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UHA – NPAC Update

April 17, 2019

About Us...

LEADERSHIP TEAM



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EDUCATION TEAM



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Matthew Hiller, MBA, MS
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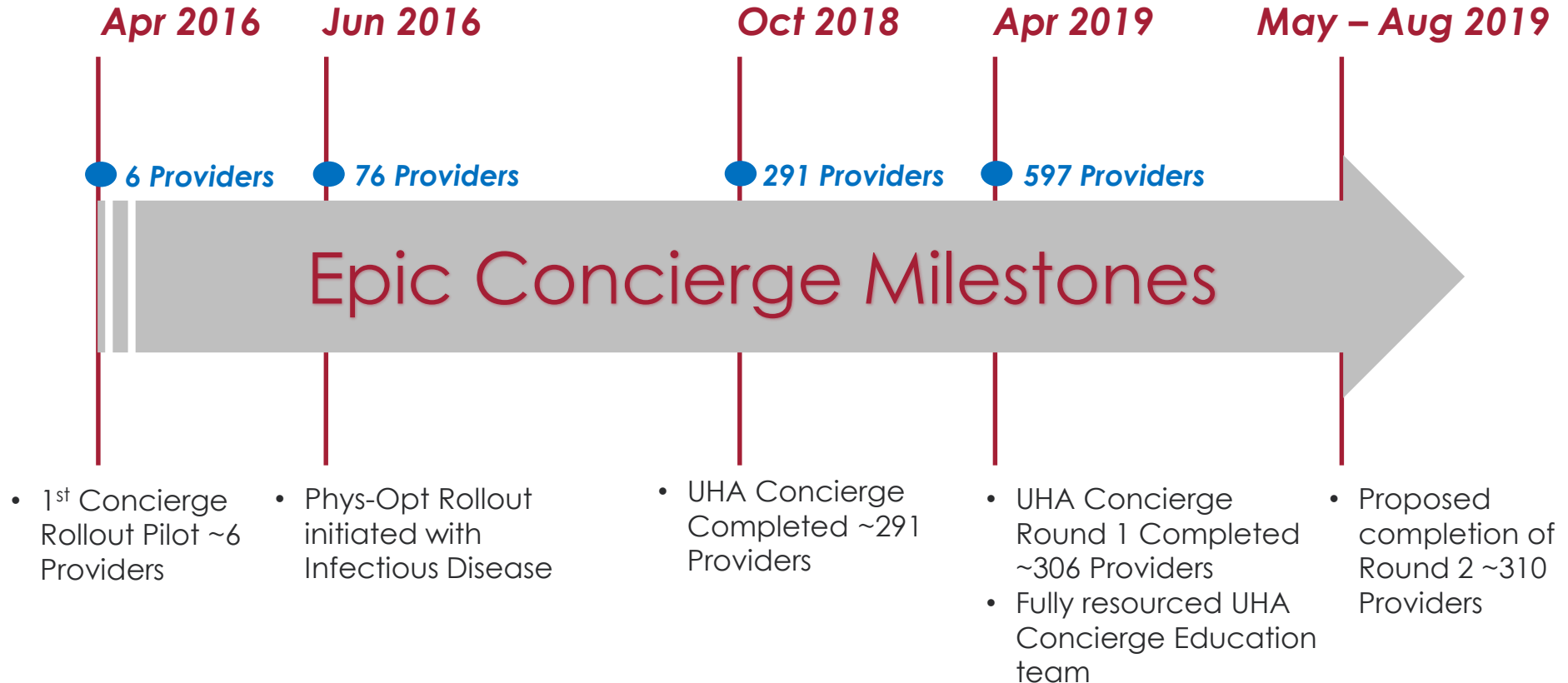


Emmanuel Sabaiz-Birdsill, MA
Clinical Informatics Educator



Euletia "Ulee" Flowers
Clinical Informatics Educator

Our Story...

