THQLink
L3C
Connecting Technology
Health and Quality

20th BEST PRACTICES FORUM

THQLink Overview

Kevin S. Kearns
President & CEO, Health Choice Network
October 4, 2012

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Objectives

- Provide background and overview of THQLink and the partners
- Provide overview of THQLink core functions
- Discussion / Questions

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What is A Health Center Controlled Network?

- HRSA's HCCNs are networks controlled and acting on behalf of health centers as defined and funded under Section 330(e)(1)(C) of the Public Health Service Act and must consist of at least 3 collaborator organizations.
- The purpose is to ensure access to health care for the medically underserved populations through the enhancement of health center operations, including health information technology.

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Health Center Controlled Networks

HCCNs Support Meaningful Use of HIT

87 Organizations are currently funded or have been funded by HRSA.

46 organizations have or are implementing EHR

Controlled by FQHCs to enhance their operations

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OCHIN

- 501c(3) Collaborative
- 51% of Board Members are Health Center Executives
- 70 member organizations, 14 States
- Including private practice physicians
- Over 230 individual sites
- Over 1,700 providers
- Approximately 750,000 unique patients yearly
- Regional Extension Center for the State of Oregon

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The Alliance of Chicago

- L3C
- All “Members” are FQHCs
- 30 member organizations, 11 States
- 31 organizations in total are part of the larger Centrally Hosted user community, in 11 States; all are Safety Net Health Centers: 330 Funded Health Centers the majority, with some FQHCs who do not receive 330 funding, lookalikes, HRSA funded Nursing Centers and free clinics.
- Over 149 individual clinical delivery sites
- Approximately 381,000 unique patients yearly
- Partnered with Northwestern University to form the Chicago Regional Extension Center
- Registered practice based research network and one of four National Community Health Applied Research Network nodes funded by AHRQ and HRSA

ALLIANCE OF CHICAGO
Community Health Services, L3C

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Health Choice Network

- 501c(3) Collaborative
- 51% of Board Members are Health Center Executives
- 47 member organizations, 11 States
- Over 406 individual sites, including school sites
- Over 824,000 unique patients served yearly
- Founder of Prestige Health Choice – a capitated Medicaid health plan
- One of Regional Extension Centers for Florida

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INNOVATIVE HEALTH TECHNOLOGY SOLUTIONS

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HCCN Funding

- Started with BPHC IDS funding
- Moved to Operational funding
- Followed by EHR Implementations funding - ICT
- Latest funding from HRSA for HCCNs to be released 12/1/12
  - $20M
  - 30 Awards

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NATIONAL ASSOCIATION OF
Community Health Centers

OCHIN

ALLIANCE OF CHICAGO
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THQLink

- Formed in March 2012 as a L3C – Low profit social organization
- Governed equally by the 4 organizations
  - Alliance of Chicago
  - HCN
  - NACHC
  - OCHIN

THQLink Data Aggregation Characteristics

- Size Today
  - 1.7 million patients this year
  - 7 million visits this year
  - 141 Organizations
- Products
  - NextGen 12/7/2012
  - Epic – 11/1/2012
  - GE – 12/7/2012
  - Success EHS 11/1/2012
  - Vitera - Complete
  - Dentrix - Complete
  - NetSmart Avitar Planning
  - eCW Planning

THQLink Aims

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1. Foster synergies and efficiencies among our Networks

2. Offer support to others within the safety net community (e.g. – PCAs, HCCNs, Individual Centers)

3. Develop a robust data aggregation and analytics platform to measure outcomes, share best practices and improve population health

THQLink Aim 1

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Foster synergies and efficiencies among our Networks

1. Technical infrastructure
2. Datacenter Hosting
3. Implementations
4. Technical Support
5. Professional Services
6. Collaboration among Clinical, Dental, and Behavioral Health Systems
7. Group Purchasing

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Greater Value

- Data Aggregation
- Hosting Locations
- Group Purchasing
  - Lab Contracts
  - Telecom Contracts
  - Hardware
  - Desk & Office Equipment
- Leveraging and Training of Staff
- Capitalizing on the Three RECs

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Performance Resources

- HCN, OCHIN and the Alliance of Chicago have excellent talent that we want to retain
  - RECs
  - EHR implementation phase will soon be over
- Economies of scale to hosting, implementation, and training
- Leverage expertise at each network

THQLink Aim 2

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Offer support to others within the safety net community (e.g. – PCAs, HCCNs, Individual Centers)

1. IT assessments
2. EHR Implementation and support
3. MU Support
4. Data analytics reporting
5. Work flow analysis
6. Patient Centered Medical Home (PCMH)
7. Technical infrastructure
8. Professional support
9. Centralized Billing
10. Web page design
11. Back office (e-mail)
12. Financial systems
13. Research

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Data Requirements for Supporting Health Centers

- Operational
  - UDS Reporting
  - State Reporting
  - Day to Day and Managerial Reporting
- Clinical
  - Population Management
  - Meaningful Use Reporting
  - Patient Center Medical Home
  - Clinical Performance Analytics
- Financial
  - ACO Reporting
  - Performance Analytics
  - Billing and Claims Management
- Research
  - Studies and Highly Customized Report Generation
  - Special Aggregation and IRB review

This does not consider the needs for operational improvement (Quality, Lean etc…)

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THQLink Aim 3

Develop a robust data aggregation and analytics platform to measure outcomes, share best practices and improve population health

1. Perpetual License with Caradigm Amalga product
2. Brings data from disparate systems (BH, Clinical, Managed care, school health, other)
3. Uses include: Care management, population health, data analytics, disaster recovery, clinical informatics including MU, UDS, and HEDIS

