

PHN^{IQ} User Group Series: Practical Applications of Population Health Tools

May 20th

12:00pm – 12:45 pm

*A collaboration between PHN^{IQ},
eClinicalWorks and PHN^{IQ} practices*

Pediatric Health Network



Notes About Today's User Group:

- All lines are muted throughout the presentation.
- Please use the **CHAT** box to ask questions or make comments.
- During the Q&A , please unmute yourself or use the CHAT box
- We will be recording the session.
- Please turn on your webcam if you have the functionality.
- Today's recordings and materials will be posted to the PHN website following the presentation.

<https://pediatrichealthnetwork.org/>

Upcoming User Group Sessions

Our virtual User Group Series is focused on collaborative learning, strengthening and optimizing practices success with eClinicalWorks. The series will feature speakers from eClinicalWorks, IQ Network Practices and the Pediatric Health Network.

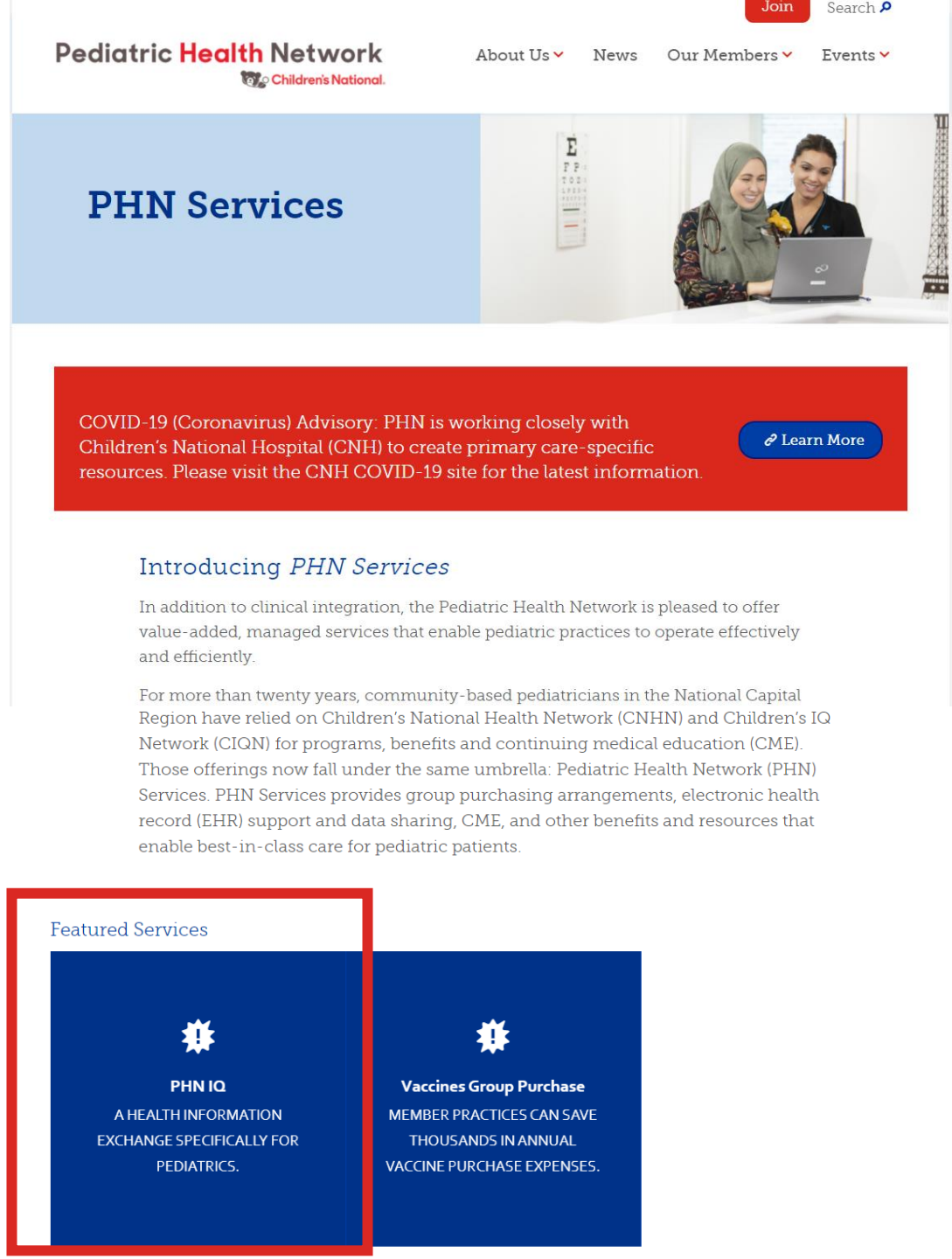
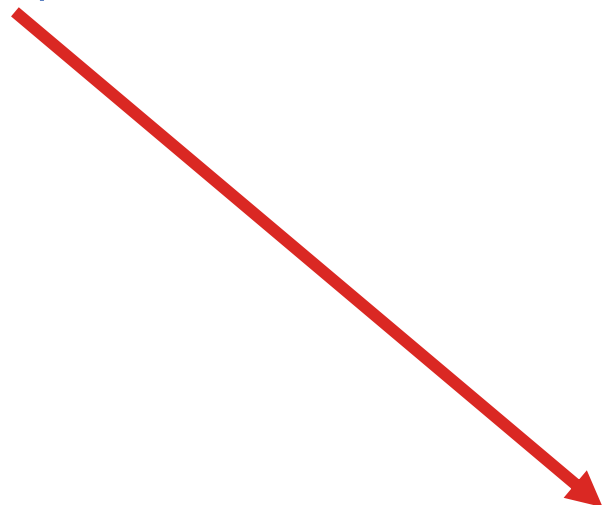
June 17, 2021
12-12:45 PM

