

CPCI Admin / SuperUser Training

Friday, February 27, 2015

Greg Augustine, Azara Healthcare

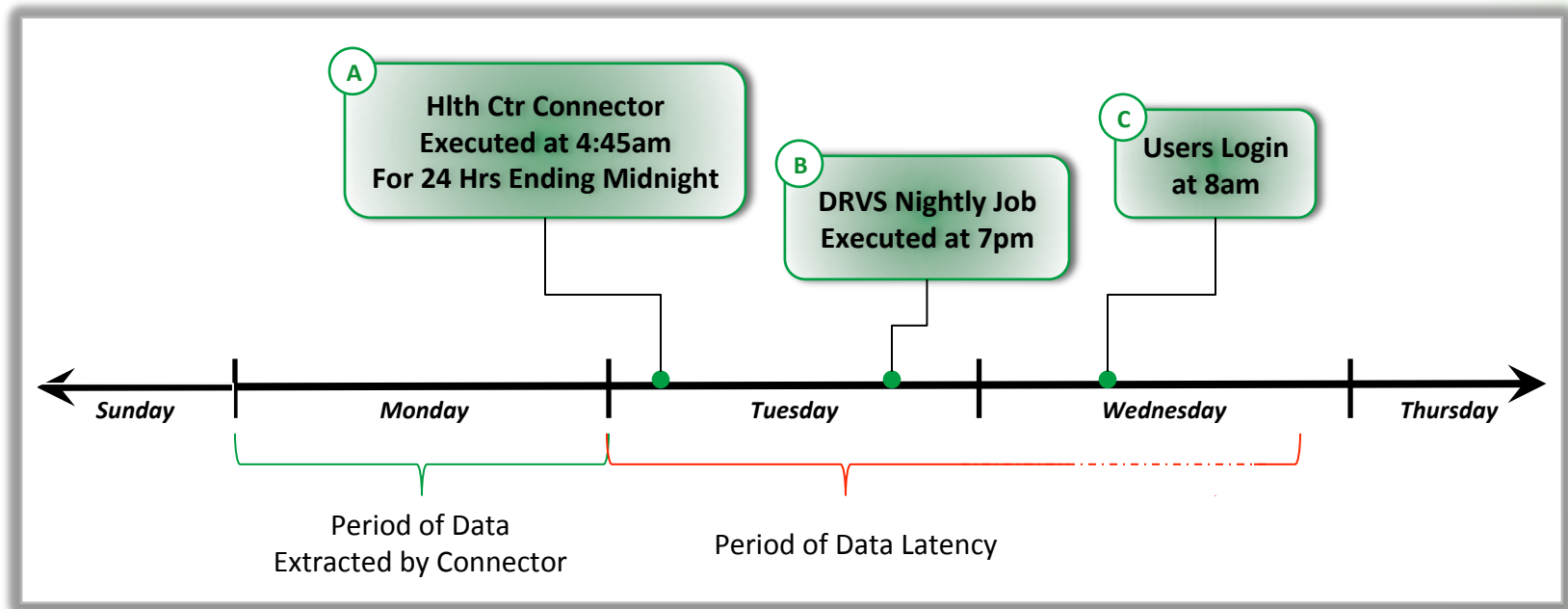
Agenda

- Connectivity and Data Latency
- Data Quality and Data Mapping
- Service Lines and Payer Groups
- Administrative Functionality
- Tips & Tricks

