

Empowering Healthcare Quality

A Strategic Alliance Between
HCCN, Primary Care Health
Centers and DRVS

Michael Edwards

Director of Training and Quality
Mississippi Health Safe Net

**Sharon Parker, MBA, BSN, CVRN-BC,
CHTS-CP, PCMH-CCE**

VP & Chief Quality Officer
Alabama Primary Health Care Association

Christy Shelton

Director of Quality Assurance and Risk
Southeast Alabama Rural Health Association



Today's Presenters



Michael Edwards
Director of Training and Quality
Mississippi Health Safe Net



**Sharon Parker, MBA, BSN,
CVRN-BC, CHTS-CP, PCMH-
CCE**
VP & Chief Quality Officer
Alabama Primary Health Care
Association



Christy Shelton
Director of Quality Assurance
and Risk
Southeast Alabama Rural
Health Association

Today's Agenda



MISSISSIPPI HEALTH SAFE NET



**ALABAMA PRIMARY HEALTH CARE
ASSOCIATION**



**SOUTHEAST ALABAMA RURAL HEALTH
ASSOCIATION**



Q&A

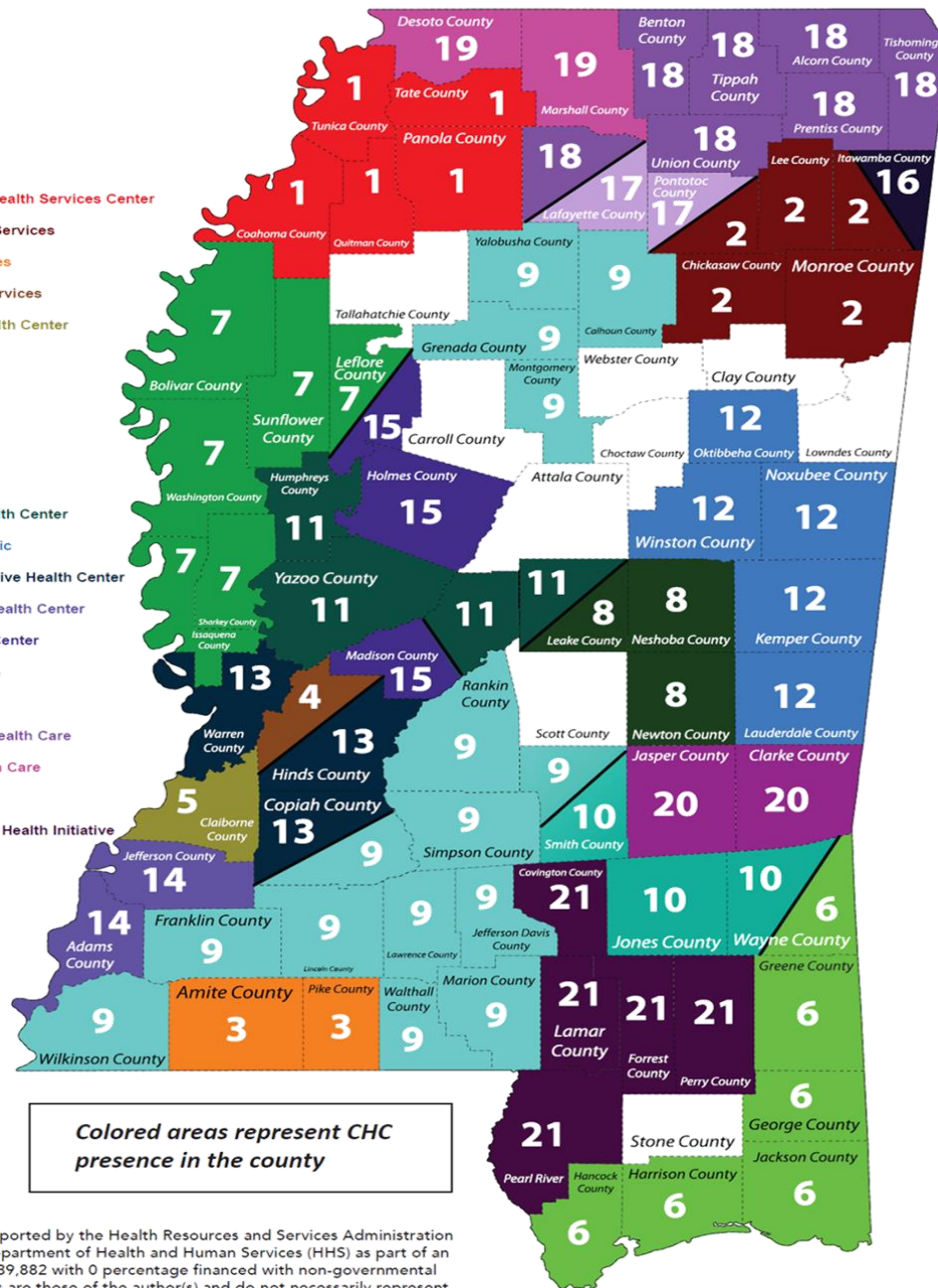


MISSISSIPPI HEALTH SAFE NET (MHSN)



Michael T. Edwards
Director of Training and Quality

1. Aaron E. Henry Community Health Services Center
2. ACCESS Community Health Services
3. Amite County Medical Services
4. Central Mississippi Health Services
5. Claiborne County Family Health Center
6. Coastal Family Health Center
7. Delta Health Center
8. East Central MS Health Care
9. Family Health Care Clinic
10. Family Health Center
11. G.A. Carmichael Family Health Center
12. Greater Meridian Health Clinic
13. Jackson-Hinds Comprehensive Health Center
14. Jefferson Comprehensive Health Center
15. Mallory Community Health Center
16. Mantachie Rural Health Care
17. MississippiCare
18. North Mississippi Primary Health Care
19. Northeast Mississippi Health Care
20. Outreach Health Services
21. Southeast Mississippi Rural Health Initiative



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Rev. 10/6/21



Incorporated in 2011, Mississippi Health Safe Net (MHSN) is a HRSA funded Health Center Controlled Network (HCCN), with the goal of assisting all community health centers in Mississippi to become patient-centered medical homes, achieving Meaningful Use and acting as the centralized health information technology resource for Mississippi's Federally Qualified Health Centers.

MHSN ensures data security and privacy of patient and Participating Health Centers (PHC) confidential and protected information, while implementing data-sharing strategies with its PHCs and the Community Health Center Association of Mississippi (CHCAMS). MHSN is managed via a Management Services Agreement with CHCAMS.

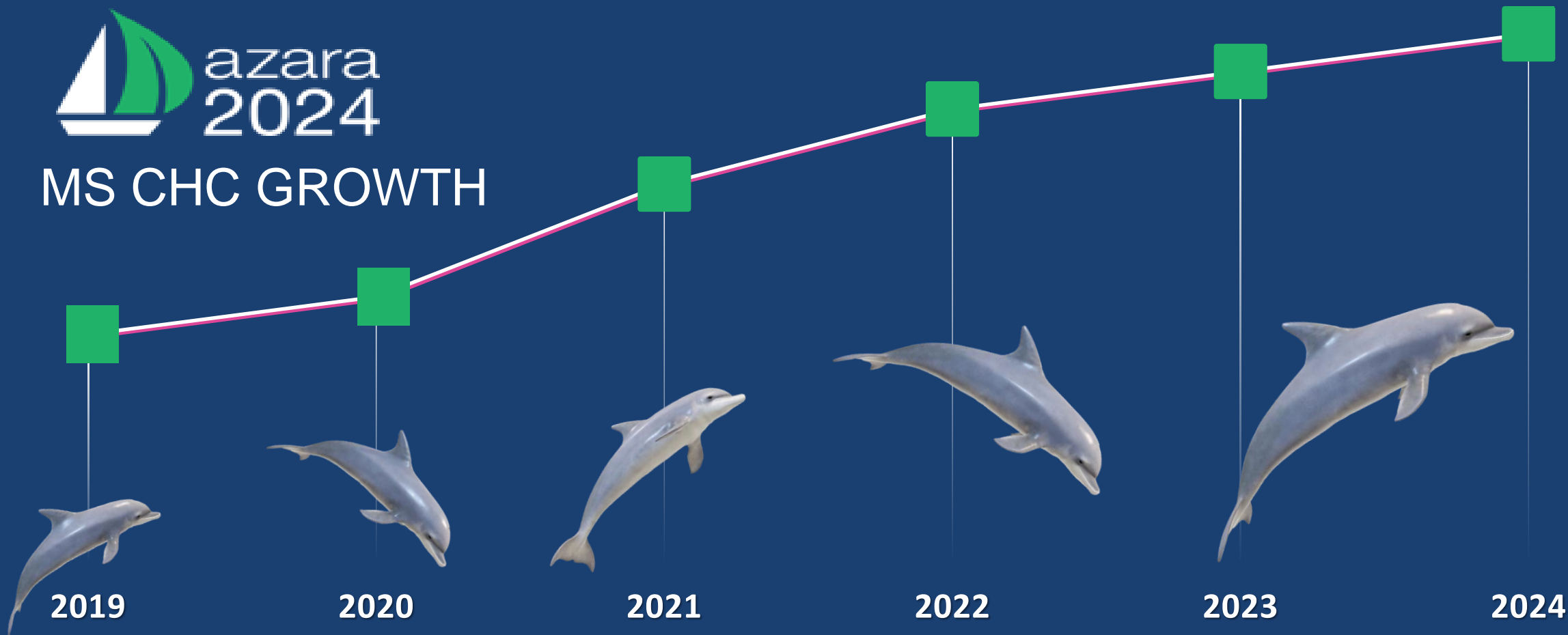


HCCN ENGAGEMENT OVERVIEW

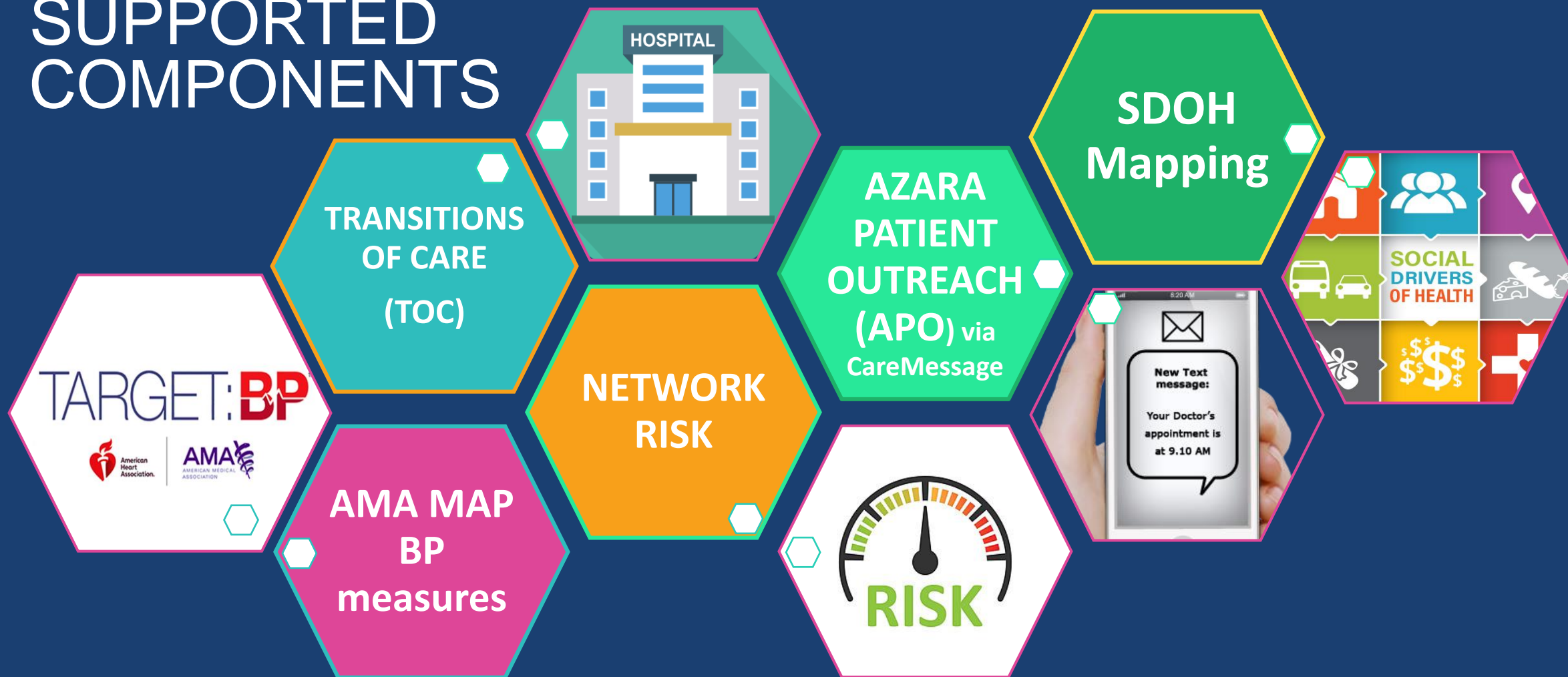




MS CHC GROWTH



HCCN SUPPORTED COMPONENTS



DRVS Add-On Modules

Optimize the use of DRVS at your organization by adding on modules that will help you better integrate with the healthcare ecosystem and provide more extensive care to identified patient populations.



