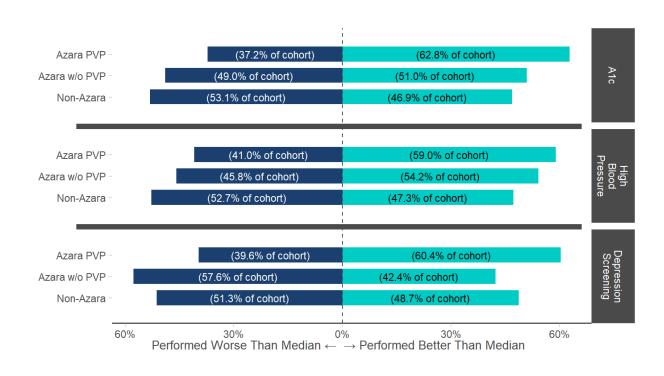
Distribution of Center Performance





Distribution of Center Performance





Using DRVS does make a difference!





Users of Azara's Patient Visit

Planning report see better results,
in some cases significantly better,
than those who do not.



Across a broad range of UDS measures, Azara clients have seen a **4-9% increase in performance** after implementing DRVS



DRVS PVP Users have a **7–10% higher probability** of performing in the top quartile of all health centers

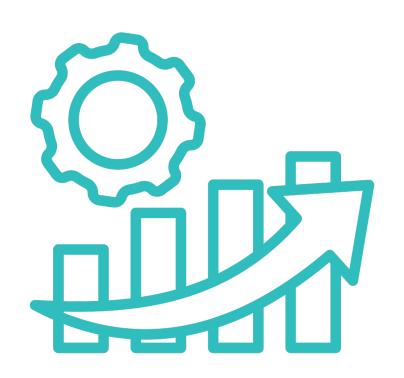


When analyzed on a state-by-state basis, Azara DRVS clients **regularly outperform** the non-Azara FQHCs **on key Quality Measures**.



1,331,839 runs of the Patient Visit Planning report in the last year

Lest We Forget: The Real Objective







Your Feedback

Quoteworthy Success!



Azara Healthcare is an amazing partner to work with. It is great to have a partner who understands us and really develops things around the needs of our practices and patients.

Azara Healthcare has a very high-quality product. DRVS is a ridiculously powerful tool, and it helps us highlight our populations and specific needs.

Azara has made our monthly UDS review painless!

DRVS has made some of our goals a reality!

Azara Healthcare has a phenomenal product, and we are extremely happy with it. The capabilities of data visualization in the product are excellent, and the Azara Healthcare team itself is very responsive to customers. We absolutely would endorse the system.

Azara makes it so easy to pull results for the measure(s) we are discussing in the meeting by provider, location, financial class, etc.



"We were trying to figure out how to identify our patients that needed a well child visit and had given up. Two days later the Well Management report came out. I almost cried!"

Jordan Bann Five Rivers Ohio



"I just wanted to extend a tremendous THANK YOU for such an awesome session. It hit all the points that we wanted to and it was awesome to hear someone say...Azara was better than EHR. Made my heart flutter in that geeky sort of way."

Association for Utah Community Health UDS/Data Hygiene training session

"I absolutely love your program. Just yesterday I worked on a dashboard for a PDSA that we are working on with some of our provider staff, and it always amazes me just how easy it is to organize the data.

I love not only how easy the system is to navigate and use, but also how the data is able to be broken down in a meaningful and impactful way"

Jodi Tate, Population Health Director Canyonlands Healthcare



"I am going through Azara implementation currently with one of the Delaware centers and I just have to say, this platform is absolutely amazing and if everyone could be so lucky to have it, it would change healthcare completely. I've been working as a Senior Data Analyst for quite some time and this is a data junkies dream.

Cara Toomey, Senior Informatics Analyst Delaware Health Net, Inc.



