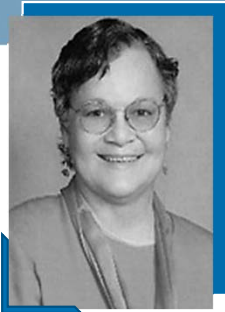




# Health Choice Network

Who We Are

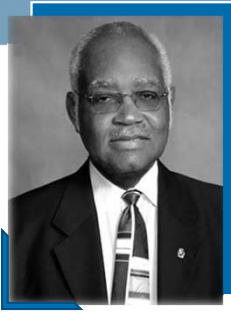
# Visionaries: Our Founding Members



**Betsey K. Cooke**  
HCN Founding CEO



**Jessie C. Trice**



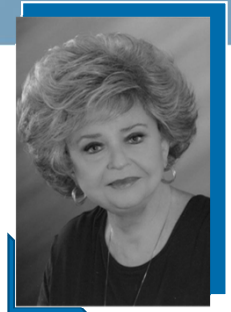
**Col. Brodes H. Hartley Jr.**



**Dr. Caleb Davis**



**Terisa James**



**Lalai C. Hamric**

# History of Health Choice Network



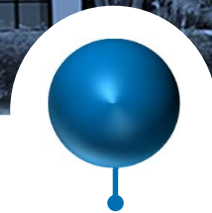
1994 Organized as a 501c3 Health Center Controlled Network (HCCN)



Formed by members to collaborate/integrate in HIT & Managed Care



Driven by Federally Qualified Health Center (FQHC) CEOs in efforts to create efficiencies, leverage economies of scale and have a common voice



Focus on providing technology and care management services to improve the health status of the underserved and uninsured communities



# Health Choice Network

## Who We Are

Health Choice Network, Inc. (HCN) is a successful nation-wide collaboration among health centers, health center-controlled networks and partners. By providing key business services in financial, managed care and billing support, strategic initiatives and the latest in health information technology, participants can improve patient outcomes through increased efficiencies and more accessible care in underserved communities. HCN is recognized as a leader in the integration of health information technology among health centers and safety net providers.



**30**  
Members

**9**  
States

**4**  
Million Patient Visits

**44**  
Safety-net Organizations

**16**  
States

# Mission

To improve the health status of our communities through the provision of high-quality, affordable, community-based health care to underserved individuals and families while providing support and partnerships with our network of providers.

Our intention is to support a medical home for our members that ensures access to care, quality services and a compassionate understanding of their needs.

# Vision

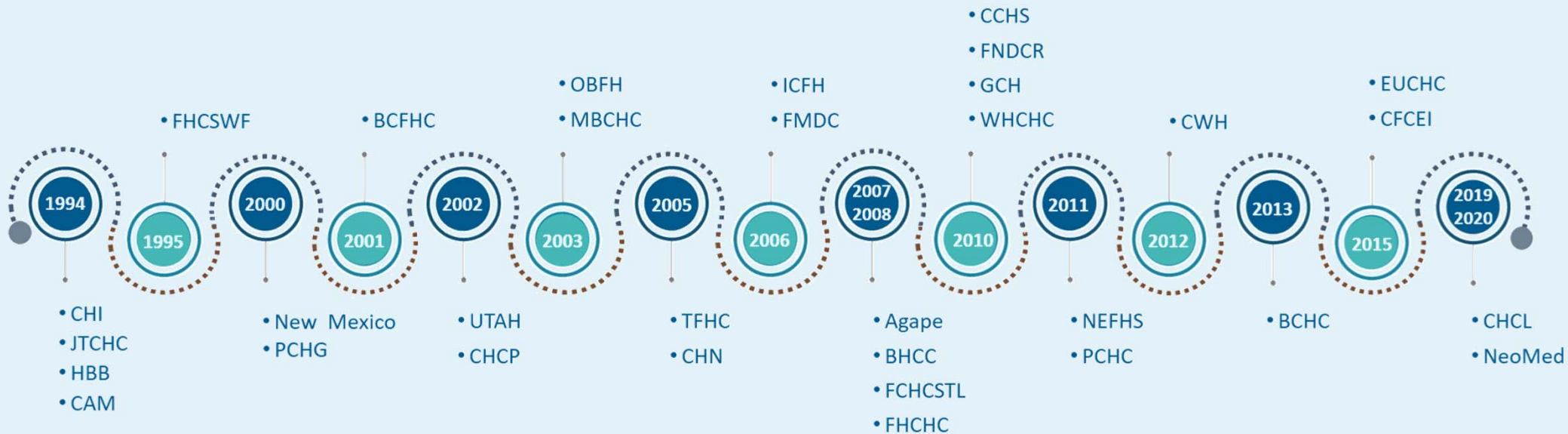
Health Choice Network is an industry leader in innovative technology solutions.

A national model for effective collaboration among health care partners, positioning our members as an integral part of the health care delivery system.





# Joining the Network: a Family of Health Centers



# HCN's Executive Leadership Team



Alex Romillo  
*CEO*



Margarita Ollet  
*COO*



Rick Friedfeld  
*CFO*



Maylee Sanchez  
*CIO*



Dr. Timothy Long  
*CCO*



Meredith Marsh  
*CVBO*



Oscar Perez  
*CAIO*



Daphne  
Saliba Guilbaud  
*COS*



Tim Weldon  
*CEDO*



Priscilla Torres  
*CHRO*

# HCN Services



Finance



Revenue  
Cycle  
Management



Value Based  
Services



Health Choice  
Care



Information  
Technology



Research &  
Strategic  
Partnerships



Clinical  
Quality



## Financial & Accounting Services

For more than 25 years, Health Choice Network, Inc. (HCN) has assisted Federally Qualified Health Centers (FQHC's) in building a strong financial infrastructure by providing comprehensive financial and accounting services. From Revenue Cycle Management solutions to accounting, reporting and training, HCN combines its collective experience at all levels of finance, focusing both on the bottom line and long-term sustainability.



Health Choice Network

### Primary Financial and Accounting Services

- State and National representation
- Financial report at FQHC board finance committee meetings and board of directors' meetings
- Group purchasing discounts
- Center finance staff support and training
- Review and analysis of financial statements
- Review financial reports with management
- Greenway Intergy software and GL assistance/support to include a standard chart of accounts
- SAGE 300 software assistance/support
- Review of external reports (Audits, UDS, (Financial tables), FFR, and Cost Reports)

### Revenue Cycle Management (RCM)

- Aides in streamlining reporting
- Ensures procedure code guidelines align with AMA/ADA
- Electronic remittance advise (ERA) posting
- Post capitation payments and WRAP payments
- Denial management and analysis
- Patient revenue chart of accounts mapping in POMIS
- Daily closings / month-end closing
- Billing format maintenance for compliant 5010X12 HIPAA
- Medicare and Medicaid encounter rate system maintenance
- Prepare and transmit 837I / 837P / 837D
- Maintain poverty guidelines and slide fee scales
- A/R Analysis

### Additional Services

- Accounting operations assessment
- Month-end closing and financial statement preparation
- Preparation and on-site external monitoring support
- Additional external reports preparation
- Audit and HRSA operational site visit (OSV) preparation assistance
- On-site audit field work support
- Accounting policy and procedures development
- Budget preparation
- Custom report development

# Value Based Care Services

Since its foundation in 1994, Health Choice Network, Inc. (HCN) has worked to develop a wide-range of value based care services aimed at providing both financial savings and improved management to community health center members. From launching a managed service organization in the 1990s to creating Florida's first capitated provider service network, HCN has leveraged the synergies of its growing network to benefit its member centers, federally qualified health centers (FQHCs) and community mental health centers.

As the managed health care environment continues to evolve, it is our goal to pursue new opportunities with government and private health plans, accountable care associations and others to enable members to successfully compete in the market.