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Data Aggregation

- Build on the Amalga, now Caradigm platform developed at HCN
- Distribute fixed costs over three networks
- Develop expertise out of each network
- Build on development at OCHIN and the Alliance
- We have a perpetual License of Amalga that can be economically spread over PCAs, Networks, CHCs, and other safety net providers

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Microsoft® Amalga™

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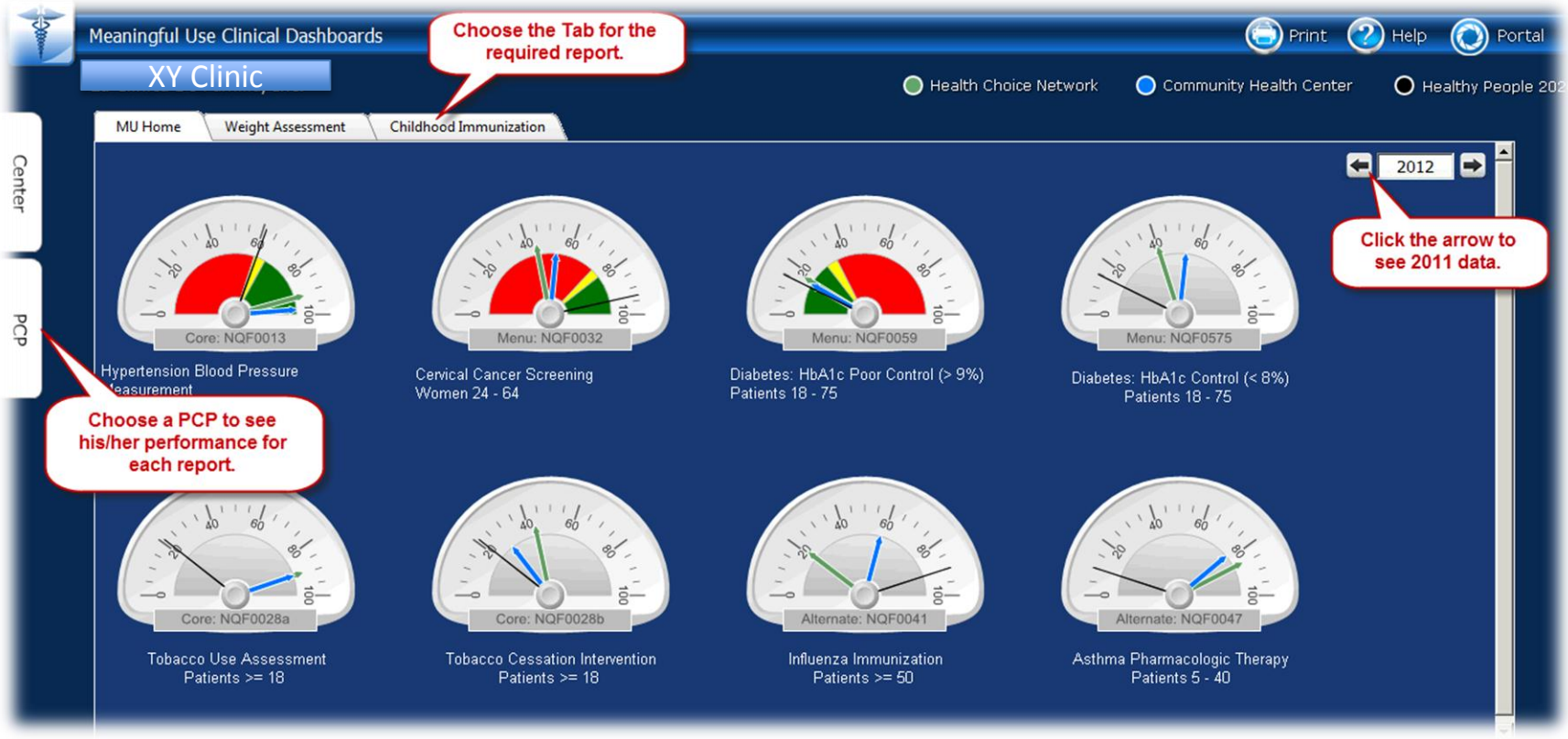
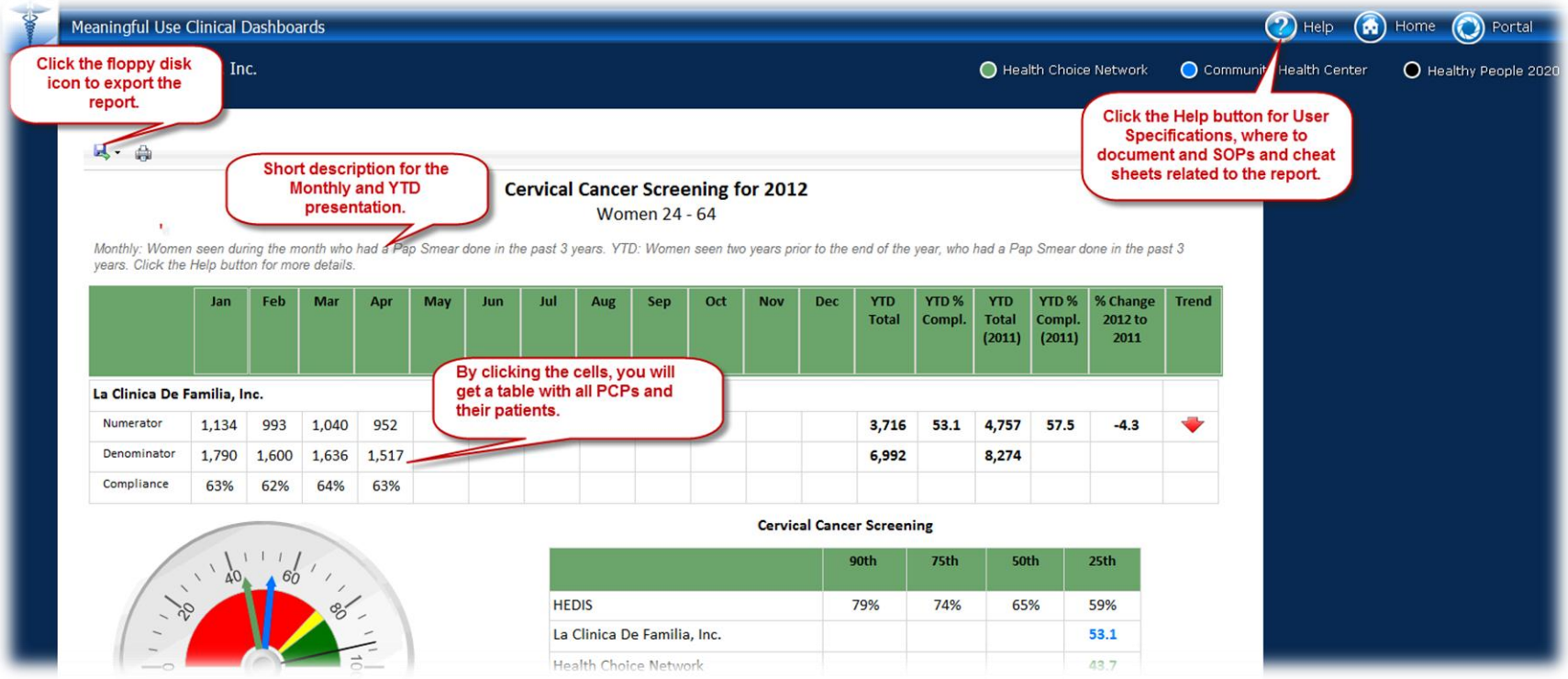
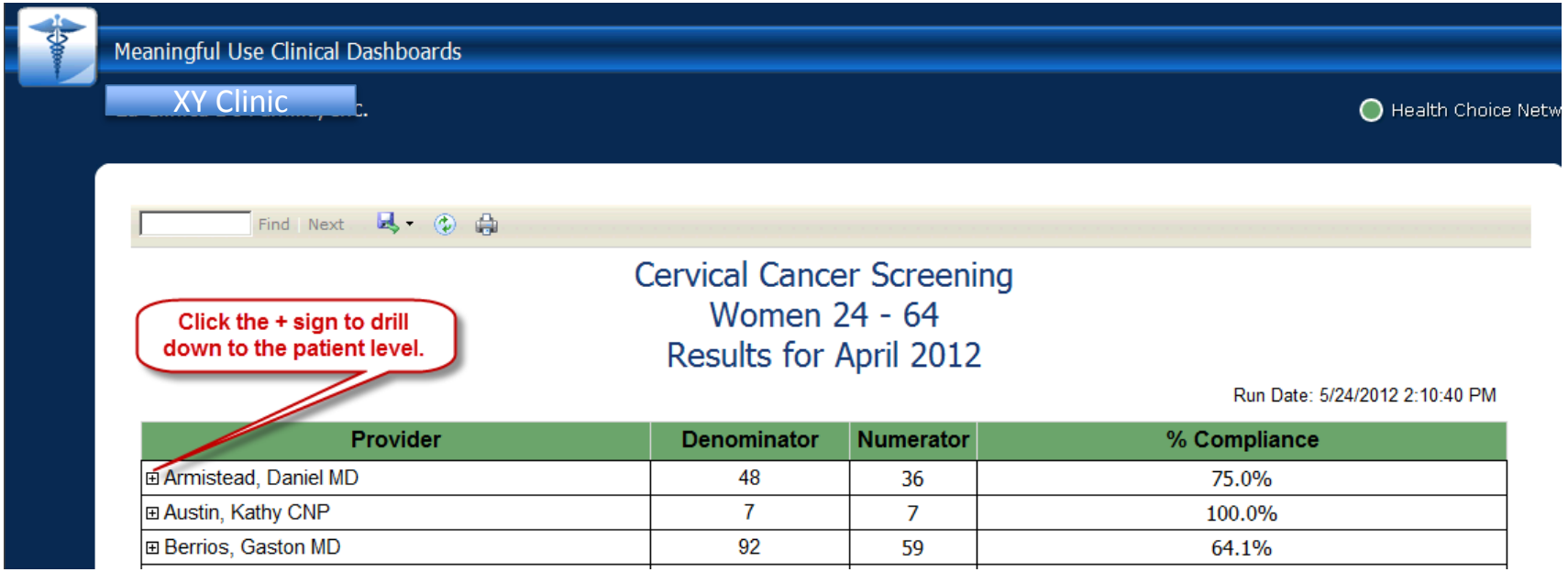
Dashboards



