

azara2025

USER CONFERENCE APR 29-MAY 1 | BOSTON, MA

Serving Those Who Served | Transforming Veteran Care with Population Health Tools

Jessica Dailey Haas
MSN, RN, C-ONQS
WVPCA

Emma Knapp
MPH, PCMH-CCE
Azara Healthcare



Speakers



Jessica Dailey Haas
MSN, RN, C-ONQS

Director of Clinical
Transformation,
West Virginia Primary Care
Association/ HCCN
Jessica.haas@wvpca.org



Emma Knapp
MPH, PCMH-CCE

Sr. Clinical Improvement
Specialist,
Azara Healthcare
Emma.knapp@azarahealthcare.com

Agenda



1

West Virginia
Primary Care
Association

2

DRVS Tools

3

Q & A



Serving Those Who Served: Transforming Veteran Care with Population Health Tools

West Virginia Primary Care Association/ HCCN



My Why

Father

Retired (24 yr)
Veteran of the
United States
Army and a
combat
Veteran of the
1st Gulf War.

Grandfather

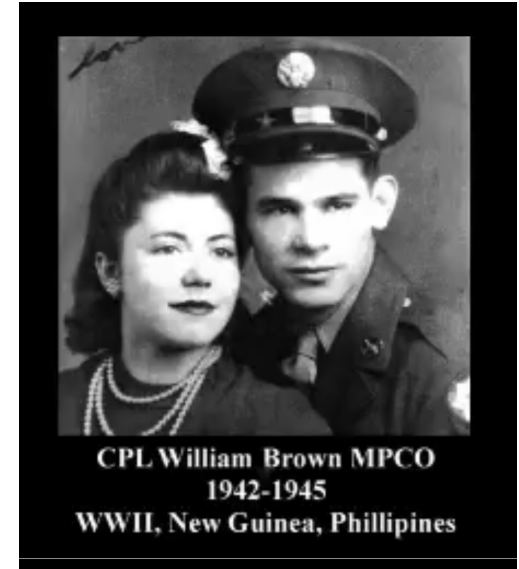
Last Pearl
Harbor
survivor in WW
(1921-2021).

Special Friend

Ronnie
Capron-
United States
Air Force
(2 tours in
Vietnam).



Our WHY



CEO & President Sherri Ferrell - Grandfather and Father

Veterans of WWII and the Vietnam War



One Mission. One Vision. One Voice.®

WV CHC Veteran Outreach



Coplin Health Systems

481 followers

1d • 🌐

At [Coplin Health Systems](#), we are honored to support our veterans and their families - not just in healthcare but in community connection and appreciation 🙌

Our Behavioral Health team has spearheaded our newest endeavor to celebrate and support our area veterans with resources, fun, and camaraderie. 🎉

Join us at Spencer's Landing in Vienna, WV, for the Summer Salute Veterans Event - a day filled with food trucks, live music, family activities, and more. It's our way of giving back to those who have given so much. We hope to see you there!

📌 [#VeteransEvent](#) [#Coplin4YourCommunity](#)
[#HonoringOurVeterans](#)



**Summer Salute Veterans Event -
Coplin Health**



Coplin Health Systems

479 followers

7h • 🌐

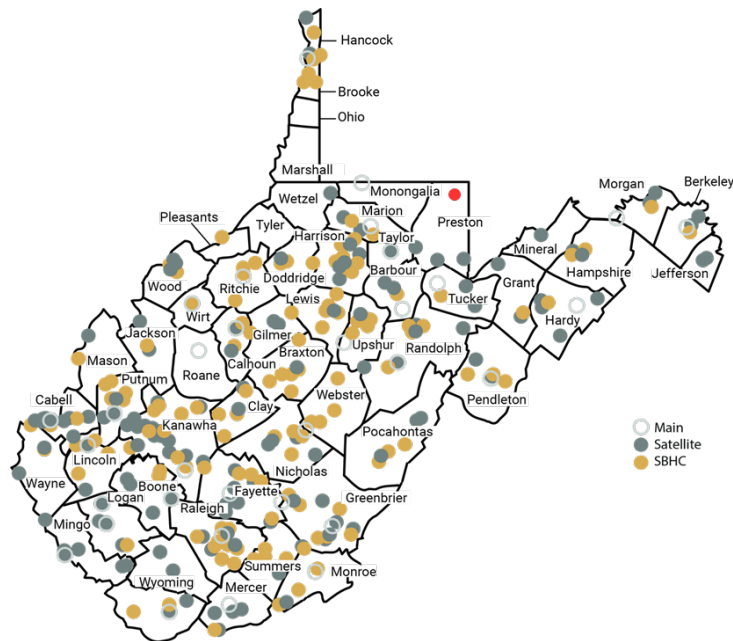
Last week, our team (including some who are veterans themselves) had boots on the ground at the Welcome Home Vietnam Veterans Day and Resource Fair 🇺🇸🙌 We were honored to share insight into the services, education, and resources Coplin Health Systems can provide to our area [#Veterans](#). If you or someone you know is a veteran and looking for healthcare, behavioral health support, or community resources, our dedicated team is ready to help 💙
[#Coplin4YourCommunity](#) [#QualityCare](#)
[#WelcomeHomeVeterans](#) [#VietnamVeterans](#)
[#ParkersburgWV](#)



