Mini Pii Session

Integrated Healthcare Team Development: Closing Care Gaps  
April 10, 2019

Davida Carr, MPH, CVN Primary Care Informatics Manager with Healthy Arizona gave an overview of AZARA Healthcare’s, Data Reporting & Visualization System (DVRS). Eddie Estrada, MD, CMO of Sun Life Family Medical Center presented and lead a discussion about creating Integrated Healthcare Teams to assist in closing Care Gaps by using AZARA Healthcare’s (AZARA DVRS) and eClinicalWorks.

Key points:
- Sun Life Family Health Center’s Mission and Vision
- Clinical Transformation
- eClinicalWorks, AZARA and the HIE
- Organizational Deployment
- Clinical Team – Redefined - Empowerment
- Single Measure – Data and Pre-Visit Plan

Challenges:
- Potential turnover upswing from 15-25% due to change in method of practice
- Providers fear of losing autonomy
- MA’s perception of more work

Key things to remember:
- The new team concept is reproducible, including the results and the data generation
- PDSA Method used for process development
- Increased Empowerment and Accountability for full engagement
- DATA transparency is key
- The best method to communicate is FACE to FACE
Improving Patient Outcomes Through Data

Azara Healthcare Overview

April 10th, 2019
Davida M. Carr, MPH
CVN Primary Care Informatics Manager
davidac@healthyarizona.org

Data Reporting & Visualization System

- Background and Context
- Product Overview
- Examples
Azara Healthcare – April 2019

Our History
- Large investment in a formal partnership with Mass League (MA PCA)
- Specialty in large scale data reporting & analytics for safety net providers

Customers and Patients
- Data on 25 million+ patients
- Over 325 FQHC’s live

Key Relationships
- 29 States
- 20+ Networks, IPA’s, CIN’s
- 16 PCA’s

Focus on Community Health
- Set up specifically to deliver DRV5 to the Community Health marketplace using a Software as a Service (SaaS) model

Sustainable Technology Infrastructure

Clinically Integrated Data Warehouse: Azara DRV5

Centralized Data Warehouse

DRVS

Reporting Interface

All data, including Patient Data integrated into ONE SINGLE SYSTEM

ARCHITECTURE FOR SUCCESS
Azara’s Solution

DRVS is a centralized Data Reporting and Analytics Solutions for Primary Care Associations and Health Centers to drive quality improvement, cost reduction and simplify mandated reporting.

**Pre-built set of 600+ “one click” measurea reports**
- Value Based Payment (Enrollment, Cost, Risk & Care Gaps)
- Mandated & Regulatory (QDS, Meaningful Use, PCMHI, …)
- Population Health & Chronic Disease Management
- Standards based, Clinical Measures
- Financial, Operational and Panel Management
- User driven, ad-hoc analysis, dashboards and charting

**Wide range of data views**
- Enterprise Level (National, State, ACO or IPA)
- Health Center or Practice
- Individual Care Provider or Care Team
- Enrollee Group or Patient Cohort
- Patient Level Detail

**Delivered via SaaS Model**
- Browser based User Interface
- No infrastructure to buy or maintain
- Keeps clients in Healthcare, not IT
- Unlimited End-User Access

Wide Variety of Report Types & Functions
Enabling Health Center Sustainability

The future leaders in community health will be successful in aggregating and organizing clinical, operational and financial data to quantitatively demonstrate the value and efficacy of their care. By centralizing and working as a team, health centers will operate from a position of strength.

Christopher Neal
Vice President- National Accounts
Chris.neal@azarahealthcare.com
AZARA/ECW TEAM INTEGRATION

Eddie Estrada, M.D., M.H.A., C.P.E., FACOG
Chief Medical Officer
Wednesday, April 10, 2019

AZARA/ECW TEAM INTEGRATION

Agenda

• Mission and Vision
• Clinical Transformation
• eClinicalWorks, AZARA and HIE
• Deployments
• Clinical Team – Redefined - Empowerment
• Single Measure – Data
• Conclusion
• Questions and Answers
AZARA/ECW TEAM INTEGRATION

Mission
Our mission is to deliver affordable, accessible, and high quality health services, wellness and education to all people.

Vision
Excellence in
Health – Wellness – Education – Service

AZARA/ECW TEAM INTEGRATION

Clinical Transformation
- Change Management – Lean Six Sigma
  - Process improvement, team creation, empowerment, and data driven
- Electronic Health Record – eCW
  - Practice Management and Health Record
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Clinical Transformation

- Quality Improvement Program
  - QI and Risk Management program
- Evidence-Based Best Practices
  - UDS Measures and Process Development

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Deploymnets

- Organizational Deployment of all measures
  - Email communication tool
- Data Validation – Face to Face - PITs
- PDSA
- Organizational Deployment of all measures
  - Face to Face - clinical leaders and management
- ONE TO ONE – Clinical Team Redefined
- Next DATA!!!!

Wednesday, April 10, 2019
Brick Estrada, M.D., M.H.A., C.P.E.
AZARA/ECW TEAM INTEGRATION
Clinical Team – Redefined – Empowerment
Team Estrada - Accountability

Dr. Estrada
Yolva, CMA
Christina, LPN
Shay, Manager

AZARA/ECW TEAM INTEGRATION
Single Measure – Data and Pre-Visit Plan

AZARA
AZARA/ECW TEAM INTEGRATION

Q1 19 Result
- Selected: 63%
- Best Center: 49%
- Network Average: 59%
- Center Average: 60%

AZARA/ECW TEAM INTEGRATION

Bar chart showing data, likely representing another aspect of team integration.
AZARA/ECW TEAM INTEGRATION

BMI Screening and Follow-Up 18+ Years [NQF 0421/eCQM 6997]

Period Type | Period | Providers | Service Lines | View
--- | --- | --- | --- | ---
Quarter | Q1 2019 | Chung, Daniel | Primary Care | View

Group By: None

AZARA/ECW TEAM INTEGRATION

Hypertension Controlling High Blood Pressure (NQF 0018)

Period Type | Period | Providers | Service Lines | View
--- | --- | --- | --- | ---
Quarter | Q1 2019 | Bark, Harrison, Chiu | Primary Care | View
AZARA/ECW TEAM INTEGRATION

- Improvements
  - The new team structure is reproducible
  - Empowerment and accountability
  - Data transparency
- Data methodology – AZARA and UDS
- Unintended Consequences
  - Turnover rate expected at 15-25%
  - Providers fear of losing autonomy
- MAs feedback
  - MA’s perception of more work
AZARA/ECW TEAM INTEGRATION
Conclusions

- The new team concept is reproducible, including the results and the data
- Increased Empowerment and Accountability
- DATA transparency
- Best method to communicate FACE to FACE