

20th BEST PRACTICES FORUM

THQLink Overview

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Objectives

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

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.

Health Center Controlled Networks

HCCNs Support
Meaningful Use
of HIT

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



THQLink
L3C
Connecting Technology
Health and Quality

46 organizations
have or are
implementing EHR

Controlled by
FQHCs to enhance
their operations

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



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

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



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



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

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

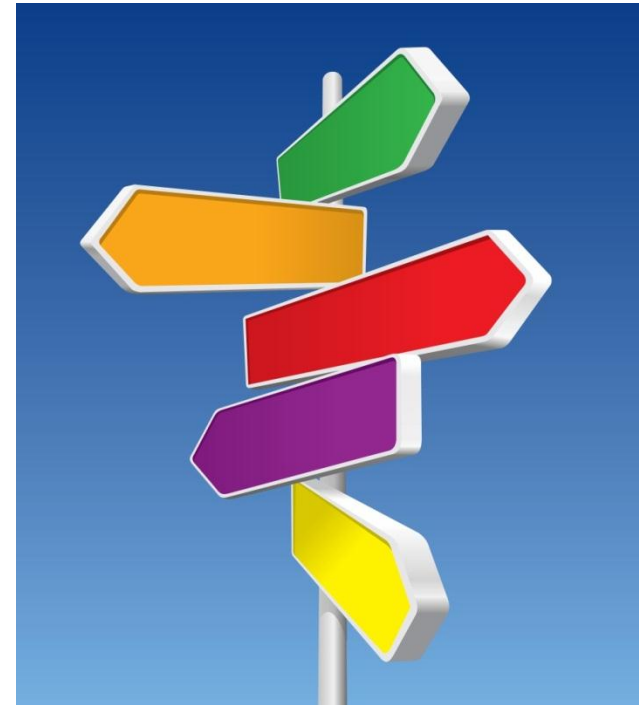
THQLink Aim 1

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

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



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

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

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



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

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

Microsoft®
Amalga™



Dashboards

The dashboard displays eight performance metrics for 'XY Clinic' under the 'Childhood Immunization' tab. Each metric is represented by a semi-circular gauge with a needle and a color-coded background (red, yellow, green). The metrics are:

- Hypertension Blood Pressure Measurement** (Core: NQF0013)
- Cervical Cancer Screening Women 24 - 64** (Menu: NQF0032)
- Diabetes: HbA1c Poor Control (> 9%) Patients 18 - 75** (Menu: NQF0059)
- Diabetes: HbA1c Control (< 8%) Patients 18 - 75** (Menu: NQF0575)
- Tobacco Use Assessment Patients >= 18** (Core: NQF0028a)
- Tobacco Cessation Intervention Patients >= 18** (Core: NQF0028b)
- Influenza Immunization Patients >= 50** (Alternate: NQF0041)
- Asthma Pharmacologic Therapy Patients 5 - 40** (Alternate: NQF0047)

Callout boxes provide instructions: 'Choose the Tab for the required report.' points to the 'Childhood Immunization' tab; 'Choose a PCP to see his/her performance for each report.' points to the 'PCP' filter; 'Click the arrow to see 2011 data.' points to the year selector '2012'.

Individual Metric Detail

Meaningful Use Clinical Dashboards

Inc. Health Choice Network Community Health Center Healthy People 2020

Help Home Portal

Click the floppy disk icon to export the report.

Short description for the Monthly and YTD presentation.

Click the Help button for User Specifications, where to document and SOPs and cheat sheets related to the report.

Cervical Cancer Screening for 2012

Women 24 - 64


Monthly: Women seen during the month who had a Pap Smear done in the past 3 years. YTD: Women seen two years prior to the end of the year, who had a Pap Smear done in the past 3 years. Click the Help button for more details.

