



Healthefficient

Greater insight. Better care.

**Health Center Controlled Networks' Response to COVID-19**

Alan Mitchell, Executive Director  
April 30, 2020

# About HealthEfficient

- HealthEfficient is a not-for-profit, mission-driven, membership organization based in New York
- 35+ member community health centers in 7 states and DC
- HRSA-designated as 1 of 49 Health Center Controlled Networks
- We partner with DCPCA and MACHC
- We also operate a HRSA-funded Network for Oral Health Integration

## Mission

To help community health centers 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.

# Health Centers, HCCNs & COVID-19: Impact

## COVID-19 Challenges

- Sites closed; patients at home; clinicians quarantined
- Risk of provider/team burnout
- Adopt telehealth overnight, securely; get reimbursed
- Track cases, tests & risk
- Obtain & use data from other sources
- HIPAA changes
- Maintain behavioral health/SUD services
- Unique challenges for special populations
- ...and many more

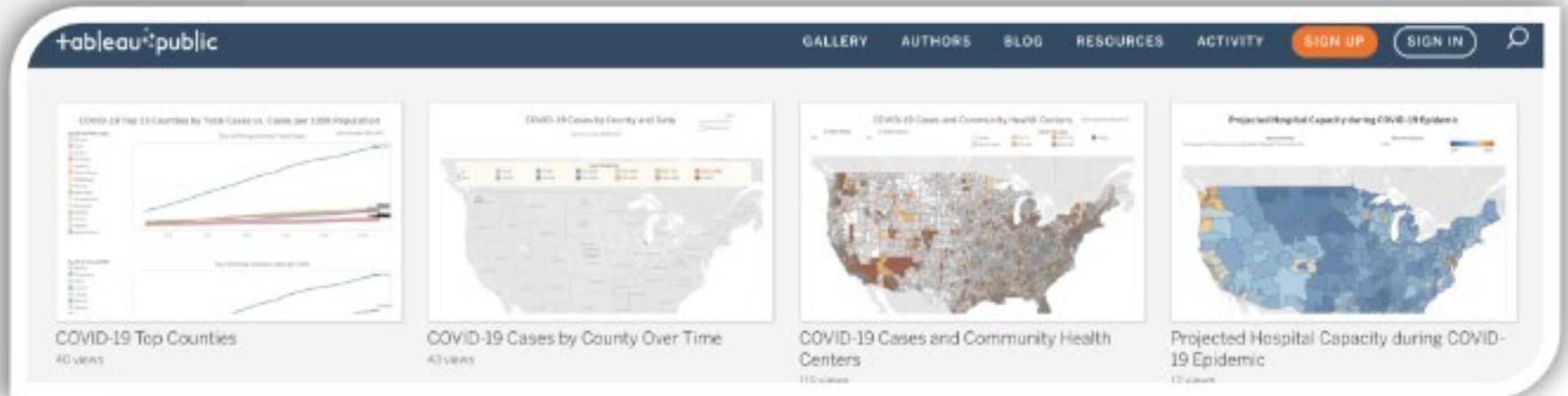
## HRSA Goals for HCCNs

- Patient Engagement
- Patient Access
- Provider Burden
- Data Protection
- Health Information Exchange
- Data Integration
- Data Analysis
- Social Risk Factor Intervention
- Emerging Issue (OUD, for us)

# HealthEfficient Response to COVID-19

- Telehealth jumpstart
  - Vendor selection / liaison
  - Operational guidance (HIPAA, security, vulnerable populations)
  - Regulatory and reimbursement
- Data analytics
  - [Public health data](#)
  - EHR data: case tracking; risk-stratified care management
- Health Information Technology
  - Integration of new COVID-19 and other tools into existing HIT (EHR, pop health; RPM)
  - Remote access to IT infrastructure
- Enable collaboration and sharing among CEOs, CMOs, CIOs, et al.
  - Roundtables and our first virtual conference (140 participants)
  - New Community website and other platforms
- Coordination with PCAs

