

azara

USER CONFERENCE

APR 29–MAY 1

BOSTON, MA

2025

# Time for Change

Tackling Maternal Health Disparities



# Today's Speakers



**Kara Gee RDH, BS**  
Associate Director, Clinical  
Transformation  
Azara Healthcare



**Dr. Tiffany  
Swanson**  
Medical Director of Women's  
Health  
Samuel Rodgers CHC



**Dr. Robbie  
Harriford**  
Chief Medical Officer  
Samuel Rodgers CHC

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# Setting the Stage



# April 2024



## Biden-Harris Administration Invests \$105 Million in Community-Based Organizations to Improve Maternal and Infant Health Across the Country

*“Maternal health is a **fundamental human right** and every mother deserves access to quality care and support. Having a **safe and healthy pregnancy and birth** shouldn’t depend on the color of your skin, what language you speak at home, or where you live, We know that by expanding access to proven health care best practices we can help moms, and their children thrive.”*

*-HHS Secretary Xavier Becerra*

# The Problem

Women in the United States experience **fragmented, incomplete**, and often **negligent** care throughout their lifetime.

## Prenatal

45%

of pregnancies are  
**unplanned**

32.9 /  
100,000

mothers who birth a live  
child **die from pregnancy-  
related causes**

## Postpartum

Over  
50%

of maternal deaths occur  
after birth

40%

of women do not attend  
any postpartum care visits

### Sources:

HPV Vaccination | *Cancer Trends Progress Report*. (April 2022). *National Cancer Institute*. Retrieved March 4, 2023, from [https://progressreport.cancer.gov/prevention/hipv\\_immunization](https://progressreport.cancer.gov/prevention/hipv_immunization)  
Finer, L. B., & Zolna, M. R. (2016). Declines in Unintended Pregnancy in the United States, 2008-2011. *The New England journal of medicine*, 374(9), 843-852. <https://doi.org/10.1056/NEJMsa1506575>  
Pregnancy Mortality Surveillance System | *Maternal and Infant Health* | CDC. (2023, March 31). <https://www.cdc.gov/reproductivehealth/maternal-mortality/pregnancy-mortality-surveillance-system.htm>

# The Solution



## Azara's Goal:

To allow you to identify patients with common pregnancy-related issues so you may provide comprehensive care



### Health System Barriers

Shortage of Providers  
Location of Practice



### Social Barriers to Care

Access to Transportation  
Early Access to Care  
Financial Barriers



### Common Risks

Mental Health Disorders  
Gestational Diabetes  
Hypertension  
Preeclampsia  
SUD

#### Sources:

Heaman, M.I., Sword, W., Elliott, L. *et al.* Barriers and facilitators related to use of prenatal care by inner-city women: perceptions of health care providers. *BMC Pregnancy Childbirth* 15, 2 (2015). <https://doi.org/10.1186/s12884-015-0431-5>  
MN Department of Health Study: <https://www.health.state.mn.us/docs/people/womeninfants/prams/prenatalfact.pdf>  
Center for Disease Control: Leading Causes of Mortality Among Pregnant Patients



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## Samuel Rodgers Health Center





# SAMUEL U. RODGERS HEALTH CENTER



Kansas City, MO  
est. 1968



High quality, compassionate, and  
affordable health care for all



Providing comprehensive primary care,  
behavioral health, dental, & enabling services

Guided by the  
Patient-  
Centered  
Medical  
Home model





## Dr. Samuel U. Rodgers 1917-1999

Graduated from Howard University  
College of Medicine in 1942.

Went into the Army Medical Corp before  
starting his residency in OB/GYN, which  
was in KCMO at General Hospital #2.

Became only the 5<sup>th</sup> Black OB/GYN in the  
US and the 1<sup>st</sup> in KCMO.





- Received his MPH in 1967
- Wayne Minor Health Center started in 1968 to provide equitable access/care to the surrounding community
- 4<sup>th</sup> FQHC in the nation; 1<sup>st</sup> West of the Mississippi River
- Changed to SURHC in 1988



# Mission, Vision, and Values

## Mission

To provide high quality, compassionate and affordable healthcare for all.

## Vision

Healthy people in a healthy community.

## Values

**Kindness** – We are friendly, courteous, polite, respectful and considerate in our conduct.

**Integrity** – We are trustworthy, honest and just in everything we say and do.

**Professionalism** – We are committed to our mission and we take responsibility for our actions and their results.

**Excellence** – We are an organization committed to exceeding expectations.



# Downtown (Euclid) location



# Departments



Medical



Dental



Behavioral Health



Ancillary



# Other Services



- Radiology: Ultrasound, XR, 3D Mammogram
- Laboratory
- Pharmacy with 340B pricing
- WIC, Healthy Bottoms, Lactation Support
- On-site Insurance Marketplace
- Transportation
- Interpreter Services: in-person, video, phone
  - Able to bill Medicaid!