Data Latency and Connectivity

Data is extracted from your systems incrementally on a daily basis

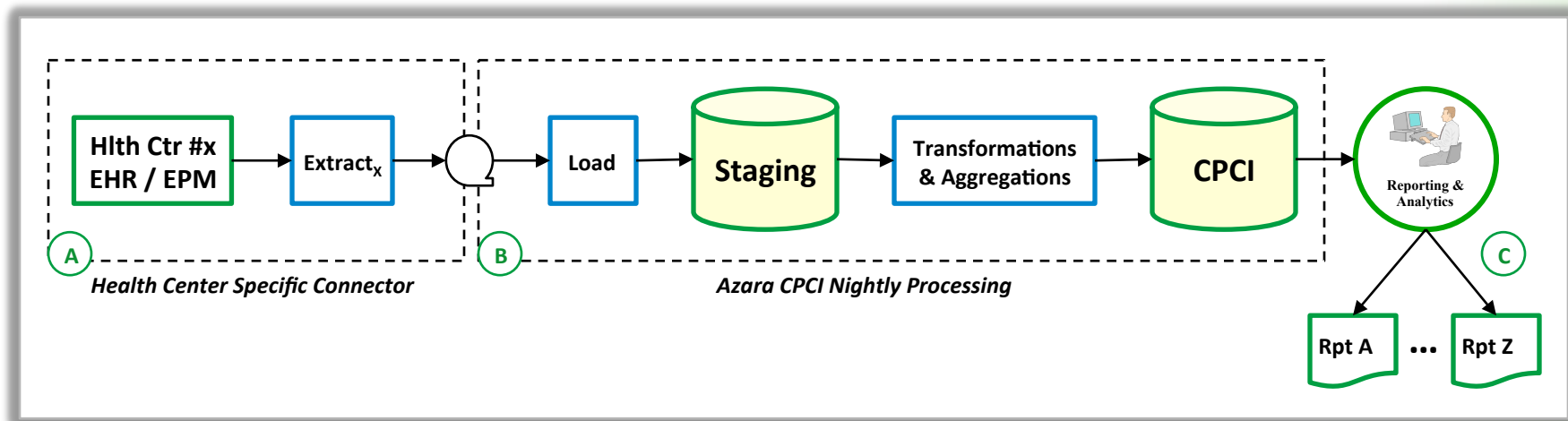
- Accordingly there is always a certain amount latency or lag time between data existing in the EHR and our ability to present it in DRVS



Data Latency

Our ability to report timely data is dependent on consistent connectivity to your systems

- Data latency or lag is exacerbated when there are issues connecting to your database
- Common issues: Server migrations, firewall changes and expiring access credentials, failed replications from production cause data gaps
- Results: Data updates don't happen, and data quality suffers



The Role of Data Quality

The quality of the data and analyses coming out is only as good as the quality of the data going into the EHR

- Data quality is directly related to the uniformity of the workflows put in place and the consistent adherence to these workflows and processes
- Data quality is related to the effort and resources dedicated to the mapping and data validation processes
- Our experience tells us that the more DRVS is used, the better the data and the greater the confidence in the tool
- Data Quality and Data Validation needs to be ‘baked in’ to your ongoing processes
 - It’s hard at first but it gets easier

DRVS is an effective and valuable tool but absent quality data the the credibility of the results returned will always be in question

Common Data Quality Challenges

Lab Interface / In-House Result Name Changes

- Lab Result names can change- either at the whim of external labs, or if you update the name of in-house labs
- If we don't know about the name change, the DRVS code will continue looking for the old name, and fail to pick up the new results

Workflow Changes

- Understanding and Standardizing Workflow for a data element are different things. Rogue workflows are common.
- Workflows are always migrating. Key is to keep updating them. Don't change the standard until it's agreed upon. Reporting should reflect your standard.

Structured vs. Unstructured Data

- There is tremendous value in recording data using a common vocabulary and methodology. Creates data which can be recognized, ordered, analyzed, reported & shared.
- Data not captured in structured fields is not reportable.

How Are We Addressing Data Quality

We work collaboratively each health center individually ... but we apply our 'learnings' to all our health centers

How are we doing this? What is our process?

- We identify key priorities for validation
- We jointly discuss discrepancies
- Azara researches the code and algorithms we have for extracting data from your EHR to ensure we are pulling the data correctly
- Azara works to do detailed comparisons of patients in the denominators and numerators of these measures vs what is found in the EHR
 - Differences are highlighted and discussed

Data Mapping

- During the implementation project, your data was ‘mapped’
 - Definition of where / how data is recorded by the centers
 - Identification of the values / names each center used to define their labs, screenings, etc.
- There is a PDF document in the Help section that can be referenced to understand if and how certain data is being pulled

azara
healthcare

Data Mapping Document
Boone Family Health Center
Tuesday, October 07, 2014

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Charge
Diagno
Encour
Lab.....