Risk
Stratification



Referral
Management



Controlled
Substance



HEP C & HIV



EHR Plug-In



Obstetrics



Transitions of
Care



Patient
Surveys

DRVS USER GROUP MEETINGS

8

azara
healthcare

MISSISSIPPI HEALTH SAFE NET USER GROUP MEETING AGENDA

08/11/2023 (Friday) at 11:00 AM

Conference Call # 1-929-205-6099

Meeting ID: **867 1529 9248** ----- Passcode: **898222**

Website: [CLICK HERE FOR ZOOM LINK](#)

Topics:

- *DRVS Utilization*
- *PVP Usage and POC Alert Tracking*
- *DATA Hygiene reports*
- *Mapping Maintenance*

1. Basic Discussions (Issues, Resolutions, and/or Feedback)

- a. AARON E HENRY
- b. ACCESS FAMILY HEALTH SERVICES
- c. AMITE COUNTY MEDICAL SERVICES
- d. CLAIBORNE COUNTY FAMILY HEALTH CENTER
- e. COASTAL FAMILY HEALTH CENTER
- f. DELTA HEALTH CENTER
- g. EAST CENTRAL MS HEALTH CARE INC
- h. FAMILY HEALTH CENTER
- i. GA CARMICHAEL FAMILY HEALTH CENTER
- j. GREATER MERIDIAN HEALTH CLINIC
- k. JEFFERSON COMPREHENSIVE HEALTH CENTER
- l. MANTACHIE RURAL HEALTH CARE
- m. OUTREACH HEALTH SERVICES

2. Next meeting (*2ND Friday of each month in 2023-unless conflict*)

- a. **SEPTEMBER 08, 2023, at 11:00 AM**
- b. **OCTOBER 13, 2023, at 11:00 AM**

6

azara
healthcare

MISSISSIPPI HEALTH SAFE NET USER GROUP MEETING AGENDA

09/08/2023 (Friday) at 11:00 AM

Conference Call # 1-929-205-6099

Meeting ID: **867 1529 9248** ----- Passcode: **898222**

Website: [CLICK HERE FOR ZOOM LINK](#)

Topics:

- *DRVS Utilization*
- *PVP Usage and POC Alert Tracking*
- *DATA Hygiene reports*
- *PANEL SIZE Measure Overview*

1. Basic Discussions (Issues, Resolutions, and/or Feedback)

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- c. AMITE COUNTY MEDICAL SERVICES
- d. CLAIBORNE COUNTY FAMILY HEALTH CENTER
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2. Next meeting (*2ND Friday of each month in 2023-unless conflict*)

- a. **OCTOBER 13, 2023, at 11:00 AM**
- b. **NOVEMBER 10, 2023, at 11:00 AM**
- c. **DECEMBER 8, 2023, at 11:00 AM**

7

azara
healthcare

MISSISSIPPI HEALTH SAFE NET USER GROUP MEETING AGENDA

10/13/2023 (Friday) at 11:00 AM

Conference Call # 1-929-205-6099

Meeting ID: **867 1529 9248** ----- Passcode: **898222**

Website: [CLICK HERE FOR ZOOM LINK](#)

Topics:

- ◆ *DRVS Utilization*
- ◆ *SDOH Reporting*
 - *SDOH Mapping Project via HCCN*
- ◆ *Data Hygiene reports*
- ◆ *Telehealth Expansion and Mapping Dashboard*

1. Basic Discussions (Issues, Resolutions, and/or Feedback)

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CHC	AZARA
Amite County Medical Services (ATHENA) (AZARA)	12
Coastal Family Health Center (NEXTGEN) (AZARA)	10
Access Family Health Services (ATHENA) (AZARA)	10
G.A. Carmichael Family Health Center (NEXTGEN) (AZARA)	8
Mantachie Rural Health Care (ECW) (AZARA)	7
Aaron E. Henry Community Health Center (ECW) (AZARA)	7
Jefferson Comprehensive Health Center (ECW) (AZARA)	6
Family Health Center (AZARA) (ECW formerly GREENWAY) -April 2023	4
Delta Health Center (NEXTGEN) (AZARA)	3
East Central Mississippi Health Care (ATHENA) (AZARA)	1
Claiborne County Family Health Center (ECW)	1
Greater Meridian Health Clinic (ECW) (AZARA)	0
Outreach Health Services (ECW) (AZARA)	0
Southeast Mississippi Rural Health Initiative (EPIC)	N/A
Central Mississippi Health Services (NEXTGEN)	N/A
Northeast Mississippi Health Care (ECW)	N/A

HCCN Grant- Year One (August 2022 - July 2023) Super User Call Attendance Totals

HCCN Board Meetings

CHC DRVS Utilization



HCCN Health Center Utilization of Azara

DASHBOARD

PERIOD

February 2024

CENTERS

All Centers

FILTER

+ Add Filter

Update

Health Center Utilization Report Count

Amite County Medical Svcs

Access Family Health Services

Coastal Family Health Center

Claiborne County Family Health Center

Mantachie Rural Health Care

Delta Health Center

Outreach Health Services

East Central Mississippi Health Care

G.A. Carmichael Family Health Center

Aaron E. Henry Community Health Center

MS - PCA

Jefferson Comprehensive Health Center

Greater Meridian Health Clinic, Inc.

0

415

830

1245

1660

2074

Health Center Report Count-PATIENT VISIT PLANNING (PVP)

Coastal Family Health Center

Access Family Health Services

Delta Health Center

Amite County Medical Svcs

Claiborne County Family Health Center

Outreach Health Services

Mantachie Rural Health Care

Jefferson Comprehensive Health Center

G.A. Carmichael Family Health Center

Greater Meridian Health Clinic, Inc.

East Central Mississippi Health Care

0

55

110

165

220

276

Health Center Report Count-CARE MANAGEMENT PASSPORT(CMP)

Amite County Medical Svcs

Claiborne County Family Health Center

Outreach Health Services

Access Family Health Services

Coastal Family Health Center

Delta Health Center

Mantachie Rural Health Care

Jefferson Comprehensive Health Center

0

312

624

936

1248

1559

Utilization Report Count-Total

5,072

Count of Reports Run

-368

Jan 24

Health Center Report Count-UDS CQM Report or UDS Specific Tables

Access Family Health Services

Coastal Family Health Center

East Central Mississippi Health Care

Amite County Medical Svcs

Delta Health Center

G.A. Carmichael Family Health Center

Mantachie Rural Health Care

Aaron E. Henry Community Health Center

MS - PCA

Outreach Health Services

Greater Meridian Health Clinic, Inc.

Claiborne County Family Health Center

Jefferson Comprehensive Health Center

0

45

90

135

180

224

Health Center Report Count-UDS (any type)

Access Family Health Services

Coastal Family Health Center

Amite County Medical Svcs

East Central Mississippi Health Care

Delta Health Center

Mantachie Rural Health Care

G.A. Carmichael Family Health Center

Aaron E. Henry Community Health Center

MS - PCA

Outreach Health Services

Greater Meridian Health Clinic, Inc.

Claiborne County Family Health Center

Jefferson Comprehensive Health Center

0

49

98

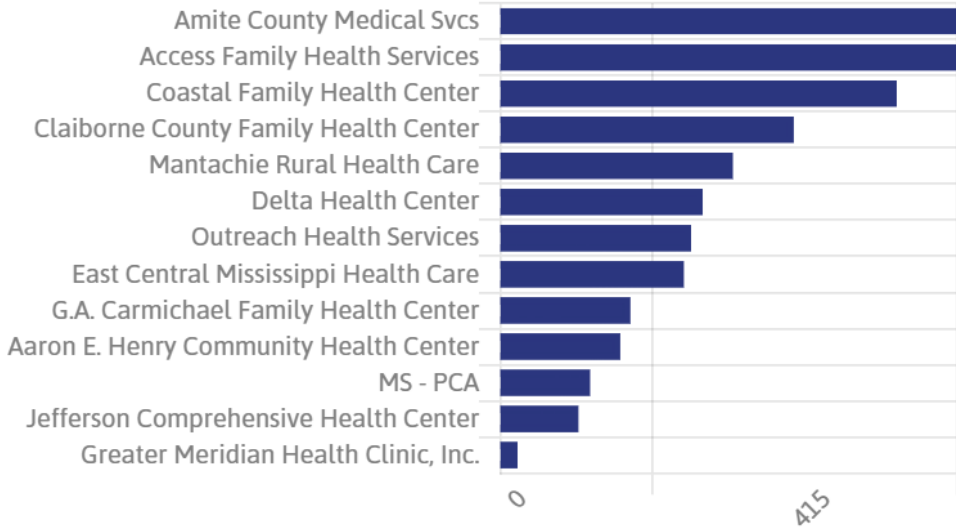
147

196

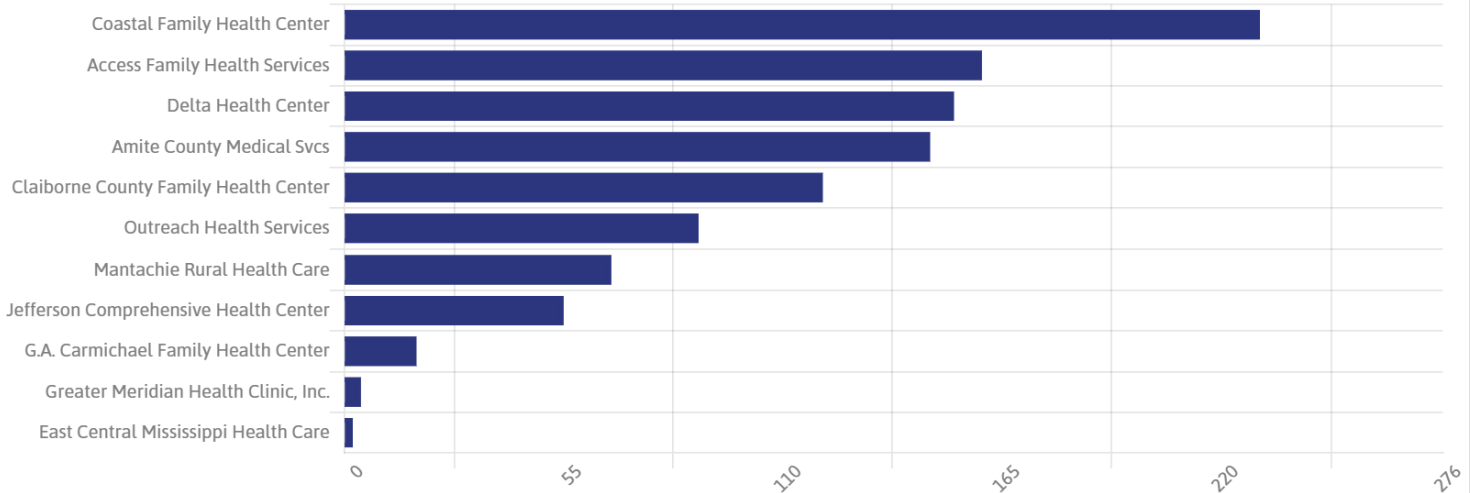
244



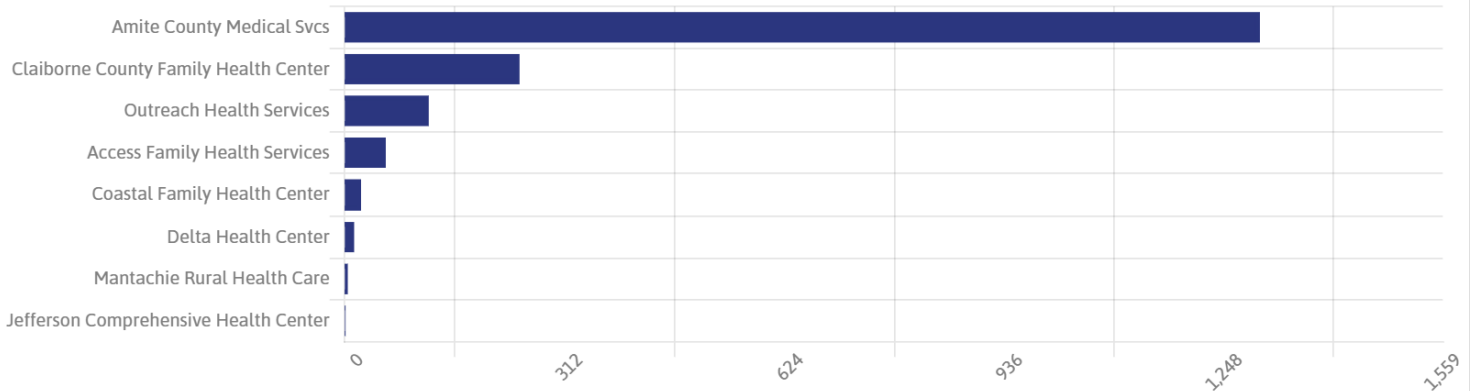
Health Center Utilization Report Count



Health Center Report Count-PATIENT VISIT PLANNING (PVP)



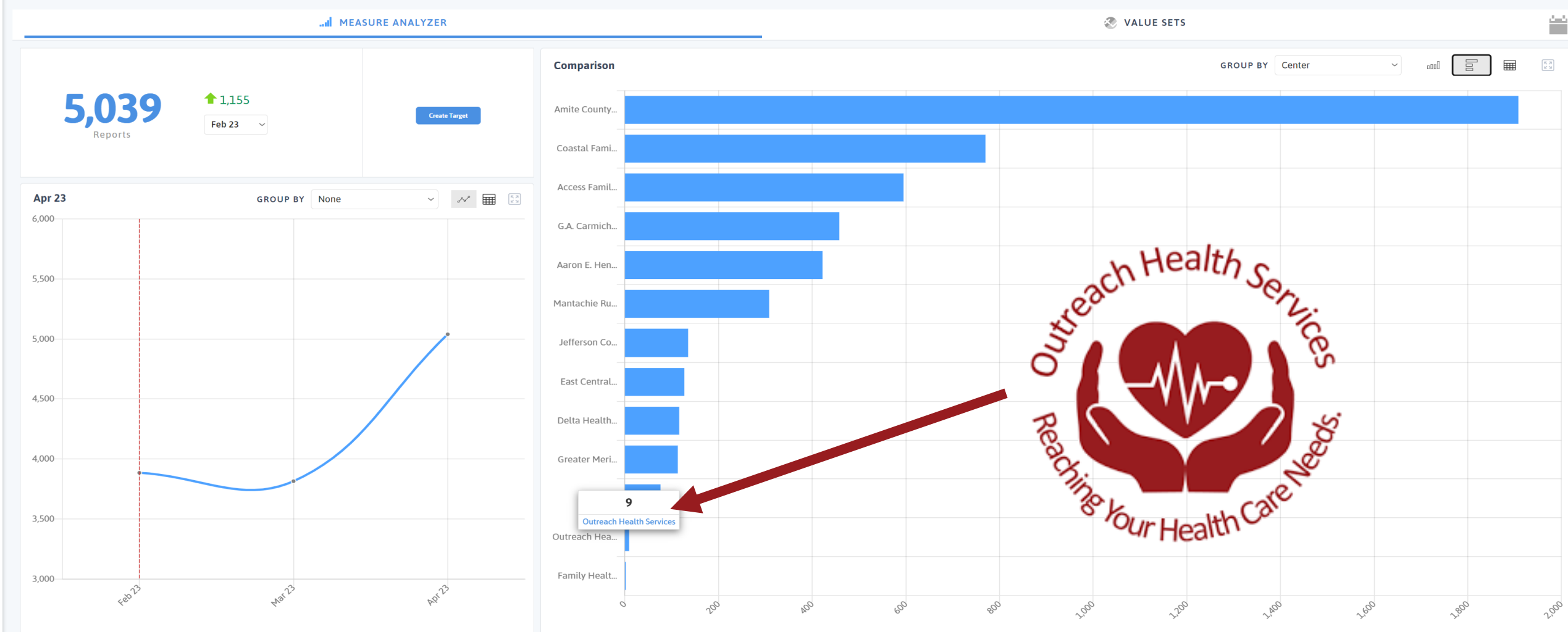
Health Center Report Count-CARE MANAGEMENT PASSPORT(CMP)



On-Site Health Center Staff DRVS Training/Overview

Outreach Health Services





Comparison

GROUP BY: Center



Center	Value
Amite County...	1,950
Coastal Fami...	780
Access Fami...	600
G.A. Carmich...	480
Aaron E. Hen...	440
Mantachie Ru...	320
Jefferson Co...	150
East Central...	150
Delta Health...	150
Greater Meri...	140
Outreach Hea...	9
Family Healt...	10