Individual Metric Detail



Drilling Down



Provider	Denominator	Numerator	% Compliance
⊟ Armistead, Daniel MD	48	36	75.0%
⊟ *Compliant*			

Patient No.	Name	DOB	Sex	Race	Ethnicity
			F	White	Hispanic or Latino
			F	White	Hispanic or Latino
			F	White	Hispanic or Latino
			F	White	Hispanic or Latino

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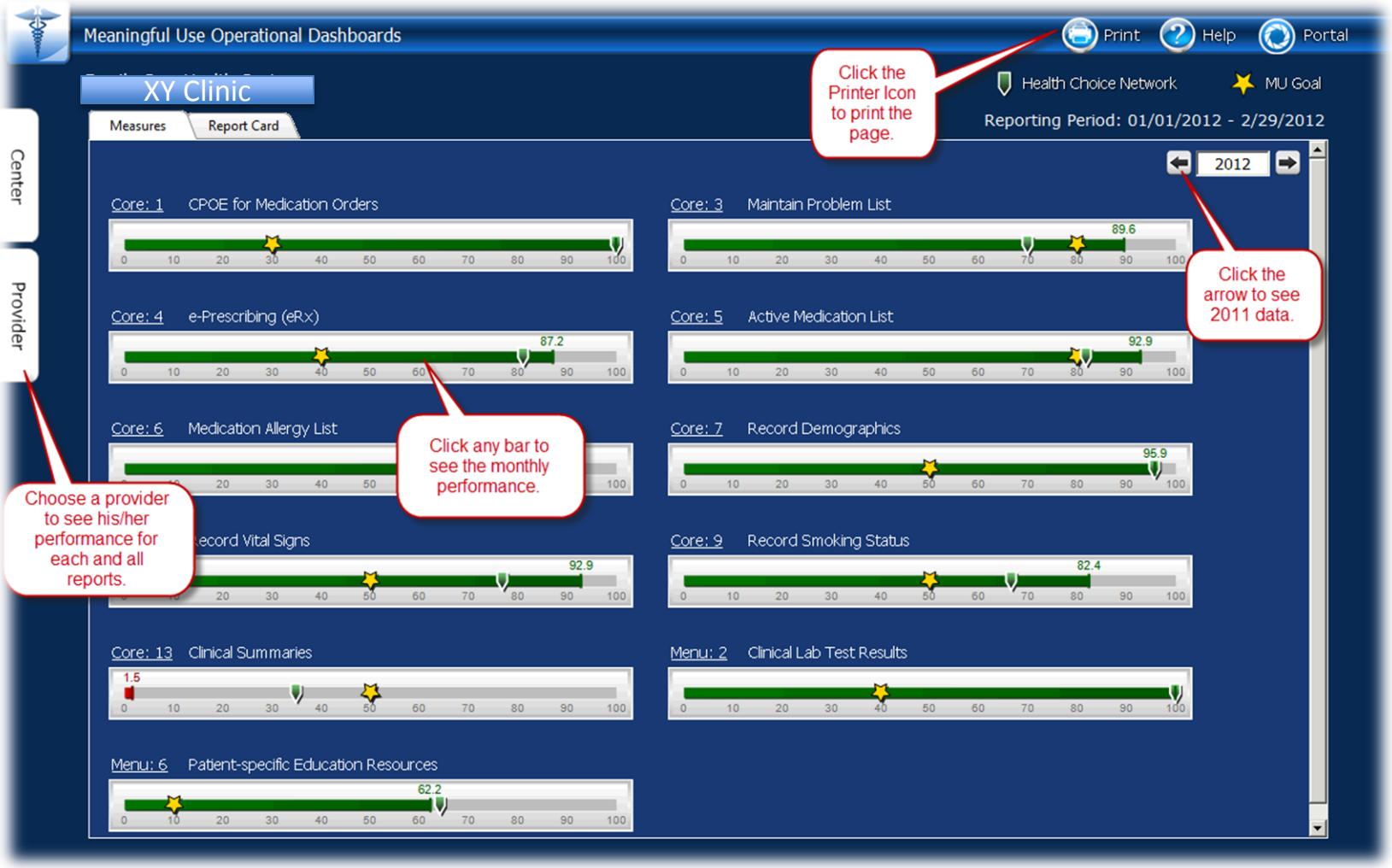
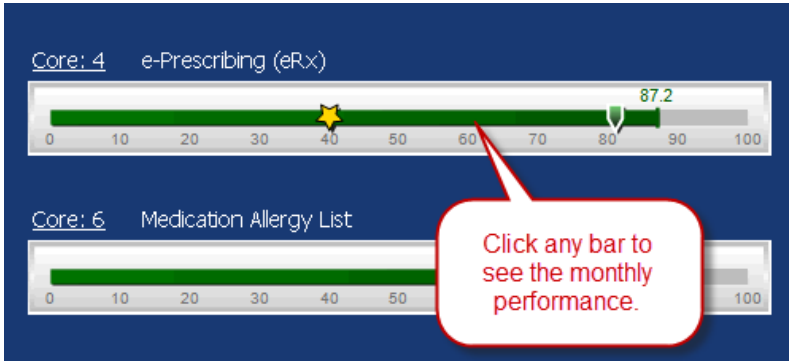
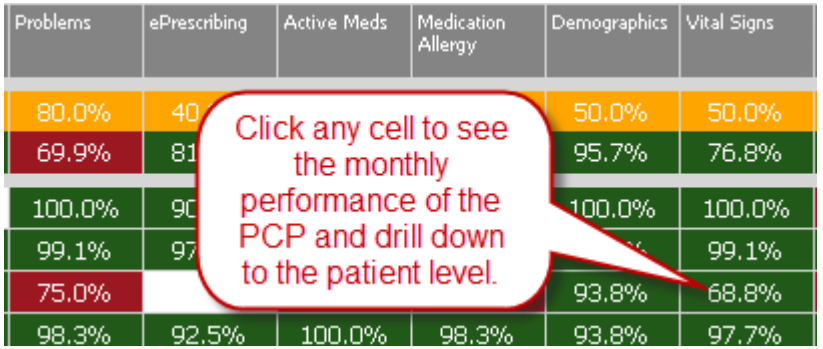
MU Dash Board