Data Mapping

The remainder of this document is dedicated to identifying the source of the categories or entities identified in Figure 2. Specifically the following is identified:

- Source System
- Table within the Source System
- Field within the Table
- Target Field within DRVS
- Notes and comments regarding rules for extracting the data

Examples of Unmapped Elements

- ❖ Self Management Goals (Asthma, Diabetes, etc.)
- ❖ Care Summary
- ❖ Electronic Copy of Health Information
- ❖ Violence Screening
- ❖ Depression Screening
- ❖ Asthma Symptom Free Days
- ❖ Exposure to Tobacco
- ❖ Patient Education

Data Mapping (cont.)

- There is an online capability to help review the real-time crosswalk mappings for lookup values (e.g., Race, Labs)
 - This information can be reviewed, sorted, exported, etc.
 - Upon review requests for changes can be made to Azara

Home Dashboards Reports Measures Help Admin

Application Administration >
Reporting Administration >
Data > Lookup Mappings
All Admin

Lookup Mappings

Search: GO Export: EXCEL XML

Center: Oak Orchard Community Health Center

Mapping Table Page 1 of 29

| | Center Name | Source | Destination |
|------------------------|-------------------------------------|--------|-------------|
| action | Oak Orchard Community Health Center | 270349 | FOBT |
| adjustmentType | Oak Orchard Community Health Center | 270453 | LDL |
| apptStatus | Oak Orchard Community Health Center | 270516 | Chlamydia |
| apptType | Oak Orchard Community Health Center | 270542 | MCV |
| denialCode | Oak Orchard Community Health Center | 270555 | creat |
| department | Oak Orchard Community Health Center | 270944 | Chlamydia |
| documentStatus | Oak Orchard Community Health Center | 270974 | CHOL |
| documentType | Oak Orchard Community Health Center | 271038 | LDL |
| encReason | Oak Orchard Community Health Center | 273308 | Chlamydia |
| ethnicity | Oak Orchard Community Health Center | 273309 | Chlamydia |
| eventStatus | | | |
| excludePatientCriteria | | | |
| financialclass | | | |
| hour_type | | | |
| labtype | | | |
| language | | | |
| location | | | |
| location_clinic_day | | | |
| medCPT | | | |
| medEnc | | | |

Service Line Filter

The capacity now exists to filter by Service Line

- There are five (5) service lines in DRVS
 - Primary Care, Specialty Care, Dental, Behavioral Health and Rehab
- What does filtering by Service Line get you?
 - The ability to exclude (filter out) patients from the denominator who, for example, come to you **only** for Behavioral Health Services (e.g., no primary care services)
- How is this done?
 - Each encounter is assigned a Service Line by evaluating the following:
 - Rendering Provider Type
 - Rendering Provider Specialty
 - Encounter Location
 - Encounter / Visit Type
 - There is effort and time required by Azara and the health center to establish this configuration and validate the results
 - User privileges are updated to allow for selection / inclusion of patients who have had encounters in selected Service Line

Service Line Filter

MPCA PCHH - PC-SPA, TY September 2014

Filters | PDF | EXCEL | Report Issue | Add to Favorites

Period
Trailing Year
TY September 2014

Report Format
Default

Report Grouping
No Grouping

All Providers
Administrative, Admin
Apts, Recall
Basham, MD, Brian
Bentlage, MD, Charles
Carson, LMSW, Hope
Dalton, FNP, Cheryl
Eaton, James
Englund, DO, Gerald
Fite, Tracy

All Locations
Access Family Care
Access Family Care - Anderson
Access Family Care - Behavioral Health
Access Family Care - Cassville
Access Family Care - Joplin
Access Family Care - Mount Vernon
Access Family Care - Needs Update
Access Family Care - Neosho
Access Family Care - Pediatrics

All Service Lines
Behavioral Health
Dental
Primary Care
Rehab
Specialty

All Payers
Medicaid - Access Family

MPCA PCHH Enrollees

Show Inactive
Provider Role: Usual Rendering

UPDATE REPORT

Payer Group Filter

The capacity now exists to filter by Payer Group

- A new filtering capacity – by Payer Group – was introduced in 3.10 and is the method by which reports can be run to only include patients with certain active payers
- How is this done?
 - A payer or payers are identified for reporting purposes
 - Identified payers are sent to Azara and Payer Groups are created
 - Patient insurance records must be maintained to reflect their active ‘enrollment’ with the identified payer(s)
 - Policy Start and End Dates
 - User privileges are updated to allow for selection / inclusion of patients whose active insurance / payer records are part of the group
- Payer Groups can be used to filter any report