HCCN PVP Efficacy ⓘ
DASHBOARD

PERIOD
May 2023

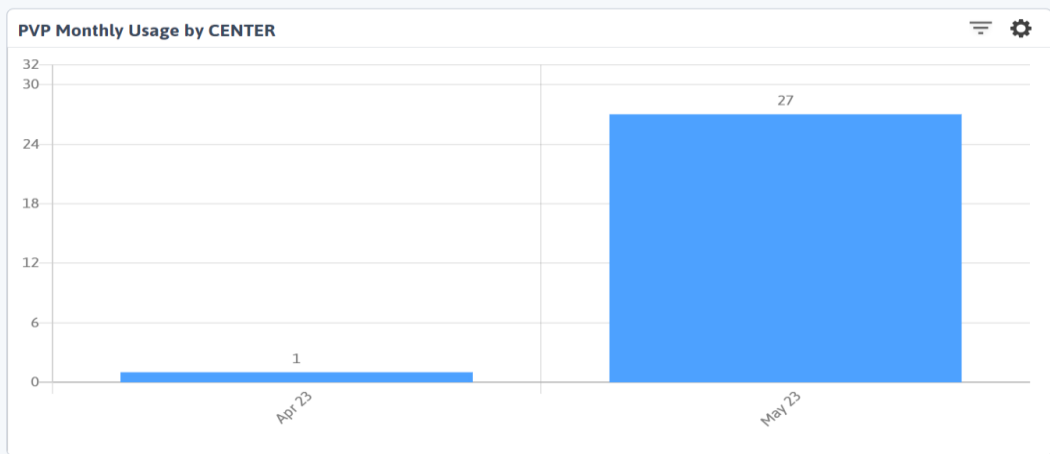
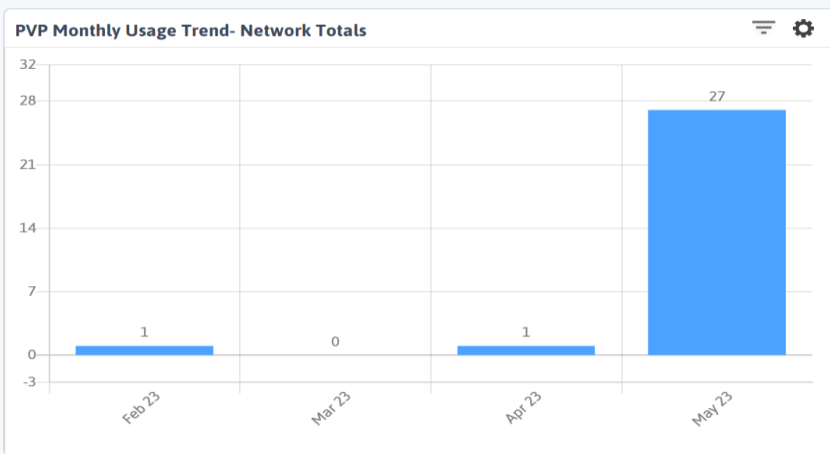
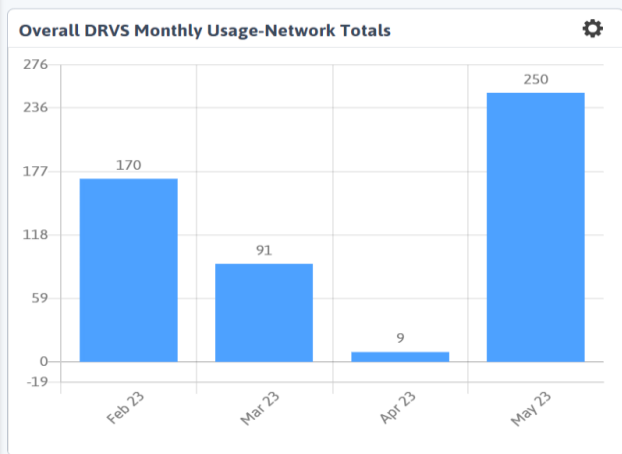
CENTERS
Outreach Health Ser...

RENDERING PROVIDERS
All Rendering Provid...

FILTER ^

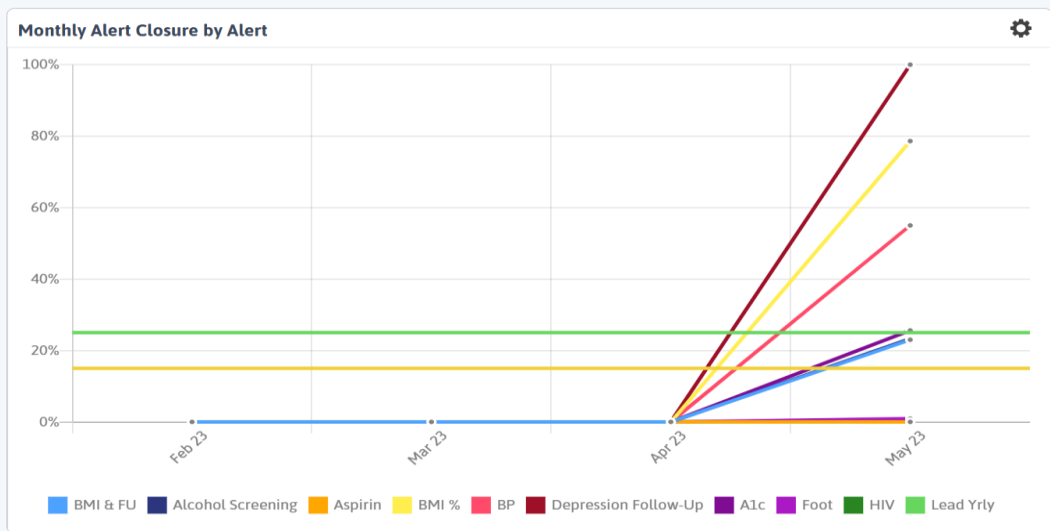

+ Add Filter

Update



Alert Closure Percentage -Center

CENTERS	RESULT	GAP
Outreach Health Services	10.8%	2,825



HCCN PVP Efficacy ⓘ
DASHBOARD

PERIOD
July 2023

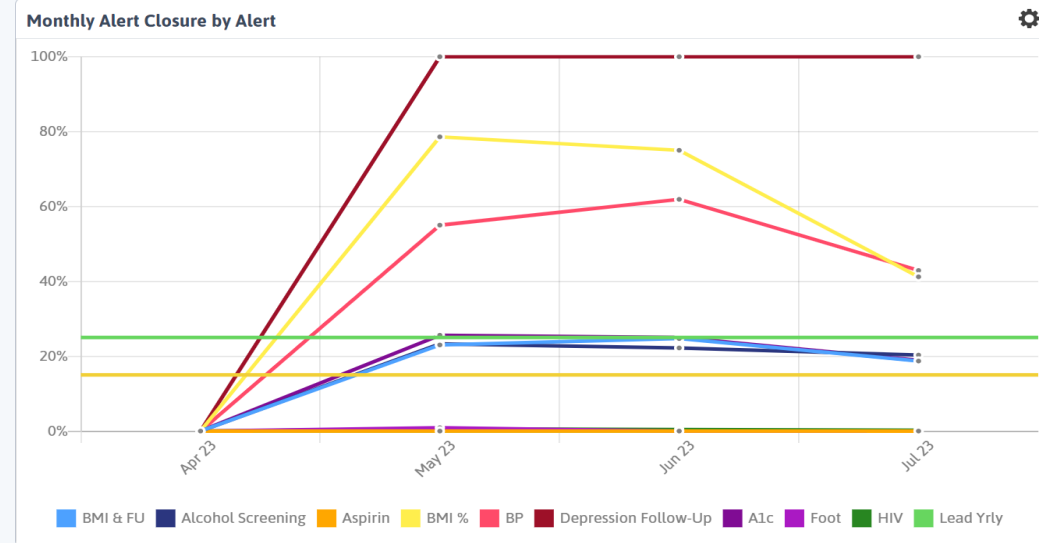
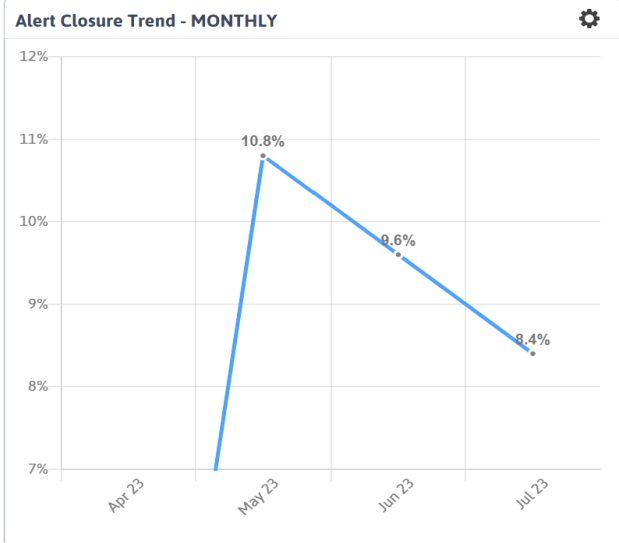
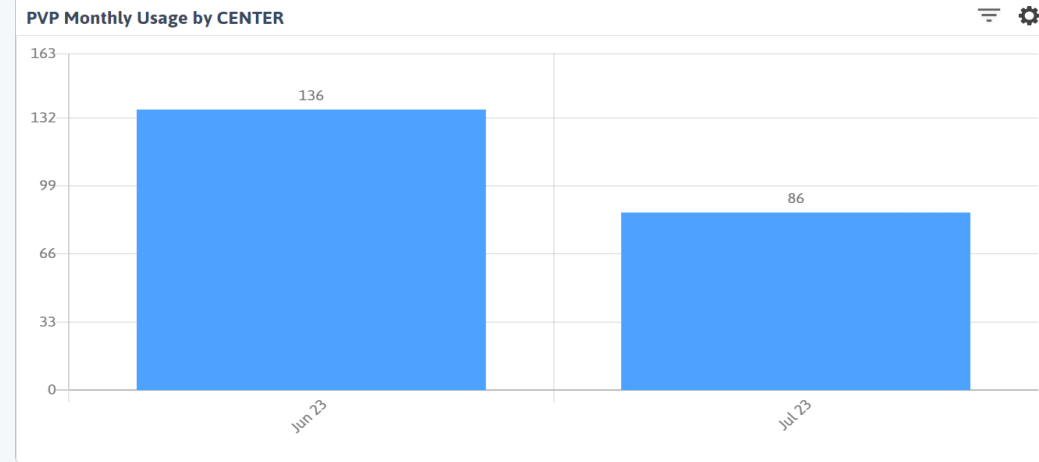
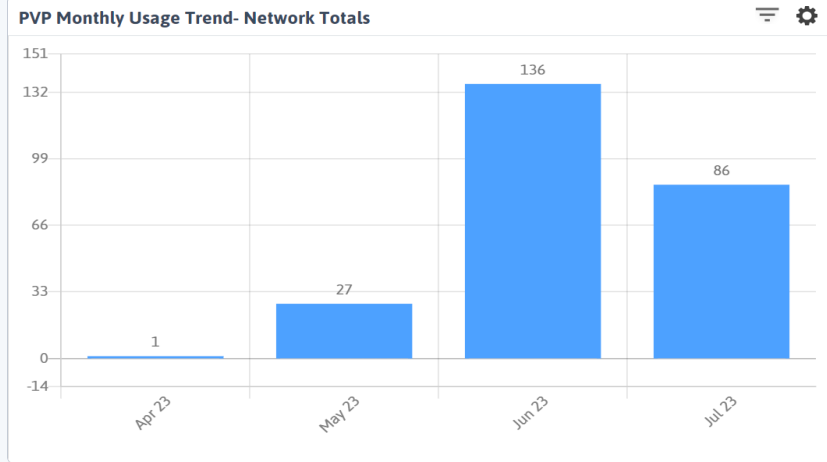
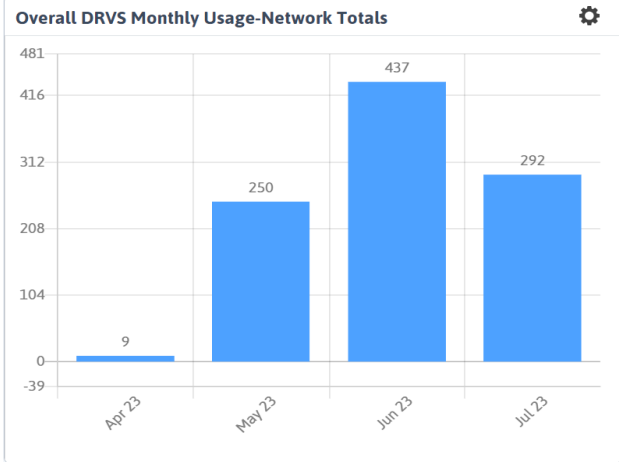
CENTERS
Outreach Health Ser...

RENDERING PROVIDERS
All Rendering Provid...

FILTER ^

+ Add Filter

Update



HCCN PVP Efficacy ?
DASHBOARD

FILTER ^

+ Add Filter

Update

PERIOD

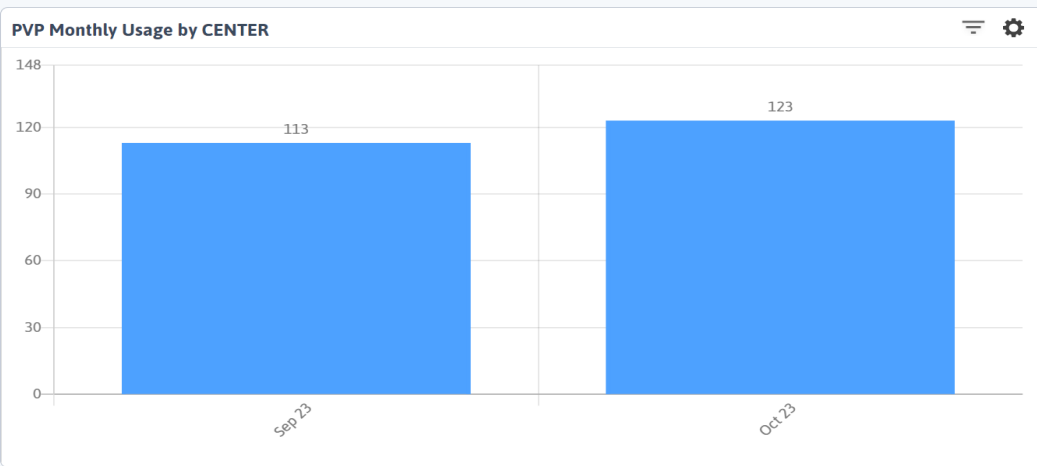
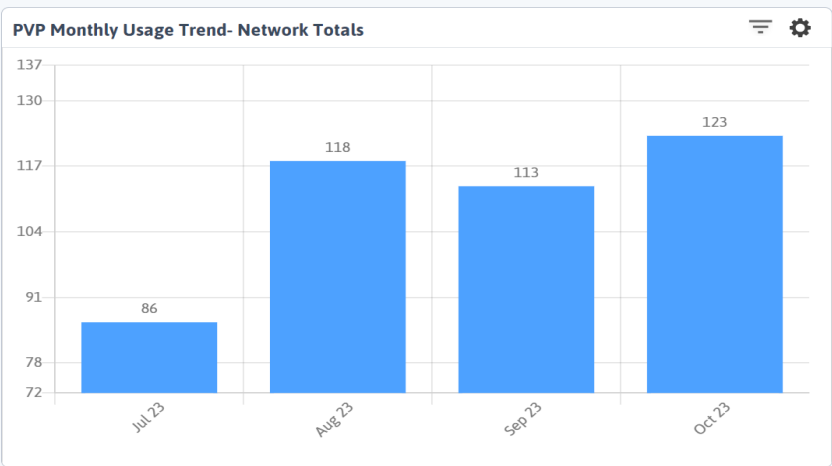
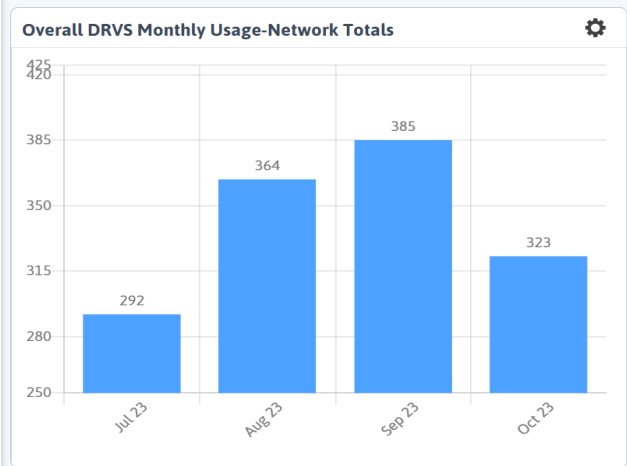
October 2023

CENTERS

Outreach Health Ser...