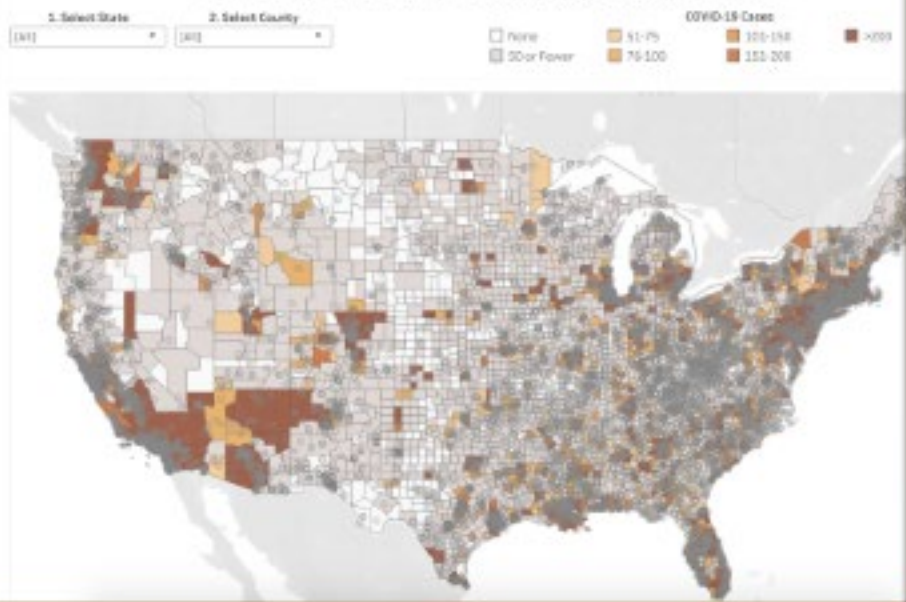
# Visualization of Public Health Data



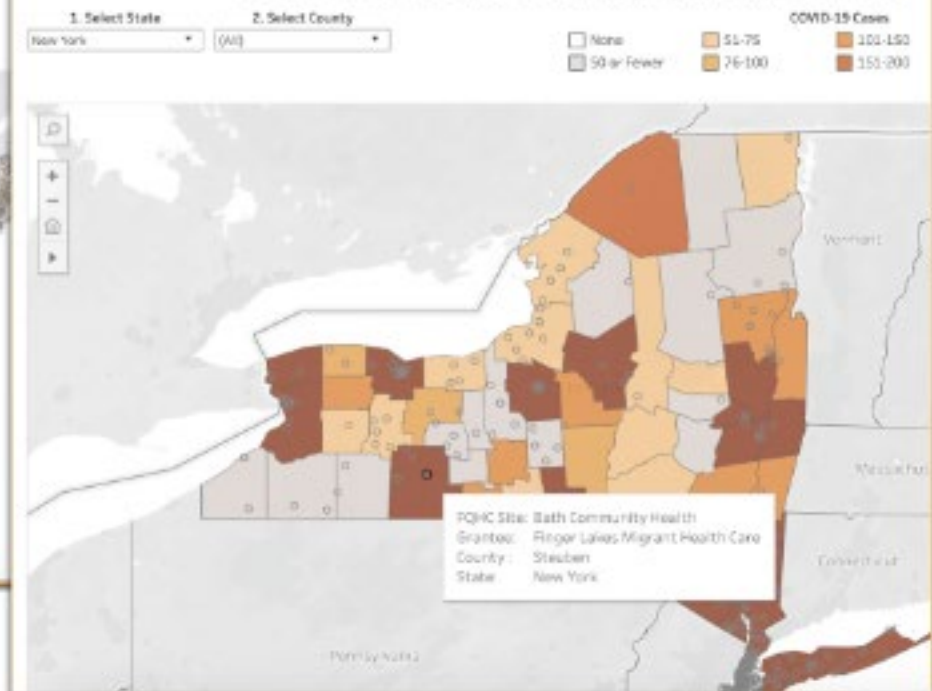
<https://public.tableau.com/profile/healthefficient#!/>

