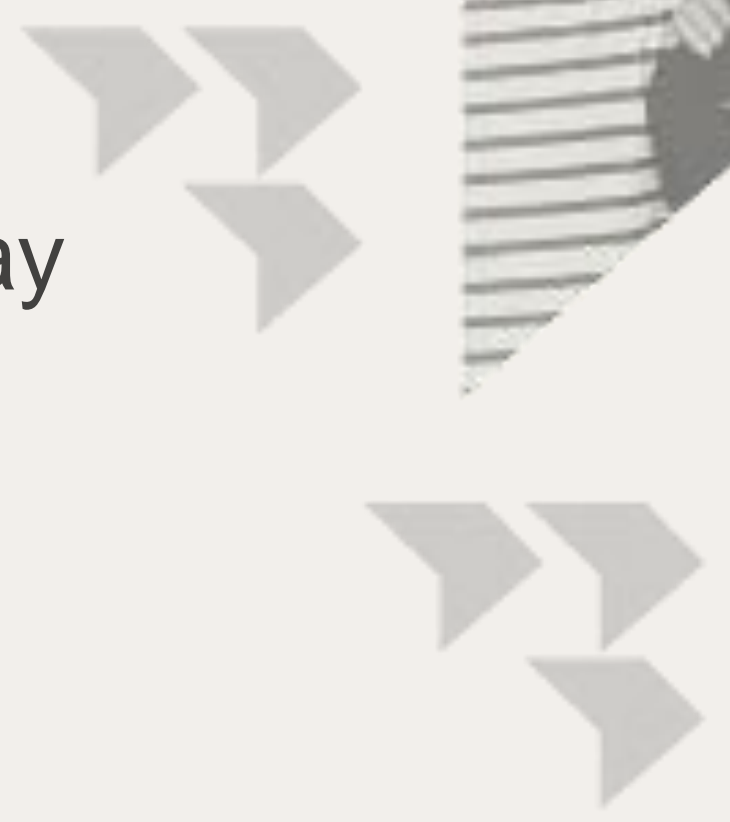




COLLABORATIVES IN ACTION

Data-Driven Partnerships:
SHARE HIE & Community
Quality Alliance Leading the Way
in Collaborative Health care
Transformation

August 29, 2024



HOUSEKEEPING ITEMS

- This is a Zoom webinar.
- All webinar participants are automatically muted, and your video is not displayed.
- If you would like to ask a question, please use the Q&A function on the taskbar.
- Use the chat feature to introduce yourself (name, org, location), share resources, etc.
- We will share slides and the recording after today's event.
- For questions following the webinar, reach out to contact@civitasforhealth.org.



AGENDA

Civitas Welcome and Introduction

- **Lisa Bari**, *CEO, Civitas Networks for Health*
- **Jolie Ritzo**, *VP of Strategy and Network Engagement, Civitas Networks for Health*

Data-Driven Partnerships: SHARE HIE & Community Quality Alliance Leading the Way in Collaborative Healthcare Transformation

- **Justin Villines, MBA, BSM**, *Health Information Technology Policy Director, Arkansas Department of Health – Office of Health Information Technology, State Health Alliance for Records Exchange (SHARE)*
- **Britni Hoyt, MPH, MBA**, *Director of Quality Operations and Care Management, Northwest Health System*

Discussion/Q&A



CIVITAS INTRODUCTION & UPDATES

CIVITAS: OUR MISSION AND REACH

Civitas Networks for Health **convenes action-oriented leaders and implementers at the local, regional, state, and national level.** To achieve our mission, we drive cross-sector, multi-stakeholder, and data-informed initiatives by:

- **Increasing collaboration and shared learning**
- **Educating public and private entities**

The largest network of its kind in the country with over 170 members, Civitas represents local health innovators moving data to improve outcomes that together cover the majority of the U.S. population.

CIVITAS IS THE BRIDGE BETWEEN...