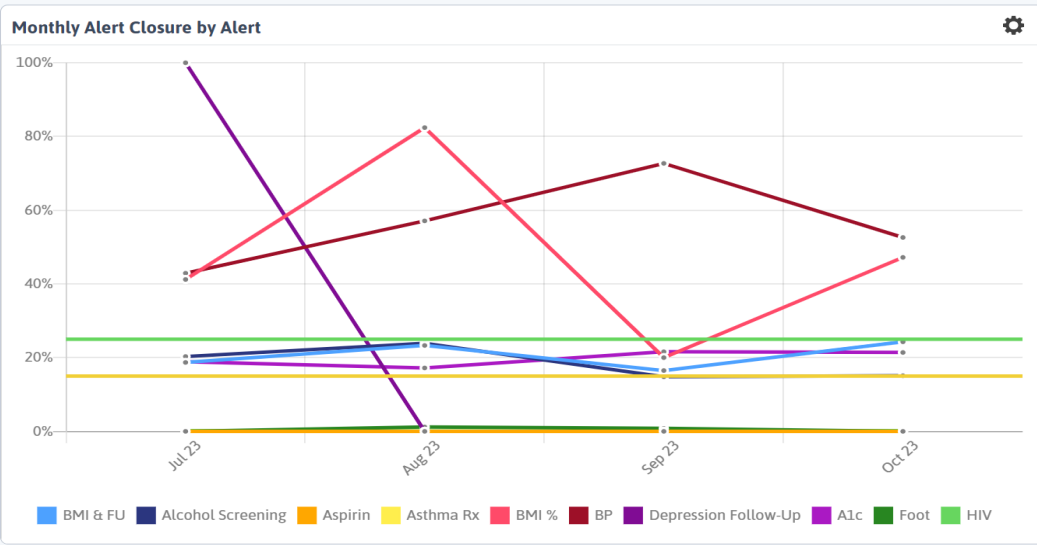
RENDERING PROVIDERS

All Rendering Provid...



Alert Closure Percentage -Center

CENTERS	RESULT	GAP
Outreach Health Services	7.0%	4,008



HCCN PVP Efficacy ⓘ

DASHBOARD

FILTER ^



+ Add Filter



Update

PERIOD

December 2023

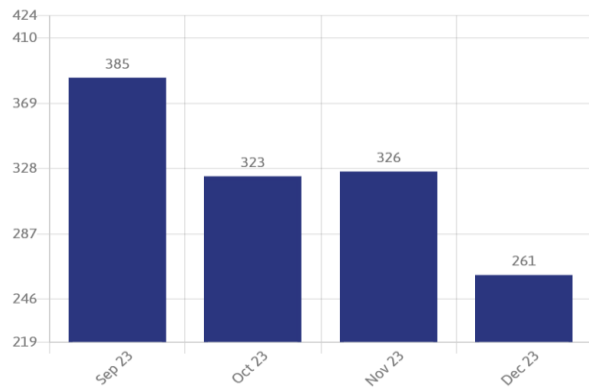
CENTERS

Outreach Health Ser...

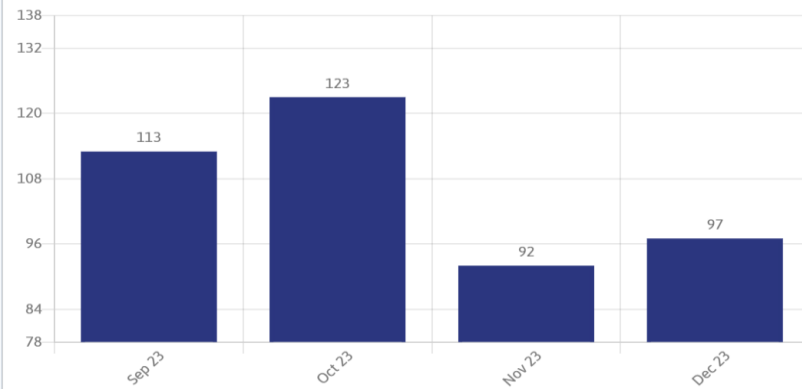
RENDERING PROVIDERS

All Rendering Provid...

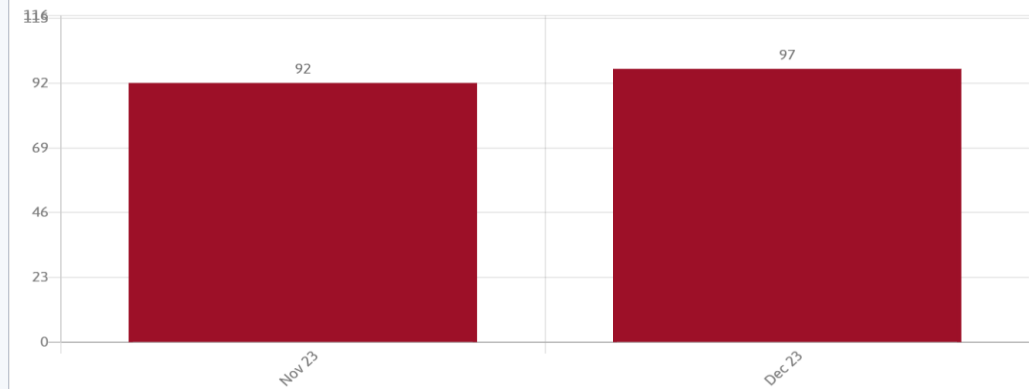
Overall DRVS Monthly Usage-Network Totals ⚙



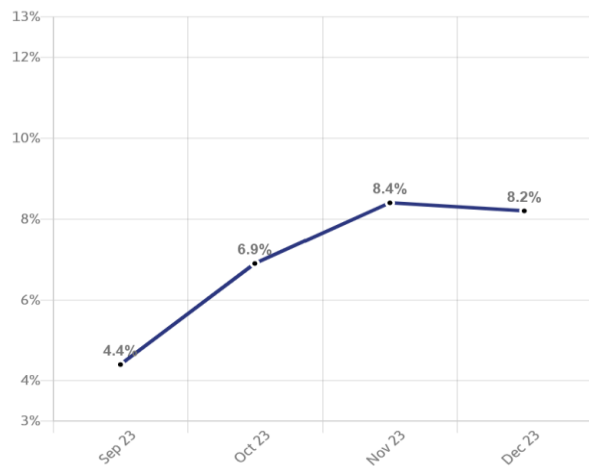
PVP Monthly Usage Trend- Network Totals ⚙



PVP Monthly Usage by CENTER ⚙



Alert Closure Trend - MONTHLY ⚙

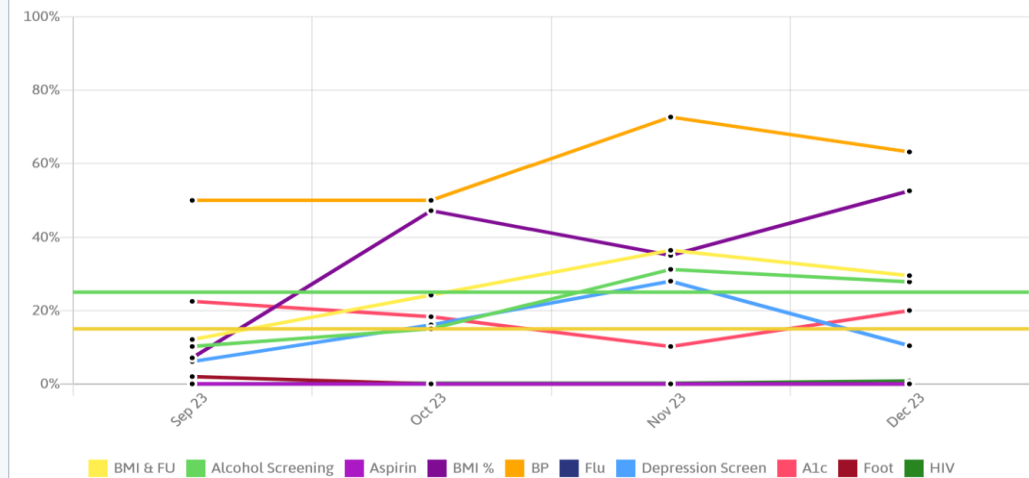


Alert Closure Percentage -Center ⚙

CENTERS	RESULT	GAP
Outreach Health Services	8.2%	2,783



Monthly Alert Closure by Alert ⚙



Report Usage MEASURE

PERIOD: December 2023
CENTERS: Outreach Health Ser...
USER NAME: All User Name
REPORT TYPE: All Report Type
REPORT NAME: All Report Name