Population Health 2024



State of the Data Analytics Market



- Pandemic has magnified need for:
 - Tracking alterative care delivery methods
 - Improved data for surveillance
 - Ability to accommodate rapid change
- Delivering & Measuring Health Equity
- Move to value-based care is advancing
 - Driving need for more data
 - Pushing payer-provider collaboration
 - Increasing expectation of integrated & coordinated care including behavioral health and care management
- Health Center & Independent Practices
 - Organizing into ACO's, IPA's and partnerships
 - Structured to provide more comprehensive and better coordinated care

- Emergence of VBC Enablers
- Practices need to serve multiple entities with regard to their data
- CMS, HRSA, states, payers and other funders stressing need for quality data and documented results
- Need for cost and quality information in one place
- Actionable information from analytics moving into the provider workflow

Role of VBC Enabler



- Establish fair value-based contracts with payers, consolidating and leveraging volume, where possible
- Create the repeatable population health approaches needed to perform in valuebased care
- Combine the value created by practices with support services outside the the clinic to ensure population is being cared for in the best way possible
- Provide Network Support including: Care Coordinators, Care Managers and Clinical Staff, along with Training & Best Practices

- Community support (e.g. CBOs, etc.) that help address SDOH and other needs
- Targeted at specific programs (ex. Medicare MSSP ACO) or across multiple programs (Medicare, Medicaid, Commercial)

Tools like those from Azara are part of the solution, but someone needs to <u>perform</u> these tasks as well

Azara's VBC Enabler Strategy



- Azara clients are actively engaging with VBC Enablers to explore and learn while minimizing their investment and risk to enter into VBC contracts
- Most Enablers have their own technology for Care Gap Identification, Risk Adjustment and Care Coordination/Care Management.
- Practices do not want to be forced to utilize multiple tools/workflows for different patients or contracts

Azara wants to **ASSURE** our clients do not need to make platform choices

We **WILL FACILIATE** the bi-directional exchange of data between the VBC Enabler and our clients, using existing DRVS & ACC workflows

- Right information, right place, right time
- Similar to what we do with our Health Plan Partners

Azara desires to **SUPPORT YOUR VBC JOURNEY,** whether you go it alone, with your peers in a network or with one or more VBC Enabler partners

Azara's Objectives



Be your PRIMARY system for population health and analytics with a comprehensive set of tools to help you deliver better care

Provider Focused Solutions

- Support CHC approaches to treating safety-net population
- Quality Improvement
 - UDS+ & Grant Program Reporting
- Social Drivers & Health Equity
- Behavioral Health Integration
- Payer-Provider Collaboration

All the Analytics you need to Support Value-Based Payment Transitions

- Population Health
- Performance Monitoring
- Compliance
- Care Coordination & Care Management
- Operations
- Utilization, Cost & Risk
- Contract Management



Azara 2024 & Beyond – Our Commitment



- Continued focus on serving Safety-Net providers
- Quickly respond to emerging requirements for information
- Meet your needs for entering risk and value-based contracts
- Ongoing investment in Product, Infrastructure and Client Success services
- Listen to and incorporate your feedback

- Build partnerships that enhance our capabilities to meet your needs
- Be your partner for the long haul

Enable DRVS to make a difference in the care you deliver to your patients!





Keynote Speaker



David Smith
CEO and Founder
Third Horizon Strategies









ABCs of VBC

David Smith CEO/Founder













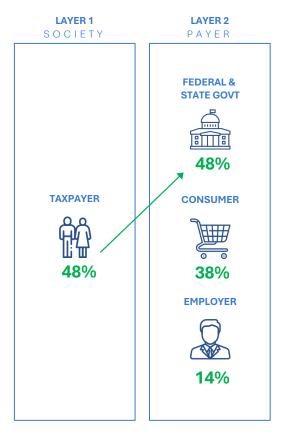
HAPPY BIRTHDAY BLAKELY!

