

Santa Barbara Neighborhood Clinics

Eastside
Neighborhood
Clinic

Eastside
Family
Dental
Clinic

Golota
Neighborhood
Clinic

Golota
Dental
Clinic

Charles Tocco, MD
Chief Executive Officer/Chief Medical Officer
charles.tocco@sbnc.org

Henry Tille
Chief Financial Officer/Chief Operations Officer
henry.tille@sbnc.org

David Korman
Director of Quality
david.korman@sbnc.org

Thomas Peterson
Director of Clinical Operations
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615 N. State St.
Santa Barbara, California 93101
Phone: 805.963.1000
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www.sbncc.org

Using Data for Population Health Management

Population Health Management

Data Infrastructure
SBNC utilizes NextGen Practice Management and Electronic Health Records to collect patient data. In addition, SBNC utilizes i2i for Care Management. All data is stored in a central data warehouse and is available to i2i for population health management and data analysis. i2i tracks and monitors data in real-time and provides Care Team members with data on the population of patients and to monitor them or their families/regions of interest (e.g., based on patient information, clinical data, health insurance and other related information). These tools empower Care Teams to monitor efficiency of care and address PM Scope of Practice. Care Teams are empowered to use i2i data visualization along with other tools of choice for their business Medical Director.

Care Team Tools
Medical Assistants provide Reports by their clinical data and work with their teams to prepare for each appointment. Huddle Reports provide additional data on clinical guidelines, protocols, and Standing Orders approved by SBNC's QI Committee. Other delivery reports include:
• Referral Tracking
• SMART PAP Tracking
• Management Tracking
• Culture Tracking

i2i POPULATION HEALTH
nextgen

SANTA BARBARA NEIGHBORHOOD CLINICS

Only Visible Population View Chart

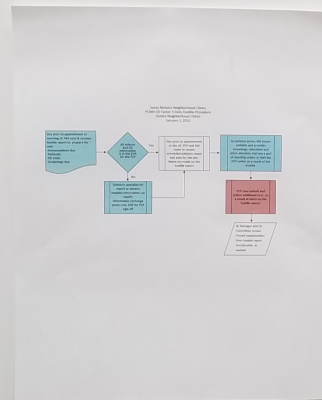
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Isla Vista
Neighborhood
Clinic

Westside
Neighborhood
Clinic

Integrated
Care
Clinic
at
Sanctuary Center

Clinics
at the
Schools



i2iCare Care Team Huddle
Appointments Scheduled for Tomorrow

Time	Location	Primary Care	Behavioral Health	Specialty	Referral	Notes
8:00 AM	Integrated Care	Dr. Tocco, Dr. Peterson	Dr. Korman	Dr. Tille	Dr. Tocco	Dr. Tocco, Dr. Peterson, Dr. Korman, Dr. Tille, Dr. Tocco
9:00 AM	Integrated Care	Dr. Tocco, Dr. Peterson	Dr. Korman	Dr. Tille	Dr. Tocco	Dr. Tocco, Dr. Peterson, Dr. Korman, Dr. Tille, Dr. Tocco
10:00 AM	Integrated Care	Dr. Tocco, Dr. Peterson	Dr. Korman	Dr. Tille	Dr. Tocco	Dr. Tocco, Dr. Peterson, Dr. Korman, Dr. Tille, Dr. Tocco
11:00 AM	Integrated Care	Dr. Tocco, Dr. Peterson	Dr. Korman	Dr. Tille	Dr. Tocco	Dr. Tocco, Dr. Peterson, Dr. Korman, Dr. Tille, Dr. Tocco
12:00 PM	Integrated Care	Dr. Tocco, Dr. Peterson	Dr. Korman	Dr. Tille	Dr. Tocco	Dr. Tocco, Dr. Peterson, Dr. Korman, Dr. Tille, Dr. Tocco
1:00 PM	Integrated Care	Dr. Tocco, Dr. Peterson	Dr. Korman	Dr. Tille	Dr. Tocco	Dr. Tocco, Dr. Peterson, Dr. Korman, Dr. Tille, Dr. Tocco
2:00 PM	Integrated Care	Dr. Tocco, Dr. Peterson	Dr. Korman	Dr. Tille	Dr. Tocco	Dr. Tocco, Dr. Peterson, Dr. Korman, Dr. Tille, Dr. Tocco
3:00 PM	Integrated Care	Dr. Tocco, Dr. Peterson	Dr. Korman	Dr. Tille	Dr. Tocco	Dr. Tocco, Dr. Peterson, Dr. Korman, Dr. Tille, Dr. Tocco
4:00 PM	Integrated Care	Dr. Tocco, Dr. Peterson	Dr. Korman	Dr. Tille	Dr. Tocco	Dr. Tocco, Dr. Peterson, Dr. Korman, Dr. Tille, Dr. Tocco
5:00 PM	Integrated Care	Dr. Tocco, Dr. Peterson	Dr. Korman	Dr. Tille	Dr. Tocco	Dr. Tocco, Dr. Peterson, Dr. Korman, Dr. Tille, Dr. Tocco