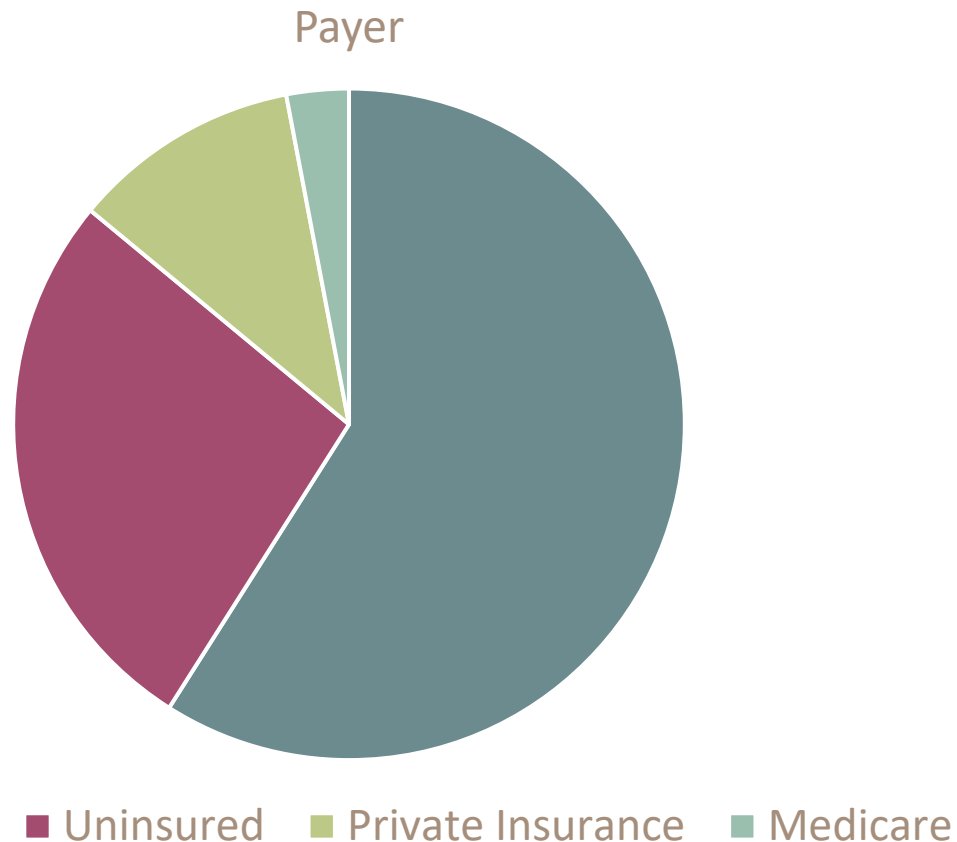
# Center Payer Mix

**Medicaid = 59%**

**Uninsured = 27%**

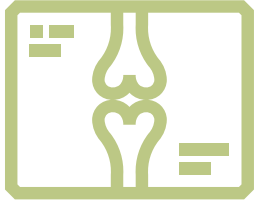
Private Insurance 11%

Medicare 3%

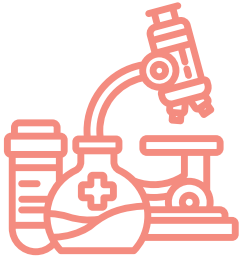




# Sliding Fee Scale



Includes all labs & imaging if completed/scheduled that day



Sam Rodgers is then charged for labs by LabCorp

A consolidated list of codes was created for use

- **Did you know there is a pap that costs over \$700?!**



# 2024 Stats



**21,755 individuals served → 69,706 encounters**

41,707 Medical; 20,016 Dental; 7,983 Behavioral Health

13,235 (61%)= Women

8,104 (40%) = Children

13,662 (63%)= Best served in language other than English

**>40 languages**



7,039 (33%) with verified annual household incomes at 100% FPL

**238 (1%) with verified annual household incomes >200%FPL**





# Quality Focuses

What Drive Us and Our Mission

# Patient-Centered Medical Home Model



## Understanding the PCMH Model

Recognized by the National Committee for Quality Assurance.

Focuses on care that is **accessible, comprehensive, and coordinated** to meet the needs of patients.

Incorporates a **team-based approach** and **coordination** across the health system.

Key principles include a strong emphasis on a **continuous relationship** between patients and their healthcare providers.



# Patient-Centered Medical Home Model

## Benefits of the PCMH Model



Improved patient  
outcomes



Reduced  
healthcare costs



Decreased  
hospitalizations



# Missouri Medicaid Primary Care Health Home (PCHH)

## PCHH Overview

Designed for individuals with **chronic medical conditions**. It incorporates focused **case management** and **care coordination** to enhance the **quality of care** and **improve patient outcomes**.

## Focus on Low-Income Patients

PCHH specifically **targets low-income patients**, addressing their **unique healthcare needs**. The model provides tailored support for **medically complex populations**, ensuring they receive **the necessary resources and interventions**.

## Case Management and Coordination

The PCHH model emphasizes **comprehensive case management and coordination**, which is crucial for managing **care transitions** and ensuring **continuity of services**.



# Maternal Mortality

**18.6/100,000**

Maternal mortality  
rate in the US

**75%**

Pregnancy-related  
deaths are preventable

**3x Higher**

Mortality ratio in Black  
women than white women

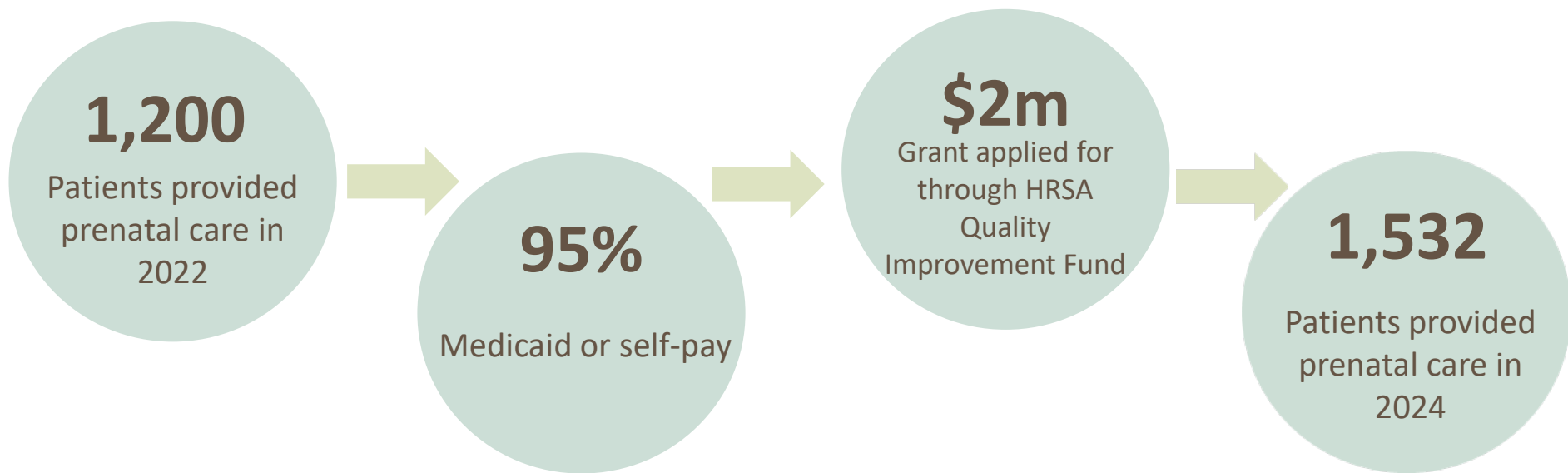
**8x Higher**

Mortality ratio in women  
with Medicaid





# HRSA Quality Improvement Fund – Maternal Health

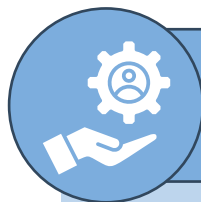


# Prenatal and Postnatal Health Home (PPHH)



## Program

- Extends the PCHH model into prenatal care
- First visit through 18 months postpartum