# Operationalize Public Data Sets

## COVID-19 Cases and Community Health Centers



## COVID-19 Cases and Community Health Centers



All visualizations in Tableau by Christopher Utman, PhD, HealthEfficient

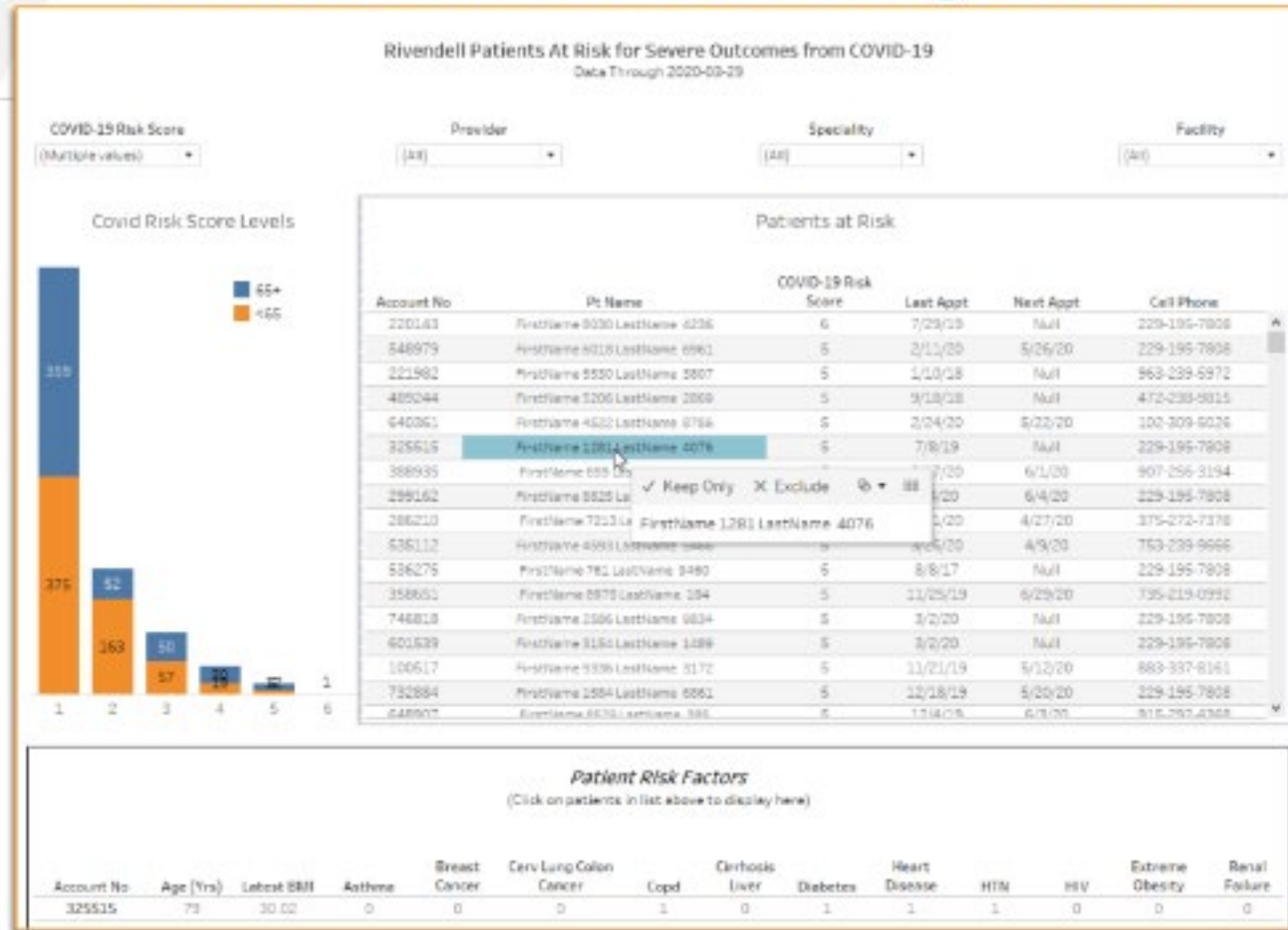
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# Risk Stratified Care Management

EHR data visualized in Tableau



# Challenges & Opportunities

## Challenges

- Rapid investment of **unbudgeted resources** into intensive support
- Fast-evolving regulatory environment; coordination with PCA efforts is crucial
- The “new normal” is unknown
- HIT is evolving daily (telehealth, RPM, case reporting)

## Opportunities for HCCNs

- HCCNs’ scope *directly* addresses COVID-19 needs
- Can use **public and clinical data** to optimize care, provide operational insight, allocate resources, advocate
- Help health centers navigate complex HIT landscape
- All of us, together, will **define the new normal**



# What's Ahead?

- Prepare for second, third waves of outbreaks
- Documenting and tracking cases in a standard way; Electronic Case Reporting
- Antibody/serology testing
- **Telehealth optimization**
  - Permanent platform, workflows, reimbursement strategies
  - Teledentistry, routine care, Chronic Care Management, remote patient monitoring
  - "HIPAA Hangover." As regs are reinforced, where's your data?
- Addressing Provider **burn-out**
- Workforce re-alignment and effects of short(?) -term immunity
- Increased demand due to patients experiencing **unemployment** and **homelessness**
- Increased need for **trauma-informed care** due to sustained stress
- What else?

*Health Center Controlled Networks are here to support you.*

# Questions and Contact Info

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