

DEDICATED TO SERVICE FOR ALL

CHAN

Community Health Access Network

Reporting and Quality Improvement

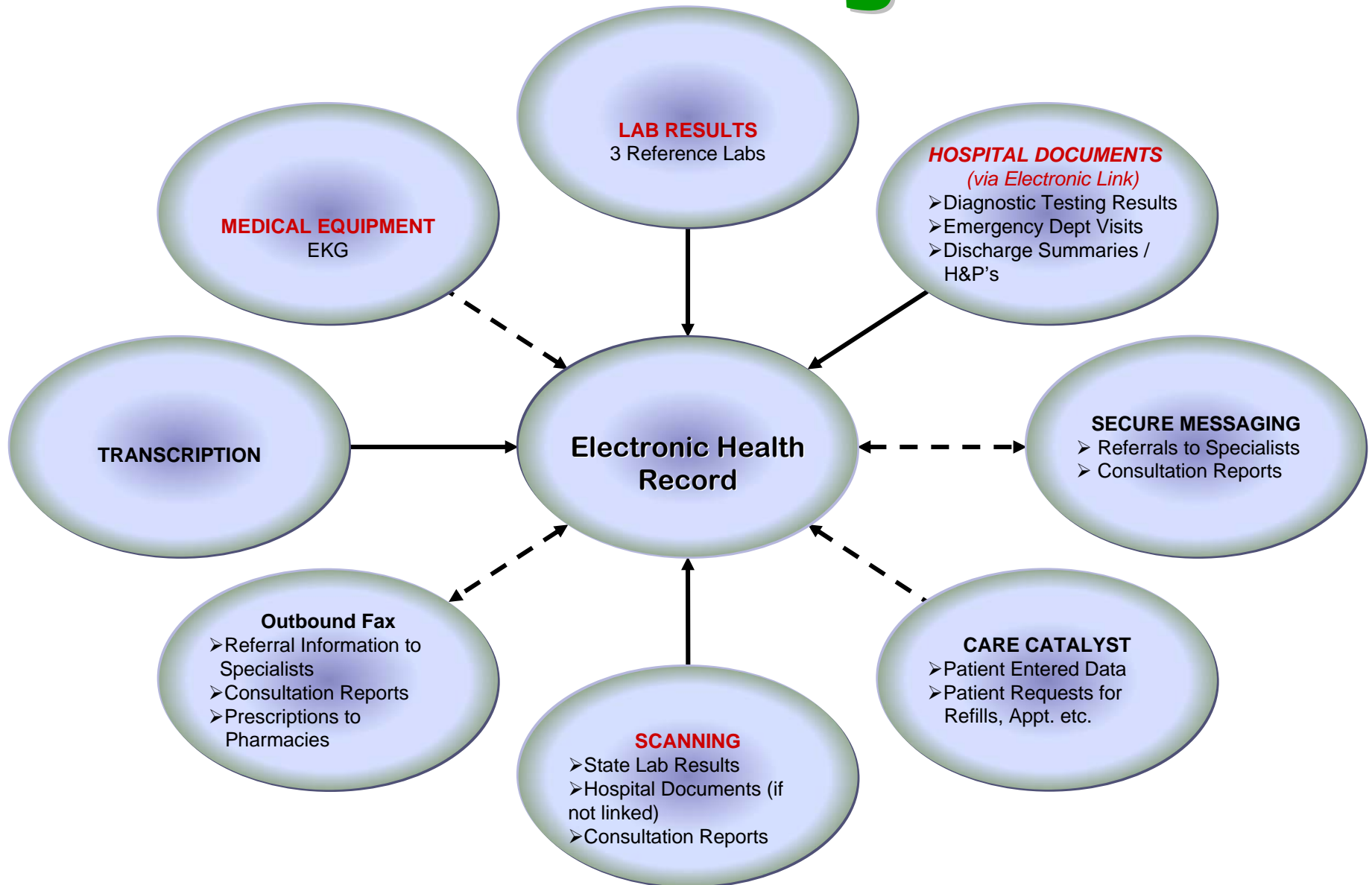
August 2009



Community Health Access Network

- 5 Health Centers with (8) primary care practice sites
- Southern New Hampshire
- 4 of 5 agencies share common EHR database
- Majority use the same PM application

EMR Linkages





Report Request Form

Instructions: Please email to _____. A member of the reporting team will contact you for additional information and will give you an estimated completion date.

Date of Request: _____ Requester: _____

Site: _____

What do you want to know? _____

What timeframe: Calendar Year Fiscal Year: Other: _____

When do you need this information? _____ Required for external report/grant submission? _____

If yes, please attach grant guidance.