## Health Choice Network



### Contracting

- Contract Negotiation
- Fair and competitive performance-based contracts
- Shared financial benefits and value-based agreements
- Non-risk gain sharing and risk contracts for:
  - Medicaid
  - Medicare
  - Commercial lines of business

### Provider Credentialing

#### Health Plan Delegated Provider Credentialing For all HCN

##### Contracted Plans:

- Single file credentialing process
- Credentialing and re-credentialing services
- Abides by guideline and policies and procedures of contracted plan or agency

##### Third Party Credentialing Delegation

- Credentialing and re-credentialing services
- Medicaid and Medicare Enrollment

### Marketing and Membership Development Support

- Health plan and member center coordination
- Marketing and membership development activities support

## Value Based Care Services

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## Health Choice Network



### Administrative Support and Reporting

- Value based payment management for HCN contracted plans
- Operational meetings to review performance
  - Contract analysis
  - Financials
  - Quality measures
  - Clinical outcomes
  - Provider network operations

### Quality Improvement and Health Data Management

- Clinical performance review with health plans
- Strategies for achieving desirable outcomes
- Education and training
- Actionable reporting:
  - HEDIS measures
  - Pharmacy utilization
  - Hospitalization and ER utilization
  - Hospital re-admissions
  - High risk and high cost members
  - Chronic disease management
  - Medical Risk Assessment (MRA) coding



# Information Technology Services

Health Choice Network, Inc. (HCN) has been recognized as a leader in value-based care solutions with a new focus on population health and care management for our Federally Qualified Health Centers (FQHC's) and safety-net Providers. Our daily focus includes supporting our members on quality measures, value-based insurance design (VBID) and financial analytics to both track and demonstrate successful approaches to treating complex patients within our communities.

Health Choice Network



Cloud first health care leader

## Professional IT Services

HCN is a front-runner in implementing software solutions in the areas of Electronic Health Record (EHR), oral health record and behavioral health systems. These technologies enable better patient outcomes through reduced errors and safer transmission of information among labs, pharmacies, hospitals and physicians. HCN's services empower health care providers to improve the efficiency, quality and value of care.

### IT Leadership Support

- Provides strategic guidance and planning for FQHC IT projects
- Annual IT planning and budget assistance
- FQHC IT oversight and governance as needed

### Technology Services

- Cloud hosting services for approved enterprise applications and technology
- Disaster preparedness / disaster recovery
- Network design, configuration and support
- User security and profile maintenance
- Software upgrades and testing
- Center connectivity and device configuration

### Member Experience

- Maintain client relationship management tool for all service requests and reports center specific metrics
- Dedicated team to manage center escalations and critical issues list for HCN systems and services
- After-hours service desk for level 1 issues as needed
- Level 2 and level 3 support provided to FQHC MIS staff
- On-site support services for FQHC specific projects
- On-site assessment of IT infrastructure as needed



# Information Technology Services

Health Choice Network, Inc. (HCN) has been recognized as a leader in value-based care solutions with a new focus on population health and care management for our Federally Qualified Health Centers (FQHC's) and safety-net Providers. Our daily focus includes supporting our members on quality measures, value-based insurance design (VBID) and financial analytics to both track and demonstrate successful approaches to treating complex patients within our communities.

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### IT Business Operations

- Volume pricing / purchasing of IT equipment and services (including renewals and vendor management)
- Management of HCN approved equipment list
- Annual auditing of system licensing and compliance

### Business Intelligence

- Executive dashboard for monthly informatics
- Enterprise-wide BI data warehouse and analytics dashboards
- Customized BI reporting and visualization
- Implementation of custom data feeds for reporting and analysis
- System integration for 3rd party systems

### Chief Information Security Officer (CISO) Services

- Security awareness training
- Security risk assessment and recommendations (HIPAA compliant)
- Email security protection
- Center firewall review and audit
- Overall threat detection and prevention

RESEARCH



01

COVID-19 misperceptions in the community

02

COVID-19 quantification and understanding of long term sequelae

03

Increasing research capacity at the Community Health Centers

04

Breast and cervical cancer prevention

05

Dental health care provision in light of COVID-19

06

The relationship between dental and medical risk factors and outcomes

07

Opioid use and addiction

# Key Partners and Collaborators

## The Power of Partnerships

AllianceChicago	University of Miami	University of Alabama at Birmingham	PCORnet: ADVANCE/OCHIN	Microsoft	CareQuest Institute for Oral Health
<ul style="list-style-type: none"> <li>• Formal Partnership</li> <li>• Research partnerships and grants</li> <li>• Health Catalyst</li> </ul>	<ul style="list-style-type: none"> <li>• Formal Partnership</li> <li>• Clinical Translational Science Institute (CTSI)</li> <li>• Florida – Community Engagement Alliance Against COVID-19 (CEAL)</li> <li>• FL Node Alliance</li> <li>• School of Nursing</li> <li>• Sylvester Comprehensive Cancer Center</li> </ul>	<ul style="list-style-type: none"> <li>• Formal Partnership</li> <li>• Research and Education</li> </ul>	<ul style="list-style-type: none"> <li>• Formal Partnership</li> <li>• Secondary Data Analysis Projects</li> </ul>	<ul style="list-style-type: none"> <li>• Formal Partnership</li> <li>• Secondary Data Analysis for COVID-19 Research – Long Haulers</li> </ul>	<ul style="list-style-type: none"> <li>• Formal Partnership</li> <li>• Secondary Data Analysis</li> <li>• Qualitative &amp; Quantitative Research Study</li> <li>• New Research Study</li> </ul>



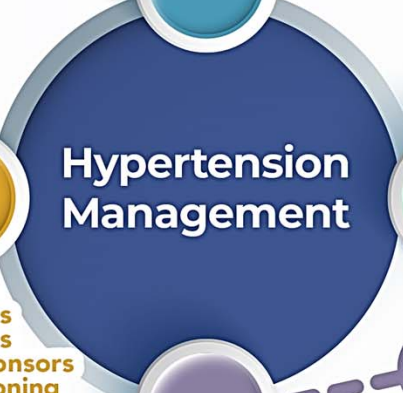
# The Anatomy of a Partnership

AMERICAN HEART ASSOCIATION (AHA) & AMERICAN MEDICAL ASSOCIATION (AMA)



Focus of Partnership: Improve Health Outcomes – Hypertension Management

2016-2021 (to date)



Grants, Research, QI Innovations Pilots

AMA SMBP Pilot  
2 CHCs

AHA SMBP Pilot  
5 CHCs

3 Foundations  
(2 new)

AMA "Full Support" Services  
Target BP Phase II

On-Site Assessments

Re-Launch Support

Train the Trainer

CHC Champions,  
Algorithm, Protocols

Early Adopters  
18 HCN CHCs

Phase II  
7 HCN CHCs

National Recognition  
Gold-Participant

Target : BP

Improved Quality  
Measures

NACHC  
Million Hearts

Other NACHC  
Initiatives  
- Adult Immunization  
- HEP C  
- HIV

Programs,  
Protocols,  
Evidence-based  
Model

Tools, Videos,  
HCN Portal

One-on-One  
Consultation

Data Reports

Data Submission  
National Recognition Program

Hypertension  
Dashboard  
5 Clinical Measures

Monthly  
UDS Reports

Hypertension  
Management

Training  
TA Support

In-Kind,  
Resources  
Donations  
Corporate Sponsors  
FQHC Positioning  
(Our Voice)