Who We Serve | WV CHC Network

- **28 West Virginia-based FQHCs**
- **2 Maryland-based FQHCs** with sites serving WV communities
- **3 Look-Alike Organizations**
- **1 Rural Health Center**
- **Over 515 Service Locations**, including ~237 School-Based Health Sites
- **Serving 543,000+ patients** – that's **1 in 3 West Virginians**

WVPCA is the **largest organized independent primary care network** in the state.



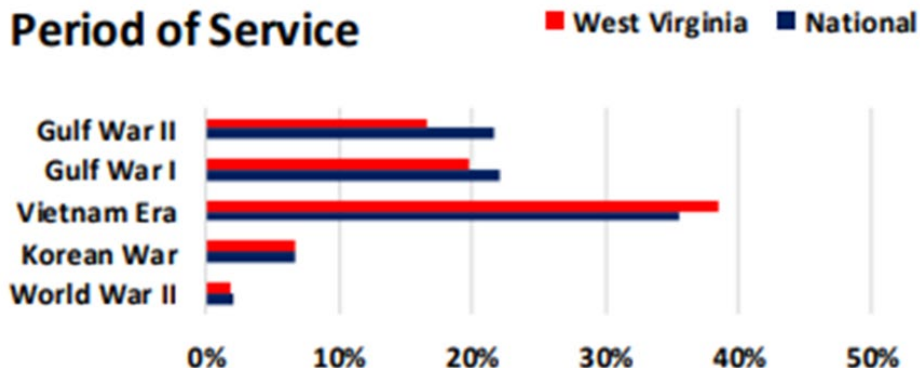
Veterans in West Virginia

11,773 Veterans

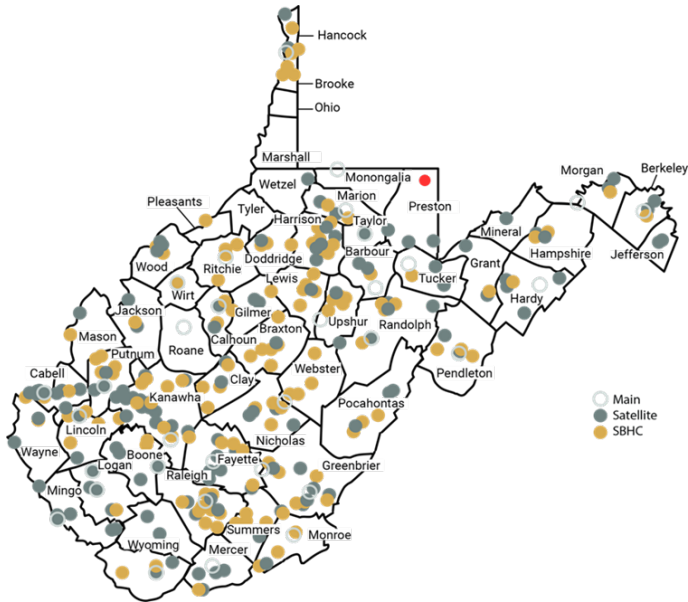
Serviced in Community Health Centers across the state
according to 2023 UDS WV data.