Frequency Report is Needed:

One Time Monthly Quarterly Every 6 months Annually Other: _____

Date Reviewed: _____ Reviewer: _____

List the data elements to be included, with source:

Display: numeric data, percentage compliance?

Denominator if percentages to be calculated:

Numerator if percentages to be calculated:

Grouped by provider, site, network?

Who will be responsible for running this report at your site?



NETWORK DASHBOARD REPORTS

- Administrative
- Operations
- Risk and Safety
- Clinical



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Report	Data from	Source	Frequency
Administrative			
No show rates	CHAN	Centricity PO	Annual/July
Patient Satisfaction	CHAN	Opinionmeter	Annual/May
Consolidated client demographics and Analysis	Site	Centricity PM	Annual/April
Payer Mix	Site	Centricity PM	Annual/April
Top 20 Diagnoses for Office Visits	CHAN	Centricity PM	Annual/July
Operational Reports			
Orders			
% completed orders for Tests and Procedures		Centricity PO	In dev.
Billing			
E&M Coding match rate	Site	Centricity PM	Annual
Risk & Safety monitors			
Allergies recorded/updated (% of visits in 12 mos)	CHAN	Centricity PO	Annual/Oct.
Clinical Reports			
Diabetes Measures Trended			
HgbA1c rate (2/year)	CHAN	Centricity PO	Monthly
Average A1c level	CHAN	Centricity PO	Monthly
% with self-management goals set	CHAN	Centricity PO	Monthly
Asthma Measures Trended			
% with recorded classification level	CHAN	Centricity PO	Monthly
Anti-inflammatory meds rate / persistent disease	CHAN	Centricity PO	Monthly
% with Action Plan	CHAN	Centricity PO	Monthly
Prenatal			
1st Trimester enrollment			Annual
Pediatric			
Lead screening rate for 2 yr olds	CHAN	Centricity PO	Annual/Aug.
Adolescent			
% with risk assessment performed / recorded	CHAN	Centricity PO	Annual/Jan.
Geriatrics			
Flu shot rate	CHAN	Centricity PO	Annual/Oct.
Cancer Prevention			
Colorectal screening rate >50 yrs	CHAN	Centricity PO	Annual/April
Mammography rate	CHAN	Centricity PO	Annual/April
Pap Smear rate	CHAN	Centricity PO	Annual/April
Mental Health			
Prevalence rates of Depression and Anxiety	CHAN	Centricity PO	Annual/July
Family Planning			
Chlamydia screening women ages<25	CHAN	Centricity PO	Annual/Oct.
Cardiovascular			
Cholesterol tested q 5 yrs (adults >24)	CHAN	Centricity PO	Annual/July



ADMINISTRATIVE REPORTS

- Patient Satisfaction Surveys
- Appointment No Shows and Cancellations
- Top 20 Primary Diagnoses
- Patient Demographics



OPERATIONS

- Orders Reports
- Appointment Reports
- Chronic Disease Case Management
- Chart Summary and Visit Summary for system Down time
- Uncoded Problems and Meds

Chart Summary for Downtime

Location: AG-Dover

Print Date: 8/7/2009

Appt. Provider: DOVER-CHRISTINE MCCALL ARNP

Appt. Date: 8/7/2009

Pt. Name: Lastname, Firstname

Appt. Time: 10:00AM

Appt. reason: bccp, breast ck

Dover, NH 03820

Birthdate: 12/8/XXXX **Gender:** F **SSN:**

Reg. Notes: next intake update due 8/09

Phone: H:(603)xxx- W:

ALLERGIES:

Name: PENICILLIN Symptoms:

Onset Date: 8/5/2005

Name: TETRACYCLINE Symptoms: throat swells

Onset Date:

MEDICATIONS:

TRAZODONE HCL TABS 50 MG

Instructions: one half to one tablet at at night prn

Start Date: 8/4/2008

PROBLEMS:

? of ICD-727.04 DE QUERVAIN'S TENOSYNOVITIS, LEFT WRIST

Onset Date: 8/5/2005

Dx of ICD-611.79 NIPPLE DISCHARGE

Onset Date: 8/5/2005

Dx of ICD-V70.0 HEALTH MAINTENANCE, ROUTINE

Onset Date: 8/22/2005

Dx of ICD-611.72 BREAST MASS

Onset Date: 8/15/2005

Dx of ICD-611.72 BREAST MASS, LEFT

Onset Date: 8/15/2005

Dx of ICD-V72.31 GYNECOLOGICAL EXAMINATION, ROUTINE

Onset Date: 8/7/2006

DIRECTIVES:

