

Panel: Population Health and Health Equity



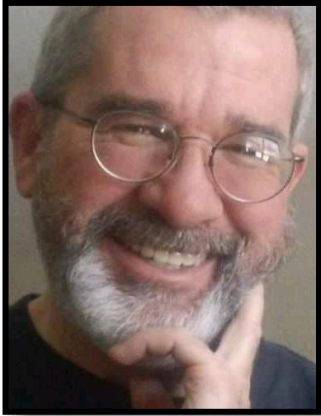
Panel Moderator
Vickie Tyas
 President, Caraway Solutions

Panel: Population Health and Health Equity

Moderator: **Vickie Tyas**, Caraway Solutions

Panelists:

- **Wayne Honey**, MPH, Epidemiologist, Population and Community Health Bureau, NMDOH
- **Ryan Levi**, DNP, RN, CPN, Director of Federal Quality Programs, Value-Based Care, and Population Health Management for the University of New Mexico Health System
- **Jackie Porter**, BSN, RNC-E, Senior Director Client Success, HBI Solutions
- **Nicole Yeo-Fisher**, MSW, LCSW, Clinical Education Manager, HealthInfoNet, Maine



Wayne Honey

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Epidemiologist, Population &
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New Mexico Department of Health

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Ryan Levi

DNP, RN, CPN

Director of Federal Quality Programs,
Value-Based Care, and Population Health
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Improving Patient Care

Population Health Management

- Quality Reporting and Promoting Interoperability
- Value-Based Contract Performance
- Improving patient outcomes and reducing the cost of care

Creating a more comprehensive longitudinal health record

- Encounter History
- Clinical Notes
- Diagnostics Results
- Medication Claims
- Advance Directives



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SYNCRONYS: Closing Gaps in Care

Improved Quality Reporting

- Merit-Based Incentive Payment System (MIPS)
- Value-Based Contracts

Current Use Cases:

- Weight Assessment and Counseling for Physical Activity for Children/Adolescents
- Diabetes Screening for People with Schizophrenia or Bipolar Disorder Who are Using Antipsychotic Medications
- Measure exceptions



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HBI: Closing Gaps in Care

Healthcare Effectiveness Data and Information Set (HEDIS)

- Compare and reconcile with existing records
- Identify community gap closures

Current Use Cases:

- Breast Cancer Screening
- Colorectal Cancer Screening
- Statin Therapy
- Transitions of Care



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Future Use Cases

- Cost and Utilization
- Claims Attribution
- Identifying Special Populations (SDOH)
- Follow-up post Hospitalization and ED
- Follow-up post Hospitalization and ED for Mental Health
- Transition Risk



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September 22, 2022

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Jackie Porter

BSN, RNC-E

Senior Director Client Success
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Nicole Yeo-Fisher

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Manager of Client Engagement
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Population Health and Health Equity Panel SYNCRONYS User Conference

Analytic Use Cases and Training Approach Recommendations

Dedicated to helping our communities create lasting system-wide improvements in the value of patient care and population health.

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Analytic Use Cases

Examples of how HealthInfoNet's end users are leveraging analytics in their workflows.

- Several FQHCs are using the platform daily/several times per week to better understand utilization and predicted risk of active patient population to determine order of follow up
 - Usage consists primarily of nurse care managers following up on transition of care and post-hospital discharge follow-up plans
 - A nurse per care team will often pull reports or one primary nurse for the office will pull reports and disseminate the information to various care teams as needed
- Inpatient hospital care managers are using the platform to pull utilization reports for patients who are currently admitted; helps prioritize discharge follow-up plans based on risk score and estimated discharge date
- ACOs are using the platform to review transition risk as a way of monitoring member organizations for quality purposes



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Training Approach Recommendations

Ways to engage users to ensure optimal use of analytic services.

- HealthInfoNet has a dedicated Clinical Education team for training and education needs
 - Training is done (a) in-person, (b) virtually via Zoom/Teams, or (c) self-service via our online learning platform, HealthInfoNet Academy
 - Utilize online education tools for new hires prior to sharing access to analytics tool
 - Suggest a train-the-trainer program for organizations, when appropriate
 - Recognize that use case and workflow will vary depending upon the organization and the role of the user; it is important to train on all aspects of the tool knowing that the user will need to adjust given role/organization
 - Provide refresher trainings once an organization's users start to actually leverage the tool
 - Make sure that the HIE education team is always available for questions and clarification



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