## Process

- Focused care coordination and nurse case management
- Collaboration with community partners



## Goals

- Address barriers to care
- Improve maternal health outcomes
- Contribute to a decrease in maternal mortality



# Implementation



## Staffing

- Prenatal care coordinators
- BH consultants
- CHWs
- Doula program



## Resources

- Maternal/infant supplies
- Gift cards
- Transportation



## Marketing

- Community awareness campaigns
- Incentive programs



## Azara

- Prenatal passport
- Maternal health reporting



# PPHH Staffing



## Role: Perinatal Care Coordinators



### Activities:

- Risk assessment
- Coordination of care
  - Missed appointments
  - Consults/transfers
  - Delivery scheduling
- Postpartum follow up



# Referrals



## All Referrals <sup>1</sup>

REPORT

DATE RANGE

03/04/2025-04/02/2025

PROVIDERS

All Providers

What is the referral  
priority level, high risk  
patient?

Is the patient ensured? Do  
we need to assist with a  
Medicaid application?

Search ...



NEXT APPT

All

No Appt

Upcoming Appt

REFERRED TO		REFERRAL					
TYPE ▾	LOCATION	PRIORITY	STATE	ORDERED DATE	DAYS OPEN	PRIMARY PAYER	EHR REFERRAL STATUS
Obstetrics	Truman Medical Center	Routine	Completed	3/10/2025	21	M United Healthcare	completed
Obstetrics	Truman Lakewood	Urgent	Open	3/24/2025	9	M Temporary Medicaid	ordered
Obstetrics	Truman Medical Center	Routine	Open	3/10/2025	23	M HOME STATE HEALTH Plan Healthnet Mcaid	scheduled
Obstetrics	Mertias Health OBGYN	Urgent	Open	3/13/2025	20	M UNITED HEALTHCARE Comm Plan MO	ordered
Obstetrics	Truman Medical Center	Routine	Open	3/19/2025	14	M Medicaid	ordered
Obstetrics	Truman Medical Center	Urgent	Open	3/19/2025	14	SR Slide Discount Schedule A	ordered
Obstetrics	Truman Medical Center	Routine	Open	3/21/2025	12	M Medicaid	ordered
Obstetrics	Truman Medical Center	Urgent	Completed	3/7/2025	24	M Temporary Medicaid	completed
Obstetrics	Saint Luke's Hospital Med	Urgent	Completed	3/11/2025	16	M UNITED HEALTHCARE Comm Plan MO	completed
Obstetrics	Mertias Health OBGYN	Routine	Open	3/18/2025	15	M Healthy Blue MO	ordered
Obstetrics	Truman Medical Center	Routine	Open	3/25/2025	8	M Temporary Medicaid	scheduled
Obstetrics	Truman Medical Center	Routine	Open	3/25/2025	8	SR Slide Discount Schedule A	ordered

# PPHH Staffing

**Role:** Behavioral Health Consultant



## Activities:

- Immediate support for patients in crisis
- Check in throughout pregnancy
- Increased surveillance postpartum



# PPHH Staffing

**Role:** Community Health Workers



## Activities:

- Address SDOH
- Screen for DV
- Meet with patients at COP
  - WIC, Marketplace
- Check in throughout pregnancy
- Identify patients in need of car seat, crib, breast pump





# Social Drivers of Health

## PRAPARE Forms Completed at Confirmation of Pregnancy Visit

Social Drivers of Health (SDOH) ⓘ

REGISTRY

VISIT DATE RANGE

03/26/2025-04/02/2025

RENDERING PROVIDERS

All Rendering Provid...

PATIENT DIAGNOSES

2 selected

Clear Filters

☒ Actively Pregnant Patient
 ☒ High Risk Pregnancy

+ Add Filter

▼

Update

VALUE SETS

Reset Columns

SAVED COLUMNS

☰

Search Patients ...

SDOH CONTROLLABLE	FPL	PATIENT SECURITY	INSURANCE	TRANSPORTATION					
TRIGGERS	RANGE	UTILITIES INSECURITY	MEDICINE MEDICAL CARE INSECURITY	FINANCIAL CLASS	PRIMARY PAYER	TRIGGER	DOMESTIC VIOLENCE	STRESS TRIGGER	EMPLOYMENT TRIGGER
FOOD UTILITY PHONE MED/CARE EMPLOYMENT EDU	101 - 150%	Y	Y	Uninsured	SR Slide Discount Schedule B		N	Somewhat	Unemployed and seeking work
FOOD UTILITY PHONE MED/CARE EMPLOYMENT EDU	Unknown/Unrecorded	Y	Y	Private Insurance	M United Health Care	N	N	Somewhat	Unemployed and seeking work
TRANSPORT-NONMED ISOLATION EMPLOYMENT	151 - 200%	N	N	Uninsured	SR MEDICAL Same Day Discount ...	N		Not at all	Unemployed and seeking work
UTILITY PHONE MED/CARE EDU	100% and below	Y	Y	Medicaid	M Temporary Medicaid	N	N	Somewhat	Full-time work
HOUSING UTILITY TRANSPORT-NONMED ISOLATION ...	Unknown/Unrecorded	Y	N	Medicaid	M Temporary Medicaid	N	N	Not at all	Unemployed and seeking work
UTILITY PHONE MED/CARE STRESS	100% and below	Y	Y	Medicaid	M Temporary Medicaid	N	N	Very much	Full-time work
ISOLATION EMPLOYMENT	Unknown/Unrecorded	N	N	Medicaid	M Temporary Medicaid	N		Not at all	Unemployed and seeking work
ISOLATION	100% and below	N	N	Medicaid	M UNITED HEALTHCARE Comm ...	N		Not at all	Part-time or temporary work
TRANSPORT-NONMED				Medicaid	M Medicaid	N			
	Unknown/Unrecorded	N	N	Medicaid	M Temporary Medicaid	N	N	Not at all	Full-time work



