

KEYS TO QUALITY HCCN

A Project of the Keystone Community Health
Alliance

INTRODUCTIONS

NNCC and HCCN History

HCCN Staff

HRSA's HCCN Program

NNCC and HCCN Background

- 501(c)3 non-profit organization providing technical assistance and training services to member health centers for 20 years
- Since 2008 has held a National Cooperative Agreement with HRSA to provide TA services to FQHCs and other safety-net providers
- Administering the K2Q HCCN project on behalf of the participating health centers
- Provides day-to-day project management, program planning and critical activities of the K2Q HCCN
- Reports to PHMC on program activities and fiscal operations

National Nurse-Led Care Consortium

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**NATIONAL
NURSE-LED CARE
CONSORTIUM**
a PHMC affiliate

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What is a Health Center Controlled Network?

- A group of safety net providers collaborating to improve access to care, enhance quality of care, and achieve cost efficiencies.
- Often began as purchasing groups
- Typically aligned geographically or around shared EHR system
- Sometimes costs associated for membership
- Participating health centers set goals and objectives for the HCCN to meet their needs

HRSA's HCCN Program

- HRSA funds 50 HCCNs across 41 states and PR
- Over 70% of Health Center Grantees participating
- Only 12 of 50 HCCNs are multi-state like ours
- Support HRSA goals and objectives:
 - Adopt and implement health IT systems
 - Enhance comprehensive data collection and reporting
 - Meet requirements of the Meaningful Use EHR Incentive Program
 - Improve clinical and operational quality, reduce costs and improve health outcomes

KEYS TO QUALITY HCCN BACKGROUND AND DETAILS

Mission

HCCN and the Healthcare Environment

K2Q HCCN Membership

K2Q HCCN Mission

Mission: Strengthen the health IT and quality improvement capacity of participating health centers through individualized and peer technical assistance and internal capacity building.

Summary of the K2Q HCCN Program:

- Public Health Management Corp is the official grantee
- National Nurse-Led Care Consortium administers project
- Maintaining focus on individualized assessments and work plans to address member need
- More of a focused menu of customizable activities
- Activities and services to help prepare members for the growing role of health IT in healthcare environment

K2Q HCCN Activities

- Monthly check-ins: Short, monthly meetings with each health center member to discuss ongoing projects, health center needs, and HCCN resources
- Bi-Monthly Advisory Committee Calls: Bi-monthly online meetings to review big-picture HCCN projects and share updates and new resources
- Annual Member Survey: An annual survey of member health center capabilities and needs as relates to health IT, quality reporting, and more
- Technical Assistance and Training: Support provided by HCCN staff or through 3rd party consultants for individualized projects or peer-training activities

Changing Healthcare Environment

- K2Q HCCN programming preparing members for a changing healthcare environment
- **CMS' Quality Payment Program** – first major foray into value-based reimbursement:
 - Report on the quality of care being delivered
 - Report on the quantity of care being delivered (FFS element)
 - Report on quality improvement activities of your practice
 - Use health IT to support quality and report results (Meaningful Use element)
- Federal agencies have indicated the skills necessary to succeed in this new healthcare environment
- K2Q HCCN Goals, Focus Areas and Activities geared towards these skills and competencies

K2Q HCCN Membership

Grantee Name	City	State	EHR
EAST TENNESSEE STATE UNIVERSITY*	"JOHNSON CITY"	TN	Centricity
FAMILY FIRST HEALTH CORPORATION	"YORK"	PA	athenaHealth
HAMILTON HEALTH CENTER, INC.	"HARRISBURG"	PA	SuccessEHS
PEOPLE'S COMMUNITY CLINIC	"AUSTIN"	TX	NextGen
PUBLIC HEALTH MANAGEMENT CORPORATION*	"PHILADELPHIA"	PA	Allscripts
SANTA CRUZ WOMEN'S HEALTH CENTER	"SANTA CRUZ"	CA	eClinicalWorks
TEXAS TECH UNIVERSITY HEALTH SCIENCES CENTER*	"LUBBOCK"	TX	Cerner
LA COMUNIDAD HISPANA*	"KENNETT SQUARE"	PA	Centricity
UNIVERSITY OF COLORADO DENVER*	"DENVER"	CO	SuccessEHS
NEIGHBORHOOD HEALTH CENTERS OF THE LEHIGH VALLEY	"ALLENTOWN"	PA	PrimeSuite
JEFFCARE	"METAIRIE"	LA	SuccessEHS
RUTGERS SCHOOL OF NURSING*	"NEWARK"	NJ	Centricity