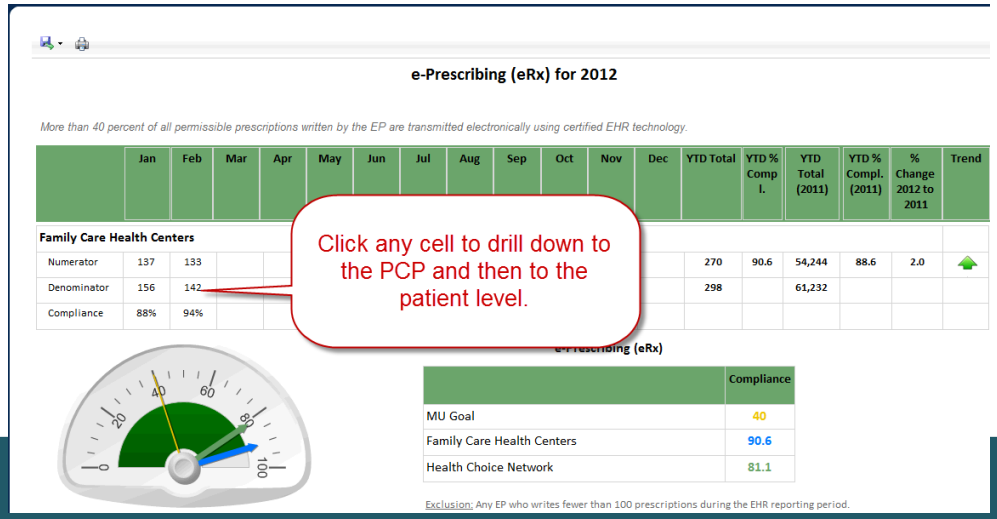


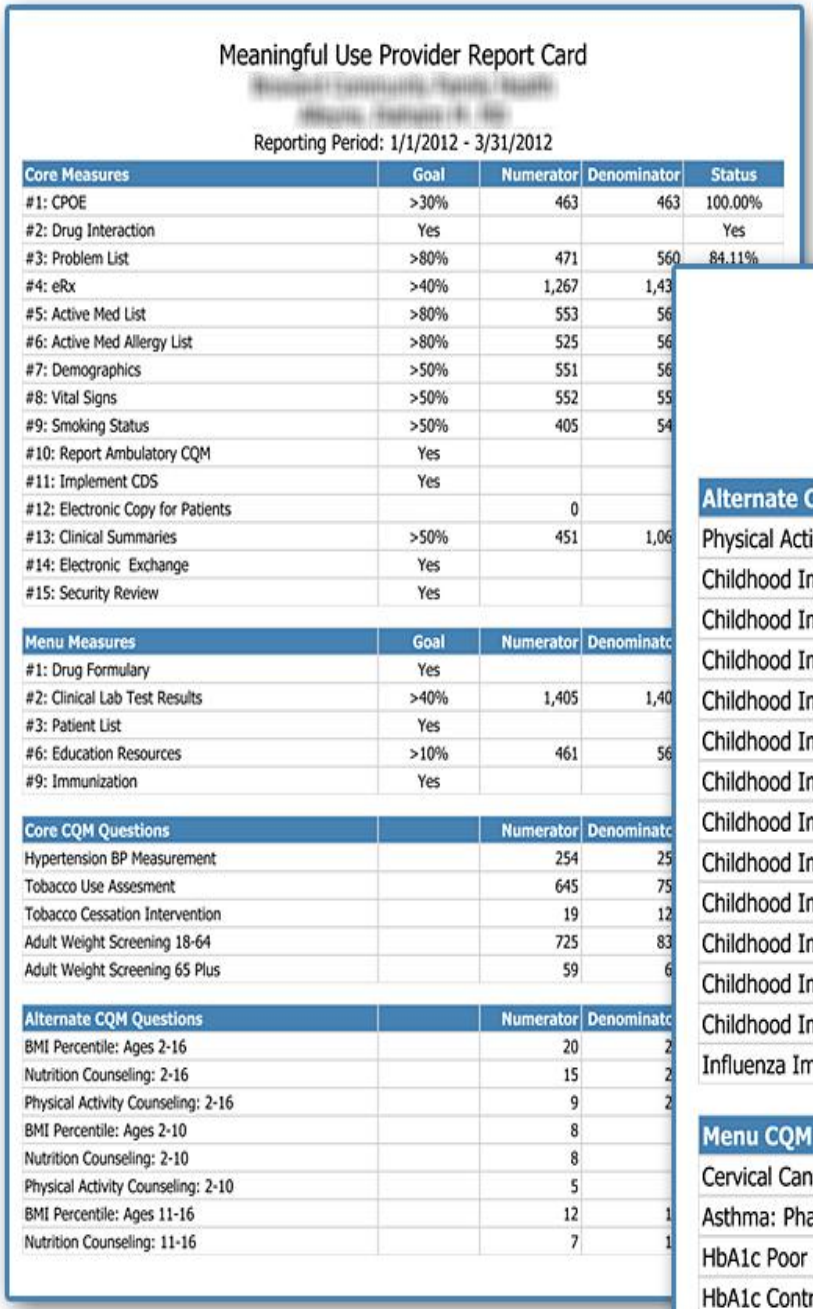
Report Card View

Report Card Drill Down









Meaningful Use Provider Report Card

[redacted]