	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	YTD Total	YTD % Compl.	YTD Total (2011)	YTD % Compl. (2011)	% Change 2012 to 2011	Trend
La Clinica De Familia, Inc.																		
Numerator	1,134	993	1,040	952									3,716	53.1	4,757	57.5	-4.3	↓
Denominator	1,790	1,600	1,636	1,517									6,992		8,274			
Compliance	63%	62%	64%	63%														

By clicking the cells, you will get a table with all PCPs and their patients.

Cervical Cancer Screening

	90th	75th	50th	25th
HEDIS	79%	74%	65%	59%
La Clinica De Familia, Inc.				53.1
Health Choice Network				43.7



Drilling Down

Meaningful Use Clinical Dashboards

XY Clinic

Health Choice Network

Find | Next

Cervical Cancer Screening Women 24 - 64 Results for April 2012

Run Date: 5/24/2012 2:10:40 PM

Click the + sign to drill down to the patient level.

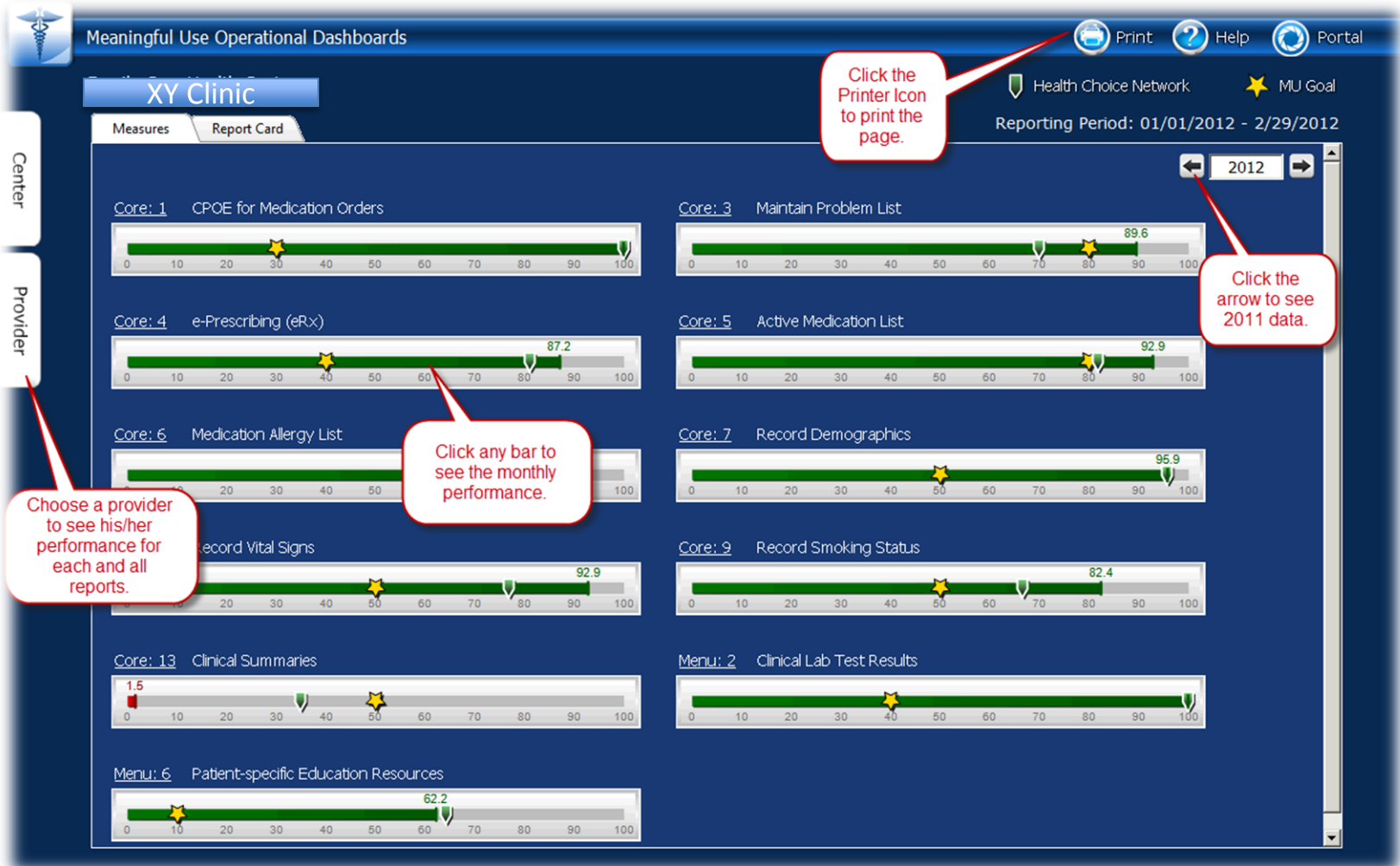
Provider	Denominator	Numerator	% Compliance
<input checked="" type="checkbox"/> Armistead, Daniel MD	48	36	75.0%
<input checked="" type="checkbox"/> Austin, Kathy CNP	7	7	100.0%
<input checked="" type="checkbox"/> Berrios, Gaston MD	92	59	64.1%