*An **increase** of >500 Veterans from 2022.*

Period of Service



Access to Care for Veterans (WV)



Bringing Awareness



NACHC Veteran Interest Group



Recommended Wording for Veteran Status Screening Question

UDS Table 4: Selected Patient Characteristics, Line 25 (Total Veterans)

Prepared: October 2023

Gina Capra, MPA

NACHC Veterans Interest Group Lead
Senior Vice President

Veteran Status Screening Question: Wording Matters!

Improved accuracy in Veteran Patient Characteristic is proven when using the recommended wording

RECOMMENDED (SHORT VERSION)

Have you served in the United States military, armed forces, or uniformed services? (yes/ no)

RECOMMENDED [ADD ON to SHORT VERSION]

This includes: Air Force, Army, Coast Guard, Marines, Navy, Space Force, National Guard, Reserves, or the US Public Health Service and National Oceanic & Atmospheric Association. (yes/ no)

NOT RECOMMENDED *Are you a Veteran?*

RATIONALE: The US Department of Veterans Affairs (VA) has conducted research that shows individuals do not always consider themselves a “Veteran” for a variety of reasons (ie: unsure what a “Veteran” is; misunderstanding that it’s a “VA-designation” or applied only to individuals with honorable discharge).

As a result, VA recommends simply asking “Have you Served”, with the wording provided above.



www.nachc.org

@NACHC    | 4

Veteran Focused Discussion



Clinical Projects at the WVPCA


- Hypertension Workgroup- Monthly (Using AMA BP Metrics)
 - 15% improvement in the past 2 months for the repeat blood pressure measure as a network
- Referral Management Workgroup
- Chronic Care Management Workgroup
- Veterans- Vulnerable population
 - Defining the UDS 2024 screening question
 - military environmental exposure training
 - GWI awareness
 - SALUTE ECRI Veteran Form
- HIT User Group- Best Practices and workflows
 - Greenway
 - Athena
 - Azara
- Quality Peer Group- Peer Discussion Group
 - Improve clinical quality measures and share best practices (Average 14 FQHC monthly)
- Nursing Administration Group- Peer Discussion group for NA (Average 7 FQHC)
- Risk Management Group- Patient Safety and Risk Discussion Quarterly
- Colorectal Cancer Screening/Education- WV CCRT
- School-Based Health- Peer Group
- Behavioral Health- Peer Group

Resources For Providers

Gulf War Illness Research: *Health Measures and Outcomes*

Overview

- **Case Definitions for Gulf War Illness**
- **Symptom Assessment in Gulf War Veterans**
- **Other Health Measures of Importance**

 BAYLOR

Kansas Case Definition

Viewing posts in all categories | page 4

[Add a new post](#)



Jessica H

Medical Journals and Research ▾

01 Jul

Understanding Gulf War Illness for providers

Please see the attached provider education material for Gulf War Illness. Please allow this to be part of the network's ongoing improvement efforts in improving the healthcare of specific vulnerable population in our state of WV. (Veterans)

Best,


Jessy



gulf-war-illness-for-providers.pdf



Promote Training

 Jessica H





CCM ▾ 22 Aug


Veteran Class- Learn about Agent Orange Exposure and related health conditions

Veteran Class: Agent Orange: What you need to know

Join VA's virtual class, *Agent Orange: What You Need to Know*, and learn about Agent Orange exposure, related health conditions, benefits, and information for Blue Water Navy Veterans. This free class takes place on Thursday, September 26, from 1:30 p.m. – 3:00 p.m. ET. You can attend through your personal computer, smart phone, or tablet.

To learn more about this class and sign up, see the class flyer at https://www.warrelatedillness.va.gov/WARRELATEDILLNESS/education/local-offerings/support/Agent_Orange_flyer.pdf.

 Jessica H


Provider training ▾ 26 Sep


Agent Orange- What to know- VA educational webinar


Patient hand outs





Resource guide

Slides from webinar

 WRIISC_HOME_AgentOrangeVirtualVeteranClass_9.26.24_final.pdf

 Agent_Orange_Resources_for_Vets_9.26.24.pdf

 Agent_Orange_Info_Sheet.pdf

Partnership

Provide rural providers with training specific to Veterans.