BP Devices  
Video (\$) Trainers

National &  
Regional Boards,  
Committees,  
Conferences

Corporate  
Solution Partners

Sponsorships

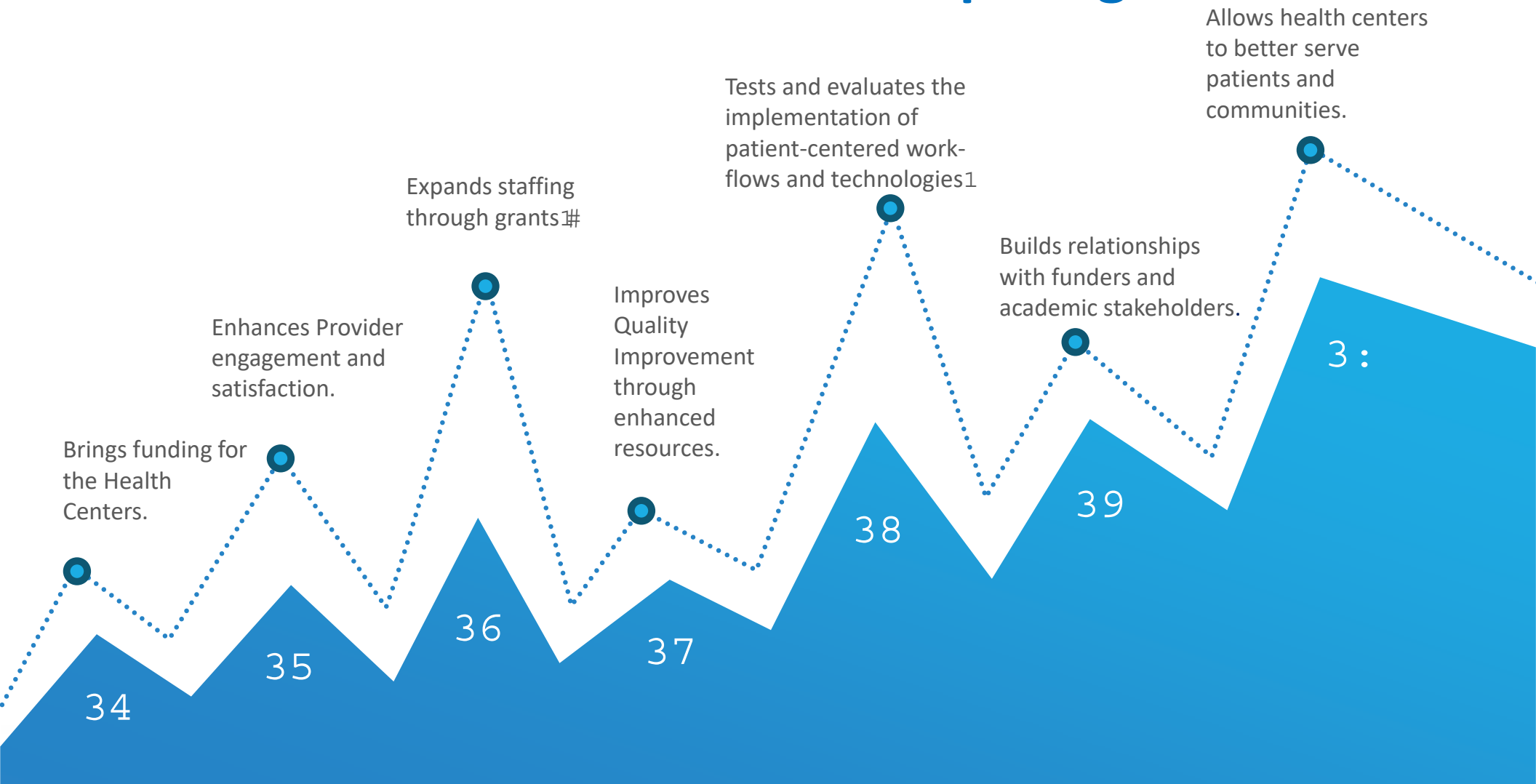
CommonWealth  
Purchasing Group  
- Special Pricing  
- AHA Membership

WelchAllyn  
- BP Devices  
- AC Adapters

Greenway  
- EHR Integration



# Health Center Benefits of Participating in Research



# Grants - Approach

## Scope:

- Not a centralized service for Member health centers
- Each health center has their individual grant management infrastructure
- Support Member health centers when requested (LOS, template language, concept development)
- HCN grants focus on HCN operations, innovations, research and pilot opportunities
- Align with Member health center priorities

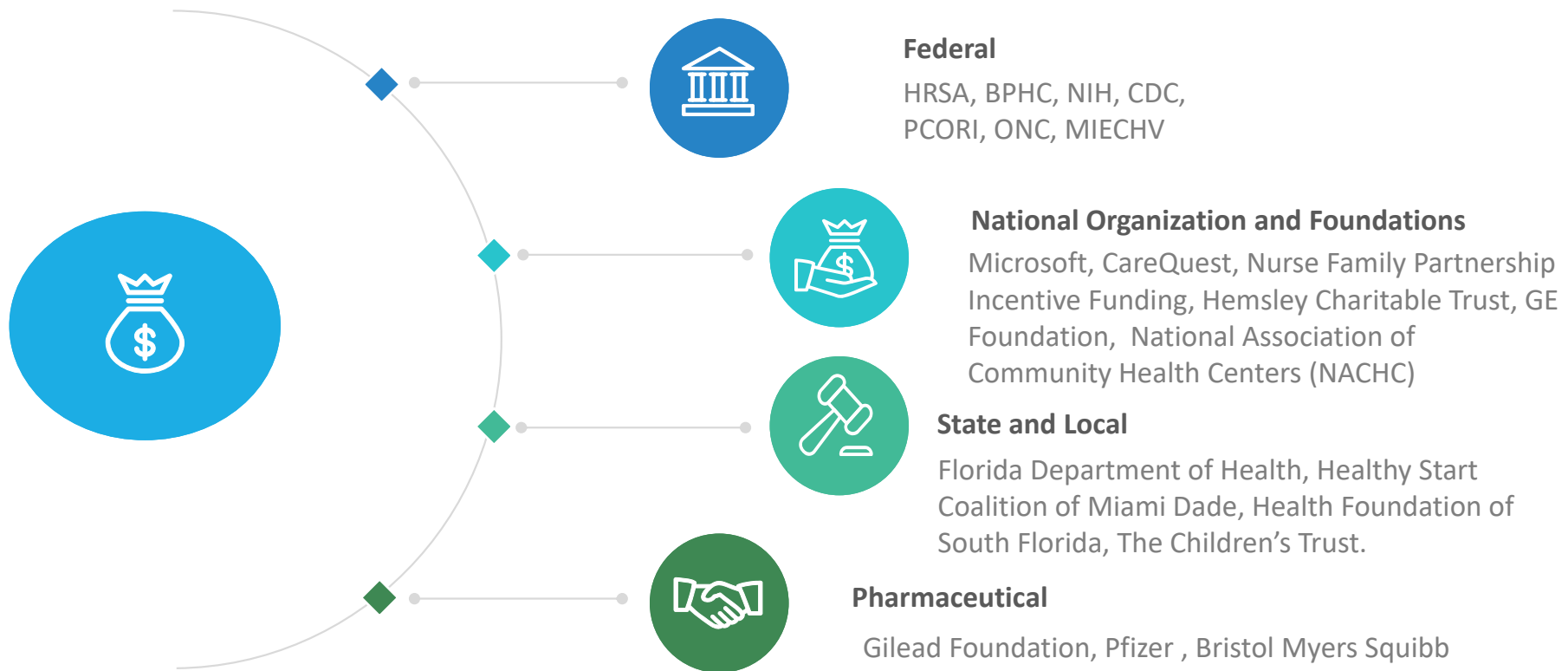
## Infrastructure:

- Team approach
- Grant and research teams – lead grant activities
- Department leads (Clinical, IT, Research)
- HCN Subject Matter Experts (SMEs)
- Partners (health centers, academic partners, community organizations)