# PPHH Staffing

## Role: Ultrasound Technician



### Activities:

- Expand imaging at largest satellite clinic
- Support imaging compliance



# PPHH Staffing

**Role:** Contracted Doulas



Improve pregnancy outcomes

6 bilingual doulas

Doula training program



# Patient Resources | Supplies



## Comfort

- Maternity support belt
- Compression socks
- Wrist splints

## Necessity

- Prenatal vitamins
- Blood pressure cuff
- Car seat
- Manual breast pump



# Patient Resources | Gift Cards



Grocery store gift cards given at:

- New OB visits
- Glucose tolerance test
- GBS test
- Postpartum visit
- Other



# Marketing



Sam Rodgers Health  
1,353 followers  
1mo •

+ Follow ...



Sam Rodgers Health  
1,353 followers  
3w •

+ Follow ...



Sam Rodgers Health  
1,353 followers  
1w •

+ Follow ...

Are you pregnant and looking for support?

Sam Rodgers' WIC Program is here to help you through your journey! Benefits include nutrition help, health screenings, breastfeeding education, and much more. For more information, enrollment support, and to request an appointment, visit <https://bit.ly/4ePCpN5>

#WIC #WICServices #breastfeeding #healthscreenings

Sam Rodgers is your source for compassionate maternal and infant health care. Concerned about the cost of care? We can help with eligibility and enrollment in MO HealthNet (Missouri Medicaid). Contact a health insurance counselor today at (816) 474-4920.

#maternalhealth #pregnancy #Medicaid #MoHealthNet

Some estimates say that as many as 80% of new mothers experience the 'baby blues.' While some cases of the baby blues may be well-managed just with a good support system, many cases may benefit from support in the form of mental health care. Sam Rodgers, in addition to providing maternal health services at an affordable cost, also provides behavioral health services. Need help enrolling in MO HealthNet (Missouri Medicaid)? Contact one of Sam Rodgers' health insurance counselors today at (816) 889.4797. Visit <https://bit.ly/3NOUkHW> for more information.



We'll help  
you get good  
nutrition for you  
and your family.

This institution is an equal opportunity provider.

Visit  
[Samrodgers.org/services/wic-services/](http://Samrodgers.org/services/wic-services/)



**Gestational diabetes**, like other types of diabetes, can cause high blood sugar that impacts the health of the pregnancy and the baby.

Call health insurance counselors today  
at 816-889-4797



80% of new  
mothers  
experience the  
'baby blues.'

Call health insurance counselors today at  
816-889-4797.



**5,483**

**Free Uber rides  
to and from  
appointments**







**SAMUEL U. RODGERS**  
**HEALTH CENTER**

# Azara Tools

Data Informed Care

# Prenatal Passport

08:45 AM Monday, October 14, 2024

PROVIDER: Ancillary, Services

VISIT REASON: PN play update- call

\*Jones, Daisy

MRN: 12345

DOB: 6/18/2001 (23)

Phone: \*123-456-7890

EDD: 1/19/2025

OB Risk Level:

Gest Wks: 26\_1

Rh Type: Positive

Payer: BCBS

Cohorts:

PCP: Augustine, Greg

CHC OB Care: Y

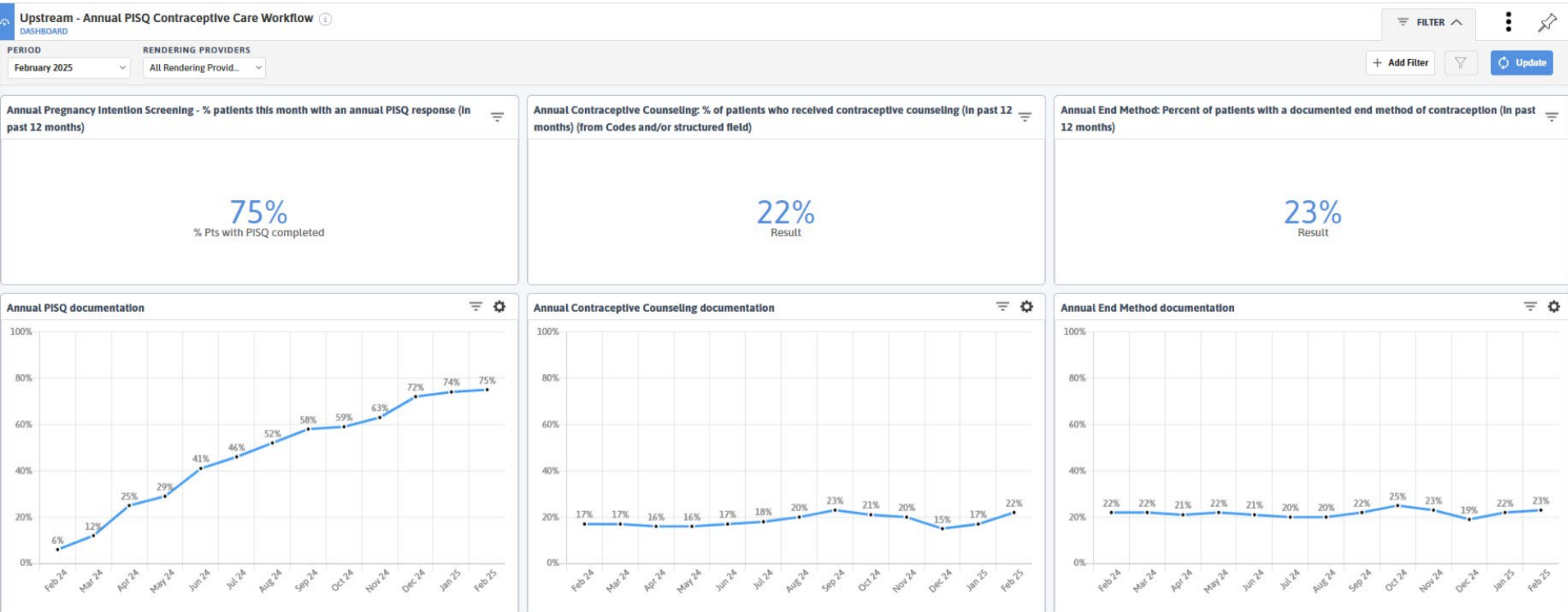
Prenatal Flowsheet													
DATE	GEST WKS	BP	WEIGHT		PRESENTATION	FH	FM	FHR	EDEMA	GLUCOSE	PROTEIN	BLOOD	WBC
9/19/2024	22_4	104/70	216.0	-2.2 ▼		24	normal	150	neg	neg	neg	neg	
8/19/2024	18_1	112/76	218.2	+3.6 ▲		18	normal	145	neg				
7/25/2024	14_4	127/80	214.6	-4.8 ▼			normal	140	neg	-	trace	-	
6/26/2024	10_3	111/76	219.4					165 🚨	neg	-	trace	2+	