FILTER
+ Add Filter
Update

MEASURE ANALYZER

VALUE SETS

261

Reports

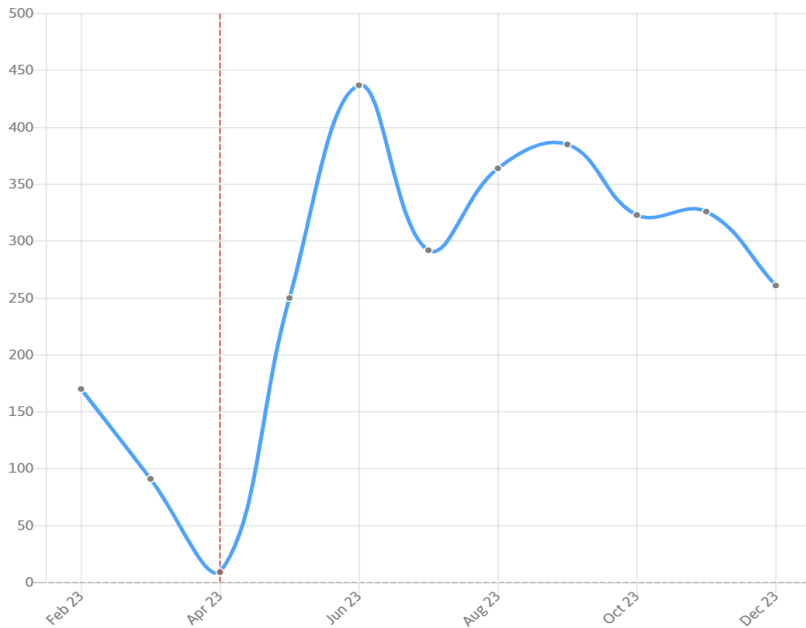
↑ 252

Apr 23

Create Target

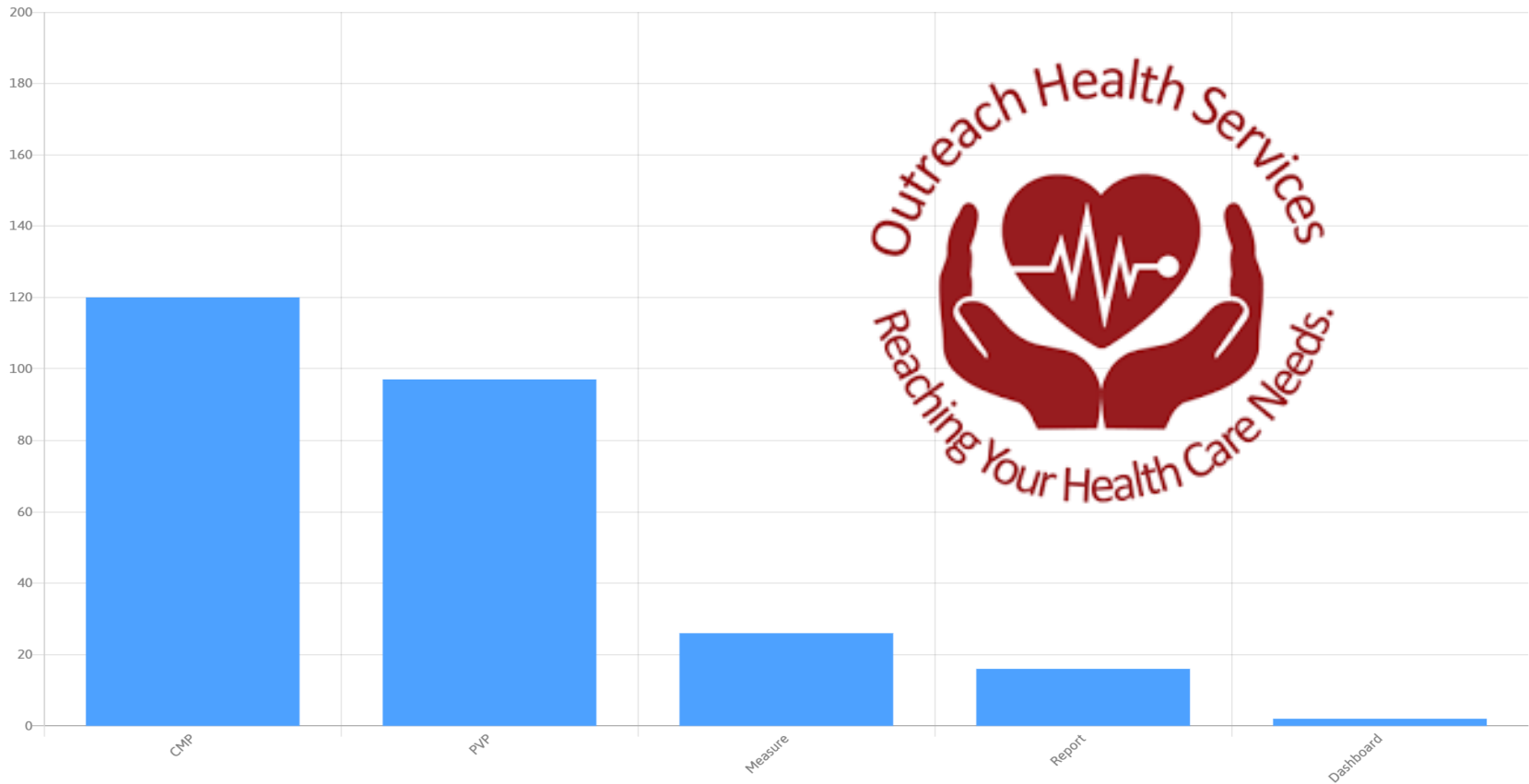
Dec 23

GROUP BY: None



Comparison

GROUP BY: Report Type



Report Usage ⓘ
MEASURE

PERIOD
December 2023

CENTERS
All Centers

USER NAME
All User Name

REPORT TYPE
All Report Type

REPORT NAME
All Report Name

FILTER

+ Add Filter

Update

MEASURE ANALYZER

VALUE SETS

4,487

Reports

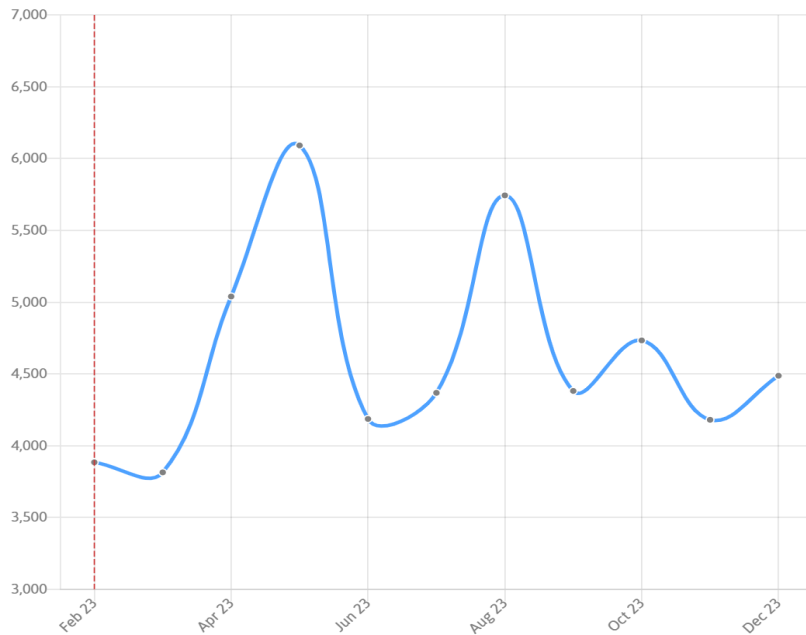
↑ 603

Feb 23

Create Target

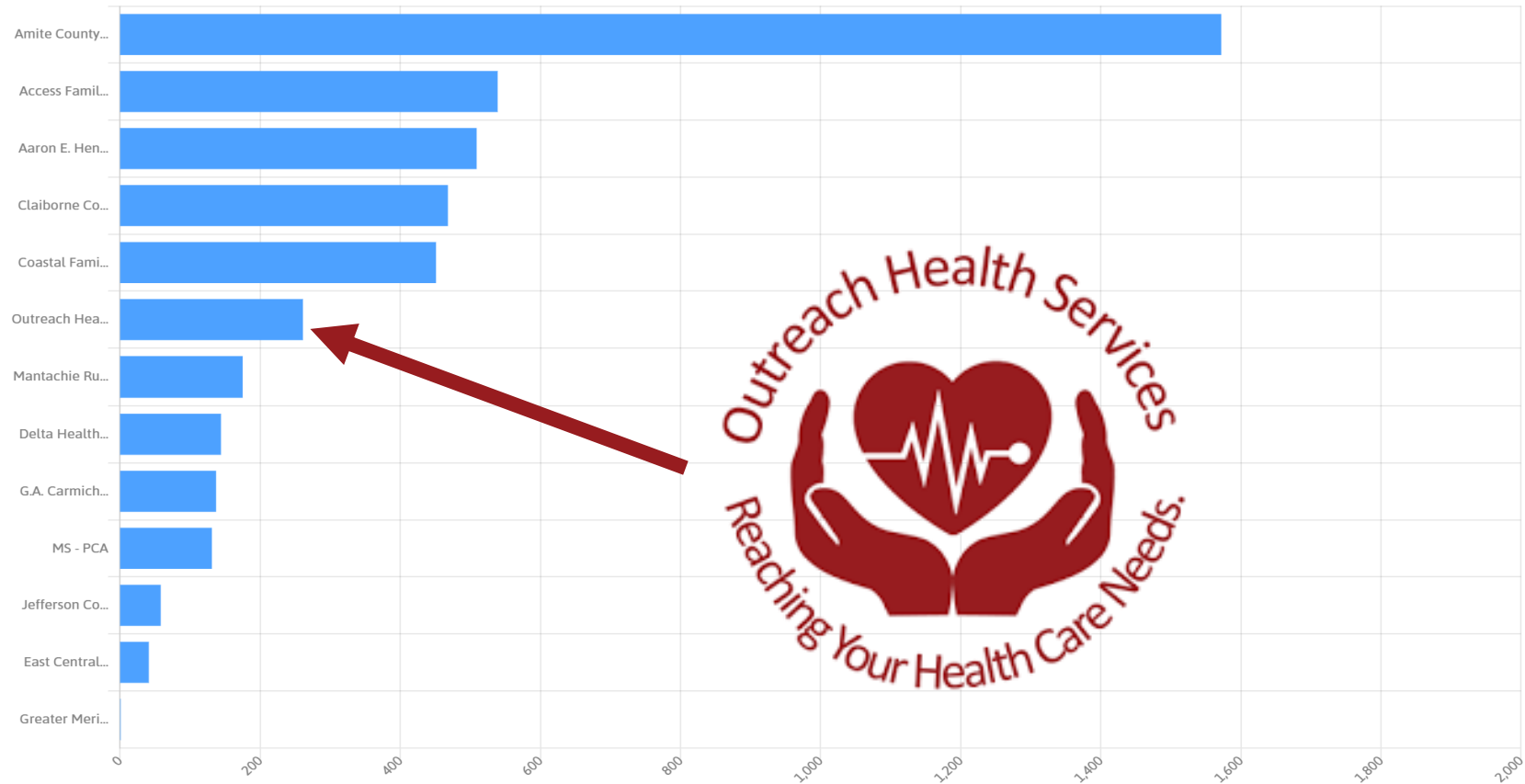
Dec 23

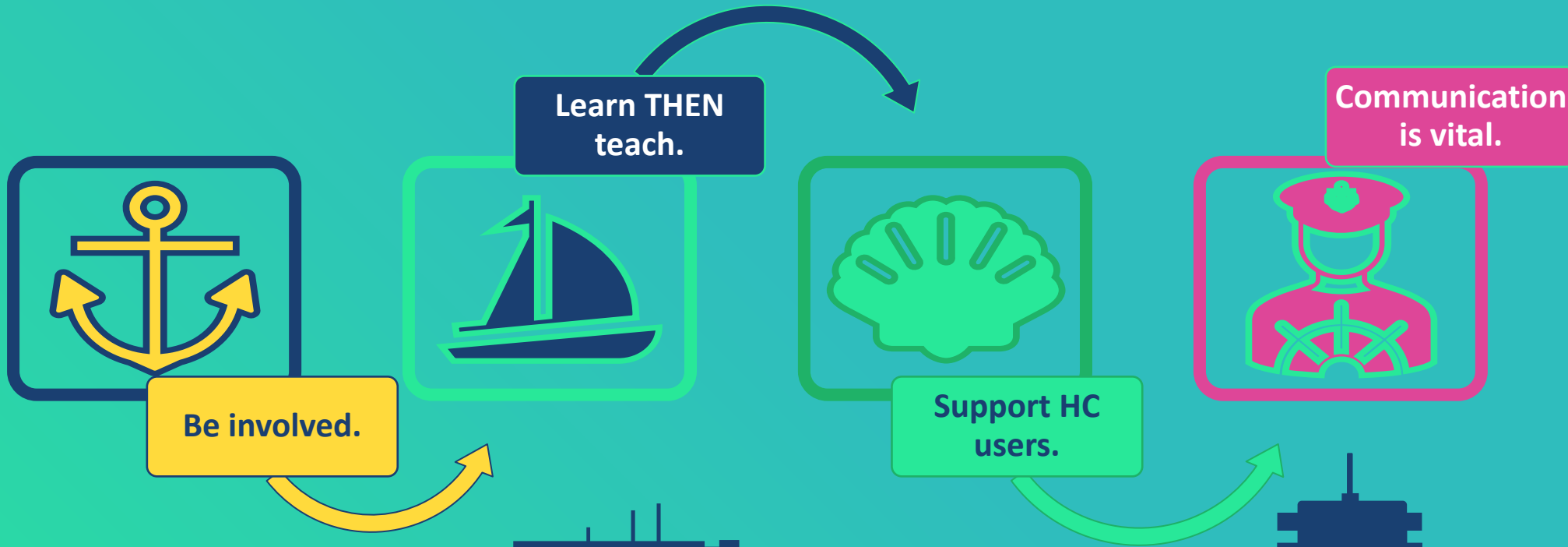
GROUP BY None



Comparison

GROUP BY Center





ANCHOR POINTS

michael@mshsn.org

Intelligent Care Network (ICN) – Alabama HCCN

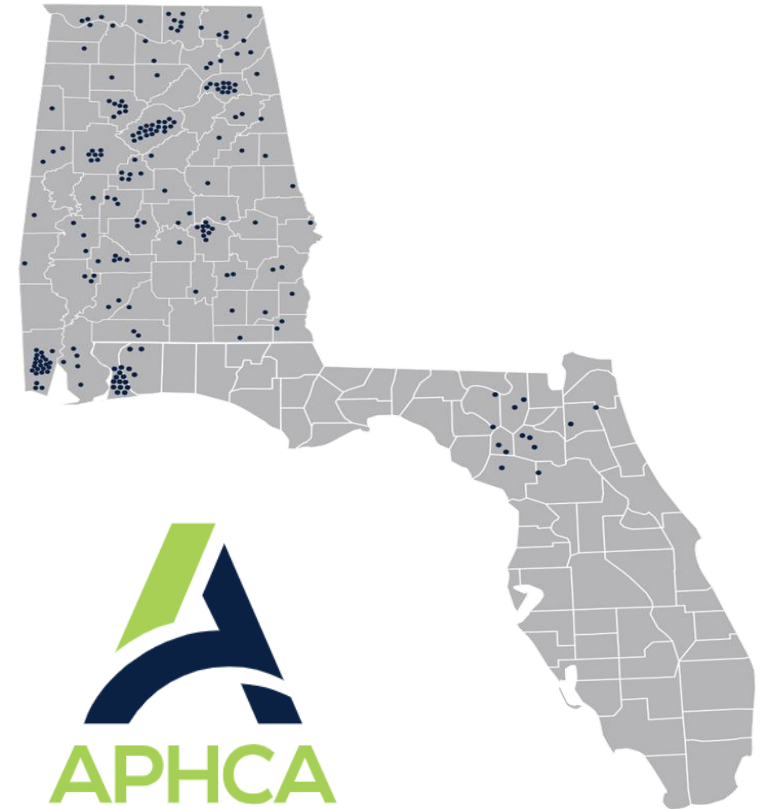
Alabama Primary Health Care Association



Intelligent Care Network Overview

- Accordia Health
- Alabama Regional Medical Services
- Alethia House
- Bayou La Batre Area Health Dev. Board
- Cahaba Medical Care
- Capstone Rural Health
- Central North AL Health Services
- Christ Health Center
- Escambia County Community Clinics
- Family Health (MCHD)
- Franklin Primary Health Center
- Happi Health
- Health Services, Inc.
- Northeast AL Health Services
- Physicians Care of Clarke
- Quality of Life Health Services
- Rural Health Medical Program

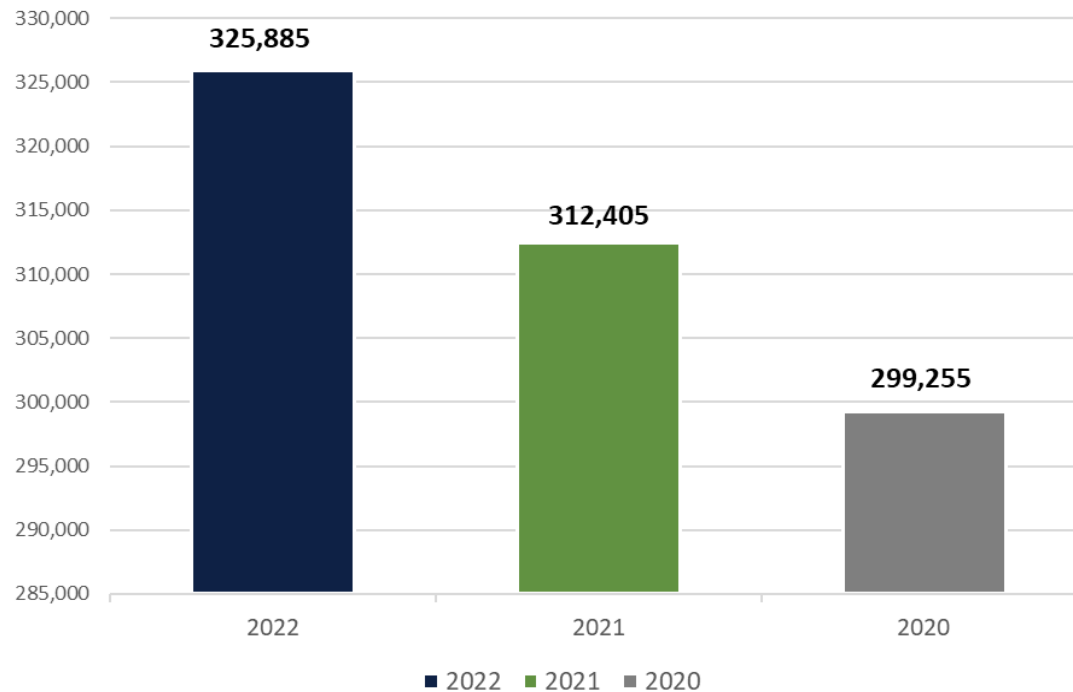
- Southeast AL Rural Health Associates
- Thrive Alabama
- Trenton Medical Center
- Whatley Health Services