DATA



DOING



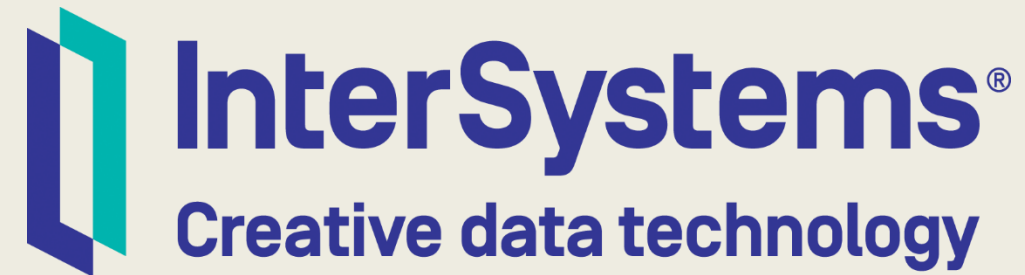
#CIVITAS2024 UPDATES

The "Bridge Between Data and Doing" conference will be held October 15-17, 2024, in Detroit Michigan.

Registration is Open!

Thank you to our platinum sponsor,
InterSystems!

THANK YOU TO OUR CONFERENCE SPONSORS



CIVITAS 2024 ANNUAL VIRTUAL PRECONFERENCE

JOIN US ON 8/26, 9/11, AND 9/19!

These discussions are available exclusively
for attendees of #Civitas2024

MADE POSSIBLE WITH
SUPPORT FROM OUR
SPONSOR. THANK YOU!



CIVITAS 2024 VIRTUAL PRECONFERENCE SESSIONS

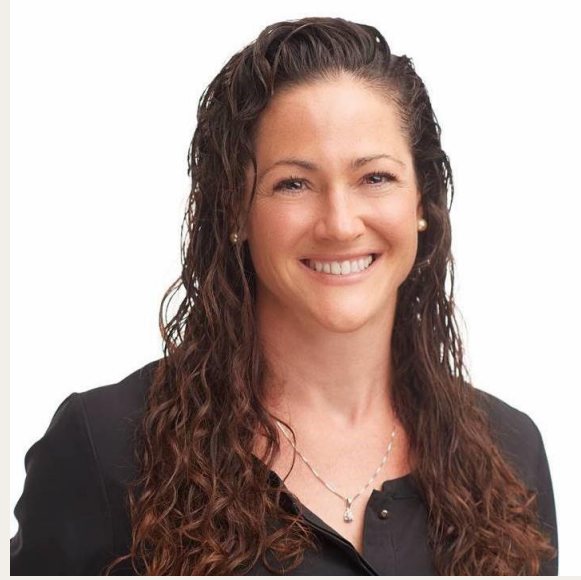
Mark your calendars for the 2024 Virtual Preconference Sessions, which are made possible with support from Telligen!

- [Materials Available! | Session 1: Partnerships and Data Sharing with Emergency Medical Services and Crisis Response | August 26, 12:30-2:00 p.m. ET](#)
- [Sign Up | Session 2: Advancing Equity in Maternal and Infant Health | September 11, 12:30 – 2:00 p.m. ET](#)
- [Sign Up | Session 3: Using Networks to Improve State-Wide Systems and to Address Inequities | September 19, 3:00 – 4:30 p.m. ET](#)

VIEW THE 2024 ANNUAL CONFERENCE AGENDA!

- The preliminary agenda for the Civitas Networks for Health 2024 conference, hosted in partnership with our Upper Midwest Region members, is now available!
- Check out our exciting lineup of sessions focusing on health data interoperability, partnerships driving progress, and community-centered approaches to improve health.
- [View 2024 Conference Agenda](#)

New! Health AI Governance Keynote Panel



Micky Tripathi, National Coordinator for Health Information Technology and Acting Chief Artificial Intelligence Officer of the U.S. Department of Health and Human Services; **S. Craig Watkins**, Ernest A. Sharpe Centennial Professor and Executive Director, IC² Institute at the University of Texas at Austin; **Grace Cordovano**, Founder of Enlightening Results and Co-Founder of Unblock Health; **Jennifer Goldsack**, CEO of the Digital Medicine Society, will join us for a Keynote Panel on artificial intelligence (AI) governance in health and health care at this year's annual conference.