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#4 Using Data for Population Health Management

NEMS is a private, non-profit community health center (FQHC)

TOTAL PATIENTS, ENCOUNTERS / VISITS

Total Patients Served 686,000
Total Encounters/Visits 1,790,350

Medicare 4.1%
Medicaid 1.2%
Private Insurance 15%
Medi-Cal (Medi-Medicaid) 81%
Other/Uninsured 1%

Other Public Insurance 1%

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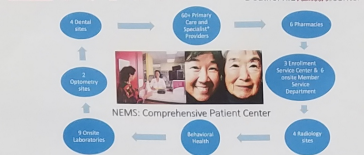
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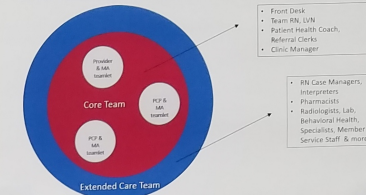
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NORTH EAST MEDICAL SERVICES 東北醫療中心 a californiahkcenter



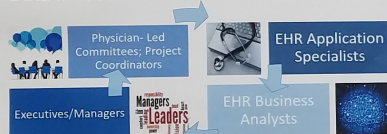
*NEMS specialist services include Ophthalmology, Endocrinology, Otolaryngology, Otorhinolaryngology, Pediatrics and more.

Care Team Structure



NORTH EAST MEDICAL SERVICES 東北醫療中心 a californiahkcenter

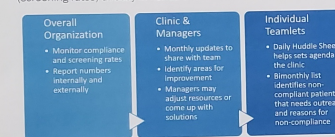
Data Infrastructure



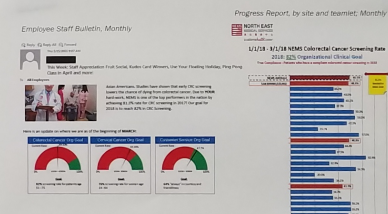
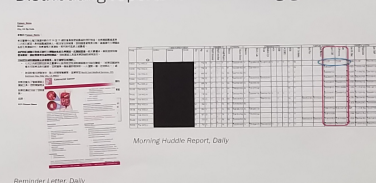
We use NextGen Electronic Health Record (EHR) Version 5.8.2, Electronic Practice Management (EPM) Version 5.8.2 and Electronic Dental Record (EDR) Version 5.0.

Using Data for Population Management

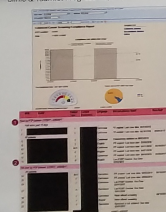
We developed reports to monitor our clinical goals and put the data (screening rates) directly in hands of our staff.



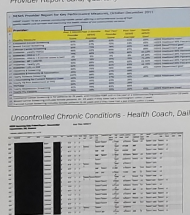
Distributing reports for monitoring goals



Clinic & Team Progress Report, 2x a month

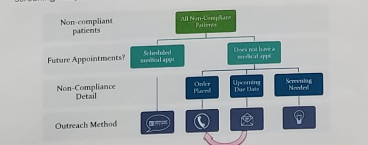


Provider Report Cans, Quarterly

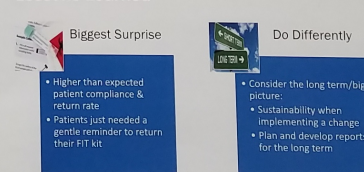


Formulating an Improvement Plan for Colorectal Cancer Screening

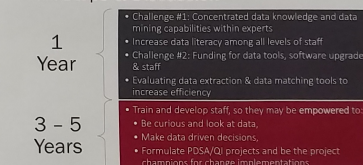
Our Population Management Committee developed in-reach and outreach strategies to improve our CRC screening rate in 2017. We hope to do the same for cervical cancer screening this year.