Reporting Period: 1/1/2012 - 3/31/2012

Core Measures	Goal	Numerator	Denominator	Status
#1: CPOE	>30%	463	463	100.00%
#2: Drug Interaction	Yes			Yes
#3: Problem List	>80%	471	560	84.11%
#4: eRx	>40%	1,267	1,43	
#5: Active Med List	>80%	553	56	
#6: Active Med Allergy List	>80%	525	56	
#7: Demographics	>50%	551	56	
#8: Vital Signs	>50%	552	55	
#9: Smoking Status	>50%	405	54	
#10: Report Ambulatory CQM	Yes			
#11: Implement CDS	Yes			
#12: Electronic Copy for Patients		0		
#13: Clinical Summaries	>50%	451	1,06	
#14: Electronic Exchange	Yes			
#15: Security Review	Yes			

Menu Measures	Goal	Numerator	Denominato
#1: Drug Formulary	Yes		
#2: Clinical Lab Test Results	>40%	1,405	1,40
#3: Patient List	Yes		
#6: Education Resources	>10%	461	56
#9: Immunization	Yes		

Core CQM Questions		Numerator	Denominato
Hypertension BP Measurement		254	25
Tobacco Use Assesment		645	75
Tobacco Cessation Intervention		19	12
Adult Weight Screening 18-64		725	83
Adult Weight Screening 65 Plus		59	6

Alternate CQM Questions		Numerator	Denominato
BMI Percentile: Ages 2-16		20	2
Nutrition Counseling: 2-16		15	2
Physical Activity Counseling: 2-16		9	2
BMI Percentile: Ages 2-10		8	
Nutrition Counseling: 2-10		8	
Physical Activity Counseling: 2-10		5	
BMI Percentile: Ages 11-16		12	1
Nutrition Counseling: 11-16		7	1

Meaningful Use Provider Report Card

Meaningful Use Provider Report Card

[redacted]

Reporting Period: 1/1/2012 - 3/31/2012

Alternate CQM Questions		Numerator	Denominator	Status
Physical Activity Counseling: 11-16		4	12	33.33%
Childhood Immunization - Dtap		1	4	25.00%
Childhood Immunization - IPV		1	4	25.00%
Childhood Immunization - MMR		2	4	50.00%
Childhood Immunization - HiB		1	4	25.00%
Childhood Immunization - Hep B		0	4	0.00%
Childhood Immunization - VZV		2	4	50.00%
Childhood Immunization - PCV		0	4	0.00%
Childhood Immunization - Hep A		0	4	0.00%
Childhood Immunization - RV		1	4	25.00%
Childhood Immunization - Flu		0	4	0.00%
Childhood Immunization - Combination Rate 1		1	4	25.00%
Childhood Immunization - Combination Rate 2		0	4	0.00%
Influenza Immunization >= 50		0	400	0.00%

Menu CQM Questions		Numerator	Denominator	Status
Cervical Cancer Screening		250	533	46.90%
Asthma: Pharmacological Therapy		0	0	
HbA1c Poor Control		12	115	10.43%
HbA1c Control		32	115	27.83%

End User Clinical Views
DM Preparation

- Identified Gap
  - Physicians may be unprepared for diabetic patients.
  - Patients need to schedule follow-up visits for lab work.
- Impact
  - Increase in patient wait times
  - Critical lab results unavailable upon point of care
- Action Plan
  - Run Scheduling View to focus on upcoming diabetic patients.
  - Filter Scheduling View to show patients with high HbA1C levels.

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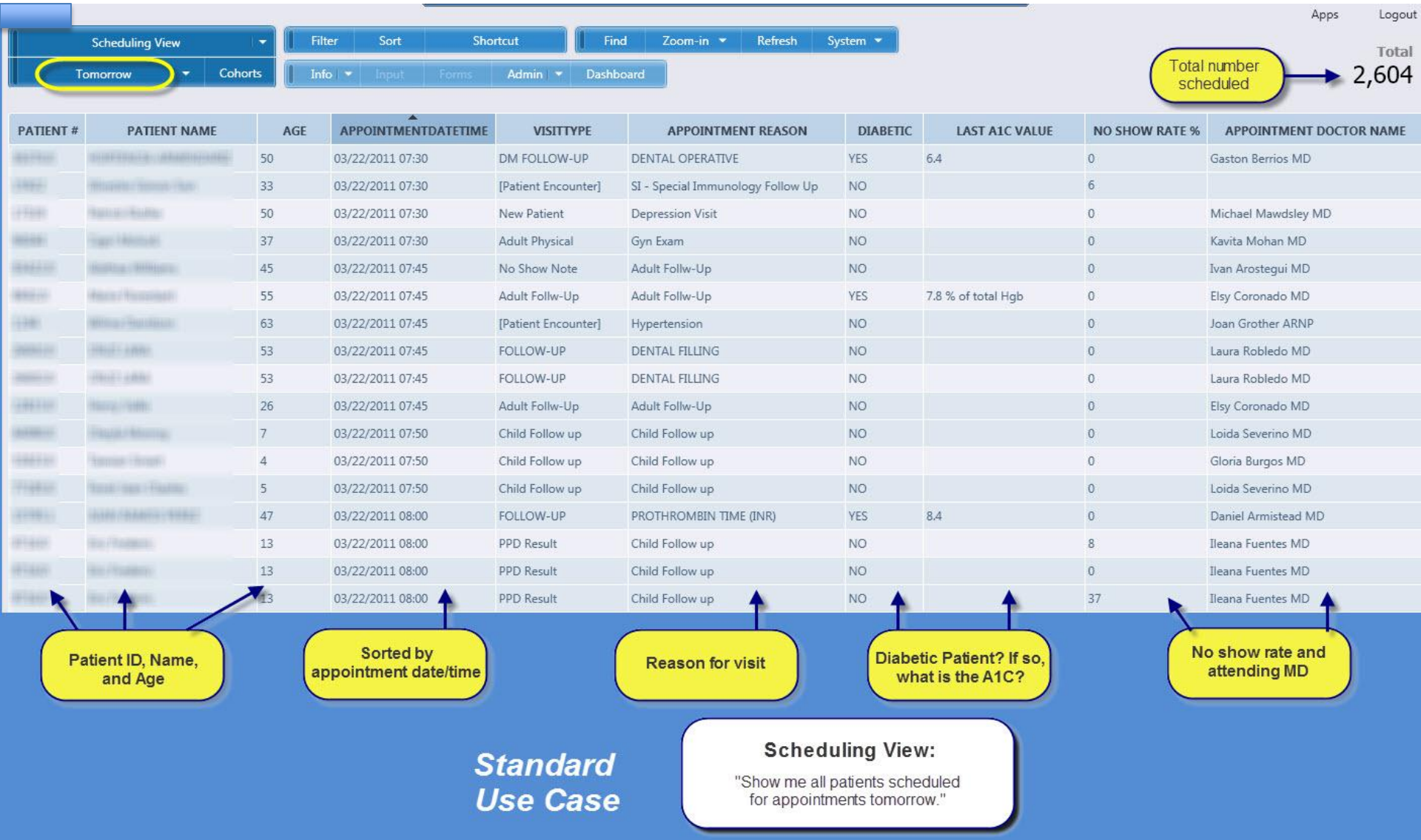
Diabetes Prep