Provider	Denominator	Numerator	% Compliance
<input checked="" type="checkbox"/> Armistead, Daniel MD			
<input checked="" type="checkbox"/> <i>Compliant</i>			
<input checked="" type="checkbox"/> <i>Non-Compliant</i>			

Click the + sign to drill down to the compliant patients.

Provider	Denominator	Numerator	% Compliance		
<input checked="" type="checkbox"/> Armistead, Daniel MD	48	36	75.0%		
<input checked="" type="checkbox"/> <i>Compliant</i>					
Patient No.	Name	DOB	Sex	Race	Ethnicity
1000000000			F	White	Hispanic or Latino
1000000000			F	White	Hispanic or Latino
1000000000			F	White	Hispanic or Latino
1000000000			F	White	Hispanic or Latino

MU Dash Board





Report Card View

Meaningful Use Operational Dashboards ? Help Portal

XY Clinic Health Choice Network MU Goal

Measures Report Card Reporting Period: 01/01/2012 - 2/29/2012

2012

Meaningful Use Operational Report Card

Family Care Health Centers

Reporting Period: 1/1/2012 - 2/29/2012

Sorted by Provider Name

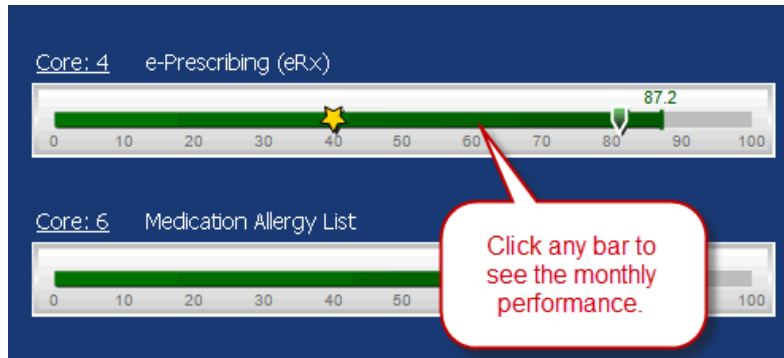
PROVIDERS	CPOE Medication	Problems	ePrescribing	Active Meds	Medication Allergy	Demographics	Vital Signs	Smoking Status	Clinical Summaries	Clinical Lab Test Results	Educational Resources
MU GOAL	30.0%	80.0%	40.0%	80.0%	80.0%	50.0%	50.0%	50.0%	50.0%	40.0%	10.0%
HEALTH CHOICE NETWORK	100.0%	69.9%	81.1%	81.1%	81.1%	81.1%	76.8%	66.6%	34.8%	100.0%	64.1%
Daniel M. Brian		100.0%	90.6%	100.0%	100.0%	100.0%	100.0%	0.0%	0.0%	100.0%	0.0%
	100.0%	99.1%	97.7%	99.1%	99.1%	99.1%	99.1%	98.3%	0.0%	100.0%	58.9%
	100.0%	75.0%		75.0%	75.0%	75.0%	75.0%	48.3%	0.0%		34.4%
	100.0%	98.3%	92.5%	100.0%	100.0%	100.0%	97.7%	98.2%	0.0%	100.0%	67.2%

Click on the disk icon to export

Click any label to resort the table.