Start Date:

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Appt. Scheduled with: Provider ARNP, Name
Appt Time: 8/XX/XXXX 8:50:00AM
Appt Reason: pain under collar bone cod 8/5

Visit Summary

DOB: 6/23XXXX

LASTNAME, FIRSTNAME

INSURANCE:

Healthsource \$15 Copay
CIGNA/Connecticut General
CIGNA/Connecticut General
Cigna Health Care
Cigna Health Care 0009

REGISTRATION NOTES if any:

C cjc 9/11/01
reg 111804 as
cc/cp 15.00 111804 bp
HIPAA Consent Given by xxxx June 30, 2003 11:00 AM
Signed HIPAA Consent Received by Amy Small June 30, 2003 11:00 AM
laq Barbara Pelletier May 23, 2007 2:21 PM

PLAN from last signed office visit (if one exists):

5/18/2006 Message left for patient to call the office. Dr wants her to have a stress echo. He is not reacting to her EKG, reassure her that he did not see anything on that. However, he feels that her age and history are enough to make us do the test.
L

OBSERVATIONS contains the last set of abnormal observations:

BG FASTING	5/12/2005	111	H
CHOLESTEROL	6/18/2009	223	H
CO2	6/18/2009	19	L
TRIGLYCERIDE	6/18/2009	216	H
URINE CULTUR	5/11/2009	1,000-10,000 CFU/mL GRAM POSITIVE ORGANISMSA	
GLUCOSE SER	6/18/2009	109	H

ORDERS PENDING if any:

7/18/2007 Admin Hold CBC w/Diff (w/platelets) (Quest)

Asthma Case Management Report

Note: The report captures the *last value* entered for Flu Vax, Sx Free Days, Severity Assessment, and Peak Flow assessed within the past 365 days. Visit Hx and medication refills capture data for the past 12 months. Any upcoming appointments will be listed in the appointment section.

PATIENT NAME Age 25 ASTHMA, MILD INTERMITTENT, UNSPECIFIED

Severity Assessment : Mild Intermittent **Flu Vaccination:** 10/23/2008

Symptom Free Days Days (past 2 weeks): 6 **PFM:** 440 05/20/2009

Albuterol Refill History (past year):

ALBUTEROL 90 MCG/ACT AERO Qty: 1 MDI Refills: 5/20/2009

Visit History (past year) :

OV reason:	Asthma follow-up	05/20/2009	<i>Provider Name</i>
OV reason:	meds	04/01/2009	
OV reason:	Asthma exacerbation/anxiety	01/15/2009	
OV reason:	lesion labia	12/30/2008	

Scheduled Appointments:

11/18/2009 SITE Asthma Follow-Up

PATIENT NAME Age 51 ASTHMA, MILD INTERMITTENT, UNSPECIFIED

Severity Assessment : Mild Intermittent **Flu Vaccination:**

RISK AND SAFETY MONITORING

- Allergy Review
- Users Logged In
- Chart Access for HIPAA
- Medication Recall



CLINICAL REPORTS

- Health Disparities Collaboratives
- Life Cycle Measures
- Site Clinical Quality Programs
- UDS
- State bureau of MCH
 - Prenatal client data upload for inclusion with Vital Statistics



HEALTH DISPARITIES COLLABORATIVES

- Defining the population
- Developing the reports for each measure
- Providing reports to the sites for tracking and case management
- Providing data to the national and cluster websites



Diabetes Compliance Report

All CHAN sites

03-Aug-09

Total # of Patients with Diagnosis of DIABETES

XXXX

	Number	Percent	Collaborative Goal
Patients with HgA1c tested twice within past 12 months:			>90%
Patients with HgA1c within past 3 months:			
Patients with BMI in the past 12 months:			
Patients with BMI <30 within past 12 months:			
Patients with Foot Check within past 3 months:			>70%
Patients with Monofilament within past 12 months:			>90%
Patients with Flu Vaccine within past 12 months:			>90%
Patients with Pneumovax given			>90%
Patients with Microalbumin urine within past 12 months:			>50%
Patients with LDL within past 12 months:			>90%
Patients with LDL <100 within past 12 months:			>70%
Patients with Aspirin Education:			>90%
Patients prescribed Aspirin Therapy:			>80%
Patients over 55 years of age:			
Patients over 55 prescribed ACE or ARB medications:			>75%
Patients with Eye Exam 12 months (Self Report):			
Patients with documented Diabetes Eye exam past 12 mos:			>70%
Pts w/self reported or documented DM Eye Exam past 12 mos:			
Patients with Dental Exam past 12 months:			>70%
Patients with Self Mgmt. Goals within past 12 months:			>70%
Patients with Diabetes Education within past 12 months:			>60%
Patients asked about Smoking Status in the past 12 mos:			
Patients asked about Smoking Status in the past 12 mos:			

PRODUCTIVITY

- RBRVS by Provider
- Operations Summary
- Ancillary staff Visits



How is the Information Used?