Distinguished Keynotes at #Civitas2024!



- Keynote Address by **Meena Seshamani**, Deputy Administrator of the Centers for Medicare & Medicaid Services and Director of the Center for Medicare.
- Keynote Panel Discussion with Michigan State Lieutenant Governor **Garlin Gilchrist II** and **Ninah Sasy**, Policy and Planning Director, Michigan Department of Health and Human Services.
- Keynote Address by **Roselyn Tso**, Director of the Indian Health Service (IHS) will speak to IHS' data modernization priorities and unique tribal outreach efforts.

#CIVITAS2024 TEES & SWEATSHIRTS



*All proceeds directly benefit
Alternatives For Girls nonprofit organization*

ALTERNATIVES FOR GIRLS T-SHIRT FUNDRAISER

Our #Civitas2024 Annual Conference t-shirts and sweatshirts are available to support a great cause!

This year, we're highlighting Alternatives for Girls, a Michigan-based nonprofit organization dedicated to helping girls and young women experiencing homelessness and other risks. They work to prevent violence, early pregnancy, and exploitation while providing access to vital support, resources, and opportunities needed for safe and positive growth.

<https://www.bonfire.com/civitas-2024-annual-conference/>

COMMUNITY EXCELLENCE AWARDS – NOMINATION WINDOW EXTENDED!



Celebrate the remarkable individuals and organizations making positive contributions in their communities through our Annual Civitas Networks for Health Community Excellence Awards!

- **Nominations Close: Friday, September 6, at 5:00 PM ET**
- Visit our conference website for details.



CIVITAS 2024 ANNUAL CONFERENCE ROOM BLOCK

Civitas 2024 Annual Conference attendees are eligible for discounted rates at the Detroit Marriott at the Renaissance Center.

Book early via our conference website to ensure you take advantage of these special rates!

The discounted block ends on September 19, 2024, at 5:00 pm ET.

Please be advised: the conference is scheduled for October 15th-17th, with the room block available from October 11th-17th.

SPREAD THE WORD!

We appreciate your efforts in circulating the Civitas 2024 Annual Conference with your networks to further encourage cross-sector collaboration, increase robust opportunities for networking, cultivate creative solutions through knowledge sharing, and more.

You can find promotional content for social media, newsletters, and graphics in our digital toolkit. Please help us spread the word!

<https://civitasforhealth.swoogo.com/civitas2024/communicationstoolkit>

Social Content for Conference Promotion

Civitas Handles

- **X/Twitter** | @Civitas4Health [LINK]
- **LinkedIn** | Civitas Networks for Health [LINK]

X	X/Twitter Content
in	LinkedIn/Facebook Content
📧	Newsletter Posts
☆	Social Media Content for Confirmed Event Sponsors
X	Social Media Content for Confirmed Event Speakers

Social Media Graphics

Click to download social media graphics below.

The following is intended for you to use as is or customize to fit your personal and organizational needs when promoting the event. We'd love to follow along and feature your posts on our channels, so please tag Civitas and use the event hashtag #Civitas2024!





CIVITAS MEMBERS WE WANT TO HEAR FROM YOU!

We'd like to hear about your 2024 membership experience to continue delivering high-value member benefits and inform our programming.

Our Member Satisfaction Survey is now open! We encourage you to share this with other members of your teams who participate in Civitas offerings.

Civitas will be offering two \$100 Amazon gift cards and a top prize of one free registration for the 2025 Civitas Annual Conference.