Benefits of Using Chadis
Integration

For more information and to register, please visit
<https://pediatrichealthnetwork.org/phniq-user-group/>

Where to Find PHN^{IQ} Online

Visit <https://pediatrichealthnetwork.org/phn-services/> to find all the information you need on PHN^{IQ}



Meet Our Presenters



Rachel Bakersmith
Practice Administrator,
Children First Pediatrics



Christina Driskell
Director Quality Improvement
and Data Analytics,
Pediatric Health Network



Sujith Surendran
Population Health
eClinicalWorks

Agenda

Time	Item	Speakers
5 mins	Introductions, Updates and Overview	Caroline S. Brozak
15 mins	HEDIS Measures the Ins and Outs	Rachel Bakersmith
15 mins	Demonstration of Population Health Tools	Sujith Surendran
10 mins	Q&A	

Practical Applications of Population Health Tools



Rachel Bakersmith, Administrator

Children First Pediatrics

Pediatric Health Network



Today we will review...

- Recalls before, during and after COVID
- Evaluating processes using HEDIS
- Is it REALLY worth it...?

RECALLS: The Key to Patient Compliance

Pre-Covid:

- well visits
- med check appointments
- overdue immunizations

Covid – 2020 :

- Using more frequently
- Provided more access to reach pts that weren't physically coming into the office.
- Staff able to do remotely

Post Covid - 2021:

- Continue using recalls for same reasons.
- HEDIS dashboard allows for no disruption to this process and to continue to reach our patients for services, reminder, etc.



RECALLS : The Key to Patient Compliance

Consistency is Imperative

Important items to have on hand....

- list of recalls to be done and how often.
- sign off sheet to know it was completed for all to see
- one person designated for recalls and give them a list and timing

Advantages

- Frees up staff time to do other things. Takes 20 minutes to send recalls for all of these items.
- No extra staff time: Set Campaigns if you use messenger for many of these
- Recalls most effective for well visits and immunizations due, but we use for med checks and well checks.

How to evaluate.....

Staff Time

- Are there areas where your staff could be used differently?
- Do they spend a lot of time making phone calls that result in leaving messages or not even able to, wasting time
- Are your nurses consistently getting the PHQ-9 done?

Patient Population Questions

- Do you often see patients for sick visits, or other visits that are not up to date on immunizations, med checks, etc.
- How does your patient population communicate are you able to reach them by phone
- How many pts are getting the flu vaccine?

Provider Questions

- How do your providers measure up against each other?
- Is there one provider that is low on HPV vaccination rates?
- Is there one location where the HEDIS measures are different?

Is it REALLY worth it? 100% YES!

Staff

- Compare dashboard costs with how much you save in staff time
- Easier to schedule appointments
- Scheduling a few visits using the dashboard will pay for itself.
- better use for staff time and patients respond to our texts and reminders, be strategic when sending these messages

COVID has forced us to add processes, delete processes, be more “lean” with staff and costs

HEDIS allows you to more accurately and quickly see how you can capture more billable visits and stay compliant

Is it REALLY worth it? **100% YES!**

Contracts

- CIN and others are relying on this information to determine your pay structure. Get rewarded for raising your measure rates!!
- insurances are measuring you this way so you need to know the measures and how you can respond when insurances approach you
- you can drill down on the dashboard by pts, providers, insurance, etc. and use for negotiating contracts or validating information

Measure

- How many patients are responding - easy to use the HEDIS dashboard to look at your rates from week to week/month to month
- How is your practice measuring against National Benchmarks

Practical Demonstration



Sujith Surendran

eClinicalWorks

Pediatric Health Network



Q&A

Thank you for your participation!

To find this webinar recording and more information, visit our website:

<http://pediatrichealthnetwork.org>

Email us at:

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