PATIENT #	PATIENT NAME	AGE	APPOINTMENTDATETIME	VISITTYPE	APPOINTMENT REASON	DIABETIC	LAST A1C VALUE	NO SHOW RATE %	APPOINTMENT DOCTOR NAME
[redacted]	[redacted]	50	03/22/2011 07:30	DM FOLLOW-UP	DENTAL OPERATIVE	YES	6.4	0	Gaston Berrios MD
[redacted]	[redacted]	33	03/22/2011 07:30	[Patient Encounter]	SI - Special Immunology Follow Up	NO		6	
[redacted]	[redacted]	50	03/22/2011 07:30	New Patient	Depression Visit	NO		0	Michael Mawdsley MD
[redacted]	[redacted]	37	03/22/2011 07:30	Adult Physical	Gyn Exam	NO		0	Kavita Mohan MD
[redacted]	[redacted]	45	03/22/2011 07:45	No Show Note	Adult Follw-Up	NO		0	Ivan Arostegui MD
[redacted]	[redacted]	55	03/22/2011 07:45	Adult Follw-Up	Adult Follw-Up	YES	7.8 % of total Hgb	0	Elsy Coronado MD
[redacted]	[redacted]	63	03/22/2011 07:45	[Patient Encounter]	Hypertension	NO		0	Joan Grother ARNP
[redacted]	[redacted]	53	03/22/2011 07:45	FOLLOW-UP	DENTAL FILLING	NO		0	Laura Robledo MD
[redacted]	[redacted]	53	03/22/2011 07:45	FOLLOW-UP	DENTAL FILLING	NO		0	Laura Robledo MD
[redacted]	[redacted]	26	03/22/2011 07:45	Adult Follw-Up	Adult Follw-Up	NO		0	Elsy Coronado MD
[redacted]	[redacted]	7	03/22/2011 07:50	Child Follow up	Child Follow up	NO		0	Loida Severino MD
[redacted]	[redacted]	4	03/22/2011 07:50	Child Follow up	Child Follow up	NO		0	Gloria Burgos MD
[redacted]	[redacted]	5	03/22/2011 07:50	Child Follow up	Child Follow up	NO		0	Loida Severino MD
[redacted]	[redacted]	47	03/22/2011 08:00	FOLLOW-UP	PROTHROMBIN TIME (INR)	YES	8.4	0	Daniel Armistead MD
[redacted]	[redacted]	13	03/22/2011 08:00	PPD Result	Child Follow up	NO		8	Ileana Fuentes MD
[redacted]	[redacted]	13	03/22/2011 08:00	PPD Result	Child Follow up	NO		0	Ileana Fuentes MD
[redacted]	[redacted]	13	03/22/2011 08:00	PPD Result	Child Follow up	NO		37	Ileana Fuentes MD

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Dental Provider Scheduling View