- Network Meetings
 - Multi-site comparisons
 - Benchmarking against industry standards
 - Network Performance Improvement in development
- Site Performance Improvement Programs
- Health Disparities Collaborative Reporting
- Pay for Performance
- Provider incentive programs
- State matches PN with Vital statistics data

CRYSTAL ENTERPRISE

- Centralized reporting from multiple data sources
- Increased access for non-clinical staff
 - Site staff can only access their own data
 - Schedule routine reports
 - Saves previously run reports
 - Sites can set parameters to match individual Quality Program indicators
- Reduced IT time

CRYSTAL MANAGEMENT CONSOLE

Crystal Management Console
Account: Administrator

Objects

Home > **Objects**

Object Title	Folder	Description	Instances	Selected
Adolescent Risk Assessment Report (deliniating CPE OV using summary line)	CHAN > Dashboard Clinical Reports	Patients ages 12-18 years of age who had a CPE in the defined time period. Run Annually in January for the Network and the sites.	0	<input type="checkbox"/>
Adolescent Risk Assessment Report (deliniating CPE OV using summary line) FFGS	Families First	Patients ages 12-18 years of age who had a CPE in the defined time period.	4	<input type="checkbox"/>
AGCHC Unduplicated Patient Counts by Gender and Site	Avis Goodwin	Millbrook Report	2	<input type="checkbox"/>
Alcohol Screening (Objective 1 for Alcohol Screening Initiative)FFGS	Families First	Female patients 18-44 asked about alcohol use during their annual physical.	4	<input type="checkbox"/>
ApptByBookMCHCLab.rpt	Manchester Community Health Center	Report run for elliot lab tech. Lists Demographics. Run daily.	3	<input type="checkbox"/>
		Lists diabetes patients and the		<input type="checkbox"/>

REPORT HISTORY

ePortfolio - History - Microsoft Internet Explorer

History

Refresh | Cancel | Help

DashBoard Report Allergy Review

		Delete	Pause	Resume	Clear All	Select All
Instance Time:	Run By:	Parameters:	Format:	Status:	Selected:	
 10/6/2005 11:12:37 AM	CHANReports	Lamprey Health Care - Newmarket; Lamprey Health Care - Newmarket	Crystal Report	Running	<input type="checkbox"/>	
 10/6/2005 10:26:21 AM	CHANReports	Healthcare Van; Healthcare Van	Crystal Report	Success	<input type="checkbox"/>	
 10/6/2005 10:09:19 AM	CHANReports	Avis Goodwin Community Health Center - Rochester; Avis Goodwin Community Health Center - Rochester	Crystal Report	Success	<input type="checkbox"/>	
 10/6/2005 9:14:16 AM	CHANReports	Avis Goodwin Community Health Center - Dover; Avis Goodwin Community Health Center - Dover	Crystal Report	Success	<input type="checkbox"/>	

SET PARAMETERS

ePortfolio - Schedule - Microsoft Internet Explorer

Schedule

Schedule | Cancel | Help

Dashboard Cholesterol Report

Customize your options: Parameters

Age Range: Age Range

Start of range: Include No lower bound

End of range: Include No upper bound

Current value: (24.00..150.00)

Sex of Patient: Sex of Patient

New value: F - Female

Current values: F
M
U
O

Subtitle for Report: Please select what subtitle best describes the age range of the patients you are reporting on?

New value: Patients >40 with Cholesterol Testing in the Last 5 years

Current value: Patients >=24with Cholesterol Testing in the Last 5 Years

Location of Care: Location of Care

New value: Avis Goodwin Community Health Center - Dover

Current value: Healthcare Van

Test (CHAN Clinical Report (subreport)): Test

New value: Cholesterol

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FUTURE DEVELOPMENT

- Development of a data warehouse is underway
- Explore possibilities of including non-member data in our data warehouse
- Deploy Business Objects Web Intelligence application to allow users to do simple reports on-the-fly



CONTACTS

Jane Arquette – Data Quality Manager
(603) 292-7213

jarquette@lampreyhealth.org