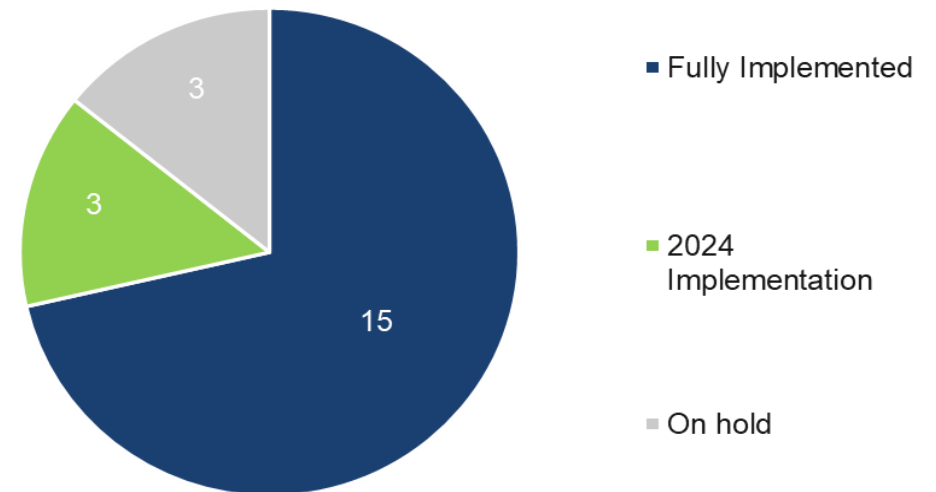
Who Our Members Serve



Total Patients: 2020-2022



DRVS Status Across ICN



95.1% of health center patients with known income are at or below **200%** of the Federal Poverty Guidelines

Who Our Members Serve



9,259 Patients experiencing homelessness



5,686 Veterans



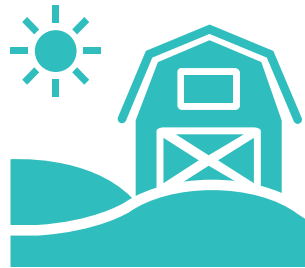
5,723 Agricultural workers



24,352 Patients best served in a language other than English



74.9% Uninsured, Medicare, and Medicaid patients



120k+ Rural residents



7,475 Patients in a school-based service site

Network EMR Landscape



Add-On Modules for ICN



Controlled
Substance

HIV

Hep C

Fin/Ops

Referrals

EHR Plug-In

Risk
Stratification

Azara Patient
Outreach
(APO)

Transitions of
Care

Payer
Integration

HCCN Overview



STRUCTURE



- Board reporting
- Clinical Quality Work Group
- User Groups
- Quality Connect meetings
- Data Hygiene and Validation
- Ongoing trending
- Support ticket monitoring

OBJECTIVES

- Facilitating relationships
- Providing training and technical assistance in multiple areas including quality improvement efforts, data management and analysis, and workflow review
- Practice Facilitation to improve quality metrics, decrease network variance, and utilize data to drive change

Board Reporting

1

T/TA session counts and information

2

Attendance reports for Monthly Quality Connect meetings and user groups

3

Azara implementation project statuses

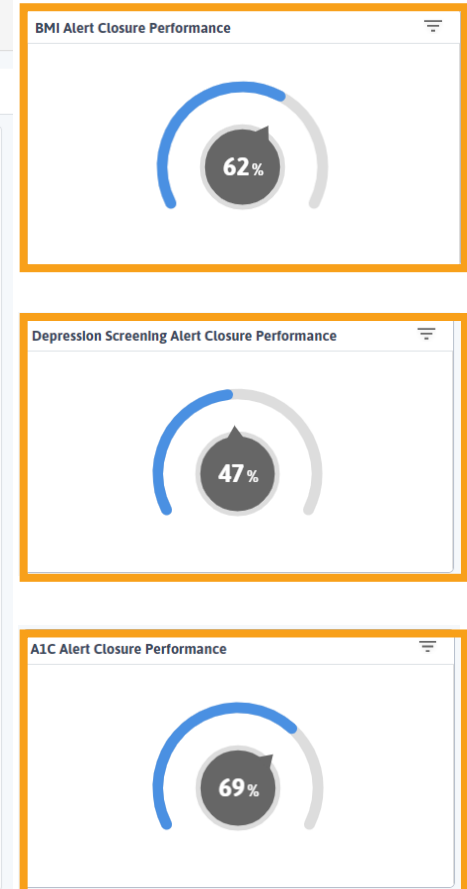
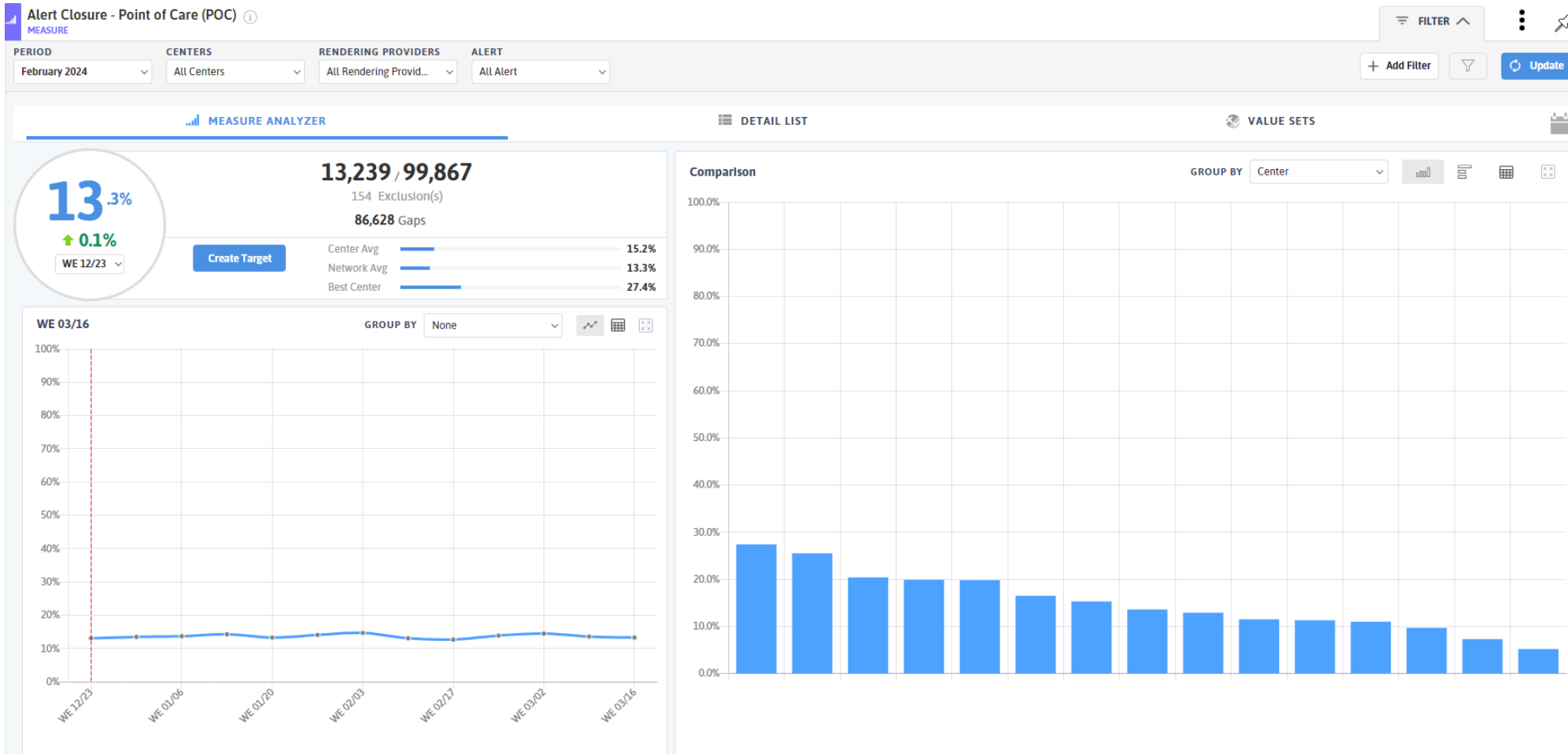
4

Azara Usage reports

DRVS Usage Metrics



Alert Closure Trends



HCCN Working Group | CLIMB



CLIMB

- ✓ A true working group
- ✓ Primary focus on data management and use
- ✓ Reduce variance across network in quality measures
- ✓ Quarterly in person work groups
- ✓ Establish personal connections, share best practices, and provide practical application information to health centers related to data and quality

HCCN Engagement



Monthly Quality Connect meetings with each PHC

Recognized as a Promising Practice by HRSA reviewers during HCCN OSV

Utilized as both practical Targeted Technical Assistance and information gathering

Offered one-on-one opportunity for discussion of trends or inconsistencies noted

Provided support for the PDSA and quality work already being done

100% Health Centers engaged

Identified Data Needs



Plan of Action:

- Set expectations at network level
- Practical training on basics of data hygiene - February 2023
- Data validation toolkit with tools provided - June 2023
- Data validation project with interested HCs throughout the year
- Series of Training workshops for practical exercises in data validation



HCCN Provided Data TTA individually to HCs:

- Five HC validation projects from network
- Data utilization and validation training provided 34 trainings to over 1,000 participants in HCCN
- HCCN provided over 100 individual TTA sessions to over 400 participants



HCCN Roles



Data Monitoring

- User Groups
- Questionable Values Dashboard
- Trending measures – CQM dashboard for monthly review
- Communicating findings and working with individuals to isolate issues



Creating Partnership

- Data Toolkit – providing baseline evidence-based documentation for principals of data hygiene
- Training in user groups on DRVS tools available
- Individual assessment and discussion for each center on measures with challenges
- Providing direction on sample size, identifying gaps quickly, and practical training on identifying problem areas



Mapping & Low Hanging Fruit

Mapping/Configuration

- Review Azara Mapping Guide
- Review EHR UDS/CQM manual
- List notable items in each on grid
- Compare to your system and find challenges

Low Hanging Fruit

- Income/Family Size
- Questionable Values
- Zeroes – are there any measures you show low Num/Den/Exclusions

Mapping UDS Face to Face Encounters



a

PVP

CMP

Reports

Dashboards

Measures

Registries

Admin

Search

Mapping Administration ⓘ

MAPPING CATEGORY

All

ⓘ

Ethnicity

ⓘ

Gender Identity

ⓘ

Homelessness Status

ⓘ

Immunizations

ⓘ

Lab Results

ⓘ

Language

ⓘ

Migrant Status

ⓘ

Race

ⓘ

Service Line

ⓘ

Sexual Orientation

ⓘ

Structured Clinical Data

ⓘ

Telehealth Encounter

ⓘ

UDS F2F Qualifying Encounter

ⓘ

UDS Financial Class

ⓘ

UDS Service Category

ⓘ

Veteran Status

UDS Face to Face encounters – CRITICAL TO ACCURACY

Mapping Summary

Mapped DRVS Values 2

DRVS Values with 0 Count 1

MAPPED DRVS VALUE	DISTINCT COUNT ▾
No	250
Yes	214

EHR Mapping Details ⓘ

No 1259

All 1353

MAPPED DRVS VALUE ▾	COUNT	SOURCE EHR TEXT ▾
No	3,323	NEWPT
No	919	F/U
No	212	99211
No	2	99221
No	2	992125
No	2	99213s
No	1	99223

Mapping Structured Clinical Data



Structured Clinical Data– CRITICAL TO ACCURACY

a

PVP

CMP

Reports

Dashboards

Measures

Registries

Admin

Search

Mapping Administration

MAPPING CATEGORY

All

Ethnicity

Gender Identity

Homelessness Status

Immunizations

Lab Results

Language

Migrant Status

Race

Service Line

Sexual Orientation

Structured Clinical Data

Telehealth Encounter

UDS F2F Qualifying Encounter

UDS Financial Class

UDS Service Category

Veteran Status

Mapping Summary

Mapped DRVS Values 76

DRVS Values with 0 Count 448

	MAPPED DRVS VALUE	DISTINCT COUNT
	Unmapped	46
	Advance Care Planning Discussion	1
	Advance Care Planning Document	2
	Archive	98

EHR Mapping Details

Unmapped 46

All 488

MAPPED DRVS VALUE	COUNT	SOURCE EHR TEXT
Unmapped	4	Social Determinants PRAPARE Are you worrie...
Unmapped	1	Social Determinants PRAPARE Date Complet...
Unmapped	4	Social Determinants PRAPARE Do you feel ph...
Unmapped	2	Social Determinants PRAPARE Enabling Servi...
Unmapped	4	Social Determinants PRAPARE How often do ...
Unmapped	4	Social Determinants PRAPARE In the past yea...
Unmapped	4	Social Determinants PRAPARE In the past yea...

Unmapped 2

All 192

COUNT	SOURCE EHR TEXT
1	Referral to Psychiatric Medication Evaluation
1	Habit Smoking Status Cigarette smoker (5-9 cigarette...

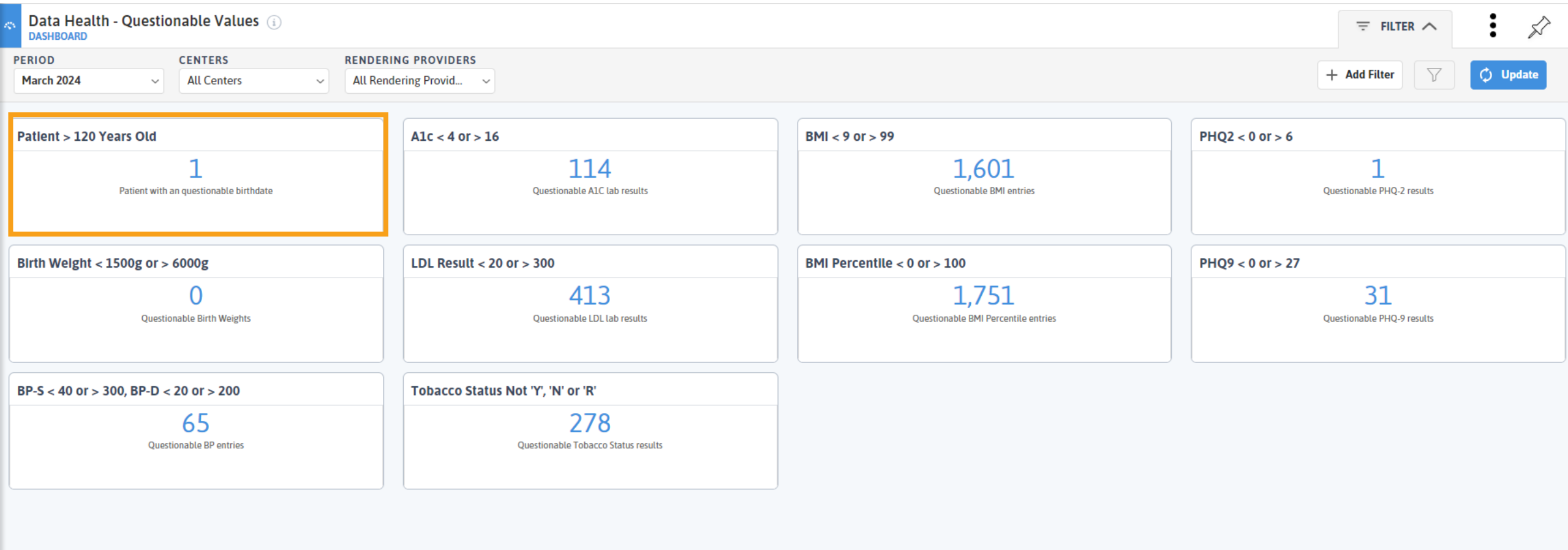
4

Scanned Documents | Procedure Documents | Sigmoidoscopy

4

Scanned Documents | Diagnostic Imaging Documents | Sigmoidoscopy

Questionable Values Dashboard



Income & Family Size Registry



HOUSEHOLD INCOME			HOUSEHOLD SIZE		
Greater than or equals 35000 Clear	RESPONSE ▾ ↑	DETAIL	DATE	RESPONSE ▾ ↓	
	\$9,045,310,271.00		0.00	2/1/2024	9
	\$6,500,000,000.00		0.00	3/5/2023	9
	\$6,252,361,908.00		0.00	10/16/2023	9
	\$3,209,876,514.00		0.00	1/9/2023	9
	\$3,209,876,514.00		0.00	9/20/2023	9
3/30/2023	\$3,016,188,348.00		0.00	3/6/2023	0
10/2/2023	\$3,014,665,092.00		0.00		9
9/22/2023	\$2,967,339,096.00		0.00	9/8/2023	9
2/1/2024	\$2,471,935,056.00		0.00	2/1/2024	9
8/4/2023	\$2,471,048,724.00		0.00	8/4/2023	9
3/27/2023	\$2,470,809,912.00		0.00		85
10/6/2022	\$2,465,375,124.00		0.00	10/6/2022	4
5/4/2023	\$1,704,000,000.00		0.00	3/5/2023	1
12/15/2023	\$1,200,360,144.00		0.00	3/6/2023	1
4/13/2023	\$1,200,000,000.00		0.00	4/13/2023	9
1/11/2023	\$519,999,948.00		0.00	1/11/2023	4
5/12/2023	\$251,776,339.00		0.00	11/9/2023	1
4/25/2023	\$251,463,585.00		0.00	2/13/2023	4
5/19/2023	\$251,214,525.00		0.00	3/6/2023	2

Table 4 Low Hanging Fruit



Income As Percent of Poverty Level

Income as a percentage of the poverty level is determined based on the patient's yearly income and their family size. Patients that don't have a family size recorded are assumed to have a family size of 1.

