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

4/28/2020
Visualization of Public Health Data

https://public.tableau.com/profile/healthefficient#!
Operationalize Public Data Sets

All visualizations in Tableau by Christopher Utman, PhD, HealthEfficient

4/28/2020
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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