

Identifying Open and Active Patients using Azara Data



Christine Kerr, MD, AAHIVS

Medical Director of HIV and Hepatitis Programs
Hudson River HealthCare

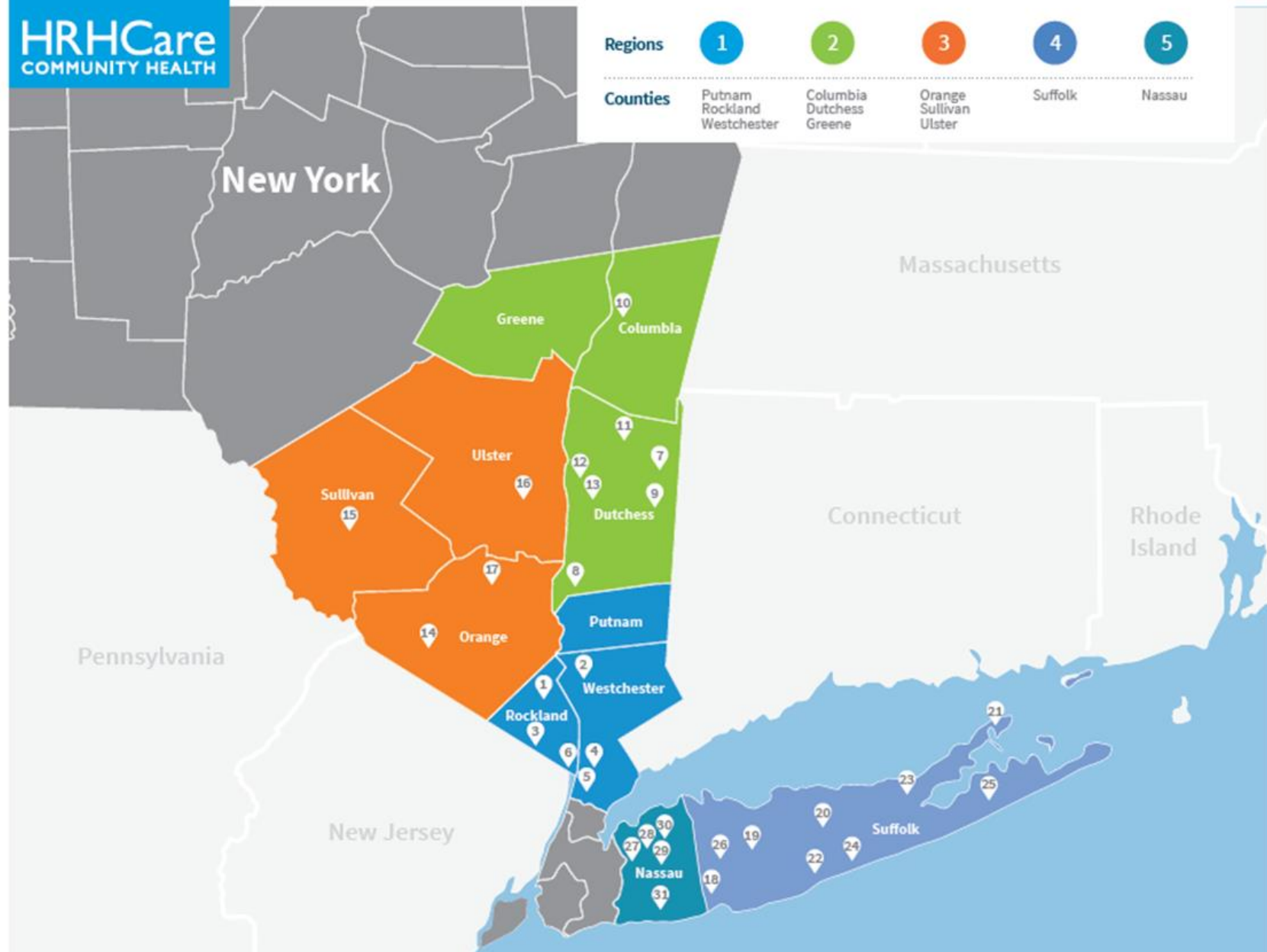
Greg Augustine

Chief Operating Officer
Azara Healthcare

March 15, 2018

Community Health Centers

10-county region of southeastern New York State



Azara Introduction

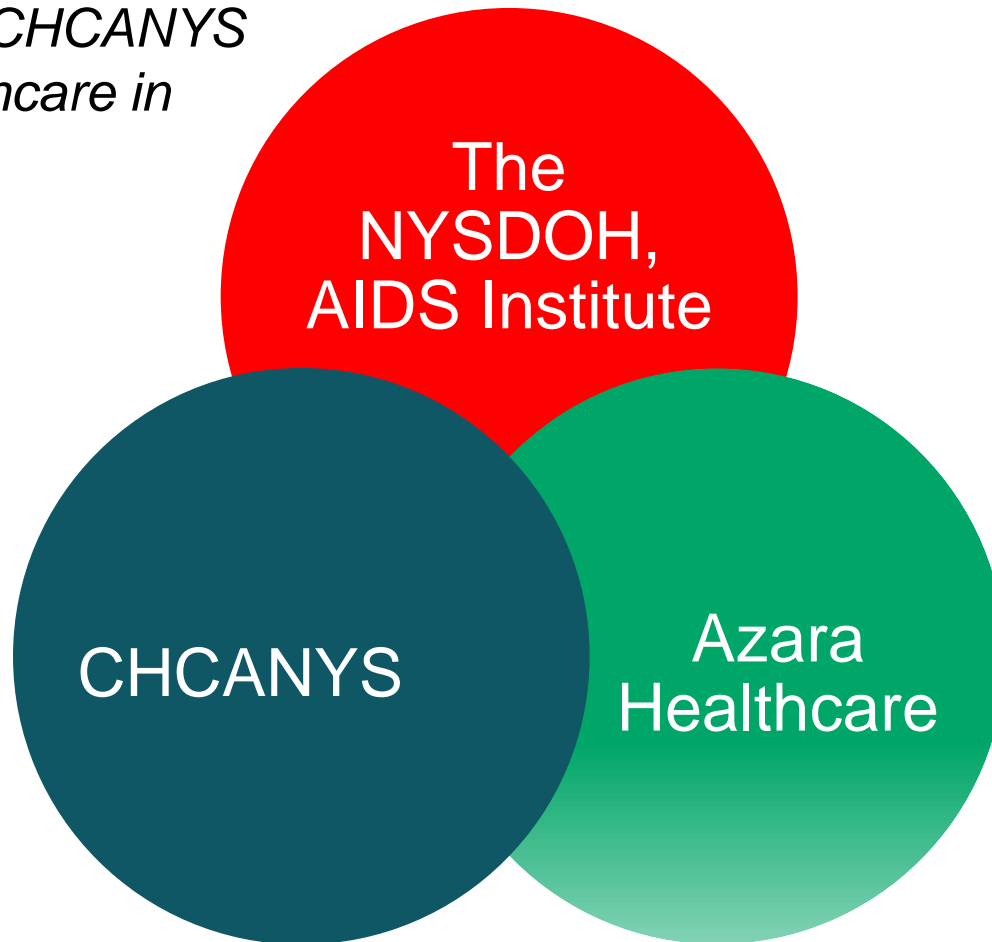


- + Azara is a software vendor focused on FQHCs and population health analytics**
- + The Primary Care Association in NY, CHCANYS, has developed the Center for Primary Care Informatics (CPCI)**
 - A priority goal in the CHCANYS Strategic Plan
 - To support improvements in quality, patient and population health outcomes
 - To help control costs
 - To support growth & success in a changing environment
- + As a central CPCI strategy, CHCANYS has implemented a statewide reporting and analytics solution for NY's FQHCs**
 - The Azara DRVS product, rebranded as CPCI, is the analytic engine
 - Collects and normalizes data from multiple sources to create an integrated database for enhanced analysis & reporting
 - Provide actionable data and valuable reporting at individual health centers

