

Health Center Connections ADVISORY COMMITTEE

April 26, 2021

1.0. Welcome and Call to Order

- Meeting was called to order at 11:04 am by Alice Weingartner

2.0. Consent Agenda

- February 22 Minutes- no actions will be taken on minutes until we have a Board Chair.

3.0. HCCN Program Director Report

- Terri reviewed the Program Director Report and noted that the areas that have seen improvement will be highlighted in yellow.

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- No change in 3-yr targets met
- Several changes in PHC targets met
- A2 – Patient Access Objective
 - Performance improved from 5 to 7. Requires that at least 30% of patients use a digital tool between visits to communicate health info with the provider.
 - New RPM Learning collaborative begins May 13
- A3 – Patient Engagement Objective
 - Performance declined from 3 to 2. Requires that PHCs improve provider satisfaction through implementation of at least one HIT facilitated intervention.
 - Completed planning with HITEQ for 4-session Provider Burden LC. Announcement out soon.
 - 114 clinicians from 9 PHCs responded to the provider survey.
 - 2021 is the final year for Medicaid meaningful use/promoting interoperability. Trish assisted with attestations for providers at 4 PHCs for 2020.
 - Assisted 4 PHCs attest to MIPS for 2020.
- B1 – Data Protection Objective
 - Performance increased from 12 to 13. 1 PHC completed their 2020 SRA.
- B2 – HIE Objective
 - Performance increased from 14 to 15. Due to data retrieved from KHIN and secure email. Some use of CommonWell/Carequality.
- B3 – Data Integration Objective
 - Performance increased from 9 to 15. More data integrations in place. Top integrations are patient data app, KHIN, KTRACS and Quest lab.
 - TOC pilot complete. Indications are that the interface will end soon.
- C1 – Data Analysis Objective
 - Enrollment module contract executed. We will be looking for pilot participants soon.
- C2 – Social Risk Factor Intervention Objective
 - Performance increased from 5 to 7. More PHCs using SDOH data to inform interventions.
- C3 – Non-Traditional Settings for Behavioral Health Services Objective
 - No change in performance
 - Hosted 2 Telehealth LCs. After May, moving to quarterly.
- 43 remote meetings and multiple email exchanges.
- Upcoming events: There are numerous activities between now and the next meeting. Links and contact information have been included in the report.

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4.0. New Business

- **FY 2021 HCCN NCC Project Narrative**
 - Narrative reporting period – 3/1/20-2/28/21 to report progress in project by PHCs and support provided by the HCCN
 - Data reporting period – 1/1/20-12/31/20 to make it easier to run EHR reports
 - All PHCs improved targets met from baseline to FY 2021 NCC
 - Portal features offered in list on page 4, bolded items are those used most often by patients
 - Patient engagement objective was the most improved (7)
 - HIT interventions reported in list on page 5
 - Data Integration sources reported in list on page 9
 - Change in SDOH collection from 1 at baseline to 14 using PRAPRE or another tool by 12/31/20
 - Services offered through telehealth on page 12 and in schools on page 13

- **Provider Health IT Experience Survey Results**
 - 22 total questions
 - Responses to some questions removed from packet shared to de-identify the health centers
 - 9 PHCs sent it out
 - 114 responses received, some from non-clinical staff
 - Each PHC CEO and Advisory Committee rep from the 9 PHCs received complete responses from their staff
 - Information of note
 - Q3 – years of clinical practice
 - 46% of respondents have practiced 4 years or less
 - 23% have practiced 15 years or more
 - Q4 – patients
 - Other than OB, the patient mix is evenly spread
 - Q5 – hours per week in clinical practice
 - Average for all respondents is 32.4, mean is 35, 7 reported 50 hours or more
 - Q6 – hours per week in non-clinical practice
 - Average for all respondents is 13.3, mean is 8
 - Q7 – feelings of burnout
 - Nearly 43% are experiencing burnout, 2 responded that they're feeling irritated
 - Q8 – contributors to burnout
 - Varied responses
 - Q9-Q10 – non-productive tasks
 - Charting reported as greatest contributor, many "Other" comments (not shown)
 - Q13 – proficiency with EHR
 - Shows some need for training, but not much
 - Q17 – impact of data analytics tools on satisfaction (significant question for the grant objective)
 - Most respondents were not sure about any of the tools. For the rest, there were positive than negative responses.

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- Q18 – impact of EHR improvements on satisfaction (significant question for the grant objective)
 - The most positive impact reported was EHR customization
- Q19 – impact of Health IT-facilitated interventions on satisfaction (significant question for the grant objective)
 - The most positive impact reported was upgraded computers and equipment followed closely by secure messaging and telehealth
- Q20 – impact of interfaces on satisfaction (significant question for the grant objective)
 - Most respondents marked N/A for these

- **2021 HCCN Virtual Site Visits**
 - July 15-16
 - Amy Lurken volunteered to host a virtual visit at Heartland
 - Brandi Finocchario volunteered to host a virtual visit at Vibrant

5.0. Review of action items

- Share information about the DRVS Enrollment Module, determine MCO for pilot, and request PHC pilot participants.

6.0. Adjournment

- Meeting adjourned at 11:50 am

Committee Member Attendance – 11 of 16, Quorum Met:

| Health Center | ✓ | Representative/Proxy | Health Center | ✓ | Representative/Proxy |
|---------------------------|-------------------------------------|----------------------|---------------------------|-------------------------------------|----------------------|
| Atchison CHC | <input checked="" type="checkbox"/> | Sarah Mata | Heart of Kansas FHC | <input checked="" type="checkbox"/> | Heather Hicks |
| CHC in Cowley County | <input checked="" type="checkbox"/> | David Brazil | Heartland CHC | <input checked="" type="checkbox"/> | Amy Lurken |
| First Care Clinic | <input checked="" type="checkbox"/> | Rhiannon Maier | Hoxie Medical Clinic | <input type="checkbox"/> | Whitney Zerr |
| Genesis Family Health | <input type="checkbox"/> | Dr. Harold Perkins | Hunter Health Clinic | <input type="checkbox"/> | Eynade Kila |
| GraceMed Health Clinic | <input checked="" type="checkbox"/> | Jason Ybarra | Konza Prairie CH&DC | <input type="checkbox"/> | Dani Holliday |
| Health Ministries Clinic | <input type="checkbox"/> | Matthew Schmidt | PrairieStar Health Center | <input checked="" type="checkbox"/> | Mona Broomfield |
| Health Partnership Clinic | <input checked="" type="checkbox"/> | Maria Hensley | Salina Family Healthcare | <input checked="" type="checkbox"/> | Melodie Reich |
| HealthCore Clinic | <input checked="" type="checkbox"/> | David Stowell | Vibrant Health | <input checked="" type="checkbox"/> | Brandi Finocchario |

Other Meeting Attendees:

| Organization | ✓ | Representative | Organization | ✓ | Representative |
|--|-------------------------------------|-------------------|----------------|-------------------------------------|----------------|
| Community Care / Health Center Connections | <input checked="" type="checkbox"/> | Trish Harkness | Vibrant Health | <input checked="" type="checkbox"/> | Alicia Dianda |
| | <input checked="" type="checkbox"/> | Terri Kennedy | | | |
| | <input checked="" type="checkbox"/> | Johnathan Smith | | | |
| | <input checked="" type="checkbox"/> | Alice Weingartner | | | |