<https://civitas.tfaforms.net/f/2024-Member-Satisfaction-Survey>

Please note that only one prize will be awarded per organization.



**COLLABORATIVES IN ACTION:
DATA-DRIVEN PARTNERSHIPS
SHARE HIE & COMMUNITY QUALITY ALLIANCE
LEADING THE WAY IN COLLABORATIVE
HEALTH CARE TRANSFORMATION**

AUGUST 29TH, 2024 | 4:00 - 5:00 P.M. ET



Hello! Welcome



Justin Villines

HIT Policy Director

Arkansas Department of Health

Office of Health Information Technology,

SHARE HIE

justin.villines@arkansas.gov



SHARE
State Health Alliance FOR Records Exchange



Britni Hoyt

Director of Quality Operations & Care

Management

Northwest Health,

Community Quality Alliance

bhoyt@nw-health.com



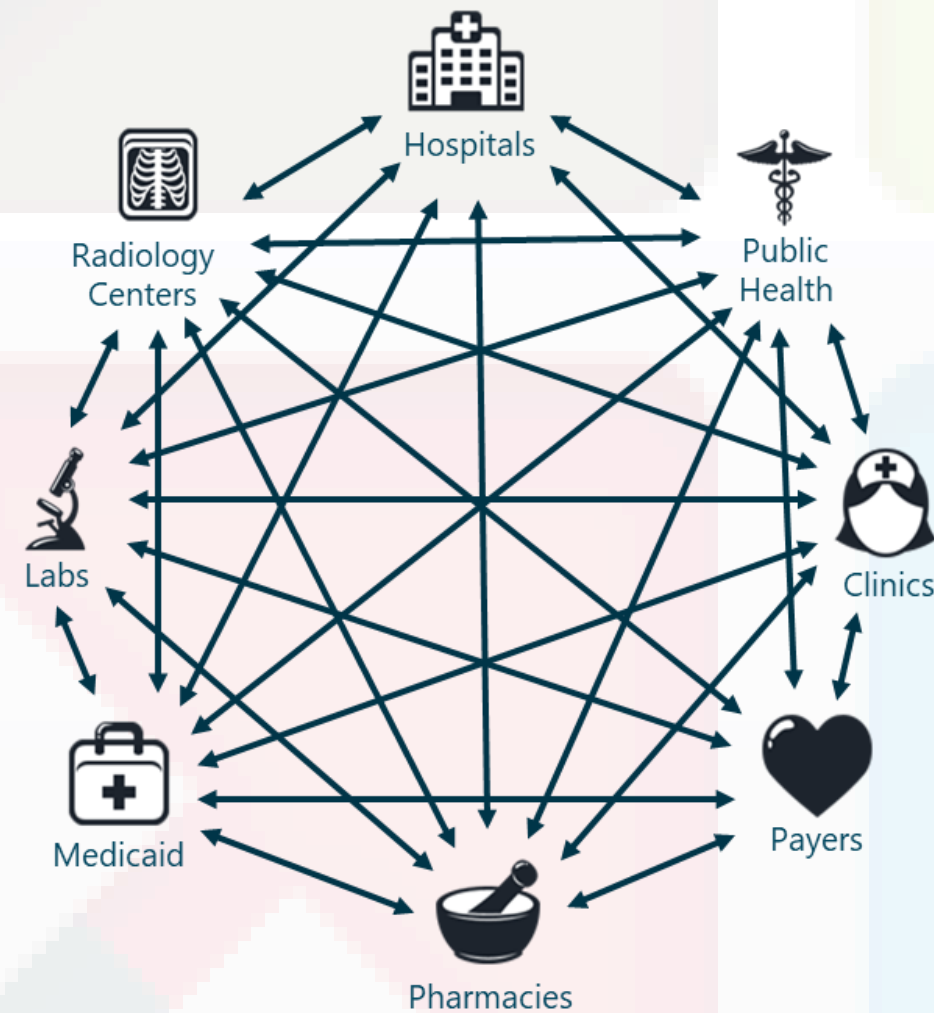


Arkansas is known for a variety of unique characteristics, natural wonders, and cultural contributions.