* Nurse led health center

KEYS TO QUALITY HCCN GOALS AND PROJECTS

Goals and Focus Areas

Activities for HCCN Members

Specific Projects to Consider

Keys to Quality HCCN Goals

- K2Q HCCN work plan focused on core elements necessary for effective use of health IT moving forward

Goals:	Focus Areas:		
Core A: Ensure Health IT Implementation and Meaningful Use	A1: Certified EHR Adoption and Implementation	A2: Advance Meaningful Use (Privacy and Security)	
Core B: Support Data Quality and Reporting	B1: Data Quality	B2: Health Center and Site Level Data Reports	B3: Health Data Integration
Core C: Facilitate Health Information Exchange and Population Health Management	C1: Health Information Exchange		C2: Population Health Management
Core D: Provide Quality Improvement Services	D1: Clinical Quality Improvement	D2: Operational Quality Improvement	D3: Advance PCMH Status

K2Q HCCN Activities

- Core A: Health IT Implementation and Meaningful Use

Goal (due 7/31/19):	Activities (due 7/31/18)		
A1: Increase the percentage of Participating Health Centers with an ONC-certified EHR system in use to 100%	A1a: Develop EHR super users and ongoing training plans for all PHCs	A1b: Support annual privacy and security audits for all PHCs	A1c: Develop HIPAA compliant privacy and security policies for all PHCs with HHE tool
A2: Increase the percentage of Meaningful Use eligible providers at Participating Health Centers receiving incentive payments from CMS for meeting MU to 100%	A2a: Develop MU attestation programs for all PHCs to address admin as well as programmatic barriers to attestation	A2b: Identify best practices related to portal adoption. Develop best practices and resources to support patient engagement via the portal. Support development of portal training for providers. Identify vendors to support patient engagement through portals.	

K2Q HCCN Activities

- Core B: Data Quality and Reporting

Goal (due 7/31/19):	Activities (due 7/31/18)	
Goal B1: Increase the percentage of PHCs that electronically extract data from an EHR to report all UDS Clinical Quality Measure data on all of their patients to 100%	B1a: Support data validation projects for all PHCs and creation of remediation work plans	B1b: Roll out a training introducing key staff to healthcare data analytics through an online, self-paced platform. Adapt an online training for HCCN.
B2: Increase the percentage of PHCs generating quality improvement reports at the site and clinical team levels to 100%	B2a: Facilitate trainings and HIT customizations for provider dashboards.	B2b: Support incorporation of site and provider level reporting into existing CQI processes
B3: Increase the percentage of PHCs that integrate data from different service types and/or providers to 100%	B3a: Develop data integration plan for non-clinical data	B3b: Support system modifications to allow for integration of SDH data into EHR

K2Q HCCN Activities

- Core C: HIE and Population Health Management

Goal (due 7/31/19):	Activities (due 7/31/18)	
C1: Increase the percentage of PHCs that improve care coordination through health information exchange with unaffiliated providers or entities to 100%	C1a: Provide project management and HIT customizations to connect all PHCs to local HIE projects	C1b: Develop transitional care management policies and procedures to take advantage of HIEs
C2: Increase the percentage of PHCs using health information exchange to support population health management to 100%.	C2a: Roll out a training introducing key staff to PHM through an online, self-paced platform. Adapt an online training for HCCN.	C2b: Review mobile tools to support PHM, in particular secure texting services. Review policies and procedures to ensure HIPAA compliant texting. Identify cohort interested in adopting these technologies.