Prenatal Screenings				<input type="radio"/> Incomplete <input checked="" type="radio"/> Complete	
INITIAL LABS	1ST TRIMESTER	2ND TRIMESTER	3RD TRIMESTER		
<input checked="" type="checkbox"/> STD Scr	<input checked="" type="checkbox"/> US Init	<input checked="" type="checkbox"/> US Anomaly	<input type="radio"/> TDAP		
<input checked="" type="checkbox"/> Rubella	<input type="radio"/> MMM	<input type="radio"/> Rhogam N/A	<input type="radio"/> STD Scr		
<input type="radio"/> Pap	<input checked="" type="checkbox"/> HgB	<input checked="" type="checkbox"/> GCT	<input type="radio"/> HgB		
<input checked="" type="checkbox"/> HepB Surface Ag	<input checked="" type="checkbox"/> HCT	<input type="radio"/> HgB	<input type="radio"/> HCT		
<input type="radio"/> HgB		<input type="radio"/> HCT	<input type="radio"/> GBS		
<input type="radio"/> HCT					
<input checked="" type="checkbox"/> Ab Scr					
<input checked="" type="checkbox"/> Rh Type					
<input checked="" type="checkbox"/> CF Screen					

Medications (Last 10 of 23)	
ACTIVE AS OF	NAME
9/19/24	nystatin 100000 UNT/ML Topical Cream
8/19/24	cetirizine hydrochloride 10 MG Oral Tablet
5/31/24	120 ACTUAT budesonide 0.16 MG/ACTUAT / formoterol fumarate 0.0045 MG/ACTUAT Metered Dose Inhaler
5/31/24	NDA020503 200 ACTUAT albuterol 0.09 MG/ACTUAT Metered Dose Inhaler
4/8/24	120 ACTUAT budesonide 0.16 MG/ACTUAT / formoterol fumarate 0.0045 MG/ACTUAT Metered Dose Inhaler
1/10/24	NDA020503 200 ACTUAT albuterol 0.09 MG/ACTUAT Metered Dose Inhaler

Demo Data

# Upstream Module



# Provider Scorecards

Women Health Provider Scorecard

REPORT

PERIOD

TY March 2025

RENDERING PROVIDERS

All Rendering Provid...

FILTER

+ Add Filter

Update

GROUPING

No Grouping

TARGETS

Primary

Secondary

Not Met

REPORT FORMAT

Scorecard

MEASURE	RESULT	TARGET	NUMERATOR	DENOMINATOR	GAP	
① Early Entry Into Prenatal Care (UDS)	48.1%	71.0%	743	1,544	801	
① Annual Pregnancy Intention Screening (PISQ)	47.8%	Not Set	2,776	5,807	3,031	
① BMI Screening and Follow-Up 18+ Years (CMS 69v12)	87.3%	67.0%	7,367	8,440	1,073	
① Tobacco Use: Screening and Cessation (CMS 138v12)	88.7%	85.0%	7,143	8,050	907	
① Screening for Depression and Follow-Up Plan (CMS 2v13)	91.6%	72.0%	10,195	11,127	932	
① Depression Remission at Twelve Months (CMS 159v12)	10.4%	14.0%	65	628	563	
① Breast Cancer Screening Ages 50-74 (CMS 125v12)	74.1%	52.0%	1,151	1,554	403	
① Cervical Cancer Screening (CMS 124v12)	63.4%	55.0%	3,294	5,195	1,901	
① Colorectal Cancer Screening (CMS 130v12)	37.7%	41.0%	1,431	3,794	2,363	
① Diabetes A1c > 9 or Untested (CMS 122v12)	28.0%	29.0%	521	1,858	521	
① Hypertension Controlling High Blood Pressure (CMS165v12)	63.1%	66.0%	1,296	2,053	757	
① Prenatal Oral Health	39.5%	25.0%	548	1,388	840	
① Documentation of Current Medications In the Medical Record (CMS 68v8)	69.7%	85.0%	23,894	34,296	10,402	
① HIV Screening (CMS 349v6)	82.7%	48.0%	7,697	9,306	1,609	





**SAMUEL U. RODGERS**  
**HEALTH CENTER**

# Wrap Up

Looking to the Future

# Wrap Up



## Where do we go from here?

Able to actualize how a **multidisciplinary team** can **improve maternal care services**.

Grant reporting ends in May.

Reimbursable Doula Services.

**Azara** - New tool to support this work.

Looking to expand metric utilization and staff training.

- DRVS as a centralized system



# Azara Maternal Health Tools 2025

Collaboration and Advancements



# Planned for 2025

## Maternal Health – New Module Additions

### DRVS

Prenatal Passport (PNP) - Updates

PCP/CMP- New Alerts

Maternal Care Management Report – New Tool

### Automated Patient Outreach (APO)

3 New Campaigns

### EHR Plug In (Available Now)

PNP PDF in Document Center





# Azara DRVS

Data Insight and Action



# Tools at the Point of Care

## New DRVS PVP Alerts

Include 3 new pre and postpartum care alerts to direct staff attention to outstanding actions like **making postpartum** appointments and **conducting depression screens**.