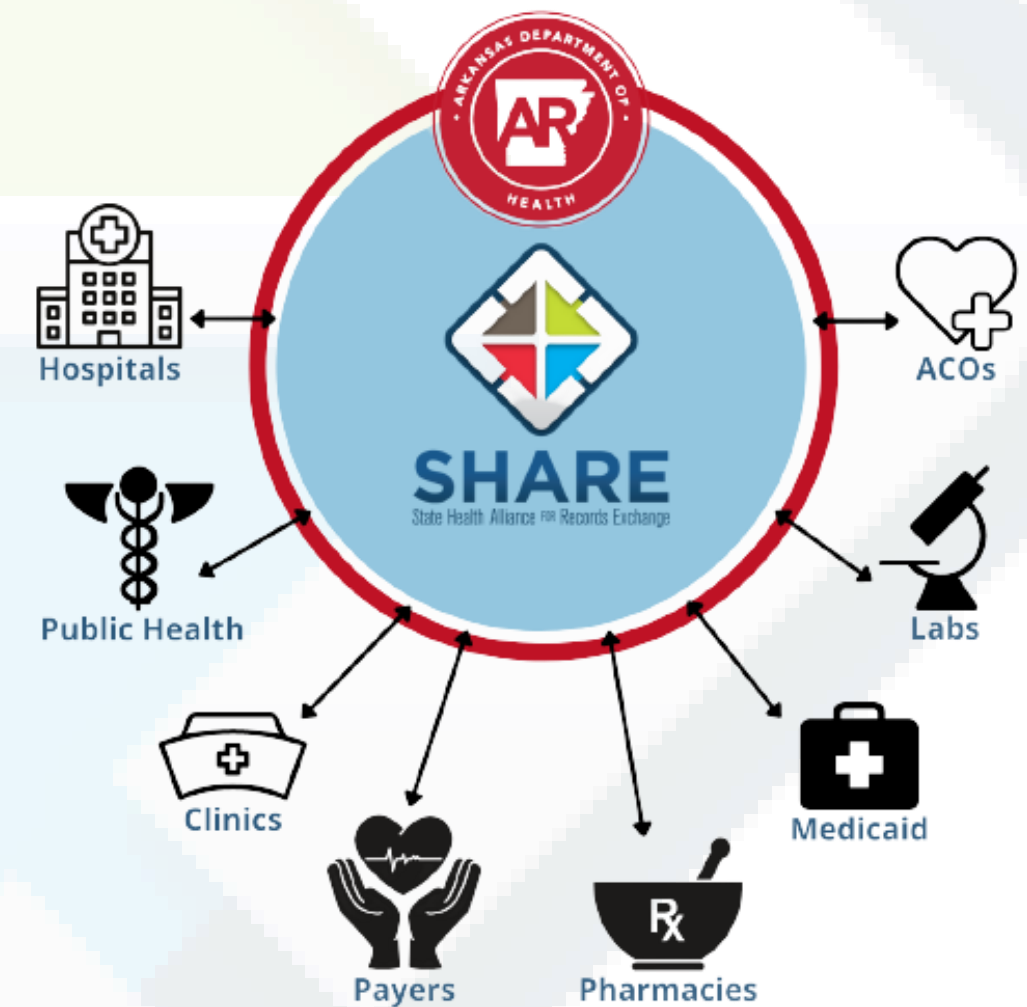
- ❑ **The Natural State:** Arkansas is nicknamed "The Natural State" due to its abundant natural beauty, including mountains, rivers, lakes, and forests. Hot Springs National Park, Ozark and Ouachita Mountains, Crater of Diamonds State Park
- ❑ **Agriculture:** Rice Production & Poultry Industry
- ❑ **Historical Significance:** Civil Rights History: Central High School in Little Rock
 - ❑ Clinton Legacy: Arkansas is the home state of Bill Clinton.
- ❑ **Cultural Contributions: Music:** Johnny Cash & Justin Moore
 - ❑ **Wal-Mart:** The world's largest retailer, Wal-Mart, was founded in Bentonville, Arkansas, by Sam Walton in 1962
 - ❑ World-renowned **Crystal Bridges Museum.**
- ❑ **Sports and Outdoor Activities:** "Duck Hunting Capital of the World.", Hunting and Fishing with 90,000 miles of rivers and streams & 2,400 named lakes and reservoirs
 - ❑ "Mountain Biking capital of the world"
- ❑ **Unique Attractions:** Eureka Springs & Buffalo National River: The first National River in the U.S.
- ❑ **Education and Innovation: University of Arkansas** known for its strong programs in business, agriculture & law, as well as for its Razorbacks athletic teams