HIV Reporting / HIVQual at FQHCs



*A partnership was formed
between the AI, CHCANYS
and Azara Healthcare in
early 2015*



eHIVQUAL – Participating Centers



1. Acacia Network
2. APICHA Community Health Center
3. Bedford Stuyvesant Family Health Center
4. Betances Health Center
5. Brightpoint Health
6. Brownsville Community Health Center
7. Callen-Lorde Community Health Center
8. Community Health Center of Buffalo
9. Cornerstone Family Healthcare
10. Harlem United Health Center
11. Housing Works East New York Community Health Center
12. Hudson River Healthcare
13. Lutheran Family Health Centers
14. Morris Heights Health Center
15. Open Door Family Medical Center
16. Settlement Health
17. Syracuse Community Health Center
18. Whitney M. Young Health
19. William F. Ryan Community Health Network

Azara HIV Reporting

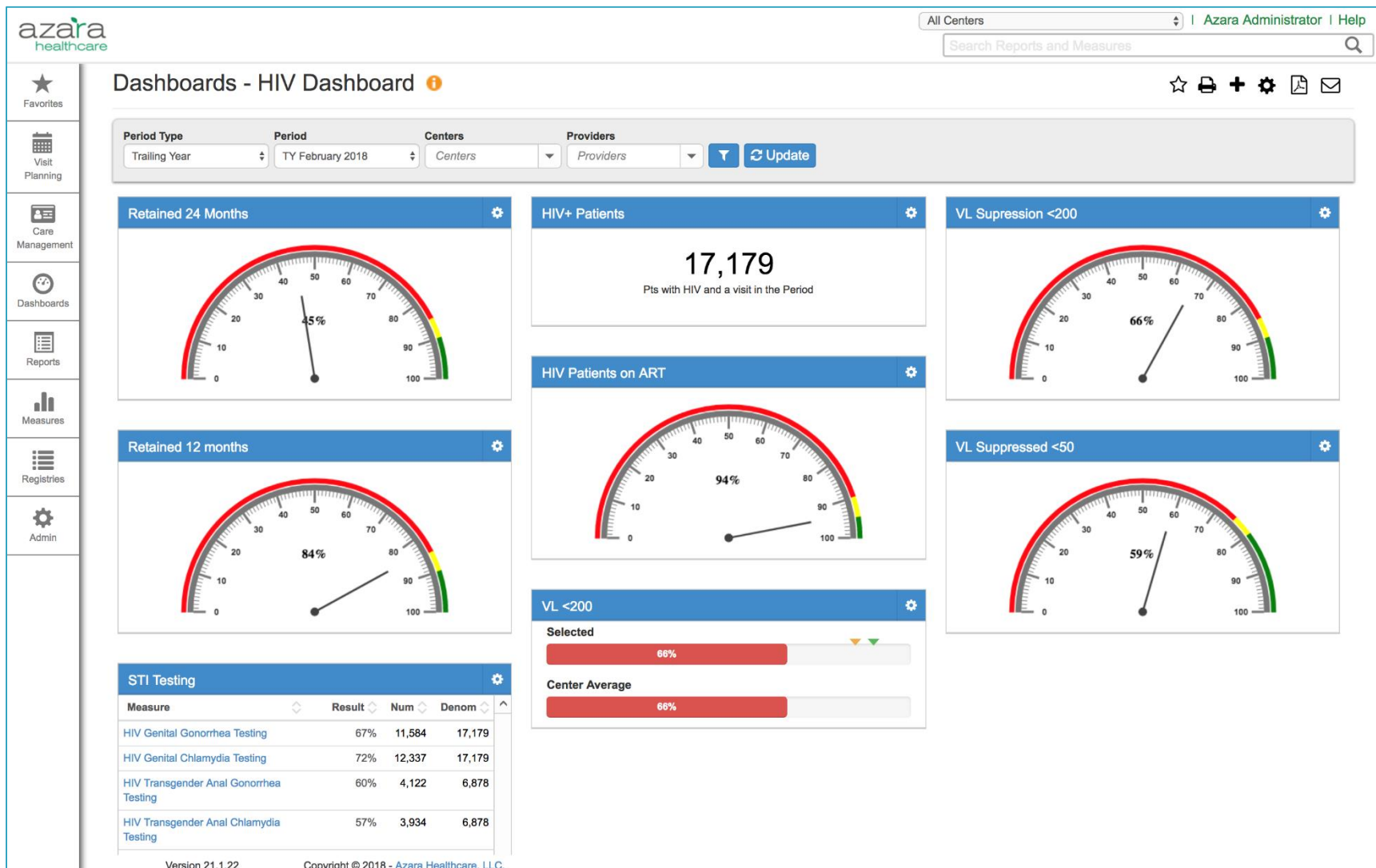


- + Azara presents data in variety of ways including Dashboards, Scorecard Reports, the Measure Analyzer and Registries**
- + The following page lists measures developed for the AIDS Institute and in support of eHIVQUAL**
- + The following pages illustrate some examples of Dashboards and Registries**
 - The application is flexible allowing for custom configuration to share information and results in the manner most suited to your center, users and needs