Click any cell to see the monthly performance of the PCP and drill down to the patient level.

Report Card Drill Down



Click any bar to see the monthly performance.

Problems	ePrescribing	Active Meds	Medication Allergy	Demographics	Vital Signs
80.0%	40			50.0%	50.0%
69.9%	81			95.7%	76.8%
100.0%	90			100.0%	100.0%
99.1%	97				99.1%
75.0%				93.8%	68.8%
98.3%	92.5%	100.0%	98.3%	93.8%	97.7%

Click any cell to see the monthly performance of the PCP and drill down to the patient level.

e-Prescribing (eRx) for 2012

More than 40 percent of all permissible prescriptions written by the EP are transmitted electronically using certified EHR technology.

	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	YTD Total	YTD % Compl. I.	YTD Total (2011)	YTD % Compl. (2011)	% Change 2012 to 2011	Trend	
Family Care Health Centers													270	90.6	54,244	88.6	2.0	▲	
Numerator	137	133																	
Denominator	156	142											298		61,232				
Compliance	88%	94%																	

Click any cell to drill down to the PCP and then to the patient level.

	Compliance
MU Goal	40
Family Care Health Centers	90.6
Health Choice Network	81.1

Exclusion: Any EP who writes fewer than 100 prescriptions during the EHR reporting period.

Meaningful Use Provider Report Card

Broward Community Family Health
 Alhambra, Shalimar FL, FL

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	1,433	
#5: Active Med List	>80%	553	560	
#6: Active Med Allergy List	>80%	525	560	
#7: Demographics	>50%	551	560	
#8: Vital Signs	>50%	552	559	
#9: Smoking Status	>50%	405	544	
#10: Report Ambulatory CQM	Yes			
#11: Implement CDS	Yes			
#12: Electronic Copy for Patients		0		
#13: Clinical Summaries	>50%	451	1,060	
#14: Electronic Exchange	Yes			
#15: Security Review	Yes			

Menu Measures	Goal	Numerator	Denominator
#1: Drug Formulary	Yes		
#2: Clinical Lab Test Results	>40%	1,405	1,400
#3: Patient List	Yes		
#6: Education Resources	>10%	461	560
#9: Immunization	Yes		

Core CQM Questions	Numerator	Denominator
Hypertension BP Measurement	254	259
Tobacco Use Assessment	645	750
Tobacco Cessation Intervention	19	120
Adult Weight Screening 18-64	725	830
Adult Weight Screening 65 Plus	59	600

Alternate CQM Questions	Numerator	Denominator
BMI Percentile: Ages 2-16	20	200
Nutrition Counseling: 2-16	15	200
Physical Activity Counseling: 2-16	9	200
BMI Percentile: Ages 2-10	8	200
Nutrition Counseling: 2-10	8	200
Physical Activity Counseling: 2-10	5	200
BMI Percentile: Ages 11-16	12	200
Nutrition Counseling: 11-16	7	200

Meaningful Use Provider Report Card

Meaningful Use Provider Report Card

Broward Community Family Health
 Alhambra, Shalimar FL, FL

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.