OHIT-Office of Health Information Technology

- ❑ Facilitate the statewide health information exchange (HIE)/health data utility (HDU)
- ❑ Established by Act 891 of 2011
- ❑ OHIT is a Division of Arkansas Department of Health
- ❑ Funded with public funds and user fees
- ❑ Treatment , Payment and Operations (TPO)
- ❑ Available to any health care entity willing to follow requirements



Without SHARE

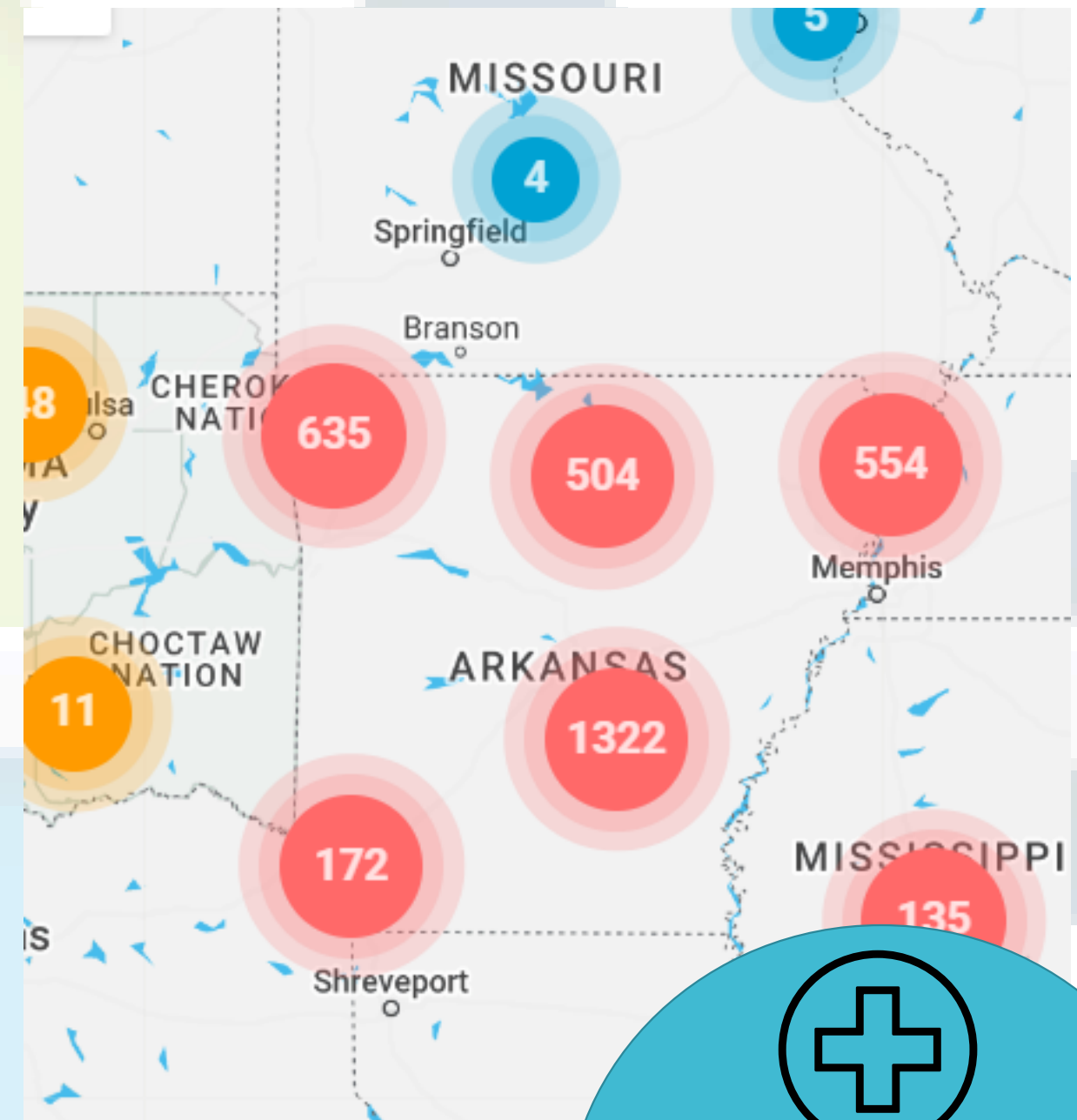


With SHARE



Who SHAREs?

- 117 Hospitals covering 88% of beds statewide
- 3300+ Participating facilities contributing
- 950+ additional facilities retrieving only
- Federal, State, and private Health Plans covering over 69% of the population
- Accountable care organizations, Clinically integrated networks, risk-based value-based programs.



Medical
Records for
nearly 99% of
Arkansans

SHARE Services

Workflow analysis and training

- Training opportunities at least twice per week/ Ad-hoc virtual or in person training
- In person or virtual workflow analysis and SHARE implementation

Reports

- 24 Hour Daily Report – Admit/Discharge (ED and Inpatient) from Hospitals
- HgA1c Reports to Practices and Health Plans
- 0-90 Day Readmission Report- Hospitals
- DCFS – Foster Care Custody Change Report (Practices & DHS)
- WIC (Special Supplemental Nutrition Program for Women, Infants, and Children)

HIE Integration of Clinical Data (HL-7 and CCDA)