The screenshot shows the website of the West Virginia Primary Care Association (WVPCA). The header features the WVPCA logo and a navigation menu with links: About, Membership & Partners, Education & Events, Initiatives, Advocacy, Publications, and News. Below the header is a banner image showing two people, a woman with curly hair and a man, in a professional setting. Under the banner, a breadcrumb trail reads: Home > Education & Events > Military Environmental Exposures Certifications. The main heading of the page is "Level 1 and Level 2 Military Environmental Exposures Certifications". At the bottom, there is a section for "Military Environmental Exposures (MEE) Certifications" which includes the VA logo, the U.S. Department of Veterans Affairs seal, and the text "U.S. Department of Veterans Affairs" and "Veterans Health Administration".

ACPM

About ▾ Membership & Partners ▾ Education & Events ▾ Initiatives ▾ Advocacy ▾ Publications ▾ News ▾

[Home](#) > [Education & Events](#) > Military Environmental Exposures Certifications

Level 1 and Level 2 Military Environmental Exposures Certifications

Military Environmental Exposures
(MEE) Certifications

VA |  **U.S. Department of Veterans Affairs**
Veterans Health Administration

1. Hypertension Workgroup

2024 Hypertension Workgroup Network AMA BP

UDS Controlling HTN Network Level

72.7%

% HTN Pts with BP <140/90

🟢 PRIMARY 72% 🟡 SECONDARY 71%

AMA BP HTN Repeat Netwo

35%

Result

🟢 PRIMARY 50% 🟡 SECONDARY 40%

AMA BP HTN followu

20%

Result

🟢 PRIMARY 50% 🟡 SECONDARY 40%

Network AMA BP Scorecard 20

MEASURE	RESULT	NUM	DENOM	EXCL	GAP	2TGT
AMA MAP BP - HTN-Repeat Blood Pressure Measurement	34.7%	1,416	4,082	38	2,666	625
AMA MAP BP - Uncontrolled HTN Follow-Up	19.5%	321	1,644	17	1,323	501
AMA MAP BP - HTN-Medication Intensification	10.4%	378	3,647	36	3,269	717
Improvement in Blood Pressure	45.4%	363	799	6	436	

Started at **69.8%**

Veteran Status Filter- Applied with "Yes" selected

DRVS Tools

WVPCA- Diabetic Workgroup Quality

DM Foot exan ⚙️

	RESULT
DM Foot Exam	9%

A1c Cascad ⌵ ⚙️

A1C LEVEL	RESULT	NUMERATOR
>=9%	9.5%	1,949
0% to 6.99%	27.5%	5,623
7% to 7.99%	12.8%	2,614
8% to 8.99%	6.7%	1,371
No A1c	43.4%	8,879

A1c Cascade in African Americi: ⌵ ⚙️

A1C LEVEL	RESULT	NUMERATOR
>=9%	10.1%	75
0% to 6.99%	30.1%	224
7% to 7.99%	10.9%	81
8% to 8.99%	4.3%	32
No A1c	44.7%	333

A1c Cascade In Veterans ⌵ ⚙️

A1C LEVEL	RESULT	NUMERATOR
>=9%	12.8%	164
0% to 6.99%	42.6%	547
7% to 7.99%	18.1%	233
8% to 8.99%	10.5%	135
No A1c	16.0%	205