Payer Filter

MPCA PCHH - PC-SPA, TY September 2014

Filters PDF EXCEL Report Issue Add to Favorites

Period
Trailing Year
TY September 2014

Report Format
Default

Report Grouping
No Grouping

All Providers
Administrative, Admin
Appts, Recall
Basham, MD, Brian
Bentlage, MD, Charles
Carson, LMSW, Hope
Dalton, FNP, Cheryl
Eaton, James
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Fite, Tracy

All Locations
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Access Family Care - Joplin
Access Family Care - Mount Vernon
Access Family Care - Needs Update
Access Family Care - Neosho
Access Family Care - Pediatrics

All Service Lines
Behavioral Health
Dental
Primary Care
Rehab
Specialty

All Payers
Medicaid - Access Family

MPCA PCHH Enrollees

Show Inactive
Provider Role: Usual Rendering

UPDATE REPORT

Medicaid – Access Family

- Healthcare USA
- Home State Health Plan
- Medicaid
- Missouri Care Claims Submission
- MO Care Healthplan
- MO Dept of Social Services FSD
- MO Dept of Social Services/Child Division
- MO Dept of Social Services/Children's Division
- Molina Healthcare of Missouri

Administrative Functionality

- Provider Management and Provider Groups
- Location Groups
- Alert Management and the Patient Visit Planning Report
- Target Management
- User Management

Administrative Functionality

Provider Management and Provider Groups

- ✧ Inactivate providers to clean up your filter
- ✧ Groups of providers can be defined by Local Admins
 - Departments
 - Care Teams
 - Transformation Pilot Groups
- ✧ Providers can belong to none, one or many groups
- ✧ Provider filters allow you to choose a pre-defined group of providers in addition to All, Single or Multiple Providers

Provider Groups

Provider Manager

Administration Dashboard > Provider Manager

Center : Lawn Court CHC Providers Groups + 🔍

| Group Name | Description | Number of Providers | <input type="checkbox"/> ⚙️ |
|---------------|------------------|---------------------|-----------------------------|
| 1 Rows | | | |
| Womens Health | Womens Health(1) | 1 | <input type="checkbox"/> |

Admin Dash > Provider Manager > Womens Health

✓ Success

Current providers 🔍

| Full Name | NPI | Type | Specialty | Active | <input type="checkbox"/> ⚙️ |
|------------------|-----------|-------|-----------|--------|-----------------------------|
| 1 Rows | | | | | |
| DREW, CONCEPCION | 487617758 | Other | Other | True | <input type="checkbox"/> |

Select from the following list of providers to add this provider group 🔍

| Full Name | NPI | Type | Specialty | Active | <input type="checkbox"/> ⚙️ |
|-------------------|------------|-------|-----------|--------|-----------------------------|
| 87 Rows | | | | | |
| ARMSTRONG, IMELDA | 898296717 | Other | Other | True | <input type="checkbox"/> |
| AVILES, MARILYN | 2109619983 | Other | Other | True | <input type="checkbox"/> |

Administrative Functionality

Location Groups

- ✧ Groups of locations can be defined by Local Admins
 - Combine 'like' locations into a single group (e.g., School Health)
 - Combine 'like' physical locations into a single group
- ✧ Locations can belong to none, one or many groups
- ✧ Location filters allow you to choose a pre-defined group of locations in addition to All, Single or Multiple Locations

Location Groups

Location Manager

Administration Dashboard > Location Manager

Center: [Add Location Group](#)

Showing 1 to 1 of 1 entries

| Location | # of Locations | Action |
|----------------------|----------------|--------------------------|
| <input type="text"/> | | <input type="checkbox"/> |
| School Health | 0 | <input type="checkbox"/> |