LAYER 1 SOCIETY

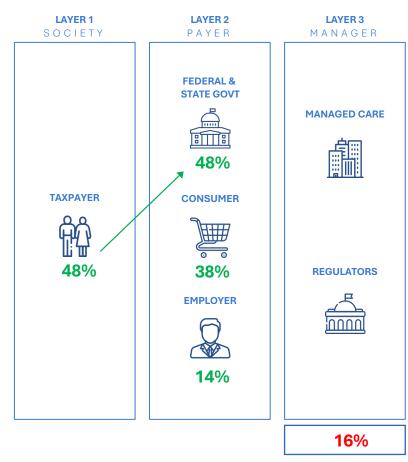


TAXPAYER

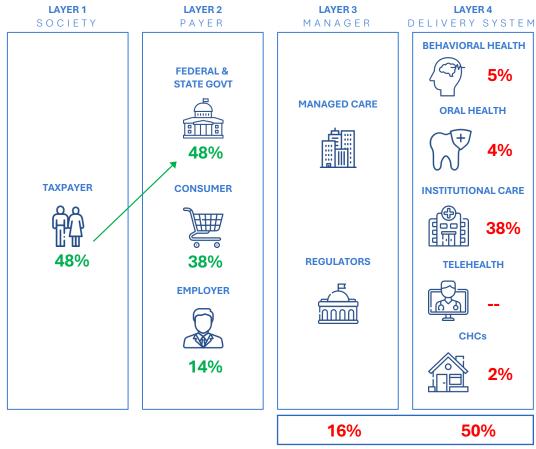






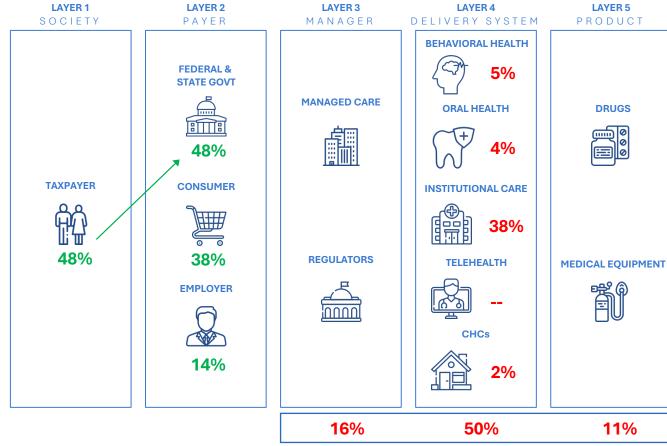






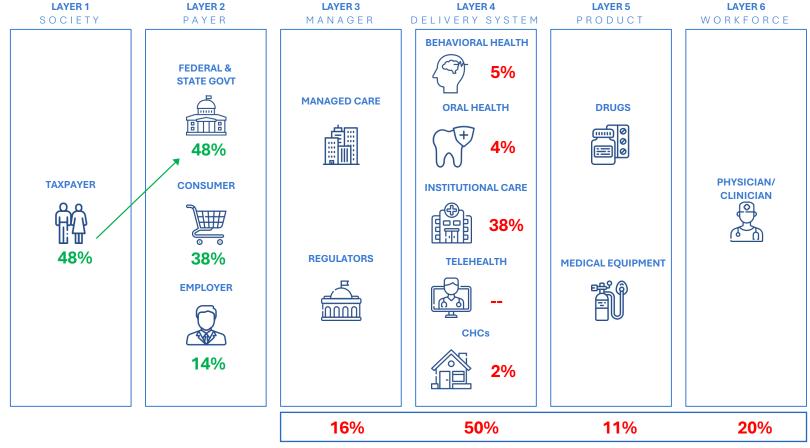






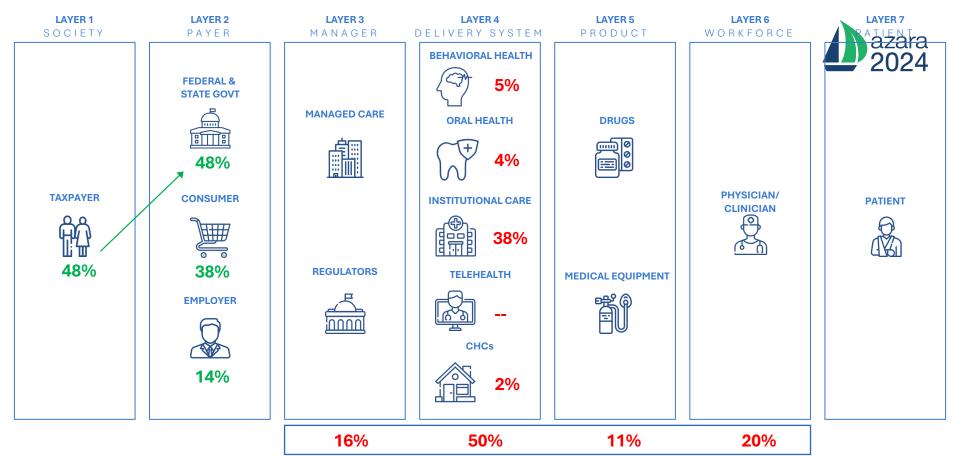






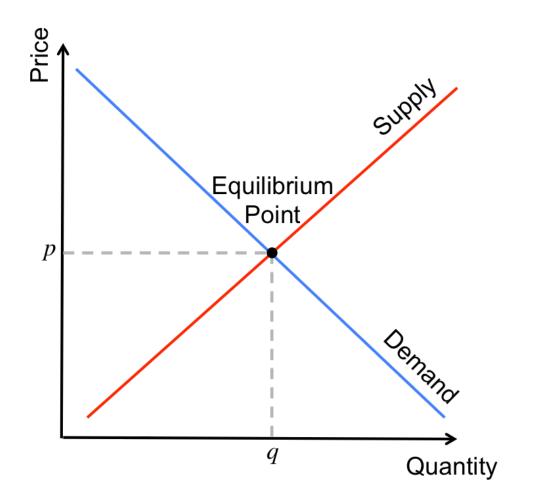
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Buyers and sellers have access to the same information