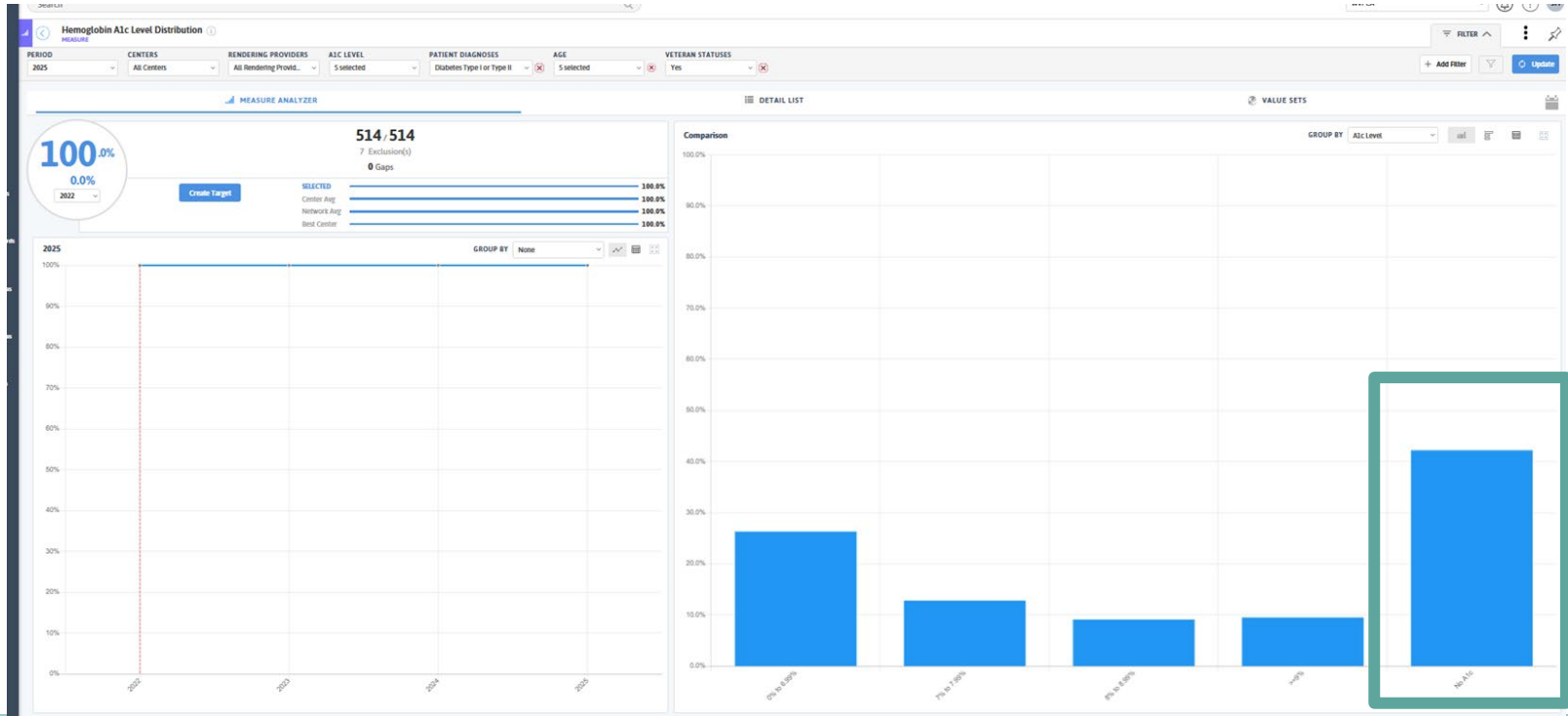
⚙️

RESULT	% TOTAL
%	100%

⚙️

NUMERATOR	GAP
8,240	12,200

Data Drill Down – A1c



Network Veteran Dashboard

Veterans Focused Network Measure

Run on 4/2/2025 12:07:58 PM



Controlled Hypertension

Center Average

73%

Network Average

74%

Best Center

100%

Diabetes A1c>9 or untested

Center Average

45%

Network Average

45%

Best Center

9%

Depression screening

Center Average

55%

Network Average

52%

Best Center

97%

Colorectal Cancer Screening

44.7%

% Pts w/ Colorectal Cancer Screening
PRIMARY 74%

HCV Screening

22%

% Pts w/Hep C Screen ever

PTSD dx Veteran patients and Screening for depression and follow up

51.5%

% Pts w/ Depression Screening & Follow-Up

SDOH Homelessness

0%

% Pts w/ SDOH Core Screening Custom

Screening for Depression and Follow-Up Plan (CMS 2v13)

MEASURE

PERIOD

2025

CENTERS

All Centers

RENDERING PROVIDERS

All Rendering Provid...

VETERAN STATUSES

Yes

PATIENT DIAGNOSES

Post-traumatic stres...

Looking Ahead



ECRI SALUTE Program

[Click for Resources](https://home.ecri.org/pages/ecri-salute-program-veteran-resources)

<https://home.ecri.org/pages/ecri-salute-program-veteran-resources>

Be the Expert on You

For Those Who Have Served in the Military



You are an important part of the care team. Your healthcare provider wants to be sure that they can safely address your health needs, including those that are a result of your military service. Thank you for taking an active role in your health and thank you for your service.

Preparing for Your Visit

Your provider needs your help to make a safe diagnosis and care plan. Please answer these five questions before your visit.

1. Why are you here today?

- ☐ New problem ☐ Follow-up ☐ Medicine refill
☐ Something else

2. Has there been a change in how you are feeling since your last visit?

- ☐ No ☐ Yes

If yes, When did it start?