## Role:

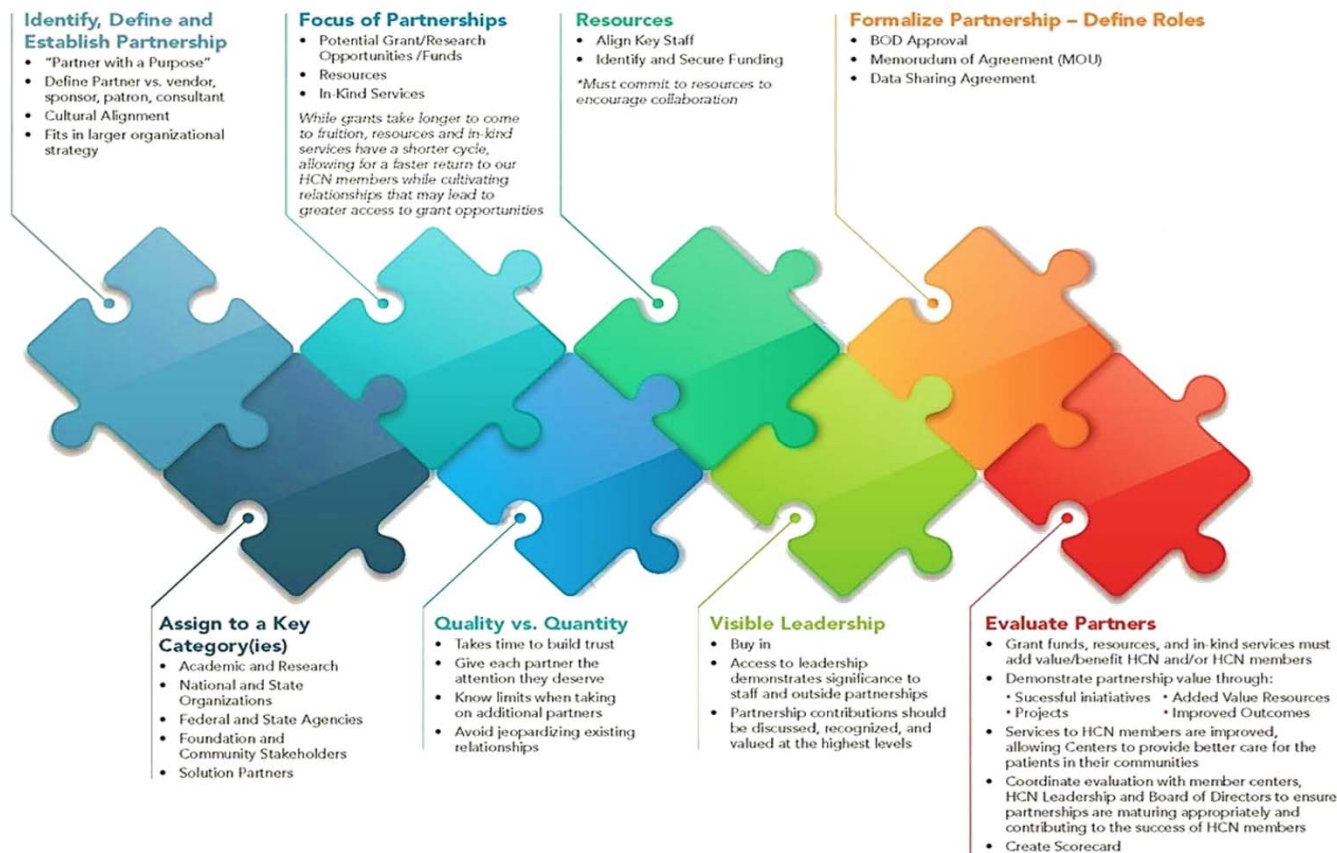
- Lead
- Co- lead (Partner led)
- Partner (contract for specific services e.g. data analyses, connector, expertise, advisory)

# Grants – Diverse Funding



# Required Components for Successful Partnerships

## POWER OF COLLABORATION - HCN'S COMMUNITY AND STRATEGIC PARTNERSHIPS





## Clinical Quality

Health Choice Network, Inc. (HCN) has a long-standing history of working with Federally Qualified Health Centers (FQHCs) to optimize technology, develop leading practices and facilitate collaboration amongst our health centers and community partners to improve our community's quality of care. HCN members are actively engaged in quality improvement activities through Practice Transformation, funded quality improvement projects, and clinical engagement strategies focused on enhancing knowledge, ensuring optimization of tools, and effectively using data and shared best practices to improve patient outcomes.

## Health Choice Network



### Clinical Focus



#### Ending the HIV Epidemic

In alignment with our clinical priority focus areas, HCN has partnered with Gilead Science's Frontlines Of Communities in the United States (FOCUS) program, to move the needle on local & national goals to End the HIV Epidemic by 2030. Through our partnership, HCN is working with local departments of health and community health centers across the network to increase HIV testing and build strong HIV programming to support the Four pillars of Ending the HIV Epidemic: A Plan for America.

#### Improving Cardiovascular Health

HCN has partnered with the National Association of Community Health Centers (NACHC) to improve the cardiovascular health of our centers' patients. Through the Million Hearts initiative, our centers have access to the latest clinical recommendations, tools, and resources to focus efforts on how to reduce the number of patients who have heart attacks and strokes.

# Clinical Quality

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## Health Choice Network



### Clinical Focus



#### Tackling the Opioid Crisis

Integrating primary care and behavioral health is more important now than ever in identifying and treating patients afflicted by an opioid use disorder. HCN is working with our centers' clinical leadership to tailor programs focused on ensuring access to treatment protocols and proper training of care team members not only to fight this epidemic, but to ensure prevention strategies are deployed as well. Through our Opioid Taskforce, health centers share promising practices and review clinical case studies to support their efforts to advance Medication Assisted Treatment (MAT) Services.

#### Preventing & Managing Diabetes

HCN is committed to working with our centers to bring forth relevant and timely resources, including, training, education, promising practices, and other innovative ideas for health centers as they continue to evolve more effective approaches to diabetic care. To assist our member centers with these efforts HCN has joined Project ECHO to empower primary care providers (PCPs) managing adult and pediatric patients living with Type 1 Diabetes (T1D) or insulin-dependent Type 2 Diabetes (T2D) who lack access to routine specialty care in underserved communities.

# Clinical Quality

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## Health Choice Network



### Clinical Engagement

Our health center care teams are the heart of patient care. HCN recognizes the critical impact our clinicians have on outcomes and therefore developed various forums for which our care teams can maintain a pulse on strategies to improve the patient care experience and drive quality of care for our patients, including:

- **Joining the KLAS Arch Collaborative:** The collaborative is a provider-led effort to unlock the potential of EHRs in revolutionizing patient care. Through standardized surveys and benchmarking, healthcare organizations collaborate to uncover best practices and move the needle in healthcare IT. This multi-network collaborative is the first of its kind—bringing the voices of FQHCs in Breakwater Health Network, INConcertCare, AllianceChicago, Hawaii Primary Care Association, the Bi-State Primary Care Association, Community Health Access Network (CHAN), and Health Choice Network. This collaborative brings together 148 health centers, across 33 states, and 20 EHRs, to advocate for FQHC representation in the EHR vendor space.
- **Clinical Leaders Workshop:** HCN has designed a bi-annual workshop occurring in spring and fall are tailored to both new and seasoned community health center clinical leaders that addresses the core knowledge and skills clinical leaders need to excel in the ever-changing community health environment. The primary focus of these workshops is on clinical operations and continuous quality improvement involving a mix of facilitator-led collaborative discussions, guided learning, analytical exercises, and onsite exposure to a local health center.



# Clinical Quality

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Health Choice Network



## Clinical Engagement

- **Engagement Opportunities:** HCN member centers are encouraged to engage with their fellow FQHCs and contribute their expertise in the following forums:
  - **Clinical Leadership:** Clinical leaders across the network convene every other month via video conferencing to address center clinical priorities and to share leading practices from a clinical quality and operational viewpoint.
  - **Quality Workgroup:** With a focus on quality, care team members, clinicians, and quality staff come together to discuss clinical best practices, work on quality improvement projects, and strengthen workflows to improve quality measures.
  - **Optimization/Telehealth Workgroup:** Comprised of select center super users, clinicians, and EHR specialists identified as having enhanced knowledge of the system. The role of the optimization workgroup is to provide input and oversight into clinical content development processes, guide system optimization targets, promote content training, champion buy-in and support enhancements and clinical content rollouts.
  - **HIV Taskforce:** Members of this taskforce evaluate data, promising practices, and workflows to support health center implementation of strategies to support the national Ending the HIV Epidemic efforts.
  - **Opioid Taskforce:** Member of this taskforce facilitate the improvement of patient outcomes and Medication Assisted Treatment (MAT) program performance by establishing MAT Program Standards; assessing and enhancing EMR usability and clinical decision support; and sharing promising practices through peer led clinical case studies.
  - **QTECH Quality Committee:** A monthly forum comprised of clinical and quality team members focused on education, training and promising practices on patient engagement, reducing provider burden, and tackling quality initiatives.