Sellers Compete to Sell More Widgets; Buyers Decide Which Seller's Widget and Price is Best for Them



Buyers make rational decisions



Buyers and/or Sellers Outside of a Transaction are Not Impacted (Positively or Negatively) by What Occurs in the Transaction



All sellers' incentives are aligned with each other and with the buyer









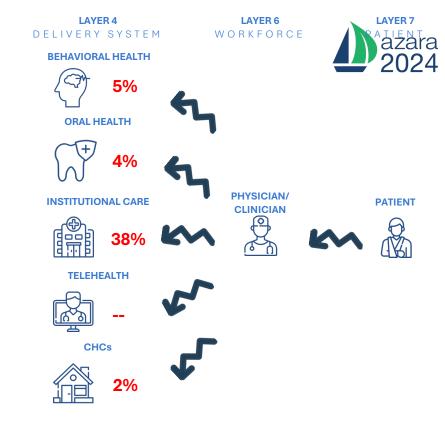


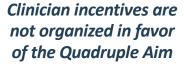
PATIENT

Clinicians incentives may be misaligned from patients

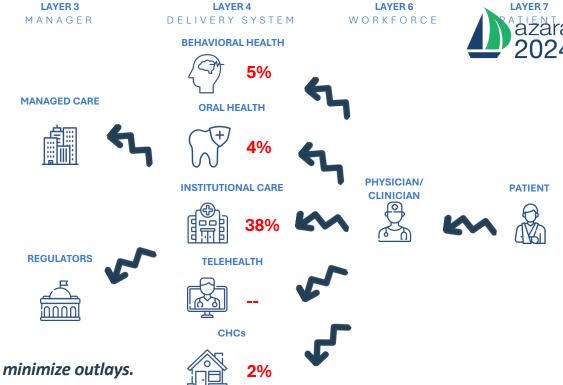
Patients often don't have the tools to seamlessly navigate the system









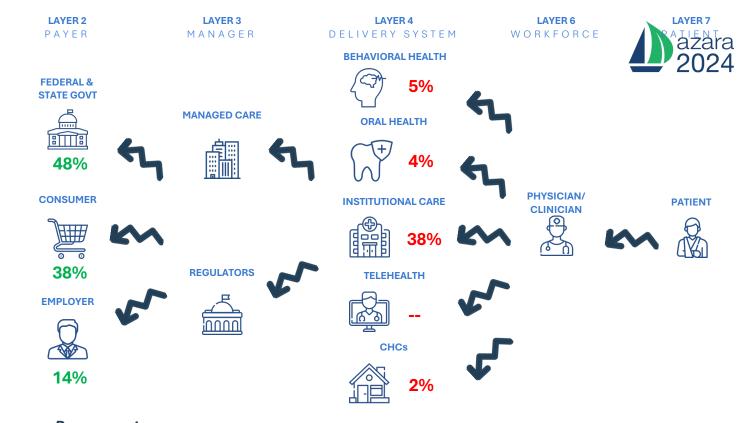


Manager wants to minimize outlays.

Providers are seeking to maximize income.

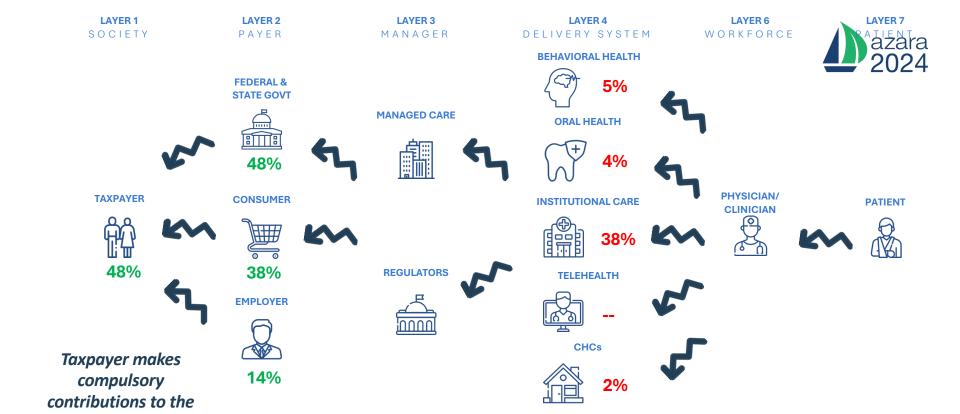


Market entry costs keep new entrants out; makes life for new entrants difficult.