- ☐ Days ☐ Weeks ☐ Longer

How does it affect you?

3. Have you seen anyone else about your health?

- ☐ No ☐ Yes

If yes, whom did you see?

4. Do you have questions about...

- ☐ Medicines? ☐ Tests? ☐ Treatments?
☐ Something else?

5. What are you worried about?

During Your Visit

During the visit, your healthcare provider will discuss these important questions with you. Your responses will help them understand how they can support your health.

Screening Questions

? When and where did you **serve** in the military?

? What was your **occupation** in the military?

? Do you have any **illnesses** related to your military service?

- ☐ New ☐ Chronic

? Did you **experience** anything while serving that has impacted your health?

- ☐ Physical health ☐ Mental health

? Were you **exposed** to any toxins while serving in the Armed Forces?

- ☐ Open burn pits ☐ Airborne hazards
☐ Gulf War-related exposure ☐ Agent Orange
☐ Radiation ☐ Contaminated water at Camp Lejeune
☐ Other

? Were you **exposed** to any blast caused by an improvised explosive device (IED)?

- ☐ Yes ☐ No

? Since your transition from military to civilian life, have you had feelings of **not being valued or respected** by those around you or in your community?

- ☐ Yes ☐ No

Adapted from the AHRQ Toolkit for Engaging Patients to Improve Diagnostic Safety

Signage



[This Photo](#) by Unknown Author is licensed under [CC BY-NC](#)

Key Points



Veterans are a unique population who may require additional testing and specialized medical evaluations due to their service-related exposures, combat experience, and pre-deployment health screenings.



Encourage everyone to explore the ECRI Salute Program (Honor Roll) to support and recognize veteran-focused healthcare initiatives.



Ensure you ask the right questions to address veterans' unique health needs effectively.



Stay informed about combat-related exposures and illnesses, including Gulf War Syndrome and Agent Orange exposure.

Contact



Jessica (Jessy) Dailey Haas, MSN, RN, C-ONQS
Director of Clinical Transformation
West Virginia Primary Care Association/HCCN

Jessica.haas@wvpca.org

1-304-544-4281

Honoring my Father



Azara Healthcare



Veteran Healthcare Landscape



9M+ Veterans rely on VA healthcare across United States.



41% of VA-enrolled veterans live in rural areas, facing accessibility challenges.



FQHCs are **critical bridge** for veteran healthcare nationally.

Key Veteran Health Concerns



Mental Health

PTSD,
Depression,
Suicide Risk,
Substance Use

Chronic Conditions

Obesity, Diabetes,
Cardiovascular
Disease

Non-Clinical Health Related Needs

Housing,
incoming,
transportation
barriers



TIDOS

The Trauma Infectious Disease Outcomes Study

TIDOS is a pretty unique project that has been funded since 2011. TIDOS is a collaboration between a research group at the Department of Defense and our research group here at the St. Louis VA run by our local Principal Investigator, [Dr. Jay McDonald](#).

Over the years, TIDOS enrolled over 1,000 military personnel after severe combat trauma. They enrolled them once they got back to Walter Reed and San Antonio Military Medical Center and then followed them forward through time. The military follows them through their time in DoD care, and then shares their identifiers with us and then we look to see when they enter VA care. So, when they enter VA care, we call them to consent them and collect their VA data and share it back with the DoD. Then, we put all our data together in a huge database and try to understand how the early elements of care they got in the field or early on after injury, affect their long-term outcome, with the ultimate goal of improving the early care in the field of combat trauma.

The Role of FQHCs in Veteran Care



>400,000 veterans

Received care at FQHCs in 2023.

Critical services offered

Mental health screenings, chronic disease management, primary care.

How DRVS Supports Veteran Health



Identifying veterans in patient populations.

Tracking care journeys, prioritizing at-risk veterans.

Monitoring mental health, physical conditions & non-clinical health related needs.

(e.g., PTSD, PHQ-9, GAD-7, hypertension, transportation, housing)



DRVS Functionality for Veteran Care

Patient Visit Planning (PVP) Report & Alerts.

Flags overdue screenings (PHQ-9, alcohol assessment).