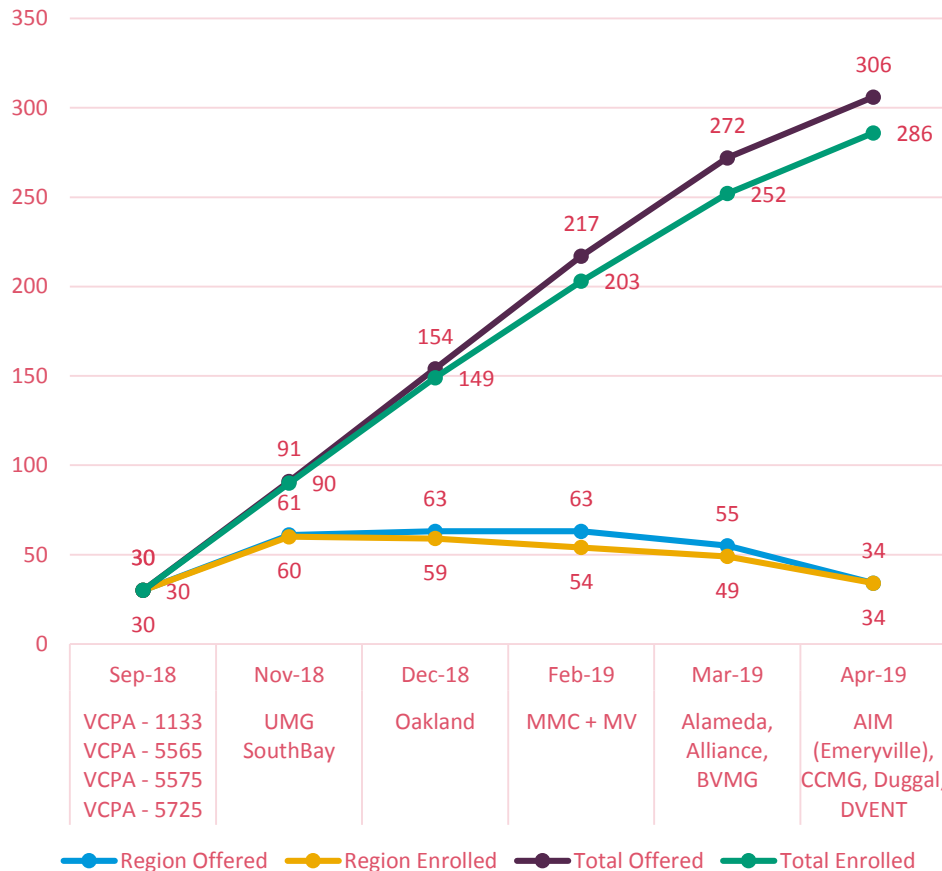


What We Accomplished...

- Sep 2018 – April 2019
 - Offered to **306** providers, of which **286** enrolled (**93%**)
 - **35%** New Providers
 - Offered to **28** clinic groups, of which **18** clinics had 100% provider enrollment
 - **27** RN/MA Concierge Group Training Sessions
 - Likelihood-to-Recommend Score: **99%**



Epic Concierge Round 1 Rollout Engagements



What We Did & Learned...

Key Features

- Offered RN/MA Group Epic Concierge Training
- Added the Wrap-up meeting to gather feedback
- Partnered with Quality Team to include Quality Metrics training as part of Concierge
- Successful partnership with Clinic Leadership (Managers, Supervisors, etc.) for scheduling

Lessons Learned

- Do not schedule Trainings during Upgrade Freeze Week... no customization possible

Next Steps

Round 2 starts in May.....

- Timeline: May 5th – August 31st (Training Phase only)

What to expect?

- **Clinics will now be assigned a Consistent Educator**
 - Develop liaison-type relationships
 - Develop Provider Profiles (I know you, you know me)
- **Quality Metrics: Focus Goals**
 - Diabetes Composite: Hemoglobin A1C Good Control
 - Controlling High Blood Pressure: High BP (18-59 Yrs.)
 - Preventive Care Screening: Screening for Depression and Follow Up Plan
 - Preventive Care Screening: BMI Screening and Follow-Up Plan
 - Use of Imaging Studies for Low Back Pain

What Additional Training Topics should we Cover?

Questions

Partnership with UHA quality team: Quality Measures

	FY19 Quality Measure Goal	Covered by Epic Concierge Team	Where it can be addressed
1	Preventive Care Screening: Influenza Vaccination	RD. 1: 11/18 – 4/26	BPA
2	Preventive Care Screening: Tobacco Use Screening and Cessation Intervention	RD. 1: 11/18 – 4/26	BPA
3	Breast Cancer Screening	RD. 1: 11/18 – 4/26	HM
4	Colorectal Cancer Screening	RD. 1: 11/18 – 4/26	HM
5	Pneumococcal Vaccination Status for Older Adults	RD. 1: 11/18 – 4/26	HM
6	Diabetes Composite: Diabetes Eye Exam	RD. 1: 11/18 – 4/26	HM
7	Diabetes Composite: Hemoglobin A1C Good Control	RD. 2: 5/5 – 8/31	TBD
8	Controlling High Blood Pressure: High BP (18-59 Yrs.)	RD. 2: 5/5 – 8/31	TBD
9	Preventive Care Screening: Screening for Depression and Follow Up Plan	RD. 2: 5/5 – 8/31	TBD
10	Preventive Care Screening: BMI Screening and Follow-Up Plan	RD. 2: 5/5 – 8/31	TBD
11	Use of Imaging Studies for Low Back Pain	RD. 2: 5/5 – 8/31	TBD