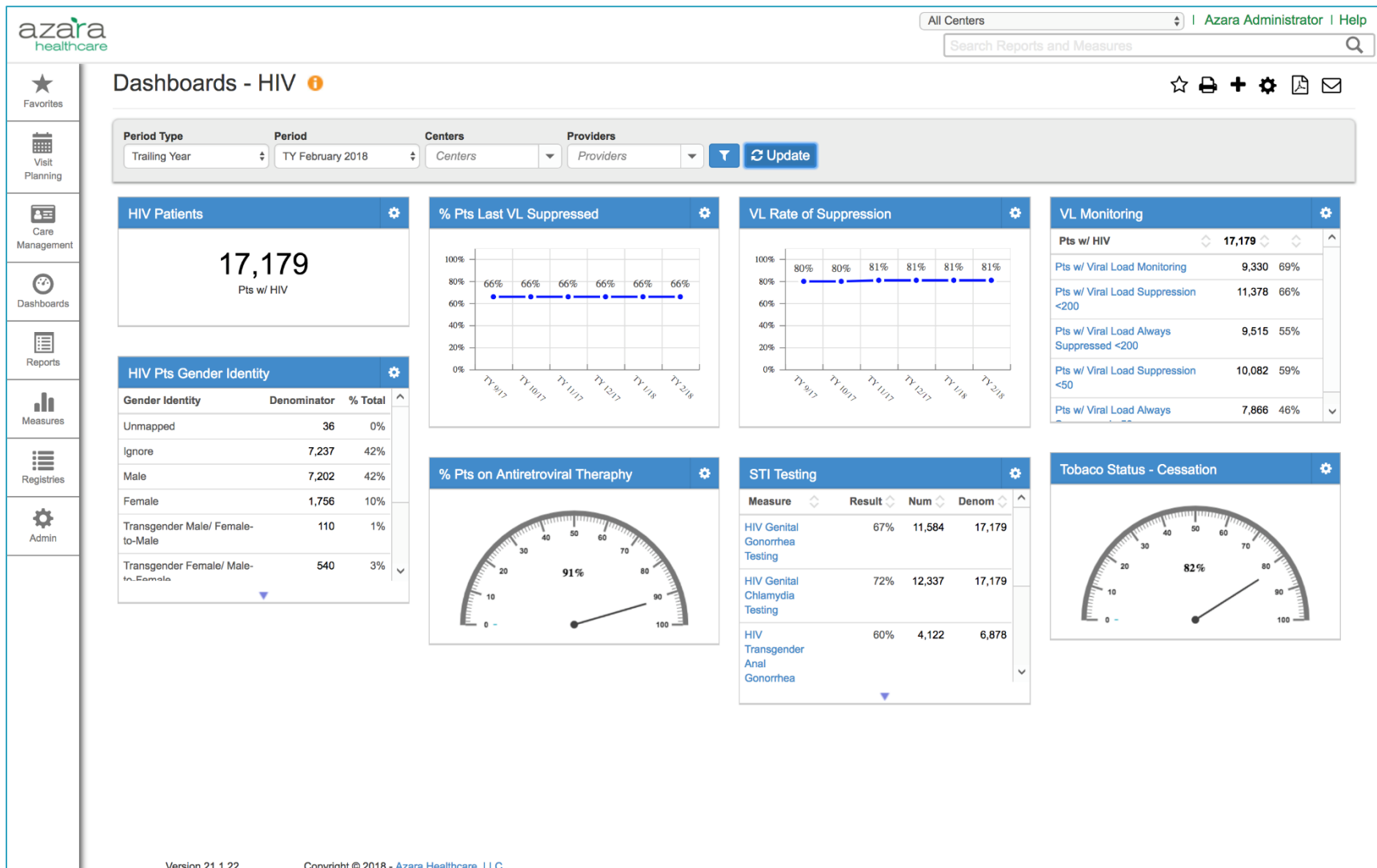
HIV Reporting Measures

1. New Patient Visit Frequency
2. Visit Frequency (12 Month)
3. Visit Frequency (24 Month)
4. Viral Load Monitoring
5. Viral Load Suppressed < 200
6. Viral Load Suppressed < 50
7. Viral Load Always Suppressed < 200
8. Viral Load Always Suppressed < 50
9. CD4 Monitoring
10. PCP Prophylaxis
10. Baseline Resistance Test
11. Genital Chlamydia Testing
12. Anal Chlamydia Testing
13. Chlamydia Treatment
14. Genital Gonorrhea Testing
15. Anal Gonorrhea Testing
16. Pharyngeal Gonorrhea Testing
17. Gonorrhea Treatment
18. Syphilis Testing
19. Syphilis Treatment

Sample Dashboard #1



Sample Dashboard #2



Sample Registry



All Centers | Azara Administrator | Help

Search Reports and Measures

★

Favorites

📅

Visit Planning

👤

Care Management

📊

Dashboards

📋

Reports

📈

Measures

☰

Registries

⚙️

Admin

Registries - HIV

Start Date

03/06/2018

End Date

03/13/2018

Period Tense

Most Recent Enco...

Centers

Centers

Providers

Providers

🔍

🔄 Update

