# Neighborhood Health Center Transforms QA Peer Review with Azara DRVS
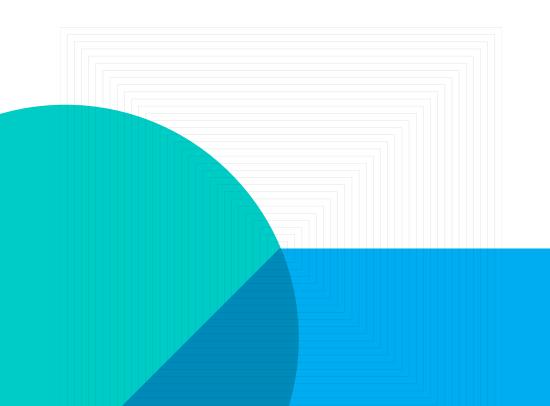
## Data-Driven Approach to QA Saves Over 280 Hours Annually in Peer Reviews

## Client Overview

Neighborhood Health Center is a Federally Qualified Health Center (FQHC) providing whole-person care to over 32,000 Western New Yorkers, regardless of insurance status or ability to pay. With over 350 employees and over 80 providers, Neighborhood offers a comprehensive array of services—including internal and family medicine, pediatrics, obstetrics and gynecology, maternal and fetal medicine, behavioral health, psychiatry, wellness, dental, vision care, podiatry and pharmacy—across six locations and one mobile unit.
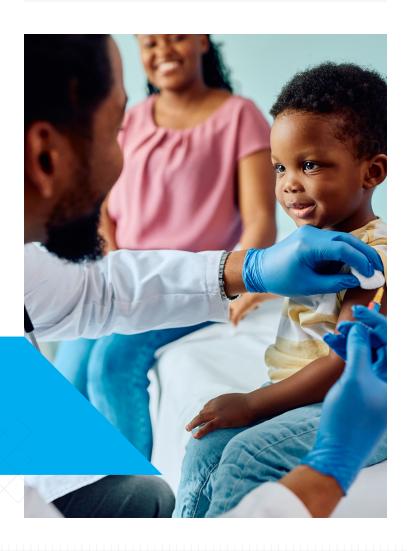
## Challenge

For FQHCs like Neighborhood, conducting quarterly quality assurance (QA) assessments—mandated for provider certifications and required by the Health Resources and Services Administration (HRSA)—is essential but presents significant operational challenges. Traditional peer review processes were time- and labor-intensive—taking Neighborhood providers an average of 2–3 hours per assessment to complete. This burdensome activity not only detracted care teams from treating patients but also led to poor provider engagement and satisfaction.

Inconsistencies in provider workflows, documentation practices, and performance measurement underscored Neighborhood's need for a more modern and cohesive approach to the peer review process—one that could streamline administrative burdens and increase provider satisfaction.

"Our peer review process had become a necessary but dreaded task. It was cumbersome and time-consuming, yielding poor satisfaction and minimal engagement among providers. We needed to rethink our approach—making it both meaningful and efficient while still meeting HRSA standards."

Frank Smith, *Senior Director of Quality at Neighborhood Health Center*

Neighborhood Health Center leveraged Azara DRVS to modernize its QA processes, transforming peer reviews from cumbersome administrative tasks into streamlined, outcomes-driven assessments. This shift improved efficiency, provider engagement and patient outcomes.

## Notable Achievements:

**80% Reduction in Peer Review Time**
Providers now complete quarterly QA assessments in just 20–40 minutes, down from 2–3 hours, resulting in an estimated 280 hours saved annually across 35 primary care providers.

**25% Boost in Care Continuity**
Patient-provider continuity rates climbed from 45% to over 70%, fostering stronger patient relationships and better health outcomes.

**Increased Provider Engagement**
DRVS' user-friendly tools empowered providers to actively participate in reviews, refine workflows, and close care gaps.

**Streamlined Peer Review Workflow**
Integrated registries allow care teams to review up to 20 patient records in a single session, eliminating time-consuming chart searches.

# The Solution

Recognizing the need to re-imagine its peer review process, Neighborhood sought to transition peer review from being an administrative review to an outcomes-driven review. Using Azara DRVS as the foundation, the practice utilized Azara Healthcare's Cohort Management and Registry Report tools to build a data-driven QA process.

Leveraging the Azara DRVS custom cohort and registry tools, Neighborhood Health Center aimed to:

- **Streamline QA Assessments:** Leverage customized registries that align critical data points with QA worksheets, reducing inefficiencies and creating a more seamless workflow.

- **Provide Data-Driven Clarity:** Deliver tailored insights into patient panels, care gaps and performance metrics, enabling providers to better understand and address areas for improvement.

- **Support Outcome-Driven QA Peer Reviews:** Shift QA Peer Reviews from process-oriented tasks to meaningful patient outcomes by focusing on metrics like completed screenings rather than just orders.

- **Enhance Satisfaction Among Providers:** Minimize time spent on peer reviews, allowing providers to dedicate more time to caring for patients.

# Results

By customizing registries and population cohorts within Azara DRVS and transitioning to an outcome-focused peer review process, Neighborhood achieved measurable improvements in workflow productivity and provider engagement:

- **Over 80% Reduction in QA Peer Review Time:** Time required to complete quarterly peer reviews dropped from 2-3 hours to just 20-40 minutes per review, resulting in an estimated 280 hours saved annually across 35 primary care providers.

- **Streamlined Peer Review Process:** With the integration of registries and peer review worksheets, care teams now leverage DRVS to efficiently review up to 20 patient records in a single session—eliminating the need for manual chart searches and data entry.

- **Improved Satisfaction and Engagement:** DRVS' user-friendly tools and customized workflows increased provider interaction with quality data. Providers now actively participate in reviews, using actionable insights to refine workflows and improve care delivery.

- **25% Boost in Care Continuity:** Patient-provider continuity rates grew from 45% to over 70%, strengthening trust and engagement for consistent, long-term health outcomes.

- **Greater Accountability:** Sharing unblinded QA results across clinical teams fostered accountability, transparency, and collaboration. Open discussions about care gaps and documentation challenges empower Neighborhood care teams to collectively improve performance and patient outcomes.

Through its improved peer review process, Neighborhood's innovative use of Azara DRVS has empowered care teams to identify workflow inefficiencies and close care gaps more effectively. By leveraging registries, teams can prioritize critical data points, enabling timely interventions and improved chronic disease management. This focus on outcomes has strengthened the organization's ability to deliver higher-quality, patient-centered care.

"With Azara DRVS, we have enabled our care providers to not only access insights independently but tap those insights to foster transparency and engagement across teams. This level of engagement has allowed us to create a culture of accountability and collaboration, improving outcomes across the board."

Further, by shifting from administrative "box-checking" tasks to an outcomes-oriented approach—such as ensuring breast cancer screenings were completed rather than simply ordered—the practice has aligned QA Peer Review with clinical goals, making the process more impactful.

> "Azara has empowered our care teams with the tools and insights needed to transform QA Peer Review into a driver of meaningful change. The efficiencies we've gained and the improvements we continue to experience speak volumes to the power of DRVSfor value-based care transformation, positioning Neighborhood Health Center as a leader in data-driven care."
>
> Frank Smith, *Senior Director of Quality at Neighborhood Health Center*

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