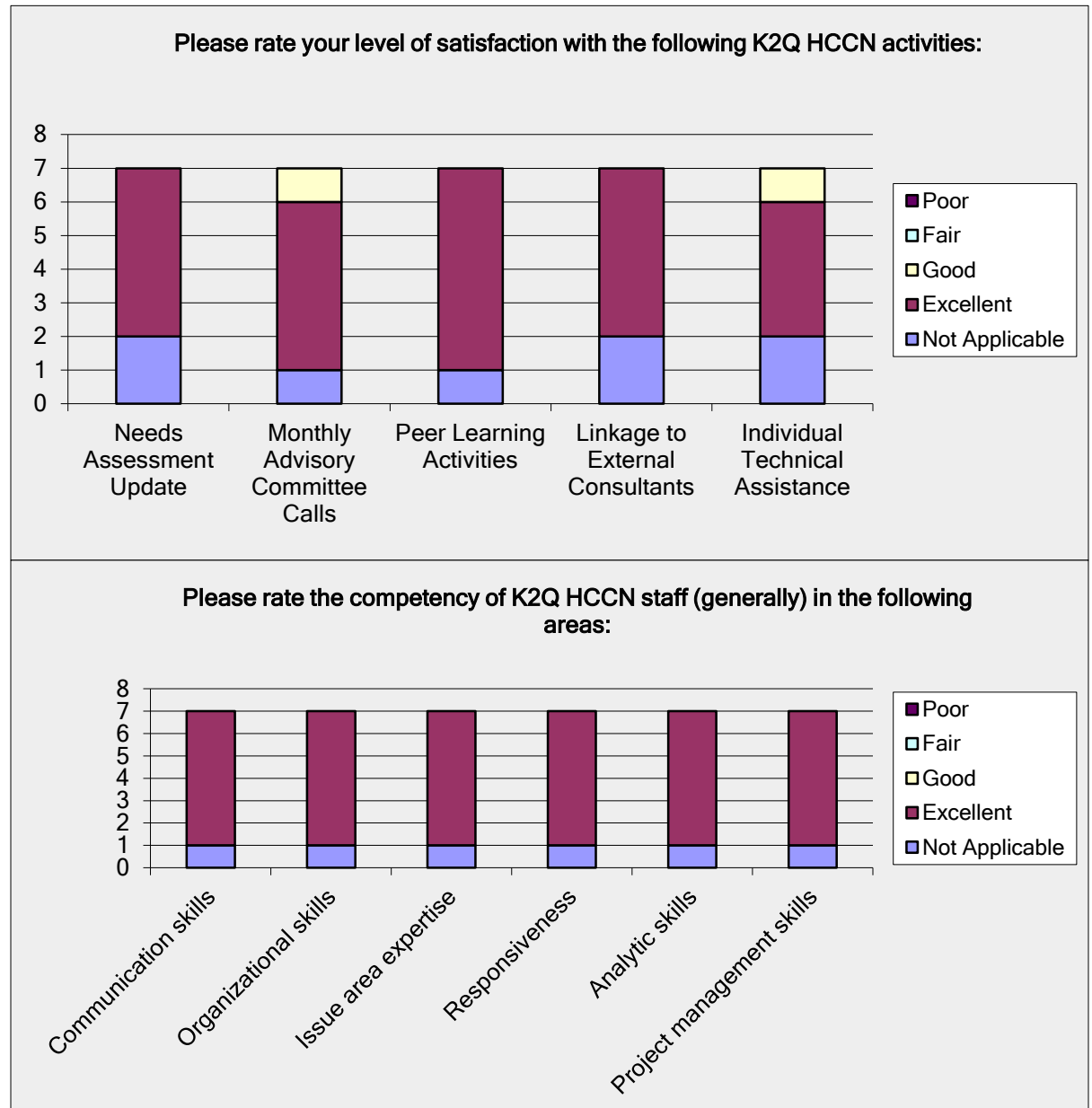
K2Q HCCN Activities

- Core D: Quality Improvement

Goal (due 7/31/19):	Activities (due 7/31/18)	
Goal D1: Increase the percentage of PHCs that meet or exceed HP2020 goals on at least five selected UDS CQMs to 100%	D1a: Develop HCCN CQM tracking and monitoring program for 5 identified CQMs	D1b: Support diabetes management project for HCCN members through online, self-paced training
D2: Increase the percentage of PHCs that improved the value, efficiency, and/or effectiveness of health center services to 100%	D2a: Develop tools and resources to support telehealth capability and billing processes	D2b: Roll out a training introducing key staff to value-based payment through an online, self-paced platform. Adapt an online training for HCCN.
D3: Increase the percentage of PHC sites that have current PCMH recognition to 100%	D3a: Provide education for NCQA 2017 Standards and Joint Commission	D3b: Provide hands-on project management support for PCMH applications

