# **HUBS PRIORITIES 2018 - 2019**

12 health centers were asked about their priorities supported by to digital technology.

The number # next to each domain represents the number of Hubs to note the challenge as a priority.

CCI will focus vendor vetting and demos for remainder of 2018 on the following:

**NEM-TRANSPORTATION | TEXTING | POP HEALTH | CASE MGMT OF CHRONIC DISEASE |**

**PATIENT INTAKE | NON-MEDICAL SERVICE REFERRALS AND RESOURCES**

## **9 – Case Management of chronic disease**

* Diabetes management
* Remote patient monitoring
* Automating/it-enabled case management
* Health coaching notes embedded in EHR

## **8 – Texting**

* Scheduling (appts)
* Case management / population health
* Outreach and enrollment on portal
* Automated waitlist
* Lateness FYIs (Patient ETAs)

## **7 – Patient Intake**

* Waiting room experience
* Collecting patient data
* Digitizing paperwork
* Tablet use
* Patient flow
* Self scheduling for appts.

## **6 – Population Health** (PHLN program)

* Risk stratification
* Assigned Not Seen (roster + outreach)

## **6 – Telehealth** (Telehealth program)

* Telemedicine
* Specialty care eConsult
* Phone visits
* Tele-derm / -psych / -geriatric

## **6 – Non-Medical Service Referrals, Resources**

* Patients able to navigate community resources
* Staff able to navigate quality community resources
* Referral pathways
* Closing the loop
* Directory of resources/providers

## **5 – Non-Emergency Medical Transportation**

* Ride sharing solutions

# **4 – Decision Support**

* Reduce coding errors
* Billing
* Opioids
* Automating pre-authorization / Ai
* CDS integrated into EHR

## **4 – Patient Experience + Feedback**

* Continuity of care
* Integrating patient survey data
* Patient surveys
* Satisfaction

## **3 – Tech Integration Mechanism**

* Way to integrate 3rd party platforms into EHR

## **3 – Whole Person Care (complex care)**

* Data co-mingling (HIE)
* Homelessness + Health + Education
* Corrections + Health + Public Health

## **3 – Behavioral Health**

* Integration
* Coordination

## **2 – Physical Infrastructure**

* Wifi connectivity
* Heat mapping clinic activity
* Streamlining Communications tools

## **1 – Parking Lot**

* Patient engagement
* Patient portal
* HIE/patient matching
* VR
* Provider turnover + recruitment
* Effective communication of lab results