Diabetes Prep

Apps Logout

Total
2,604

Total number scheduled

PATIENT #	PATIENT NAME	AGE	APPOINTMENTDATETIME	VISITTYPE	APPOINTMENT REASON	DIABETIC	LAST A1C VALUE	NO SHOW RATE %	APPOINTMENT DOCTOR NAME
102760	[Patient Name]	50	03/22/2011 07:30	DM FOLLOW-UP	DENTAL OPERATIVE	YES	6.4	0	Gaston Berrios MD
102762	[Patient Name]	33	03/22/2011 07:30	[Patient Encounter]	SI - Special Immunology Follow Up	NO		6	
102763	[Patient Name]	50	03/22/2011 07:30	New Patient	Depression Visit	NO		0	Michael Mawdsley MD
102764	[Patient Name]	37	03/22/2011 07:30	Adult Physical	Gyn Exam	NO		0	Kavita Mohan MD
102765	[Patient Name]	45	03/22/2011 07:45	No Show Note	Adult Follow-Up	NO		0	Ivan Arostegui MD
102766	[Patient Name]	55	03/22/2011 07:45	Adult Follow-Up	Adult Follow-Up	YES	7.8 % of total Hgb	0	Elsy Coronado MD
102767	[Patient Name]	63	03/22/2011 07:45	[Patient Encounter]	Hypertension	NO		0	Joan Grother ARNP
102768	[Patient Name]	53	03/22/2011 07:45	FOLLOW-UP	DENTAL FILLING	NO		0	Laura Robledo MD
102769	[Patient Name]	53	03/22/2011 07:45	FOLLOW-UP	DENTAL FILLING	NO		0	Laura Robledo MD
102770	[Patient Name]	26	03/22/2011 07:45	Adult Follow-Up	Adult Follow-Up	NO		0	Elsy Coronado MD
102771	[Patient Name]	7	03/22/2011 07:50	Child Follow up	Child Follow up	NO		0	Loida Severino MD
102772	[Patient Name]	4	03/22/2011 07:50	Child Follow up	Child Follow up	NO		0	Gloria Burgos MD
102773	[Patient Name]	5	03/22/2011 07:50	Child Follow up	Child Follow up	NO		0	Loida Severino MD
102774	[Patient Name]	47	03/22/2011 08:00	FOLLOW-UP	PROTHROMBIN TIME (INR)	YES	8.4	0	Daniel Armistead MD
102775	[Patient Name]	13	03/22/2011 08:00	PPD Result	Child Follow up	NO		8	Ileana Fuentes MD
102776	[Patient Name]	13	03/22/2011 08:00	PPD Result	Child Follow up	NO		0	Ileana Fuentes MD
102777	[Patient Name]	13	03/22/2011 08:00	PPD Result	Child Follow up	NO		37	Ileana Fuentes MD

Patient ID, Name, and Age

Sorted by appointment date/time

Reason for visit

Diabetic Patient? If so, what is the A1C?

No show rate and attending MD

Standard Use Case

Scheduling View:
"Show me all patients scheduled for appointments tomorrow."