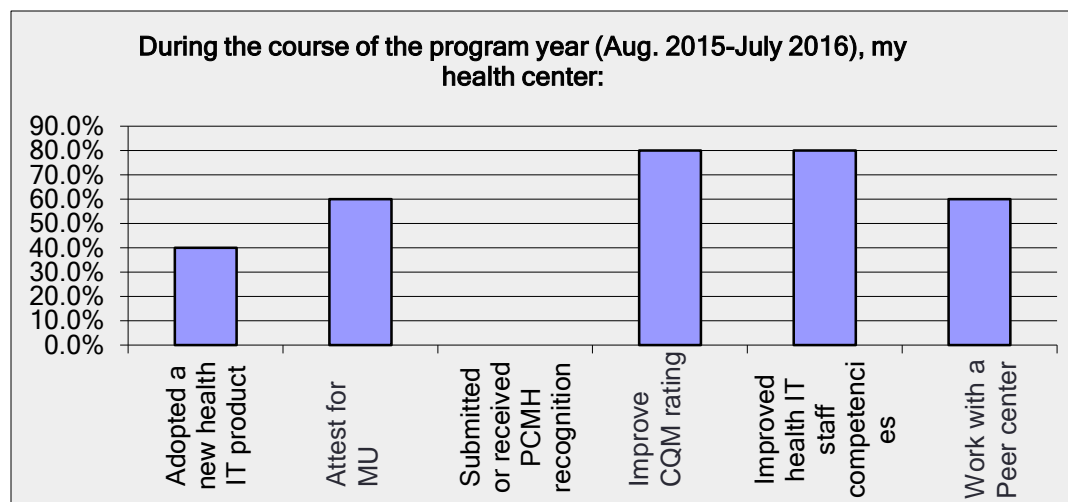
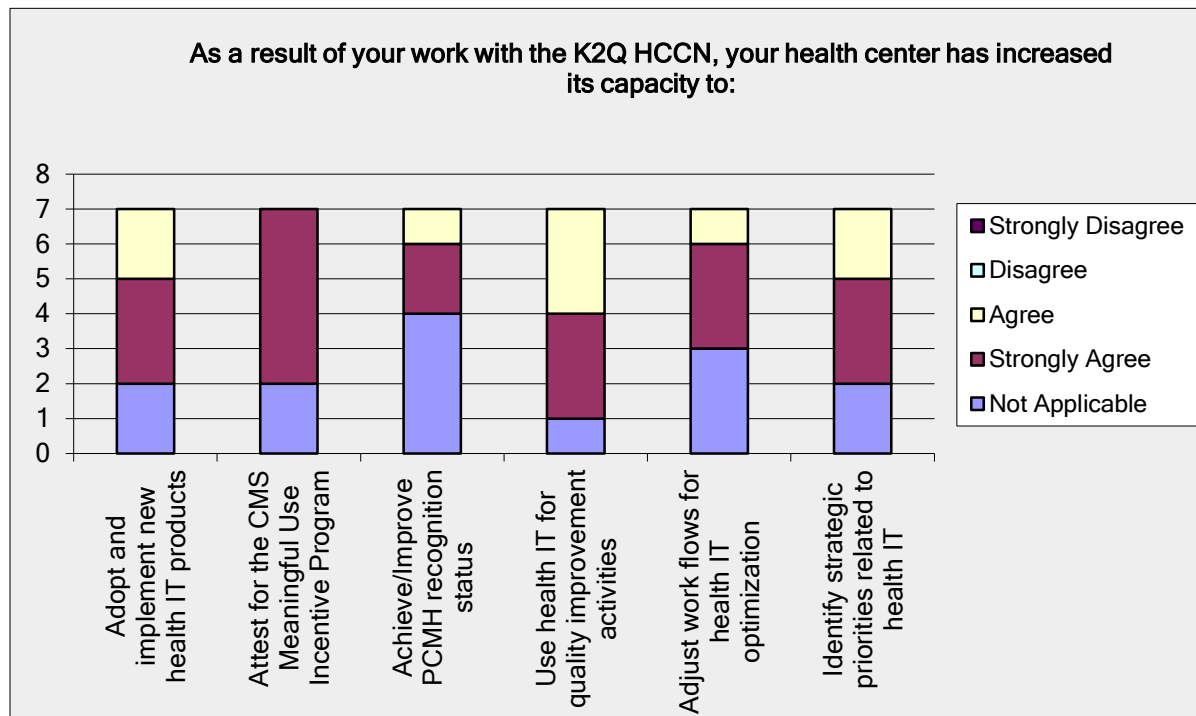
Satisfaction with HCCN Services

- High level of satisfaction with activities as well as skills of HCCN staff



Progress towards work plan

- Made progress towards HCCN goals
- PCMH didn't budge for member health centers
- Want to improve on this in the future



HCCN Support

- Do not hesitate to reach out to HCCN staff for support for *any* reason – if we can't help, we can find someone who can
- Contact these folks for:
 - Casey (calrich@nccc.us) for general inquiries about HCCN support, staff training opportunities, vendor inquiries, connection to consultants, quality improvement programming
 - Jennifer (jmcgalliard@phmc.org) for Meaningful Use training and support, privacy and security questions, logistical questions/requests for meetings
 - Grace (grace@nccc.us) for quality measure reporting assistance, EHR/EPM application management questions, support for health information exchange