ALERT	MESSAGE	DATE	RESULT	
Prenatal Labs & Screenings <b>NEW</b>	Due			Prenatal
Pregnancy Intention Screening Question	Missing			
Prenatal Documentation	Missing			
EDD Date	Due Date	10/2/2024		
Postpartum Followup Appointment <b>NEW</b>	Missing			Postpartum
Postpartum Depression Screen <b>NEW</b>	Missing			



# DRVS Prenatal Passport (PNP)

Quickly surfaces abnormal values, screenings, tests, and diagnoses relevant to prenatal care.

Launch directly from the PVP or download a PDF from within your EHR.

Prenatal Passport (PNP)

REPORT

08:00 AM Thursday, April 04, 2024

PROVIDER: Arens, Ashley

VISIT REASON: had the flu two weeks ago

Doe, Jane

MRN: 01234

DOB: 3/7/1996

Phone: 000-000-0000

EDD: 5/24/2024

OB Risk Level:

Gest Wks: 32\_6

Rh Type:

Payer: Home State Health

Cohorts:

Prenatal Flowsheet

DATE	GEST WKS	BP	WEIGHT	PRESENTATION	FH	FM	FHR	EDEMA	GLUCOSE	PROTEIN	BLOOD	WB
3/8/2024	24_5	104/67	136 <span>+5 ▲</span>						neg	+-	neg	
2/9/2024	20_5	110/70	131						-	-	-	

Prenatal Screenings

☐ Incomplete
 ☒ Complete

INITIAL LABS	1ST TRIMESTER	2ND TRIMESTER	3RD TRIMESTER
<input checked="" type="checkbox"/> STD Scr	<input type="radio"/> US Init	<input type="radio"/> US Anomaly	<input type="radio"/> TDAP
<input checked="" type="checkbox"/> Rubella	<input type="radio"/> MMM	<input type="radio"/> Rhogam N/A	<input type="radio"/> STD Scr
<input checked="" type="checkbox"/> Pap	<input type="radio"/> HgB	<input type="radio"/> GCT	<input type="radio"/> HgB
<input checked="" type="checkbox"/> HBsAg	<input type="radio"/> HCT	<input checked="" type="checkbox"/> HgB	<input type="radio"/> HCT
<input type="radio"/> HgB		<input checked="" type="checkbox"/> HCT	<input type="radio"/> GBS
<input type="radio"/> HCT			
<input checked="" type="checkbox"/> Ab Scr			
<input checked="" type="checkbox"/> Rh Type			

Medications (2)

ACTIVE AS OF	NAME
3/22/24	ferrous sulfate 325 MG Oral Tab
11/22/23	Taron-C DHA Capsule

Appointments (3)

DATE	PROVIDER	TYPE	REASON
4/5/24	Augustine, Greg	M - WH ROB	ROB / Third trimester labs
	Ancillary	CHW -	safe sleep

# PNP Highlights

# Prenatal Flowsheet

### Pregnancy related vitals & results, by visit

## Prenatal Screenings

## Surfaces completed & outstanding labs, by trimester

## Risk Factors, Diagnoses, SDOH

## Factors and diagnoses that can impact prenatal care

# Measure, Monitor, Manage

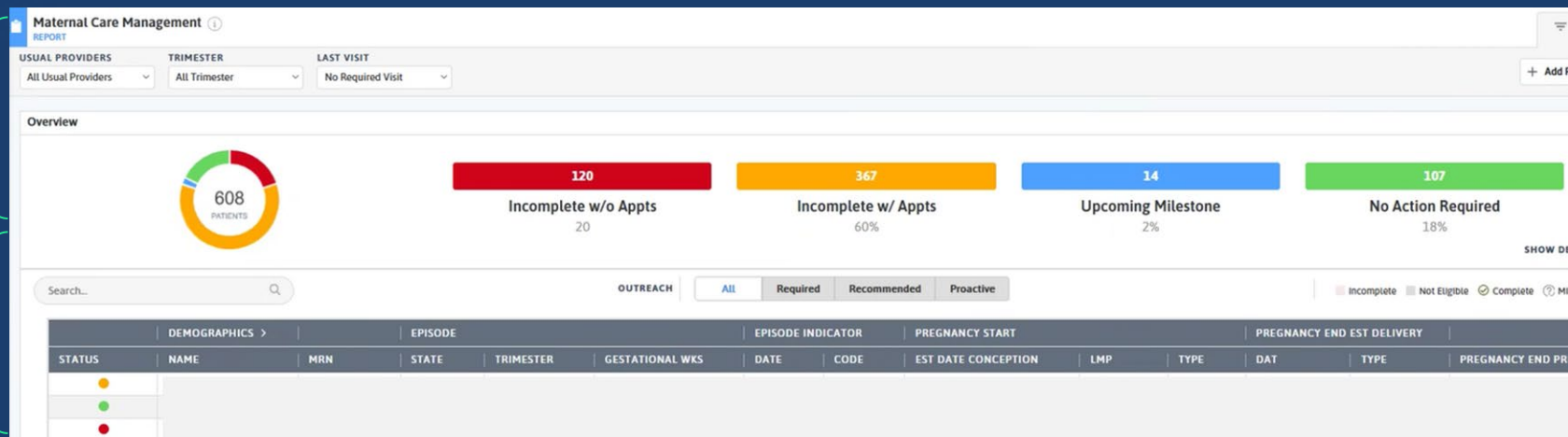
## New Maternal Care Management Report

A comprehensive view of your prenatal and postpartum patients in one report

- Quickly scope to the patients with incomplete action items.
- Identify opportunities to conduct proactive outreach.
- Filter to find patients with specific Insurance types, SDOH needs, open referrals, and more.

High-level metrics

Patient-level details



# Filter by Trimester

Maternal Care Management

REPORT AZARA UAT

USUAL PROVIDERS

All Usual Providers

LAST VISIT

No Required Visit

Overview

617

PATIENTS

Appts

256

41%

Incomplete w/ Appts

20

3%

Upcoming Milestone

154

25%

No Action Required

TRIMESTER

All Trimester

Search

Clear Filters

☐ First

☐ Second

☐ Third

☐ Postpartum

FILTER

+ Add Filter

Update

SHOW DETAILS

Disabled

Enabled

Search...