Facility ID	Attending Physician	Patient #	Age	First Name	Middle	Last Name	Last Medical Visit	Last Diagnosis	Medications	Allergies	Next Appointment	Last INR	Slide/Insurance
CHI			38				05/26/2011	Chronic Airway Obst	Symbicort 160-4.5 MC		06/01/2011		Secure Horizons Medic
CHI			38				05/28/2011		Jolivette 0.35 MG TABS		06/01/2011		Medicaid/Mohealthnet
CHI			49				05/06/2011			Penicillins	06/01/2011		Medicare Fqhc
CHI			51				05/02/2011	Assessment [use For	Amitriptyline HCl 50 M		06/01/2011		
CHI			54				05/05/2011		Hydrochlorothiazide 2		06/01/2011		Secure Horizons Medic
CHI			42				05/27/2011	Appendectomy For R	Lithium Carbonate 300		06/01/2011	02/15/2011	
CHI			45				05/03/2011				06/01/2011		Healthcare USA
CHI			52				05/06/2011	Coronary Artery Dise	TraZODone HCl 50 MG		06/01/2011		Molina Healthcare of M
CHI			27				05/27/2011	Anxiety State Unsp,C	Daily Value Multivitam	Sulfa	06/01/2011		Harmony Health Plan o
CHI			39				05/11/2011	Anxiety State Unsp,A	SEROquel 400 MG TAB		06/01/2011		
CHI			52				05/27/2011		Naprosyn 250 MG TAB		06/01/2011		
CHI			64				05/06/2011			Lisinopril TABS	06/01/2011		Medicare Fqhc
CHI			39				05/20/2011			Penicillins	06/01/2011		Medicaid/Mohealthnet
CHI			53				05/21/2011		Ibuprofen 600 MG TAB		06/01/2011		
CHI			47				05/06/2011	Ankle Joint Pain,Atte	Ortho Micronor 0.35 M		06/01/2011	03/30/2011	Medicaid/Mohealthnet
CHI			37				05/26/2011	Chronic Kidney Disea	HumuLIN 70/30 70-30		06/01/2011	05/24/2011	
CHI			55				05/31/2011	Hypothyroidism Sub	Amoxicillin 500 MG CA		06/01/2011		
CHI			43				05/19/2011	Allergic Rhinitis,Asth	ProAir HFA 108 (90 Bas		06/01/2011		United Healthcare
CHI			33				05/25/2011				06/01/2011		Advantra
CHI			62				05/19/2011				06/01/2011		

Planned Use Case

Single Patient Dental View

"Show me those patients that are scheduled to visit our practice tomorrow."

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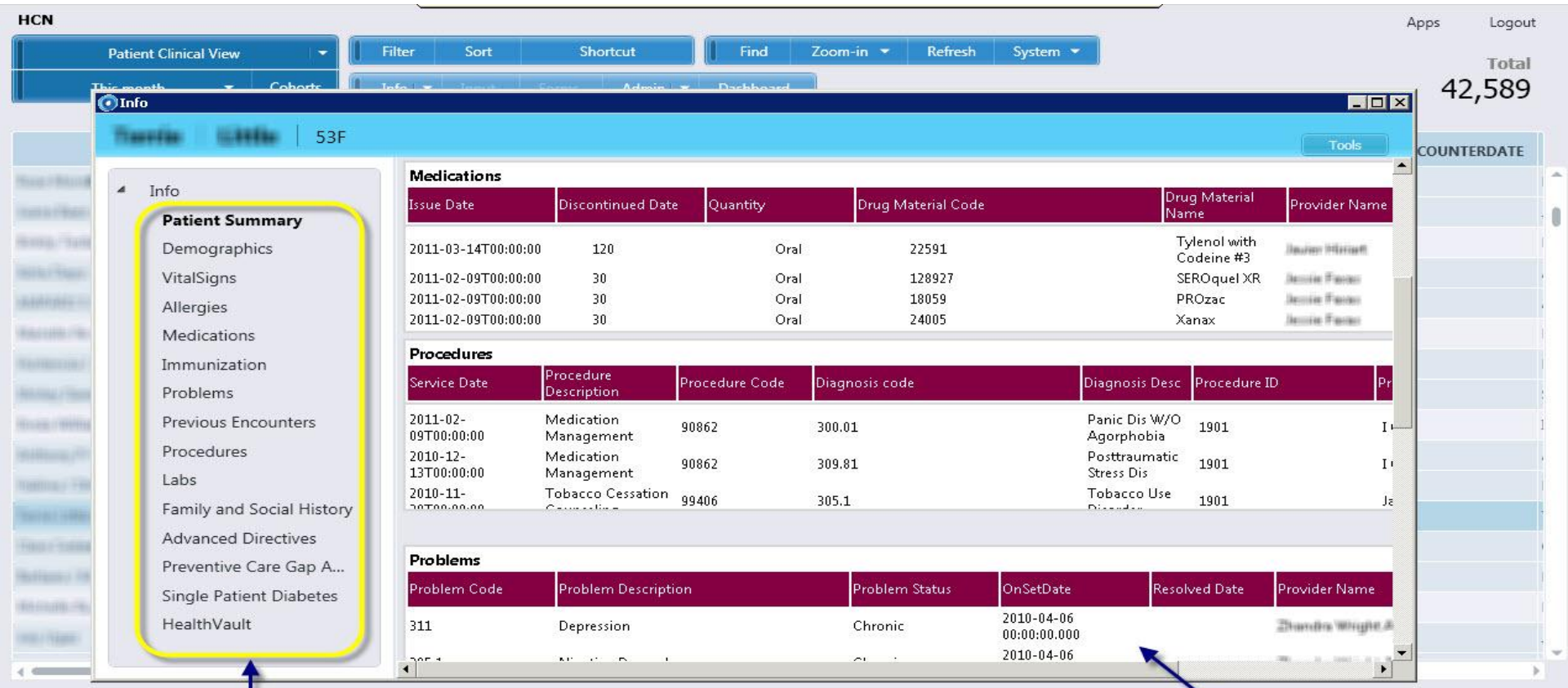
Dental Provider Drill Down



Click on any module above to view additional patient data.

Displayed data changes as you click on the modules.

Standard Use Case

Patient Drill-down:
Drill-down on any patient to view extensive medical data.

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Other Uses

- Disaster recovery – High Availability Access
- Clinical access during planned down times (i.e. upgrades)
- Population Health
- Managed Care opportunities

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Take Aways

- Safety net IT infrastructure initially created by 3 HCCNS and NACHC
- We are here to support current and future IT needs of CHCs including meaningful use
- We want to utilize the data warehouse capabilities for current THQlink partners as well as other safety net providers

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Contact Information:

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