Location Group Membership

Administration Dash > Location Manager > School Health

Add Locations

Showing 1 to 2 of 2 entries

| Location | Address 1 | City | Action |
|-------------------------|-------------------------|----------------------|--------------------------|
| <input type="text"/> | <input type="text"/> | <input type="text"/> | <input type="checkbox"/> |
| 1052 LAVENDER HILL LANE | 1052 LAVENDER HILL LANE | SOUTH WALDEN | <input type="checkbox"/> |
| 718 ATWOOD LANE | 718 ATWOOD LANE | S LANCASTER | <input type="checkbox"/> |

Administrative Functionality

Alert Management and the Pt Visit Planning Report

- ✧ Alerts indicate whether particular clinical parameters, labs or screenings are (a) missing, (b) overdue or (C) not in “good” control
- ✧ Alerts can be configured to meet the needs of your center
 - Alerts can be turned on / off
 - Alerts can be associated with specific diagnoses / conditions
 - Alerts may be Age and Gender specific (preventive care)
 - Lookbacks can be varied and modified
 - Min and Max values for labs and blood pressure can be changed

| Alerts | | |
|----------------------|------------------------|-----------------------------------|
| ✧ A1c | ✧ Blood Pressure | ✧ BMI |
| ✧ LDL | ✧ Flu | ✧ BMI Percentile |
| ✧ Eye Exam | ✧ Mammogram | ✧ Nutritional Counseling |
| ✧ Monofilament Exam | ✧ Pap Smear | ✧ Physical Activity Counseling |
| ✧ Nephropathy Screen | ✧ Asthma Severity | |
| ✧ PCV | ✧ Depression Screening | |

Administrative Functionality

Target Management

- ✧ Targets appear on
 - Scorecard Reports: Listed as numeric (%) values and a comparison against the result is displayed as a Green, Yellow or Red icons
 - Charts: Shown as a Green and Yellow lines on the chart
 - Tables: Shown as a bar that is either Green, Yellow or Red for each entry on the table
 - Dashboards: Shown as arced line on gauges with markings for Green, Yellow and Red
- ✧ “Stock” targets exist for MU Core and Menu Set Measures
- ✧ Targets can be either (a) PCA-wide and therefore apply to all centers in the PCA or (b) Health Center specific
- ✧ Multiple targets can exist for measures

Measure Targets

Add Target

Administration Dashboard > Targets > Add Target

Measure Category : PCMH (MLCHC) Adult Preventive

Measure : Cervical Cancer Screening

Center ID: Lawn Court CHC

Display Name : Internal Target

Primary Target : .6

Secondary Target : .54

Description : This is Lawn Court's goal for 2013.

Default Target

Direction Ascending

SUBMIT CANCEL

Reporting Features, Tips and Tricks

- Scorecard Grouping & Cross Tab Reports
- Display Options
- Using Multiple Targets
- Comparison Chart Options
- Saving & embedding images from DRVS into your documents

Reporting Features, Tips and Tricks

Scorecard Grouping & Cross Tab Reports

PCMH (MLCHC) - Adult Diabetes, TY September 2013

Filters PDF EXCEL Report Issue Add to Favorites

| Measure | Target | Result | Numerator | Denominator | Exclusions |
|--------------------------------|--------|--------|-----------|-------------|------------|
| A1c < 8 (NQF 0575) | 70% | 43% | 230 | 537 | 1 |
| A1c > 9 (NQF 0059) | 28% | 12% | 64 | 537 | 1 |
| A1c Tested | 80% | 20% | 158 | 537 | 1 |
| BP < 130/80 | | | | | |
| Depression Screening | | | | | |
| Eye Exam (NQF 0055) | | | | | |
| LDL-C < 100 (NQF 0064) | | | | | |
| LDL-C Tested (NQF 0064) | | | | | |
| Self Management Goal | | | | | |
| Tobacco Cessation Intervention | | | | | |
| Tobacco Use Assessment | | | | | |

Report Format: Crosstab

Report Grouping: Provider

Period: Trailing Year (TY September 2013)

Providers: All Providers, Womens Health, Adult Med, ARMSTRONG, IMELDA, AVILES, MARILYN, BABB, ASHLEY, BEARD, AMELIA, CALL, GENEVIEVE, CHEEK, DIANA, CURRIE, SUSAN