OUTREACH

All

Required

Recommended

Proactive

Incomplete

Not Eligible

Complete

Missed

Reset Columns

SAVED COLUMNS

# Track Labs by Pregnancy Status

		INITIAL SCREENINGS >	FIRST TRIMESTER SCREENINGS >	SECOND TRIMESTER SCREENINGS >	THIRD TRIMESTER SCREENINGS >
OVERALL STATUS ▾	ENTRY INTO PRENATAL PROGRAM DATE	STATUS	STATUS	STATUS	STATUS
●	9/6/2024	Incomplete	Incomplete	Incomplete	Incomplete
●	12/20/2024	Incomplete	Incomplete	Incomplete	Incomplete
●	2/7/2025	Incomplete	Incomplete	Incomplete	Incomplete

Expandable

INITIAL SCREENINGS <									
STATUS	STD DATE	STD-STATUS	RUBELLA-DATE	RUBELLA-STATUS	RUBELLA-RESULT	PAP-DATE	PAP-STATUS	HBSAG-DATE	HBSAG-STATUS
Incomplete		?	9/6/2024	✓	1.90		?	9/6/2024	✓
Incomplete		?	12/20/2024	✓	6.66	12/20/2024	✓	12/20/2024	✓
Incomplete		?	2/7/2025	✓	13.60		?	2/7/2025	✓
Incomplete		Incomplete		Incomplete			Incomplete		Incomplete
Incomplete		?		?			?		?
Incomplete		?	12/13/2024	✓	9.34		?	12/13/2024	✓
Incomplete		?		?			?		?
Incomplete		?	10/10/2024	✓	1.20	10/10/2024	✓	10/10/2024	✓
Incomplete		?	3/17/2025	✓	2.15		?	3/17/2025	✓
Incomplete		?		?			?		?
Incomplete		Incomplete		Incomplete			Incomplete		Incomplete
Incomplete		?	1/2/2025	✓	7.43	1/2/2025	✓	1/2/2025	✓
Incomplete		?	3/11/2025	✓	2.80		?	3/11/2025	✓
Incomplete		?	11/22/2024	✓	4.64	11/22/2024	✓	11/22/2024	✓
Incomplete		?		?			?		?

# Other Azara Tools

APO and EHR Plug In



# Continuous Patient Engagement – Outreach

APO Set It and Forget It Campaigns

## Prenatal

Prenatal Care Appointment not scheduled  
Prenatal No-Show Appointment

## Postpartum

Postpartum Care Appointment not scheduled



Actively monitor **care gap closure** and view a **high-level summary of outreach** within the DRVS APO Campaign Performance report.



# EHR Plug In (Available Now)

Doe, Jane

Moderate (12)

MRN: 000279887564

DOB: 12/18/1996 (28 yrs)

DOCUMENTS:

Care Mgmt Plan

Prenatal Passport

Alerts 6

RAF Gaps 3

Referrals 7

Alert	Message
A1c	Overdue
LDL	Overdue
Eye	Overdue
Foot	Overdue
Dental	Missing
BP High Stage 1 or 2 No Dx	Missing

Prenatal Passport (PNP) REPORT

08:00 AM Thursday, April 04, 2024

PROVIDER: Arens, Ashley VISIT REASON: had the flu two w

Doe, Jane

MRN: 01234

DOB: 3/7/1996

Phone: 000-000-0000

EDD: 5/24/2024

OB Risk Level:

Gest Wks: 32\_6

Rh Type:

Payer: Home State Health

Cohorts:

Prenatal Flowsheet

DATE	GEST WKS	BP	WEIGHT	PRESENTATION	FH	FM	FHR	EDEMA	GLUCOSE	PROTEIN	BLOOD	WBI
3/8/2024	24_5	104/67	136	+5 ▲					neg	+-	neg	
2/9/2024	20_5	110/70	131						-	-	-	

Prenatal Screenings

☐ Incomplete ☒ Complete

INITIAL LABS	1ST TRIMESTER	2ND TRIMESTER	3RD TRIMESTER
<input checked="" type="checkbox"/> STD Scr	<input type="radio"/> US Init	<input type="radio"/> US Anomaly	<input type="radio"/> TDAP
<input type="checkbox"/> Rubella	<input type="radio"/> MAMA	<input type="radio"/> Rhogam N/A	<input type="radio"/> STD S...

Medications (2)

ACTIVE AS OF	NAME
3/22/24	ferrous sulfate 325 MG Oral Tab
11/22/23	Taron-C DHA Capsule

# Azara Care Connect

ACC – Maternal Health Exploration



# Structured Care Plan

Leverage the structured care plan to **track activities** related to barriers, goals, self-management goals, and provided education.

BARRIERS TO CARE

AllActiveMet

IDENTIFIED	BARRIER	ACTIVITY	NOTES	UPDATED	PRIORITY	OWNER		
<input type="checkbox"/>	4/8/2025	Housing Insecurity	211 - Apply for benefits	Working with April to identify and apply for ben...	4/8/2025	HIGH	Alex Shvarts	
<input type="checkbox"/>	4/8/2025	Transportation Insecurity	Transport Vouchers	Coordinating transportation to and from follow ...	4/8/2025	HIGH	Alex Shvarts	
<input type="checkbox"/>	4/8/2025	Housing Insecurity	Apply for Housing Choice Vou...	April to apply for the housing choice voucher pr...	4/8/2025	MODERATE	Alex Shvarts	

GOALS

AllActiveMet

DUE	GOAL	ACTIVITY	NOTES	UPDATED	PROGRESS	PRIORITY	OWNER		
<input type="checkbox"/>	5/1/2025	Anxiety: Anxiety Symptoms ...	coping strategies encouraged	Working with April to practice coping with str...	4/8/2025	75%	HIGH	Alex Shvarts	
<input type="checkbox"/>	5/28/2025	Gestat. Diabetes Mgmt	Maintain Blood Glucose	Monitor blood glucose levels regularly (as pres...	4/8/2025	50%	MODERATE	Alex Shvarts	