LINE	INCOME AS PERCENT OF POVERTY GUIDELINES	NUMBER OF PATIENTS(A)
1	100% and below	25,934
2	101 - 150%	1,718
3	151 - 200%	808
4	Over 200%	719
5	Unknown	5,228
6	Total (Sum of Lines 1-5)	34,407

12	Total (Sum of Lines 7 + 8 + 9 + 10 + 11)	11,377	39,327
	Unmapped	1	12

23	Total Homeless (All health centers report this line)	995
	Ignore	2,703
	Not Homeless	47,019

UDS Tables – Let's Compare



Tables 3B & 4 UDS:

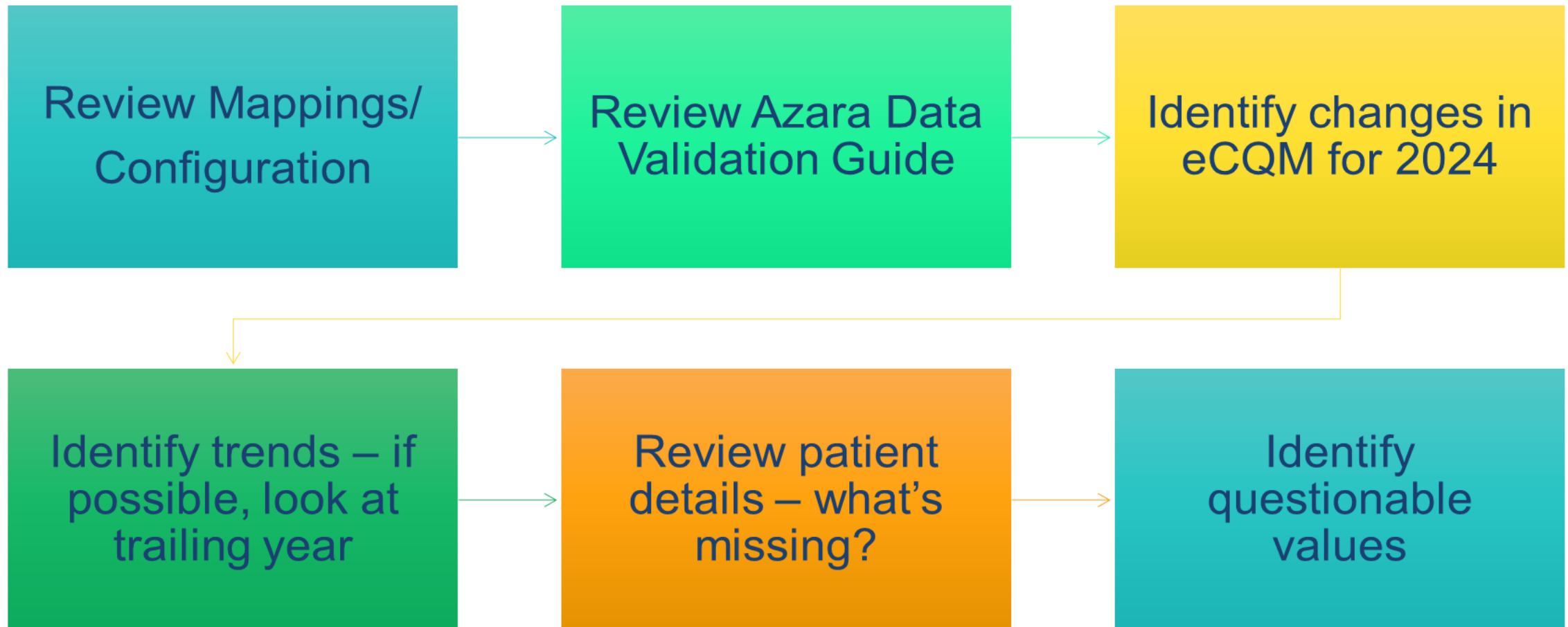
Run UDS Table 3b &
4 in EHR for Jan-Feb
2024

Run UDS Table 3b &
4 in Azara for Jan-
Feb 2024

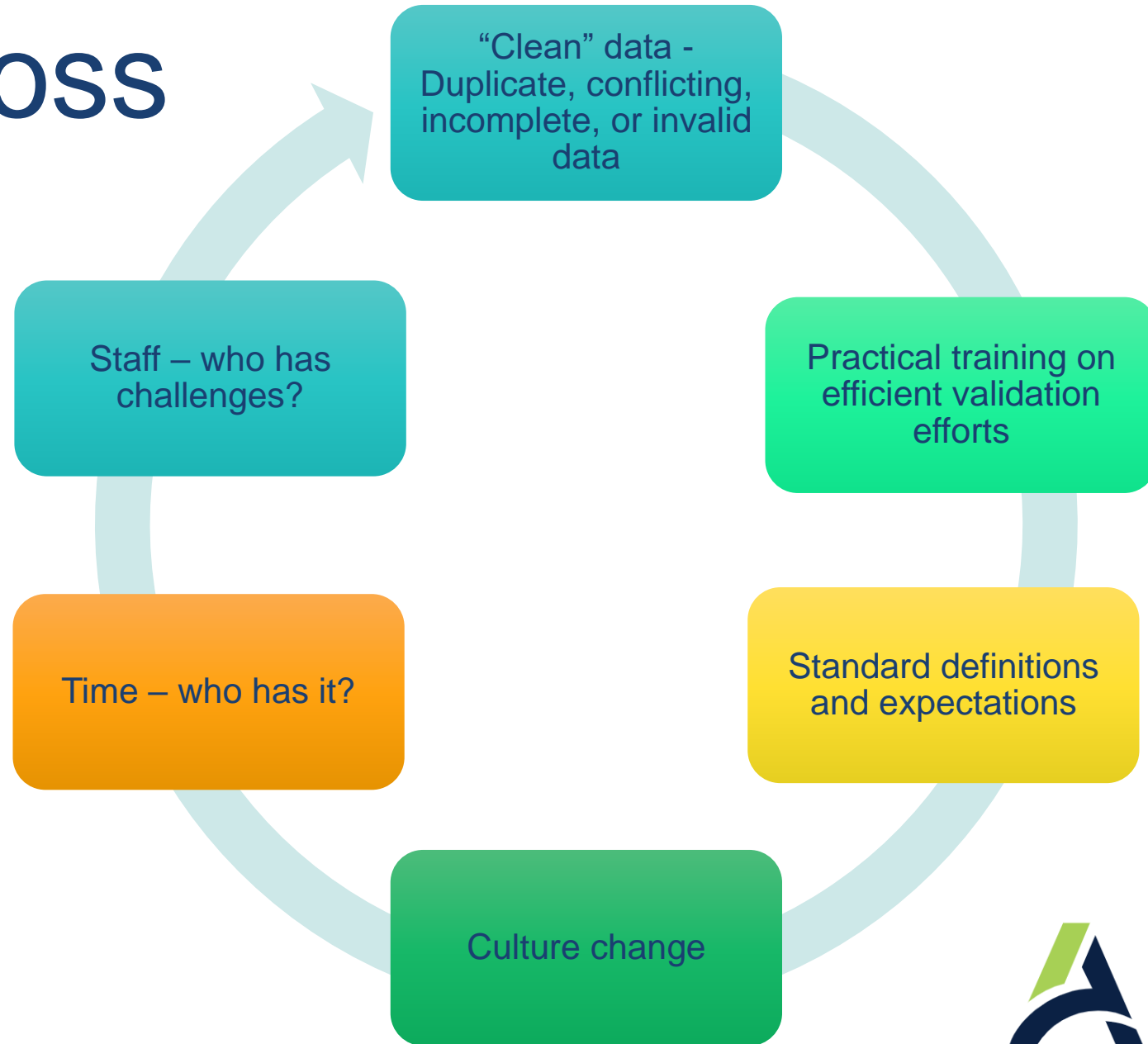
Let's find
discrepancies

Download details to
find examples of
patients in EHR not
Azara

Measure Validation Standards



Challenges Across Network



Data Hygiene and Cleansing Tips



- ✓ Staffing challenges – evaluate resource availability
- ✓ Practical application – practicing with support – hands on exercises
- ✓ Scheduling validation – provide calendar template
- ✓ Ongoing feedback – monthly meetings provide data trends, review questionable values, and inquire which measure validated

Data Validation Tips for Network



- ✓ Set expectations for data validation in Quality Improvement Plan reviewed by BOD
 - What, When, How
 - Data hygiene KPI for reporting
 - Hygiene calendar
 - Escalation path when users find inaccuracies – easy, quick, and detailed
- ✓ Start UDS validation early and often!!
- ✓ Having dedicated, “off-site” time is helpful
- ✓ EHR workgroups to share knowledge

Data Validation Standards



Questionable Values and missing data

- ✓ Train staff – give them buy in
- ✓ Each clinic can own their own
- ✓ Weekly review to correct ongoing

Low Hanging Fruit

✓ Set expectations for who and when
eCQM validation Deep Dives – use your
resources!

- ✓ Teamwork!!
- ✓ NIH VSAC
- ✓ eCQI Resource Center (healthit.gov)
- ✓ EHR Manual

Practical Application



- ✓ Data Validation Toolkit
- ✓ Overall training on principles of data validation and specific tools from HITEQ
- ✓ Individual assessment and discussion for each center on measures with challenges
- ✓ Monthly touch points to discuss challenges
- ✓ Azara Office Hours
- ✓ Superuser Competency
- ✓ Trending Jira tickets

Southeast Alabama Rural Health Associates

CHC DRVS Utilization





Who We Are

Established in 1983, Southeast Alabama Rural Health Associates was founded to provide quality medical services with a heart. Our mission is to provide accessible, quality health services to community residents without regard to their ability to pay. As leaders in rural health care delivery, SARHA will enhance the health, dignity, and wholeness of communities through a collaborative organization committed to continuous improvement with employee involvement.

Who We Serve

Approximately 34,000 Patients Annually

97.43% Patients at or Below 200% of Federal Poverty
Guideline

41.12% Patients are of Racial and/or Ethnic Minorities

10 Facilities in 8 Counties



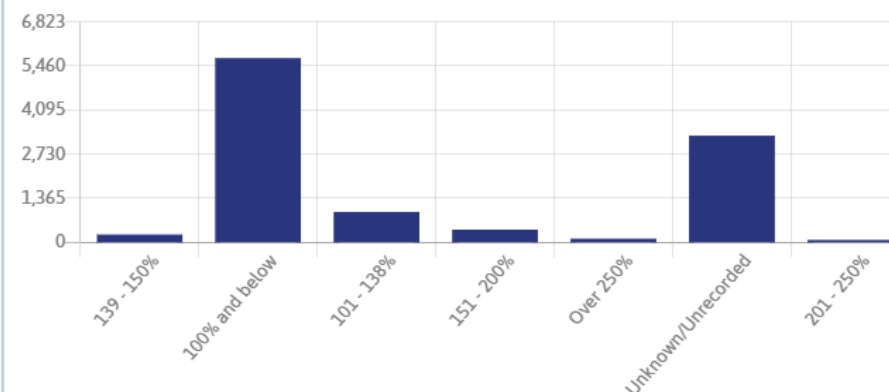
APHCA 2024 Annual Reporting Dashboard

Patient Count TY

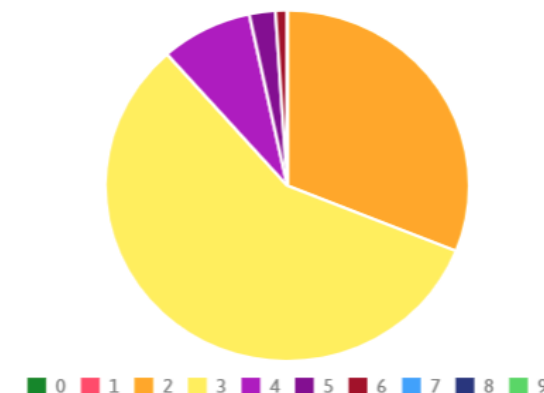
33,532

Pts w/ UDS Qualifying Enc

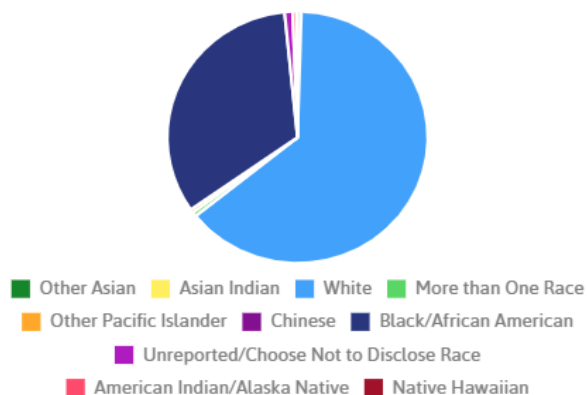
FPL Data



SDoH Counts



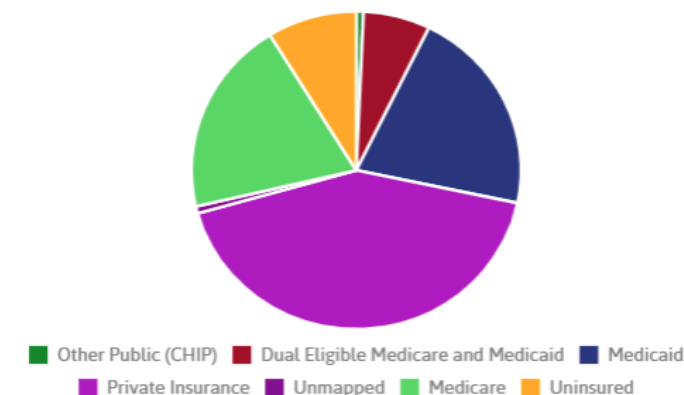
Racial Diversity



Ethnicity

ETHNICITIES	NUMERATOR	% TOTAL
Not Hispanic, Latino/a, or Spanish Origin	31,085	92.7%
Another Hispanic, Latino/a, or Spanish Origin	2,205	6.6%
Unreported/Choose Not to Disclose Ethnicity	222	0.7%
Puerto Rican	17	0.1%
Cuban	3	0.0%
Totals	33,532	