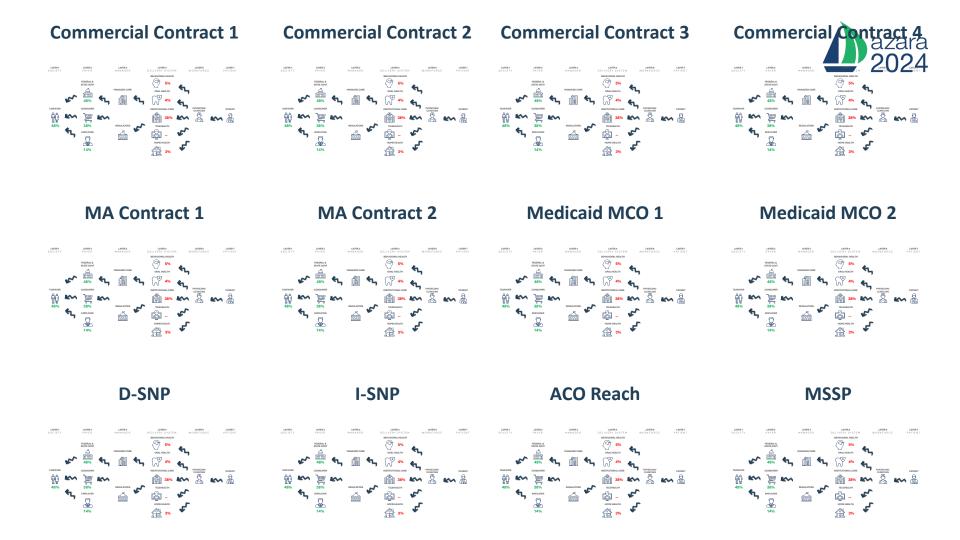


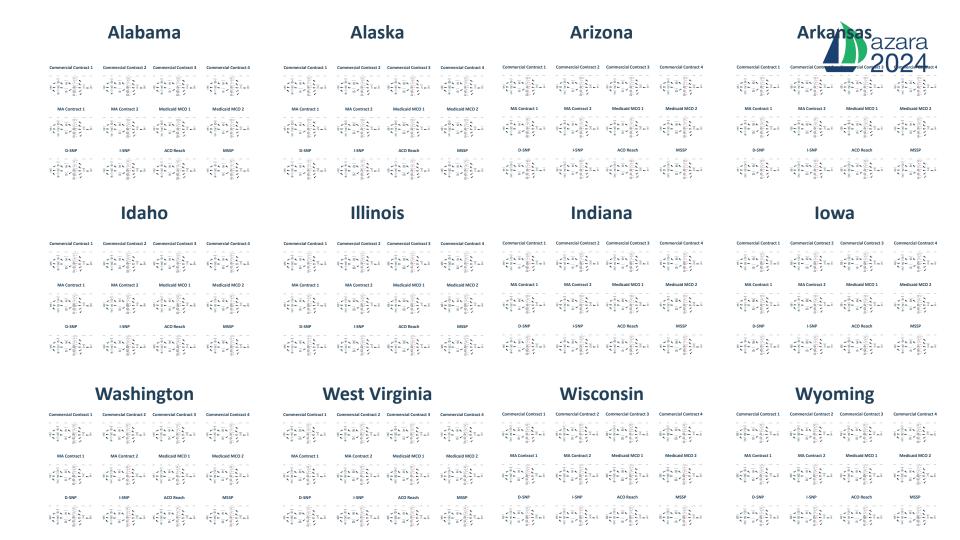
Payer wants a predictable budget and for services to be seamless.





system.