MRN	Name	Age	Most Recent Enc	Most Recent Provider	Most Recent Location	Next Appointment	Next Appointment Provider	HIV Dx Date	HIV Dx Code	Viral Load Log Copies	Viral Load Copies Res
4556859	Mcman, Maia	78	9/2/2017	Rigoli, Brian	1st St. Clinic	3/8/2018	Plant, Robert	11/29/2015	079.53	11/29/2015	
7932205	Figiel, Rudolph	58	12/27/2017	House, Gregory	1st St. Clinic	3/13/2018	Rigoli, Brian	11/10/2016	Z21	10/18/2017	
2472490	Alequin, Norbert	58	12/26/2017	Ryan, Frank	Florence Ave. Center	3/13/2018	Ryan, Frank	8/20/2015	Z21	12/26/2017	
1429574	Witz, Deanne	55	11/23/2017	Mejido, Daniel	Florence Ave. Center	3/13/2018	House, Gregory	8/13/2016	Z21	8/20/2016	
8325749	Hams, Milan	54	9/4/2017	House, Gregory	Lakeview Adult Medicine	3/8/2018	House, Gregory	11/5/2015	079.53	9/4/2017	
					anchburg, Tom	3/8/2018	Jones, James	3/11/2016	B20		
					anchburg, Tom	3/6/2018	Cote, David	2/11/2016	B20	11/16/2015	
					nes, James	3/13/2018	Rigoli, Brian	1/30/2017	079.53	5/31/2017	
					ant, Robert	3/12/2018	Ryan, Frank	10/26/2016	B20		
					Lakeview Adult						