SELF-MANAGEMENT GOALS

AllActiveMet

DUE	GOAL	ACTIVITY	NOTES	UPDATED	PROGRESS	PRIORITY	OWNER		
<input type="checkbox"/>	5/1/2025	Anxiety: Track and Manage ...	learn to notice warning signs ...	Identify Your Personal Anxiety Warning Signs: ...	4/8/2025	25%	HIGH	Alex Shvarts	
<input type="checkbox"/>	5/28/2025	Gestat. Diabetes Mgmt.	Monitor Blood Glucose	Independently monitor and control blood gluc...	4/8/2025	50%	HIGH	Alex Shvarts	
<input type="checkbox"/>	5/28/2025	Gestat. Diabetes Mgmt	Healthy Eating	Work with a dietitian to create a personalized ...	4/8/2025	50%	HIGH	Alex Shvarts	

# Outreach Reason: No Show

**Identify patients** who missed their pre-natal or post-natal appointments and require follow up.

The screenshot displays a patient care coordination interface. At the top, there is a navigation bar with icons for Home, Patients, Tasks, Reports, and Care Coordination. A search bar labeled 'Search ACM Patients...' is also present. Below the navigation bar, the patient's name 'Kusick, Emely' is shown along with their MRN (1104440), DOB (5/13/41), and gender (F). The interface is divided into two tabs: 'Coordination' (selected) and 'Clinical'. Under the 'Coordination' tab, there is a section for 'OUTREACH REASONS (1)'. This section includes filters for 'All', 'Open' (selected), and 'Complete'. A table lists the outreach reasons, with one entry: 'No Show' for a prenatal visit on 04/07/2025 at 1:00 PM at Burlington Health Center. The table columns are 'REASON DETAILS', 'LAST OUTREACH', 'OUTREACHES', 'REPORTED', and 'STATUS'. The 'STATUS' column shows 'Open' with a blue button. Below the table is a '+ Add Reason' button. At the bottom, there is a 'TASKS (0)' section with filters for 'Open' (selected), 'Completed', 'Flagged', and 'All'. The tasks section has columns for 'ACTION', 'SUMMARY', 'DUE', 'ASSIGNEE', and 'COMMENTS'.

Kusick, Emely MRN: 1104440 | DOB: 5/13/41 (83) | F

English (339)644-0494 No email

Coordination Clinical

☐ OUTREACH REASONS (1) All Open Complete Selected 0 Attempted Connected

REASON DETAILS	LAST OUTREACH	OUTREACHES	REPORTED	STATUS
<input type="checkbox"/> No Show 04/07/2025 1:00 PM Burlington Health Center - Prenatal Visit		0	04/08/25	Open

+ Add Reason

Tasks (0) Open Completed Flagged All

ACTION	SUMMARY	DUE	ASSIGNEE	COMMENTS
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Demo Data

# Promotion to Care Coordination

Ability to **promote a patient to care coordination** by adding an outreach reason.

The screenshot displays a patient care coordination interface. At the top, a navigation bar includes icons for Home, Patients, Tasks, Reports, and Care Coordination, along with a search bar labeled 'Search ACM Patients...'. The patient's name 'Aplin, Ingeborg' and MRN '1101105' are shown, along with their DOB '6/1/77 (47)' and a star icon. A dropdown menu is open, showing options: 'Additional Information', 'Add Outreach Reasons' (highlighted with a pink box and an arrow), 'Manage Cohorts', and 'Remove Patient'. The main content area is divided into tabs: 'Summary', 'Coordination', 'Plan' (active), 'Clinical', and 'Activity'. On the left, a sidebar shows 'FOCUS' with 'Blood Glucose Mgmt' and 'MANAGEMENT PLAN'. The central modal is titled 'ADD OUTREACH REASON' and contains the text 'Add an outreach reason to act on existing needs.' Below this is a section 'SELECT OUTREACH REASONS' with a list of options: 'BH Referral' (checked), 'Breast Pump', and 'Car Seat'. A pink banner at the bottom of the modal states 'Patients need a minimum of one outreach reason to be added to CC.' and a large grey button at the bottom is labeled 'ADD OUTREACH REASON TO PATIENT'. On the right, a 'Set' dropdown menu is visible with options: 'Bomber', 'low, Francine', and 'ils, ACC'. The bottom right corner of the interface is labeled 'Demo Data'.

Home Patients Tasks Reports Care Coordination

Search ACM Patients...

Aplin, Ingeborg MRN: 1101105 | DOB: 6/1/77 (47) | F☆

English (978)974-1920 No email

Summary Coordination **Plan** Clinical Activity

FOCUS

Blood Glucose Mgmt

MANAGEMENT PLAN

**ADD OUTREACH REASON**

Add an outreach reason to act on existing needs.

SELECT OUTREACH REASONS

- ☒ BH Referral
- ☐ Breast Pump
- ☐ Car Seat

Patients need a minimum of one outreach reason to be added to CC.

**ADD OUTREACH REASON TO PATIENT**

Set

Bomber

low, Francine

ils, ACC

Demo Data

# Coordination Tab: Outreach Reasons

Once an outreach reason is added, Care Managers or other designated team members can act to **address the patient's need(s)**.

☐ OUTREACH REASONS (1)

AllOpenComplete

Selected 0

AttemptedConnected

REASON DETAILS	LAST OUTREACH	OUTREACHES	REPORTED	STATUS
<input type="checkbox"/> BH Referral Behavioral health need		0	04/08/25	Open

+ Add Reason

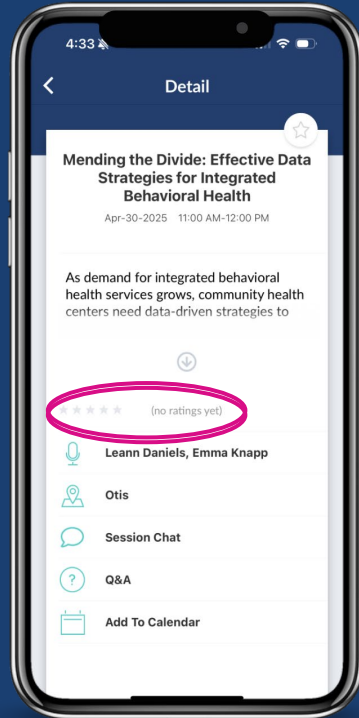
# Questions?



# 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



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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](#).

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**ACE Program**



# azara2025

USER CONFERENCE

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# Thanks for attending!