## Clinical Quality

Health Choice Network, Inc. (HCN) has a long-standing history of working with Federally Qualified Health Centers (FQHCs) to optimize technology, develop leading practices and facilitate collaboration amongst our health centers and community partners to improve our community's quality of care. HCN members are actively engaged in quality improvement activities through Practice Transformation, funded quality improvement projects, and clinical engagement strategies focused on enhancing knowledge, ensuring optimization of tools, and effectively using data and shared best practices to improve patient outcomes.



Health Choice Network

### Practice Transformation



Through the guiding principles of Patient Centered Medical Home (PCMH) Certified Content Experts provide hands on technical expertise, training, and ongoing education for health centers on:

- Quality Improvement Plans
- Monitoring UDS clinical quality measures, Healthy People 2030 goals
- Tying quality measure performance with clinical focused projects to develop innovative health center clinical workflows
- PDSA cycles and other quality improvement projects

# Clinical Quality

## Health Choice Network

Health Choice Network, Inc. (HCN) has a long-standing history of working with Federally Qualified Health Centers (FQHCs) to optimize technology, develop leading practices and facilitate collaboration amongst our health centers and community partners to improve our community's quality of care. HCN members are actively engaged in quality improvement activities through Practice Transformation, funded quality improvement projects, and clinical engagement strategies focused on enhancing knowledge, ensuring optimization of tools, and effectively using data and shared best practices to improve patient outcomes.



### Educational Forums: Health Care Quality Institute (HCQI)

Health Care Quality Institute (HCQI) is a series of virtual webinars offered throughout the year to member health centers and stakeholders. Workshops are focused on leading health initiatives and quality improvement tactics to help drive continued improvement within our FQHCs offering continued medical education credits (CMEs) and featuring national speakers from NACHC, American Medical Association (AMA), HRSA, and many more.

### HRSA's HCCN Grant: Quality Transformation Empowering Community Health (QTECH)

Quality Transformation Empowering Community Health (QTECH) is HCN's HRSA HCCN grant which help health centers leverage health information technology to increase participation in value-based care by:

- 1. Enhancing the patient and provider experience,
- 2. Advancing interoperability, and
- 3. Using data to enhance value.

Participating health centers are supported by HCN to move the needle on these areas of focus through individualized health center workplans and ongoing support for relevant projects tied to these national initiatives. Health centers also participate in the QTECH Quality Committee: a monthly forum comprised of clinical and quality team members focused on education, training, and promising practices on patient engagement, reducing provider burden, and tackling quality initiatives.

# HEALTH CHOICE NETWORK & ALLIANCE CHICAGO



**Session 1**  
Preparing Communities  
for COVID-19  
Wednesday, March 18th, 2020



**Session 2**  
Focused on Telehealth  
Wednesday, April 1st, 2020



**Session 3**  
Telehealth:  
Targeted Populations  
Wednesday, April 8th, 2020



**Session 4**  
COVID-19: Workforce  
Wednesday, April 15th, 2020



**Session 5**  
COVID-19  
Special Populations  
Wednesday, April 22nd, 2020



**Session 6**  
Targeted Telehealth  
Wednesday, April 29th, 2020



**Session 7**  
COVID-Testing  
Wednesday, May 6th, 2020



**Session 8**  
Patient Experience  
Wednesday, May 20th, 2020



**Session 9**  
Networks Connecting  
Health Centers  
Wednesday, May 27th, 2020



**Session 10**  
The New Normal  
Wednesday, June 24th, 2020



**Session 11**  
Back to School  
In the Time of COVID-19  
Wednesday, August 5th, 2020



**Session 12**  
COVID Testing and  
Mitigating Flu Season  
Wednesday, September 23rd, 2020



**Session 13**  
COVID-19 Vaccine Confidence  
Thursday, February 4th, 2021



**Session 14**  
Health Centers' Response to  
Vaccine Roll Out  
Wednesday, March 31st, 2021



**Session 15**  
Got Vaxxed? Where Are We and  
Who's Left  
Wednesday, June 30th, 2021

# IN ACTION

COVID-19  
UPDATE  
SESSIONS

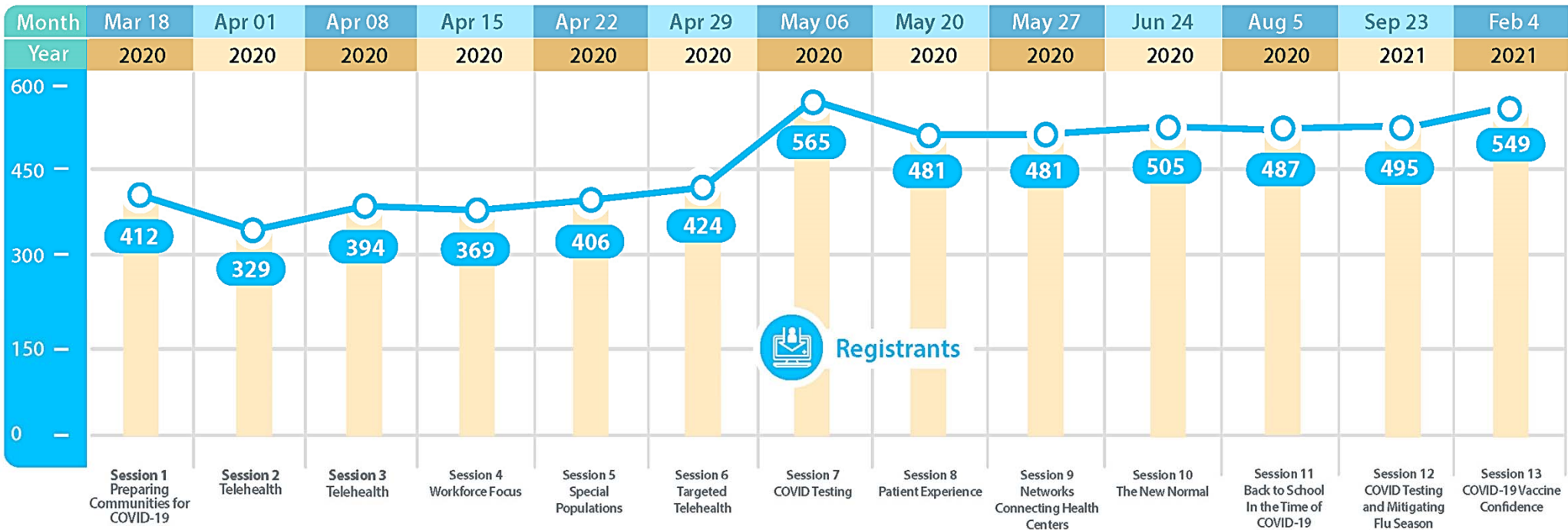
# 1-15





# Health Choice Network and AllianceChicago: In Action: COVID-19 Webinar Growth

2020-2021



# AllianceChicago and Health Choice Network

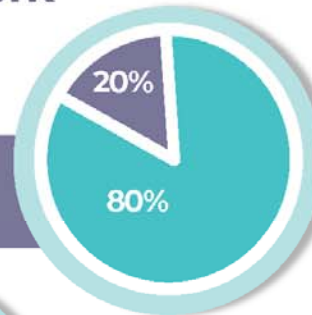
## WHAT OUR PROVIDERS ARE SAYING ABOUT VACCINE CONFIDENCE

### COVID-19 VACCINE CONFIDENCE APRIL SURVEY FINDINGS



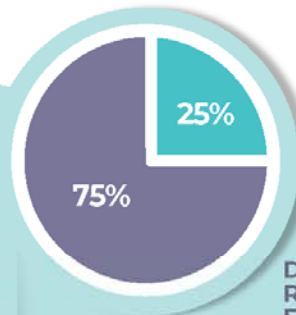
DO YOU PLAN ON RECEIVING THE COVID-19 VACCINE WHEN IT IS AVAILABLE TO YOU?