Lessons Learned



Next Steps & Discussion



NORTH EAST MEDICAL SERVICES 東北醫療中心 a californiahkcenter

NORTH EAST MEDICAL SERVICES 東北醫療中心 a californiahkcenter

Objectives

Define new approach to prioritizing work with Data Stewards and Data/Information Request Tool (DIRT)

Competing Priorities

Methods
Demand Forecasting
Prioritization
Capacity Management
Organizational Metrics
PI/QA
Communication
Integrate
Action Lists
Empanelment
UDS
PCMH
Baldridge
Team Building
Deploy
Approach
Customer Focus
Nuka
Learn
Meaningful Use
EHRs
Relationships
Mandatory Reporting
GPRA
Registries
ETL
Data Warehousing
Web Portal (MyANMC)

Alignment/ Responsibilities/Roles

SCF Key Work System	Division	Strategic Areas	Data Steward	Integrated Information Team (IIT) Contact
Behavioral	BSD	BSD Clinical	Shane Coleman	Erika Wolter
Behavioral	BSD	BSD Operational	Shane Coleman	Erika Wolter
Dental	RAD	Dental Medical	Mayquille Buckley	Linda Erdmann
Dental	RAD	Dental Operational	Mayquille Buckley	Linda Erdmann
HC Support	ODI	ODI	Mike Hirst	Linda Erdmann
HC Support	RAD	IT	Jake Jackson	Linda Erdmann
HC Support	FIN	Finance	Chris Bragg	Linda Erdmann
HC Support	ETS	Planning and Grants	Marissa Wang	Linda Erdmann
Medical	MSD	MS Medical	Steve Tierney	Julia Smith
Medical	MSD	MS Operational	Justin Atteberry	Julia Smith
Tribal	ETS	Tribal Clinical	Tara Fisher	Erika Wolter
Other		Meaningful Use	Chris Bragg	Julia Smith
Other		Other	David Fenn	Julia Smith

Using Data for Population Health Management

Priority Setting

Mike Hirst, Director of Data Services, Southcentral Foundation

65,000 voices



Priorities

"Not everything that can be counted counts and not everything that counts can be counted"

Data Information Request Tool (DIRT)

REQUEST FOR DATA STEWARD (7)

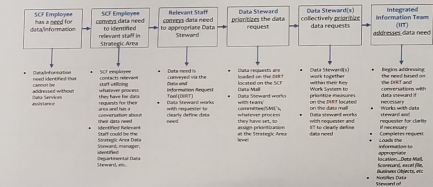
NEW REQUEST FOR DATA STEWARD (7)

Planning

- How do your data projects get approved?
 - Who is the approving authority?
- Once approved, how are they prioritized?
 - Who prioritizes?
 - How do they handle competing priorities?
- Do you have processes and tools to assist?
- How do you communicate work being done?
 - New projects, reoccurring work, maintenance

Process

Data/Information requests to SCF Data Services



Data Information Request Tool (DIRT)

STRATEGIC AREA (7) MS OPERATIONAL

1. High Impact Patient Care Initiatives	2. High Impact Patient Care Initiatives	3. High Impact Patient Care Initiatives	4. High Impact Patient Care Initiatives
5. High Impact Patient Care Initiatives	6. High Impact Patient Care Initiatives	7. High Impact Patient Care Initiatives	8. High Impact Patient Care Initiatives

STRATEGIC AREA (7) MS MEDICAL

1. High Impact Patient Care Initiatives	2. High Impact Patient Care Initiatives	3. High Impact Patient Care Initiatives	4. High Impact Patient Care Initiatives
5. High Impact Patient Care Initiatives	6. High Impact Patient Care Initiatives	7. High Impact Patient Care Initiatives	8. High Impact Patient Care Initiatives

Data/Information Request Tool

We clean up your data, so you don't have to

Home: Key Work Systems (Medical KWS)

KEY WORK SYSTEM (7) MEDICAL KWS

Item	Title	Category (7)	Strategic Area (7)	Status
1	Meaningful Use Functional Measures	Regulatory	MS Medical	Approved
2	PCC Wellness Care Plan - cost outcomes	Organizational	MS Operational	Approved
3	Diabetes Annual Care Review	Organizational	MS Medical	Approved
4	High Impact Patient Care Initiatives	Organizational	MS Operational	Approved
5	Diabetes Neighborhood Screening	Organizational	MS Medical	Approved
6	PCC Wellness Care Plan - cost outcomes	Organizational	MS Operational	Approved

Update Status

Prioritize Projects

Both Data Stewards must now work together to choose their top 3 from 6

Top 3 Projects by Key Work System

Data/Information Request Tool

We clean up your data, so you don't have to

Home: Key Work Systems (Medical KWS)

KEY WORK SYSTEM (7)

Item	Title	Category (7)	Strategic Area (7)	Status
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6	PCC Wellness Care Plan - cost outcomes	Organizational	MS Operational	Approved

Update Status