Locations: All Locations, 1052 LAVENDER HILL LANE, 477 ALGONQUIN AVENUE, 553 ENDICOTT ROAD, 718 ATWOOD LANE, 796 JOHNSON ROAD, School Health

Provider Role: Usual (selected), Rendering

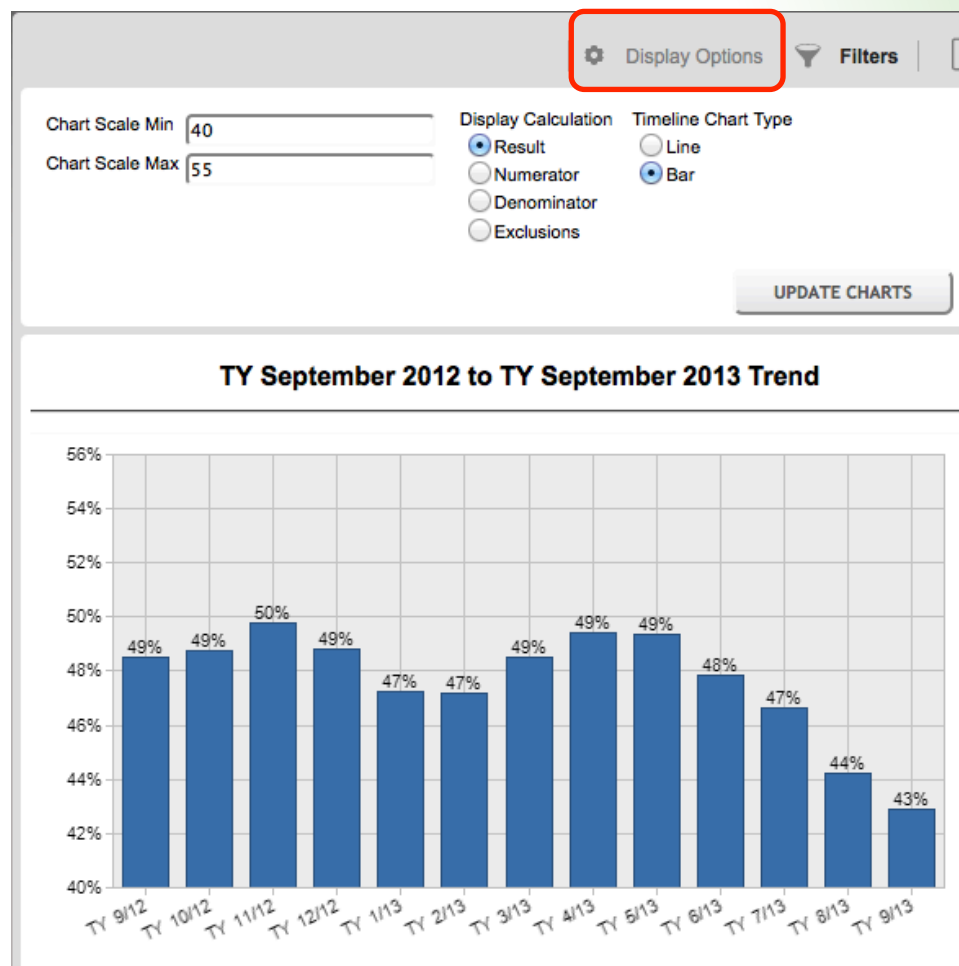
UPDATE REPORT

| Provider | Tobacco Use Assessment | Tobacco Cessation Intervention | Self Management Goal | Depression Screening | A1c Tested | Eye Exam (NQF 0055) | A1c > 9 (NQF 0059) | BP < 130/80 | LDL-C Tested (NQF 0064) | LDL-C < 100 (NQF 0064) | A1c < 8 (NQF 0575) |
|---------------------|------------------------|--------------------------------|----------------------|----------------------|------------|---------------------|--------------------|-------------|-------------------------|------------------------|--------------------|
| HOLMAN, JACKLYN | 95% | 88% | 0% | 54% | 27% | 13% | 11% | 56% | 53% | 25% | 42% |
| LARKIN, MEGAN | 94% | 100% | 0% | 34% | 26% | 45% | 14% | 59% | 59% | 33% | 40% |
| SHOEMAKER, MARJORIE | 97% | 96% | 0% | 24% | 30% | 8% | 10% | 77% | 61% | 31% | 48% |
| VIGIL, SADIE | 99% | 95% | 0% | 38% | 34% | 22% | 13% | 62% | 59% | 33% | 40% |