Yes No Undecided



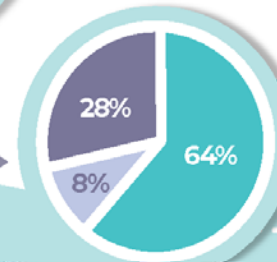
HAVE YOU RECEIVED OR STARTED RECEIVING THE COVID-19 VACCINE (1 OR 2 SHOTS RECEIVED)?

Yes No



DID YOUR DECISION TO RECEIVE THE VACCINE CHANGE FROM JANUARY 2021?

Yes No



IF YES, HOW DID IT CHANGE?

I decided to receive the vaccine after previously deciding not to  
I decided not to receive the vaccine after previously deciding to receive it  
Other

#### TOP 3 CONCERNS ABOUT RECEIVING THE VACCINE

- 1 Side Effects
- 2 Safety and Effectiveness
- 3 Approval process was rushed

#### WHAT SOURCES OF INFORMATION HAVE GUIDED YOUR DECISION ABOUT THE VACCINE?





# DEMOGRAPHICS OF RESPONDENTS

Total Number of Respondents: **766**



## HEALTH CENTER REPRESENTATION

### AllianceChicago's Health Center Breakdown:

- 33 Cass County Health Department
- 41 Chestnut Health Systems
- 1 Eagle View Community Health System (Henderson County)
- 1 Family Christian Health Center
- 1 Lawndale Christian Health Center
- 70 Macoupin County Public Health Department
- 9 Near North Health Service Corporation
- 121 PCC Wellness
- 6 Tri-State Community Health Center

Total 283

### Health Choice Network's Health Center Breakdown:

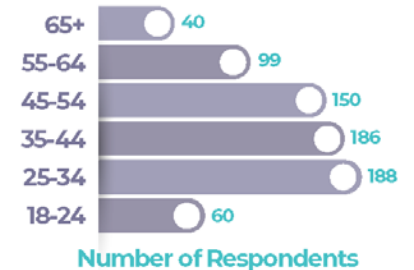
- 5 Banyan Health Systems
- 1 Ben Archer Health Center
- 24 Borinquen Medical Centers of Miami Dade
- 2 Broward Community and Family Health Center, Inc.
- 2 Camillus Health Concern, Inc.
- 1 Care Resource
- 1 Citrus Health Network
- 4 Community Health Centers, Inc.
- 1 Community Health Centers of Lubbock
- 1 Community Health of South Florida
- 67 CommWell Health
- 1 EmpowerU
- 58 Family Care Health Centers
- 1 Family Health Centers of Southwest Florida
- 1 Florida Community Health Centers
- 10 Miami Beach Community Health Center
- 34 Orange Blossom Family Health Center
- 3 Premier Community Healthcare Group
- 32 Providence Community Health Centers
- 148 Tampa Family Health Centers
- 1 Treasure Coast Community Health
- 76 West Hawaii Community Health Center
- 9 Other

Total 483

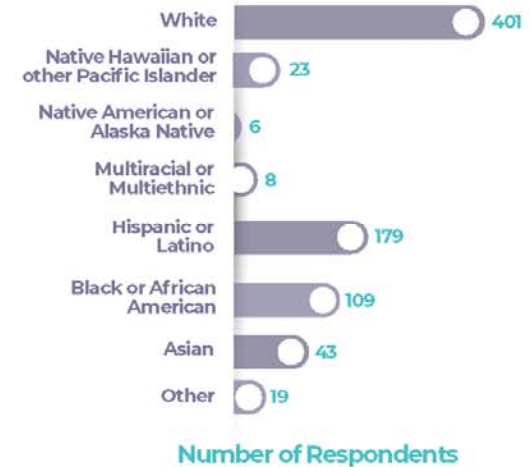
## GENDER IDENTITY



## AGE RANGE



## RACE / ETHNICITY





30 Participating Health Centers



3 Year Grant Period  
End: July 30, 2022



3 Goals  
9 Core Objectives

01



Enhance the patient and provider experience

- Patient Access
- Patient Engagement
- Provider Burden

02



Advance Interoperability

- Data Protection
- Health Information Exchange
- Data Integration

03



Use Data to Enhance Value

- Data Analysis
- Social Risk Factor Intervention
- Telehealth

### HRSA HCCN Grant

- Monthly Committee Meetings
- KLAS Arch Collaborative EHR Experience Survey
- HITEQ Learning Collaborative on Patient Engagement *March - June*

# Continuum of AllianceChicago /HCN Services

AllianceChicago 501c3	AllianceChicago L3C	ACRES	EMR Services	ACO	HCN Network
<p><b>Strategy, alignment, enterprise relationships and infrastructure</b></p> <p>Quality Improvement/ Practice coaching Research Innovations Technology strategy HIT technical Assistance Incubation of new initiatives</p>	<p><b>Vendor associated HIT Services</b></p> <p>AthenaOne MSO athenaPractice ASP athenahealth product specific services Athenahealth tethered projects</p>	<p><b>Data infrastructure</b></p> <p>Data analytics services Catalyst - based infrastructure and services Collaborative research /analytics Value added analytics based tools (distributed through HCN and AllianceChicago networks)</p>	<p><b>Epic MSO Greenway MSO Other vendor associated HIT Services</b></p>	<p><b>ACO Infrastructure and Operations</b></p>	<p><b>Strategy, alignment, enterprise relationships and infrastructure</b></p> <p>Quality Improvement/Practice coaching Research Innovations Technology strategy HIT technical Assistance Incubation of new initiatives</p>
AllianceChicago		Joint	Health Choice Network		

Advancing community health through  
collaboration, technology and research





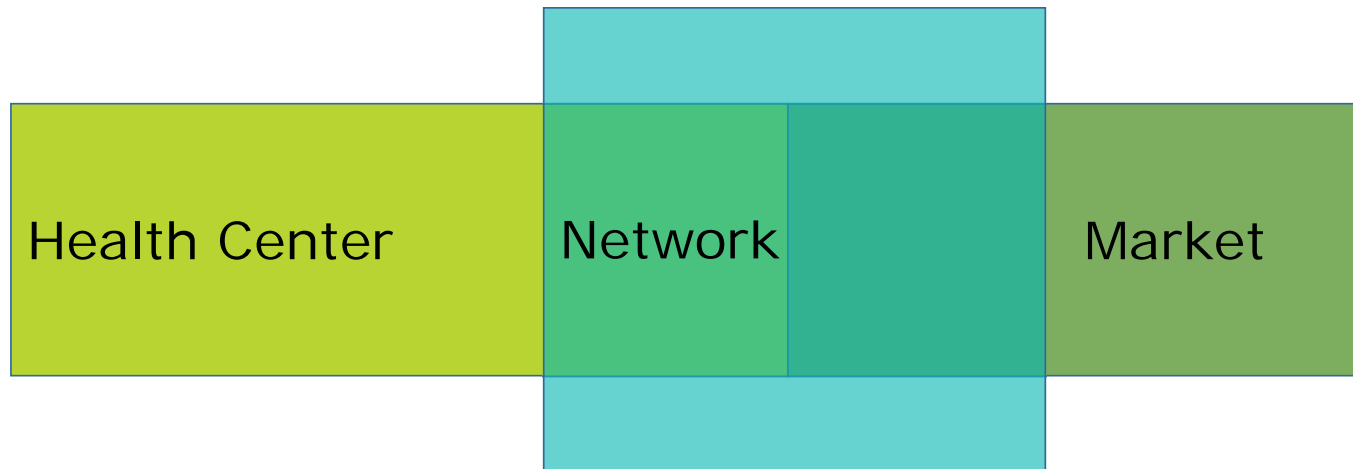
# History

“Due to the rapid and fundamental changes in the health care environment, it is neither desirable nor acceptable for health centers to operate in isolation.”