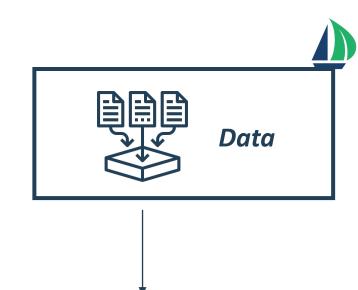






1,885,500







Information



Buyers and sellers have access to the same information



Sellers Compete to Sell More Widgets; Buyers Decide Which Seller's Widget and Price is Best for Them



Buyers make rational decisions

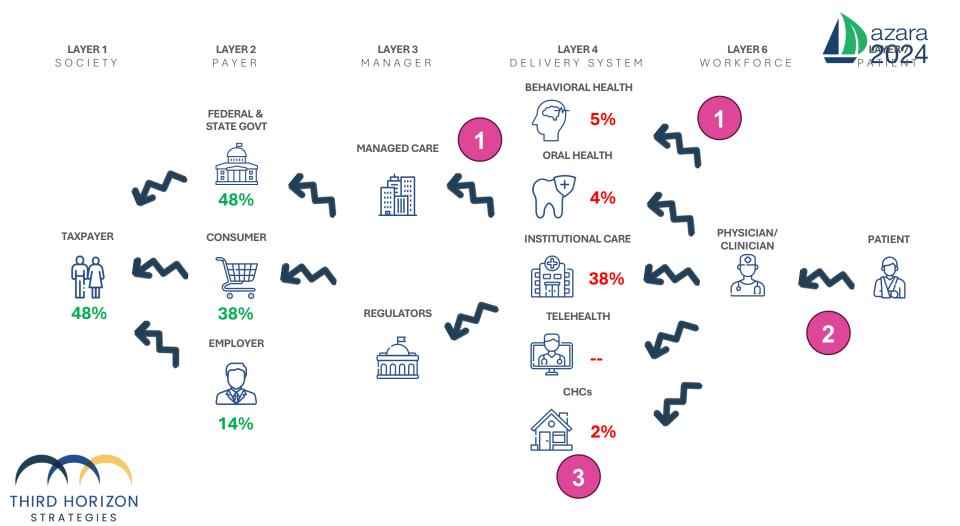


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All sellers' incentives are aligned with each other and with the buyer









Keep vigilant on new data sources



Seek to consolidate and streamline where possible



Drive world class security mechanisms



Give data a specific job



Lean into generative AI tools



Thank You!

David.smith@thirdhorizonstrategies.com





Today's Logistics



What's Next - Today's Agenda



10:30 – 11:00 *Morning Break*

11:00 – 12:00 Breakout Sessions

12:00 – 1:30 Lunch (Ballroom Foyer)

1:30 – 3:00 **Product Update – Greg Augustine**

3:00 – 3:30 Afternoon Break

3:30 – 4:30 Breakout Sessions

6:00 – 10:00 DRVS User Celebration

Today's Breakout Sessions



- Wide variety of topics
- Most are client led
- Smaller groups
- More personal and interactive
- Designed for you to engage with your peers and the Azara team
- Check the conference app to view topics, select sessions for your skill level, and find your way



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#Azara2024 #DRVS2024



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Westin_Conference

X @AzaraDRVS

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Azara Healthcare

PASSWORD

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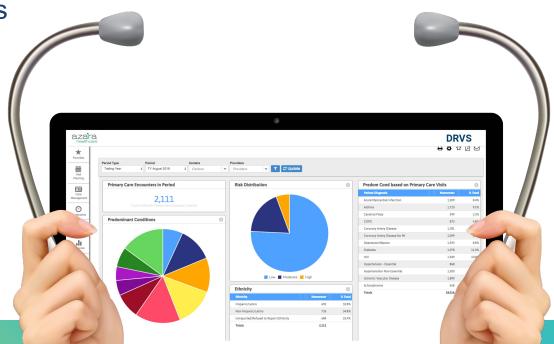
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USER CONFERENCE

DRVS Support & Knowledge Center



- Meet with Azara Support staff
- Located in Elm Room across from registration

Check app for drop-in hours





Tonight's DRVS User Celebration 6:00 - 10:00 PM

- Grand Ballroom
- Dinner and open bar
- Live music and dancing!

Back by popular demand!

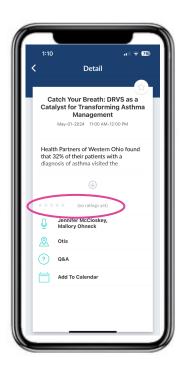




We Want to Hear From You!



Click on the session from your agenda in the conference app. Click the stars in the center of your screen to rate and provide feedback.







Rate the session and the speaker(s)







Thanks for attending!