2:49 AM Monday, September 23, 2024

Visit Reason: High BP Depar



Duran, Kaye

MRN: 1100223

DOB: 10/26/1976 (47)

Sex at Birth: F (She/Her/Hers)

GI: Female

SO: Choose not to disclose

Phone: 857-015-2312

Lang: Spanish

Risk: Low (7)

Portal Access: 03/24/2023

Cohorts: tri state high risk

PCP: Gunther, Eric

Payer: BCBS

CM: Kellen

McDonnell

DIAGNOSES (3)

ASCVD HIV IVD

RISK FACTORS (4)

ANTICOAG MSM SMI

TOB

SDOH (6)

CLOTHING HOUSING LANGUAGE

RACE UTILITY **VETERAN**

RAF GAPS DIAGNOSIS CATEGORIES (1)

Diabetes

ALERT

Pap HPV

Depression Screen

Tobacco Scr

BMI & FU

BP

MESSAGE

Missing

Overdue

Overdue

Overdue

Overdue

DATE

3/24/2023

3/24/2023

3/24/2023

3/24/2023

3/24/2023

RESULT

Positive

Y

145/77

OWNER

Front Desk

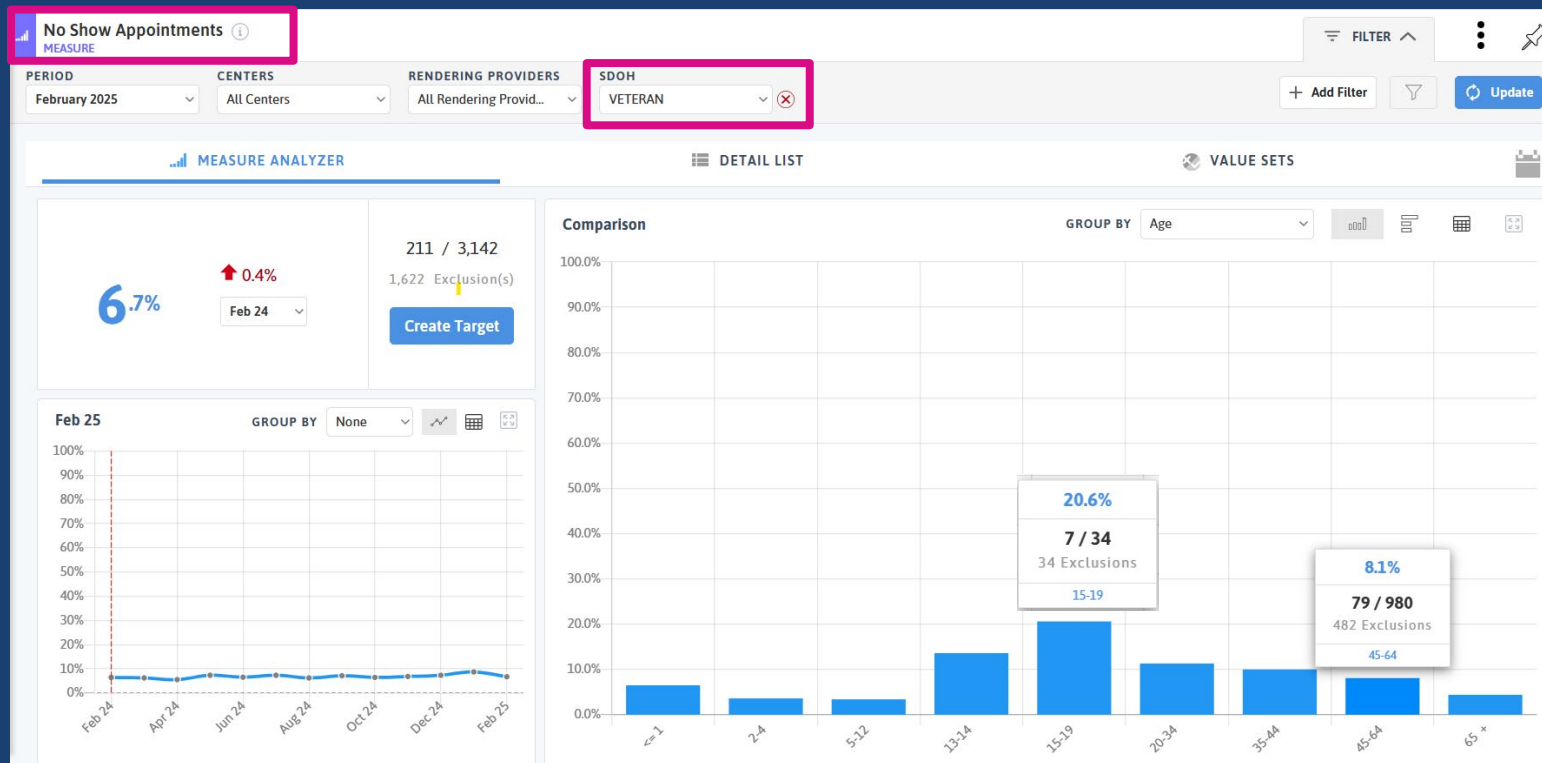
Front Desk

MA

demo

DRVS Functionality for Veteran Care

Identify veterans for follow-up or care management.



DRVS Functionality for Veteran Care

Monitor physical & behavioral health together.

Veteran Health
REGISTRY @JUST EMMAKNAPP@AZARAHEALTHCARE.COM

VISIT DATE RANGE
03/13/2024-03/13/2025

CENTERS
All Centers

RENDERING PROVIDERS
All Rendering Provid...

Apply Veteran Cohort

VETERAN STATUSES
All Veteran Statuses

Or Add Veteran Status Filter

Clear Filters

☐ I choose not to answer this question
☐ No
☐ Yes

REGISTRY

Search Patients ...

MRN	DEPRESSION SCREENING				GAD-7		PHQ
	DATE	TYPE	RESULT	PTSD SCREEN	DATE	SCORE	
1103497							
1103498	7/11/2024	PHQ-9 Depression Screen	Positive	7/11/2024			7/11/
1103499	1/31/2025	PHQ-9 Depression Screen	Positive	1/31/2025			1/31/