- from the Bureau of Primary Health Care overview of the Integrated Services Delivery Initiative (precursor to Health Center Controlled Network program)

# Alliance Goals for HIT

- Information that follows the patient – timely, accessible, complete to enable patient centered, integrated care across all settings
- Evidence based decision support at point of care for practitioners of all disciplines to assure consistent, high quality care
- Access to decision support and tools for managing health by/for patients
- Population based data to advance medical knowledge, understanding of factors influencing health practice and status and drive improvement
- Transparency of quality information to incentivize quality rather than cost/profit



The Network is an opportunity for Health Centers to carry out functions jointly at greater economy, market presence, health center relevance and depth while remaining independent. It is supported through shared investment, leveraging discounts and delegation of resources from the vendor, and through funding opportunities not otherwise available.



# Alliance Today and into the Future

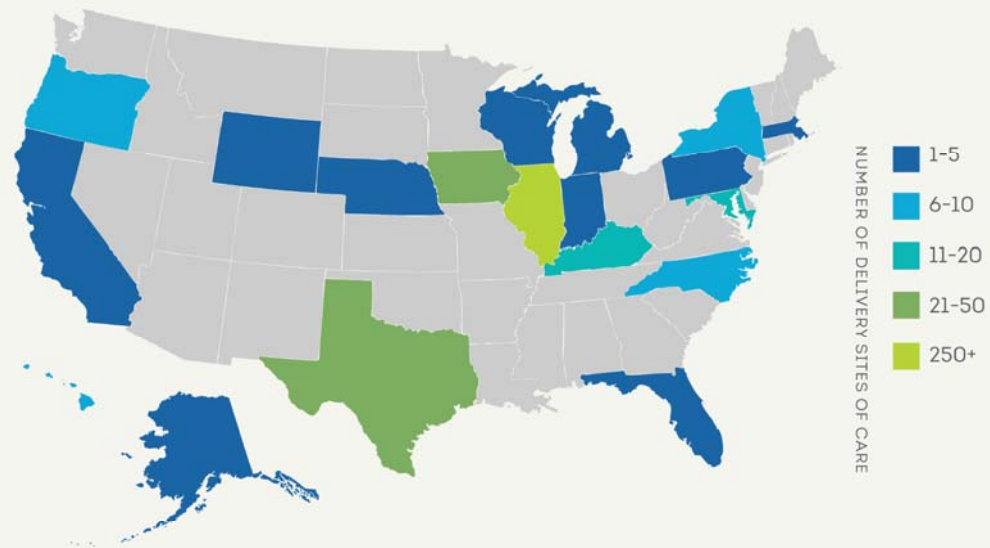
# AllianceChicago Network

72 Safety-net Organizations

400+ Delivery Sites of Care

Providing Services in 19 States

3.6+ Million Unique Patients



 AllianceChicago  
Innovating for better health

 AllianceChicago

# High level Strategic focus

- Position Health Centers to thrive under change
- Shift to EMR agnostic focus
- Improve employed technologies
- Diversification
- Expanded Research Portfolio
- Improved infrastructure



Advancing community health through  
collaboration, technology and research



Health Care  
Collaboration



Health Information  
Technology



Health Research  
+ Education



# AllianceChicago Research: Growth and Development

- **>3 Million** Unique Patients in the Enterprise Data Warehouse
- **23** Funders
- **44** Research Partner Organizations and Affiliations
  - **16** Universities or Academic Medical Centers
- **42** Active Research Projects
- **32** Health Centers actively participating in research
- **5x's** the number of staff supporting research
- **4** peer reviewed Journal articles

# Continuum of AllianceChicago Services



# Partnership with Health Choice Network

- Over the past three years, AllianceChicago has deepened a historic relationship with another successful Health Center Controlled Network – Health Choice Network.
- We are making strategic co- investments, sharing staff and resources, and aligning our business strategies to achieve great breadth and depth of services and achieve economies.



**72** Safety-net Provider Organizations

**400+** Delivery Sites of Care

Providing Services in **19** States

**3.6+ Million** Unique Patients

**Delivery Sites of Care by State:**

Alaska	2	Michigan	1
California	5	North Carolina	6
Florida	1	Nebraska	1
Hawaii	10	New York	30
Iowa	22	Oregon	4
Illinois	258	Pennsylvania	5
Indiana	4	Texas	35
Kentucky	14	Wisconsin	2
Massachusetts	5	Wyoming	3
Maryland	14		

Visit [alliancechicago.org](http://alliancechicago.org)

Follow us:

@AllianceChicago

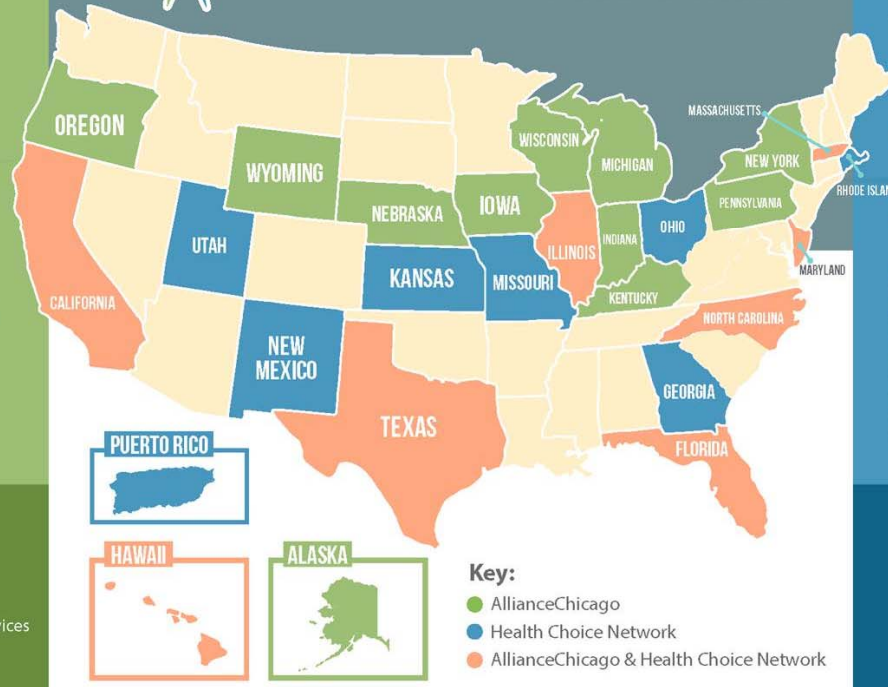
@alliance-of-chicago-community-health-services

@alliancechs



# The Power of Partnership

AllianceChicago & Health Choice Network  
**National Reach**



**Key:**

- AllianceChicago
- Health Choice Network
- AllianceChicago & Health Choice Network



**44** Safety-net Provider Organizations

**400+** Delivery Sites of Care

Providing Services in **16** States

**2.2 Million** Unique Patients

**Delivery Sites of Care by State:**

California	1	Missouri	4
Florida	325	New Mexico	22
Georgia	1	North Carolina	19
Hawaii	8	Ohio	1
Illinois	13	Puerto Rico	7
Kansas	2	Rhode Island	15
Maryland	8	Texas	14
Massachusetts	2	Utah	1

Visit [hcnetwork.org](http://hcnetwork.org)

Follow us:

@Health\_Choice\_Network

@Health Choice Network



# AllianceChicago/HCN combined EMR services:

- Two additional base EMR options: EPIC or athenaOne, in addition to currently supported products Greenway and athenaPractice.
- Both tied to Health Catalyst core data analytics
  - To fill data analytic gaps
  - To enable collaboration across platforms and enable participation in other AllianceChicago activities like Research
- Optional services layered over both, e.g.
  - Revenue cycle management (beyond core for athenaOne)
  - IT infrastructure management
  - Expanded data analytics
  - Participation in data driven research and access to other research opportunities