1 of 4 pages (32 items)

Page Size

10

Custom Registries

HIV: Behavioral Health

HIV: General

HIV: Labs

Version 21.1.22

Copyright © 2018 - Azara Healthcare, LLC.

Open

- Use Azara Data to identify open patients (1175)

Active

- Use internal registry data to identify active patients by “G-code” for that year. (995)

Compare

- Create two lists in excel spreadsheet and filter

Engaged?

- Internal report using structured data

If no data...

- No longer contacting patients directly
- Put in “sticky”

G-code

- + A code in our “Global Alert” that we can update yearly**
- + Allows us to identify active patients**
- + Requires manual entry every year.**
- + Audited several times a year by report that shows people who have visit coded for HIV Diagnosis and do not have G-code**

G-Code

Set Global Alert Detail for (Testlabcorp, Genesis)

Global Alerts

☒ Appt & Billing ☐ Clinical ☐ Both

Name
PT OWES MONEY
G
NO INFO to PT'S Family
GeoSentinel
HAS NEW PROVIDER
NAME ALERT-CHECK D.O.B
NEEDS TO SIGN DEMOGRAPHICS
Chronic Behav. Health No
do not book appt
MUST SPEAK TO SW FIRST
WRONG ADDRESS
PT. NEEDS TO REGISTER
BILLING
WRONG PHONE NUMBER

< << >> >

New

Selected List of Global Alerts

Type	Name	Notes
<input checked="" type="checkbox"/>	Appt & Billing	G

Billing Alert for (Testlabcorp, Genesis)

Billing Alert *Global Alerts Insurance Alert

☒ Show Global Alerts

Name	Notes
G	2015/2016/2017/2018

View Notes Set Global Alerts Close

Structured data

+ “Patients of other provider”

HPI Notes

Free-form **Structured**

PT of Other Provider Default Default for All Clear All

Name	Value		Notes
<input checked="" type="checkbox"/> Patient has outside provider?	Yes	X	
<input type="checkbox"/> Name of provider:		X	
<input type="checkbox"/> Date of last appointment:	01/31/2017	X	
<input checked="" type="checkbox"/> Last Lab Results Received?	Yes	X	<20 by patient report; getting
<input type="checkbox"/> Copies of Labs Scanned?	Yes	X	

< Prev Custom Close Next >

Refining algorithm

- + Creating one master list of open patients and one master list of active patients.**
- + Feedback to both of what works and what doesn't.**

Pitfalls

- + How do you make the lists all line up?**
- + Patients didn't want to be called directly if they weren't engaged**
 - Most patients who did not come to our center did so because of confidentiality issues
 - Working on provider end to identify patients
 - Best practices meetings
 - Work with site medical directors
 - “sticky note” and putting in chief complaint prior to visit to remind providers
- + Coding errors**
 - Encouraged better coding and worked with Azara to troubleshoot

What are next steps?

+ Cumbersome work-around

- Discussions with Azara to identify “Active patient cohort”
 - Would be able to filter by cohort and generate list of patients who were Open but not Active

+ Improving data

- Identification within our system of patients who are patients of other providers and continued discussion with providers to complete structure data

THANK YOU!

Christine Kerr and
Greg Augustine



Hudson River HealthCare, Inc.
1200 Brown Street
Peekskill, NY 10566
ckerr@hrhcare.org