Patients By UDS Payer



Collaborating for Success



Data Hygiene Plan



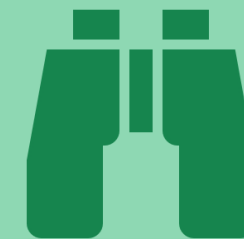
Analyze Data



**Identify workflow
issues**



**Identify missing
CPT codes**



**Locate open
orders**

SARHA
Southeast Alabama Rural Health Associates

Reports

[illegible]

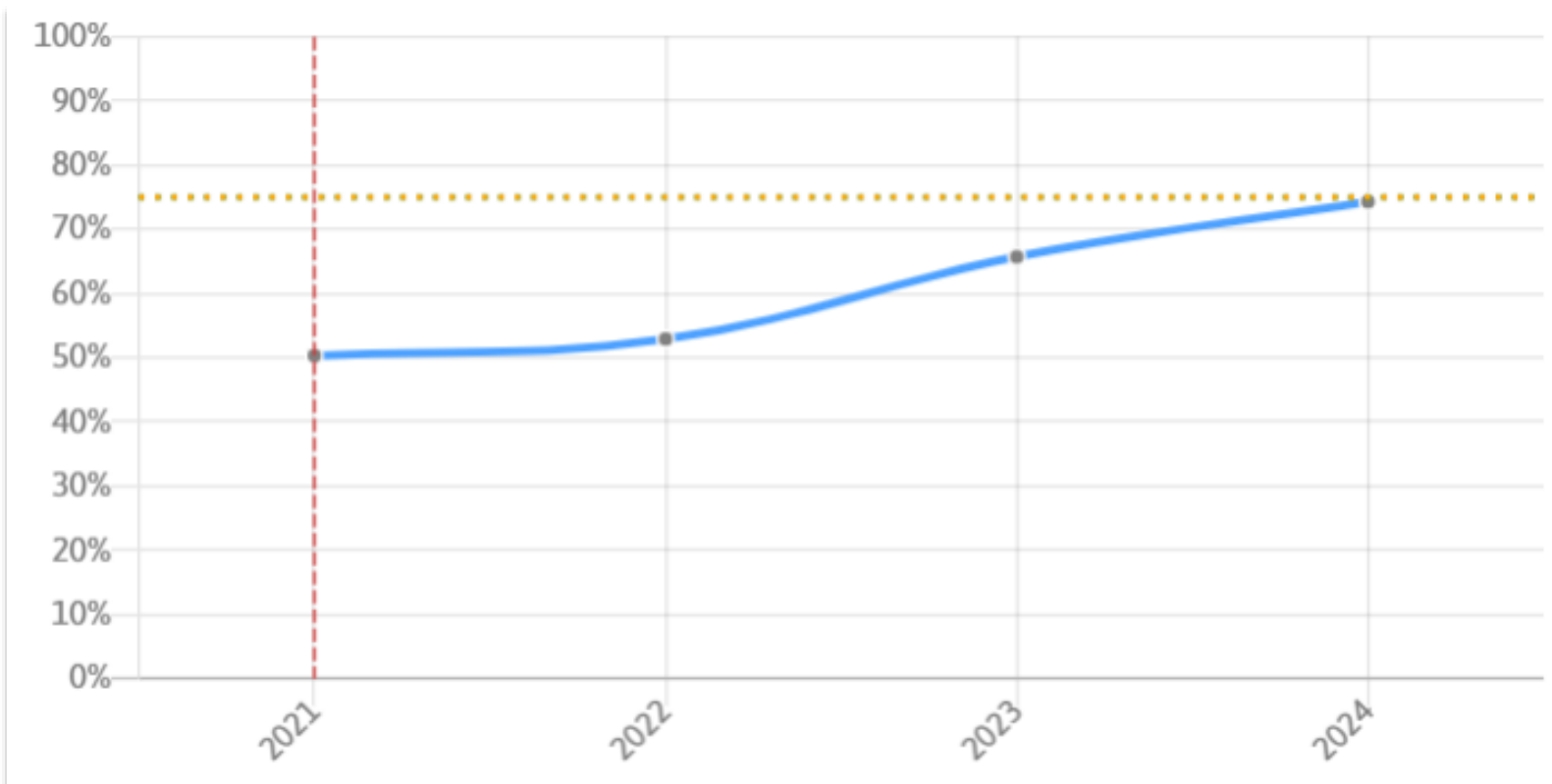
Measure Deep Dive

- ✓ Increase in compliance percentage!
- ✓ Identify workflow issues

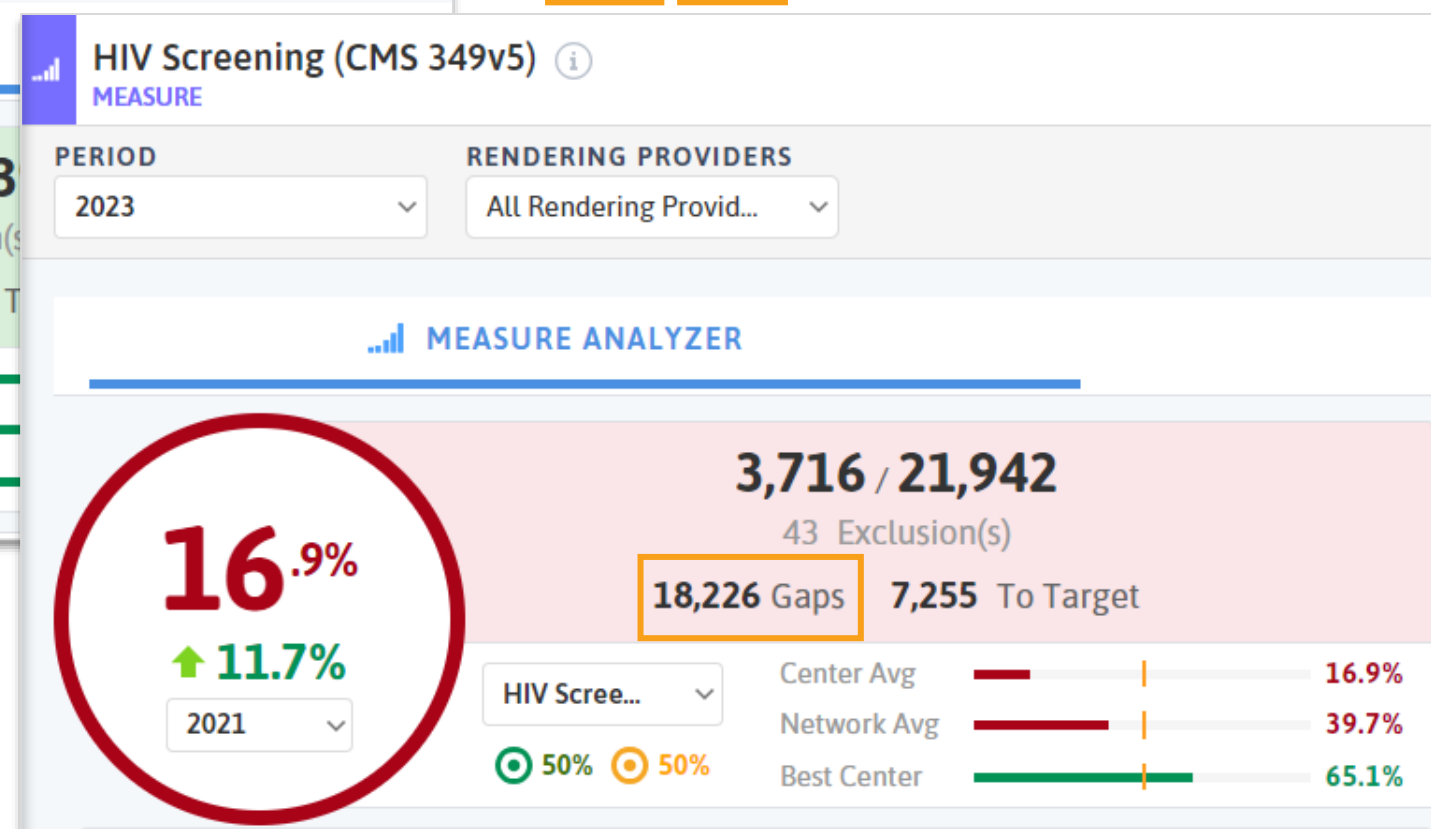
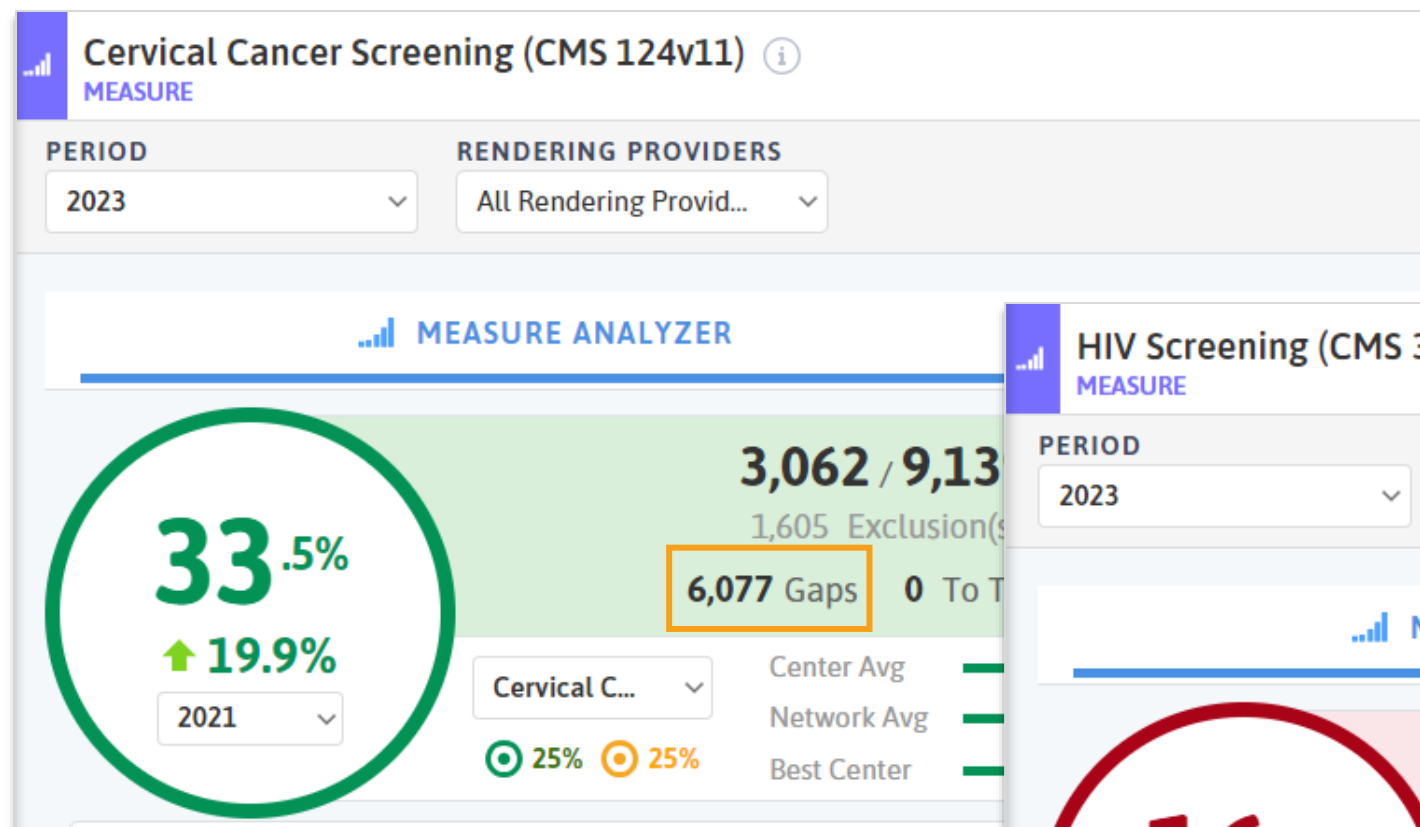


BMI Screening and Follow-Up 18+ Years (CMS 69v11) ⓘ

MEASURE



Identifying Gaps in Care



Questions?



Achieve, Celebrate, Engage!

ACE'd it? Share your DRVS success story and become an Azara ACE!

Show your organization has used DRVS to **A**chieve measurable results, **C**elebrate improvement in patient health outcomes, and effectively **E**ngage care teams and/or patients. Stories should showcase how DRVS helped your organization overcome a challenge, the tools and solutions used to drive improvement and details of the successes that resulted from your initiatives. ACEs should be able to provide examples that quantify quality improvement, cost savings, operational efficiency or patient health improvement.

Benefits:

- Azara will help tell your story and provide a client-branded version for your use
- Potential to create a 2-4 minute video or hour-long Azara-hosted webinar
- Win Azara swag!



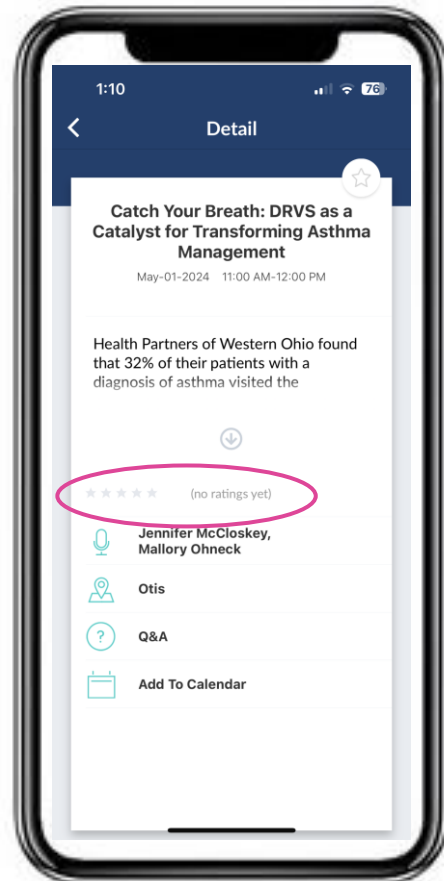
Submit your success story by completing the form [at this link](#) or scan our QR code:

See this year's ACE posters in the Ballroom Foyer!



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.



Quick and Easy



Provide brief
feedback or ideas



Rate the session and
the speaker(s)



Help us continue to
improve

Thanks for attending!