# Continuum of AllianceChicago /HCN Services

AllianceChicago 501c3	AllianceChicago L3C	ACRES	EMR Services	ACO	HCN Network
<p><b>Strategy, alignment, enterprise relationships and infrastructure</b></p> <ul style="list-style-type: none"> <li>Quality Improvement/ Practice coaching</li> <li>Research</li> <li>Innovations</li> <li>Technology strategy</li> <li>HIT technical Assistance</li> <li>Incubation of new initiatives</li> </ul>	<p><b>Vendor associated HIT Services</b></p> <ul style="list-style-type: none"> <li>AthenaOne MSO</li> <li>athenaPractice ASP</li> <li>athenahealth product specific services</li> <li>Athenahealth tethered projects</li> </ul>	<p><b>Data infrastructure</b></p> <ul style="list-style-type: none"> <li>Data analytics services</li> <li>Catalyst - based infrastructure and services</li> <li>Collaborative research /analytics</li> <li>Value added analytics based tools (distributed through HCN and AllianceChicago networks)</li> </ul>	<p><b>Epic MSO</b></p> <p><b>Greenway MSO</b></p> <p><b>Other vendor associated HIT Services</b></p>	<p><b>ACO Infrastructure and Operations</b></p>	<p><b>Strategy, alignment, enterprise relationships and infrastructure</b></p> <ul style="list-style-type: none"> <li>Quality Improvement/Practice coaching</li> <li>Research</li> <li>Innovations</li> <li>Technology strategy</li> <li>HIT technical Assistance</li> <li>Incubation of new initiatives</li> </ul>
AllianceChicago		Joint	Health Choice Network		



# Healthefficient

Greater insight. Better care.

“Optimizing your HCCN Partnership to Improve Health Center Operations and Health Outcomes”

NACHC FOM/IT  
October 20, 2021

## About HealthEfficient

- HealthEfficient is a not-for-profit, mission-driven, membership organization based in New York
- Our members are all community health centers
- We operate a HRSA-designated **Health Center Controlled Network**
- The **Qual IT Care Alliance HCCN** is our core project among other projects and service offerings
- We partner with DCPCA and MACHC

*Mission: To help community health centers and other healthcare providers improve their **clinical and operational performance** by using health information technology, collaborative efforts, and targeted support to deliver efficient, data-driven, evidence-based care to vulnerable populations.*

# Member Health Centers

## HealthEfficient Members

1. Alliance Community Healthcare (NJ)
2. **CHC of the North Country (NY)**
3. CHEMED (NJ)
4. **CrescentCare (LA)\***
5. **First Choice Health Centers (CT)**
6. Finger Lakes Community Health (NY)
7. **Hometown Health Centers (NY)**
8. Hyndman Area Health Center (PA)
9. Jordan Health (NY)
10. **Mosaic Health (NY)**
11. Newark Community Health Center (NJ)
12. **Oak Orchard Health (NY)**
13. **Open Door (NY)**
14. Suncoast Community Health Centers (FL)
15. **Upstate Family Health Center (NY)**
16. **Whitney Young Health (NY)**
17. Zufall Health Center (NJ)
18. **Family Health Centers (KY)\***

## DCPCA Members

1. Bread for the City
2. Community of Hope
3. Elaine Ellis Center of Health
4. Family and Medical Counseling Service
5. La Clinica Del Pueblo
6. Mary's Center
7. Metro Health
8. So Others Might Eat (SOME)
9. Unity Health Care
10. Whitman-Walker Health

## MACHC Members

1. Baltimore Medical Systems
2. Bay Community
3. **CCI Health & Wellness**
4. Chesapeake Health Care
5. Family Health Centers of Baltimore
6. Greater Baden Medical Services
7. MobileMed
8. Mountain Laurel Medical Center
9. Park West Health Systems
10. Total Health Care
11. West Cecil Health Center

\*HealthEfficient Members not in Qual IT HCCN

## Network: Members, Staff, Resources

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- ~40 member health centers
- HRSA-sponsored and dues-paying memberships (HCCN and non-HCCN)
- Operating in 9 states and Washington, DC
- Regularly adding new members
- Growing staff to support health centers
  - HealthEfficient has almost doubled in size since 2019
- Growth creates a “virtuous cycle” for our network members
  - More members + more projects = more resources + more collaboration



## Success Factors for Our HCCN

- Develop a clear mission, vision and goals
- Align with Primary Care Associations (for us, DCPCA and MACHC)
- Align HRSA's HCCN goals with health center goals
- Focus on two methods of support:
  - Practice facilitation (primary point of contact working with health center team)
  - Group collaboration (workgroups, training, and conferences)
- Achieve executive buy-in and relationships
- Leverage HCCN for other opportunities (e.g., Million Hearts)

## Successful Health Center Engagement with HCCN

- Understand...
  - the scope and goals of the HCCN's project
  - what support you are receiving
  - The investment and work your health center needs to put into it
- Assign a point person and a team to manage the relationship and do the work
- Look for overlap with your existing strategic goals
- Meet regularly with the HCCN
- Take full advantage of peer learning and training opportunities
- When data / HIT come up, reach out to your HCCN

# Qual IT Care Alliance HCCN Grant-Funded Support

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- Support in meeting 9 HRSA goals for HCCNs, including:
- Optimizing patient engagement: patient portal, Remote Patient Monitoring
- Addressing provider burden
- Securing data, conducting HIPAA risk assessments
- Closing loops on care coordination
- Integration of external data sources
- Developing and using clinical data dashboards
- Collecting and using Social Determinants of Health data (PRAPARE)
- Strategizing and implementing interventions for **Opioid Use Disorder**

## “HCCN+” Example Support

- Receive EHR training
- Redesign clinical workflows and templates
- Achieve PCMH recognition
- Develop and implement a data strategy or IT/HIT strategy
- Launch Quality Improvement/population health initiatives
- Optimize Revenue Cycle
- Assess IT security risk to meet HIPAA and other requirements
- Integrate oral health services
- Prepare for and succeed in Value-based Payment arrangements
- Implement and get trained on a data analytics platform

# HealthEfficient Workgroups

## Qual IT and HealthEfficient Members

- CMO Round Table/Steering Committee
- Opioid Use Disorder
- Clinical Quality Improvement
- Patient Engagement and Access
- Health Information Technology

## HealthEfficient Members Only

- Board of Directors
- Operations Committee
- Revenue Cycle Workgroup
- Online Learning Management



## CMO Roundtable & Steering Committee

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- Open to **Chief Medical Officers and Medical Directors** from member health centers
- Meets every 5-6 weeks for one hour
- Fosters exec-level collaboration and strategic direction among members on topics of interest, like Covid-19
- Addresses HRSA objectives like reducing provider burden, and clinical aspects of our HCCN

# HealthEfficient Online Learning Community

The screenshot shows the homepage of the HealthEfficient Online Learning Community. The browser address bar displays <https://community.healthefficient.org/home>. The page features the HealthEfficient logo with the tagline "Greater insight. Better care." and navigation links for "Contact Us", "Terms and Conditions", and "Sign in". A blue navigation bar contains the following menu items: HOME, COMMUNITIES, DIRECTORY, BROWSE, and PARTICIPATE, along with a search bar. The main content area features a large banner image of two healthcare professionals in white coats sitting at a table with a tablet and stethoscopes. Overlaid on this image is the text "WELCOME TO THE COMMUNITY" in large blue letters. Below the banner, there are three call-to-action buttons: "Join the discussion", "Your professional network", and "Turn knowledge into action".

Peer sharing for best practices, workflows, templates and tools

WELCOME TO THE COMMUNITY

Join the discussion    Your professional network    Turn knowledge into action

<https://community.healthefficient.org>

Thank you!

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Healthefficient

Greater insight. Better care.

Thank you to our **online audience** and our **in-person audience**.

More info: [amitchell@healthefficient.org](mailto:amitchell@healthefficient.org)