Reporting Features, Tips and Tricks

Display Options

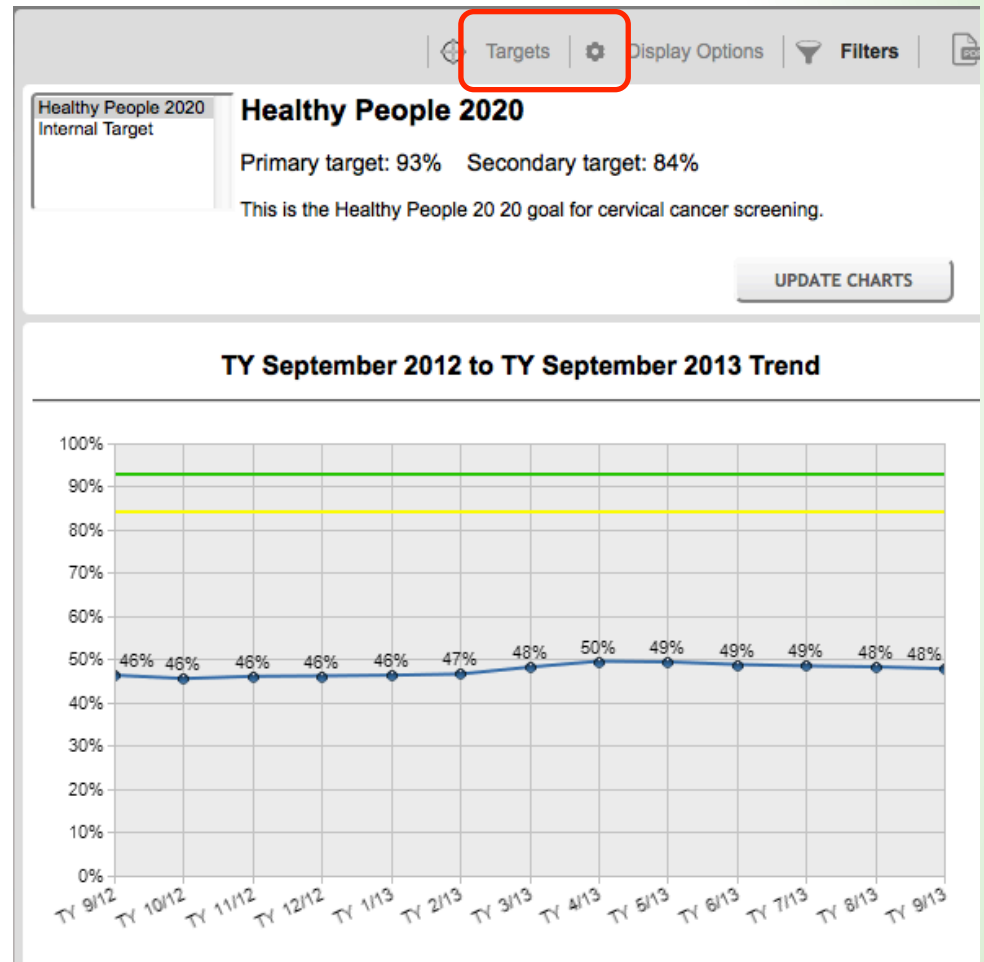
- Choose to show the Timeline Trend as a Line Chart or a Bar Chart
- Choose to show Result, Numerator, Denominator or Exclusions in the Timeline Trend



Reporting Features, Tips and Tricks

Utilizing Multiple Targets

- The default target will show for all users at all time
- Results can be reviewed against other available targets as necessary and without disrupting or confusing other users



Reporting Features, Tips and Tricks

Saving and Embedding DRVS Charts in Presentations

- Right click on the chart and select Save Image As...
- Insert the .png file into your Powerpoint or Word documents