1103500	3/21/2025	PHQ-9 Depression Screen	Positive	3/21/2025			3/21/
1103501	7/24/2024	PHQ-9 Depression Screen	Positive	7/24/2024			7/24/
1103503	3/13/2025	PHQ-9 Depression Screen	Positive	3/13/2025			3/13/
1103504	9/19/2024	PHQ-9 Depression Screen	Negative	8/16/2024			9/19/
1103505	11/11/2024	PHQ-9 Depression Screen	Positive	11/11/2024			11/11
1103506	1/12/2025	PHQ-9 Depression Screen	Positive	1/12/2025			1/12/2025
1103507	2/2/2025	PHQ-9 Depression Screen	Positive	2/2/2025			2/2/2025
1103508	7/7/2024	PHQ-9 Depression Screen	Negative	7/7/2024			7/7/2024

Impact of Data-Driven Insights



Improving **care coordination**
between VA &
FQHCs.



Ensuring **timely**
mental and physical
health interventions.



Improving **health disparities** for rural
& underserved
veterans.



Wrap Up



Nurturing Veteran Health



Continue **advocacy**
for veteran health
equity.

Leverage **data-
driven** solutions to
improve outcomes.

Strengthen
collaboration between
FQHCs, VA, &
community providers.

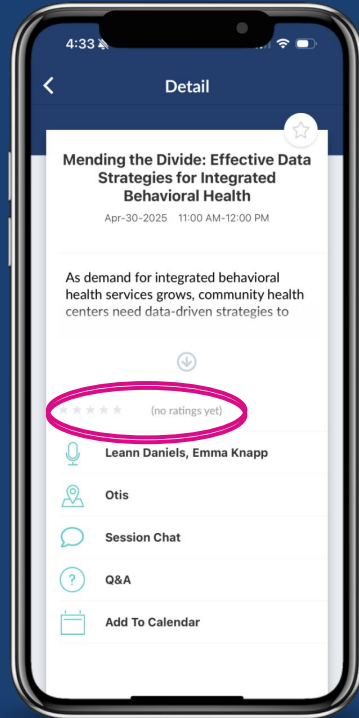
Questions?



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



Rate the session
and the
speaker(s)



Provide brief
feedback or ideas



Help us continue
to improve

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
- Potential to be featured at next year's Azara User Conference
- Win Azara swag!

Submit your success story by completing the form [at this link](#).

azara
healthcare
ACE Program



azara2025

USER CONFERENCE APR 29-MAY 1 | BOSTON, MA

Thanks for attending!