Dental Provider Scheduling View

Microsoft Amalga - HCN\VPuyada

HCN

Single Patient Dental View

Filter Sort Shortcut Find Zoom-in Refresh System

This month Cohorts

Info Input Forms Admin Dashboard

Apps Logout

Total
38,796

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	Alison G. Smith	187582	38	Carleen	Jake	Hoffman	05/26/2011	Chronic Airway Obstr	Symbicort 160-4.5 MC		06/01/2011		Secure Horizons Medic
CHI	Kristin Hagan	187584	38	Tanya	Suzanne	Rabinowitz	05/28/2011		Jolivette 0.35 MG TABS		06/01/2011		Medicaid/Mohealthnet
CHI	Paula Hagan	218835	49	Margaret	A	Hagan	05/06/2011			Penicillins	06/01/2011		Medicare Fqhc
CHI	Elizabeth Gault	116235	51	Christen		Johnson	05/02/2011	Assessment [use For	Amitriptyline HCl 50 M		06/01/2011		
CHI	Patricia Larkin	31228	54	Luis		Isidro	05/05/2011		Hydrochlorothiazide 2		06/01/2011		Secure Horizons Medic
CHI	Linda Hagan	41442	42	Willa		Williams	05/27/2011	Appendectomy For R	Lithium Carbonate 300		06/01/2011	02/15/2011	
CHI	Melissa Hagan	117580	45	Luis		IL Hagan	05/03/2011				06/01/2011		Healthcare USA
CHI	Kim Hagan / Hagan	818643	52	Liliana		Garcia	05/06/2011	Coronary Artery Dise	TraZODone HCl 50 MG		06/01/2011		Molina Healthcare of M
CHI	Sandra Phelan	51873	27	Edith		Diaz	05/27/2011	Anxiety State Unsp,C	Daily Value Multivita	Sulfa	06/01/2011		Harmony Health Plan d
CHI	Maria Hagan	11818	39	Catherine		Baker	05/11/2011	Anxiety State Unsp,A	SEROquel 400 MG TAB		06/01/2011		
CHI	Christa Jordan	117913	52	Kathleen	Patricia	Kirby	05/27/2011		Naprosyn 250 MG TAB		06/01/2011		
CHI	Adrian Williams	3125	64	Margaret		Scott	05/06/2011			Lisinopril TABS	06/01/2011		Medicare Fqhc
CHI	Eliza Hagan	318253	39	Bethany		Peck	05/20/2011			Penicillins	06/01/2011		Medicaid/Mohealthnet
CHI	Tara Hagan	11147	53	Jane		Martin	05/21/2011		Ibuprofen 600 MG TAB		06/01/2011		
CHI	Elizabeth Hagan	118988	47	Dianita		Scott	05/06/2011	Ankle Joint Pain,Atte	Ortho Micronor 0.35 M		06/01/2011	03/30/2011	Medicaid/Mohealthnet
CHI	Ilana Hagan	2127	37	Raquel		Castro	05/26/2011	Chronic Kidney Disea	HumuLIN 70/30 70-30		06/01/2011	05/24/2011	
CHI	Tara Hagan / Hagan	417	55	Alisha		Graham	05/31/2011	Hypothyroidism Sub	Amoxicillin 500 MG CA		06/01/2011		
CHI	Hannah Hagan	118153	43	Andrea		Baker	05/19/2011	Allergic Rhinitis,Asth	ProAir HFA 108 (90 Bas		06/01/2011		United Healthcare
CHI	Jill Hagan	31447	33	Angela		Slater	05/25/2011				06/01/2011		Advantra
CHI	Linda Hagan	118991	62	Andrea		Rosen	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."

Dental Provider Drill Down

HCN

Patient Clinical View | Filter | Sort | Shortcut | Find | Zoom-in | Refresh | System

This month | Cohort | Info | Admin | Dashboard

Apps | Logout | Total 42,589

COUNTERDATE

Info | 53F | Tools

- Info
- Patient Summary**
- Demographics
- VitalSigns
- Allergies
- Medications
- Immunization
- Problems
- Previous Encounters
- Procedures
- Labs
- Family and Social History
- Advanced Directives
- Preventive Care Gap A...
- Single Patient Diabetes
- HealthVault

Medications

Issue Date	Discontinued Date	Quantity	Drug Material Code	Drug Material Name	Provider Name	
2011-03-14T00:00:00		120	Oral	22591	Tylenol with Codeine #3	Jessie Fawcett
2011-02-09T00:00:00		30	Oral	128927	SEROquel XR	Jessie Fawcett
2011-02-09T00:00:00		30	Oral	18059	PROzac	Jessie Fawcett
2011-02-09T00:00:00		30	Oral	24005	Xanax	Jessie Fawcett

Procedures

Service Date	Procedure Description	Procedure Code	Diagnosis code	Diagnosis Desc	Procedure ID	Pr
2011-02-09T00:00:00	Medication Management	90862	300.01	Panic Dis W/O Agorophobia	1901	I
2010-12-13T00:00:00	Medication Management	90862	309.81	Posttraumatic Stress Dis	1901	I
2010-11-20T00:00:00	Tobacco Cessation Counseling	99406	305.1	Tobacco Use Disorder	1901	Je

Problems

Problem Code	Problem Description	Problem Status	OnSetDate	Resolved Date	Provider Name
311	Depression	Chronic	2010-04-06 00:00:00.000		Zhanda Wright A
305.1	Tobacco Use Disorder	Chronic	2010-04-06		

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.

Other Uses

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

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



Contact Information:

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