- HL7 Interface (ADT, Laboratory Results, Radiology, Pathology, and MDM (Discharge Summaries)
- CCD/A Integration - XDS.b /XCA (Patient Results -Query and Response)
- Clinical Results Delivery (Laboratory, Radiology and (MDM) -Discharge Summaries)

Web-Based SHARE Access

- Direct Secure Messaging via DirectTrust /Virtual Health Record (web-based portal)

Health Plans Chart Delivery (HL7 & CCDA), Risk Adjustment and Supplemental HEDIS

ACO/CIN Seamless data delivery, enhancing care coordination & improving patient outcomes

Public Health

- Public Health Reporting (ELR, Syndromic and Cancer Registry)
- Immunization Registry (Bi-Directional) & eCR – Electronic Case Reporting

Interstate Exchange

- HIE to HIE
- Civitas - Patient Centered Data Home (PCDH)
- eHealth Exchange



What data can be SHARED?

HL7 Messages, CCDs, Public Health Reporting & Unstructured Documents

- Clinical Care Summaries
- Discharge Summaries
- Lab Results
- Medication Histories
- Immunizations (bi-directional)
- Insurance Information
- Public Health Reporting
 - Electronic Lab Reporting (ELR)
 - Syndromic Surveillance
 - Cancer Registry
 - Electronic Case Reporting (eCR)
- SDOH (Social History)
- COVID-19 Positives
- Radiology Reports
- Vitals
- Allergies
- Problem Lists
- Diagnoses
- Pathology Reports
- Transcribed Documents
- Demographics



Without SHARE



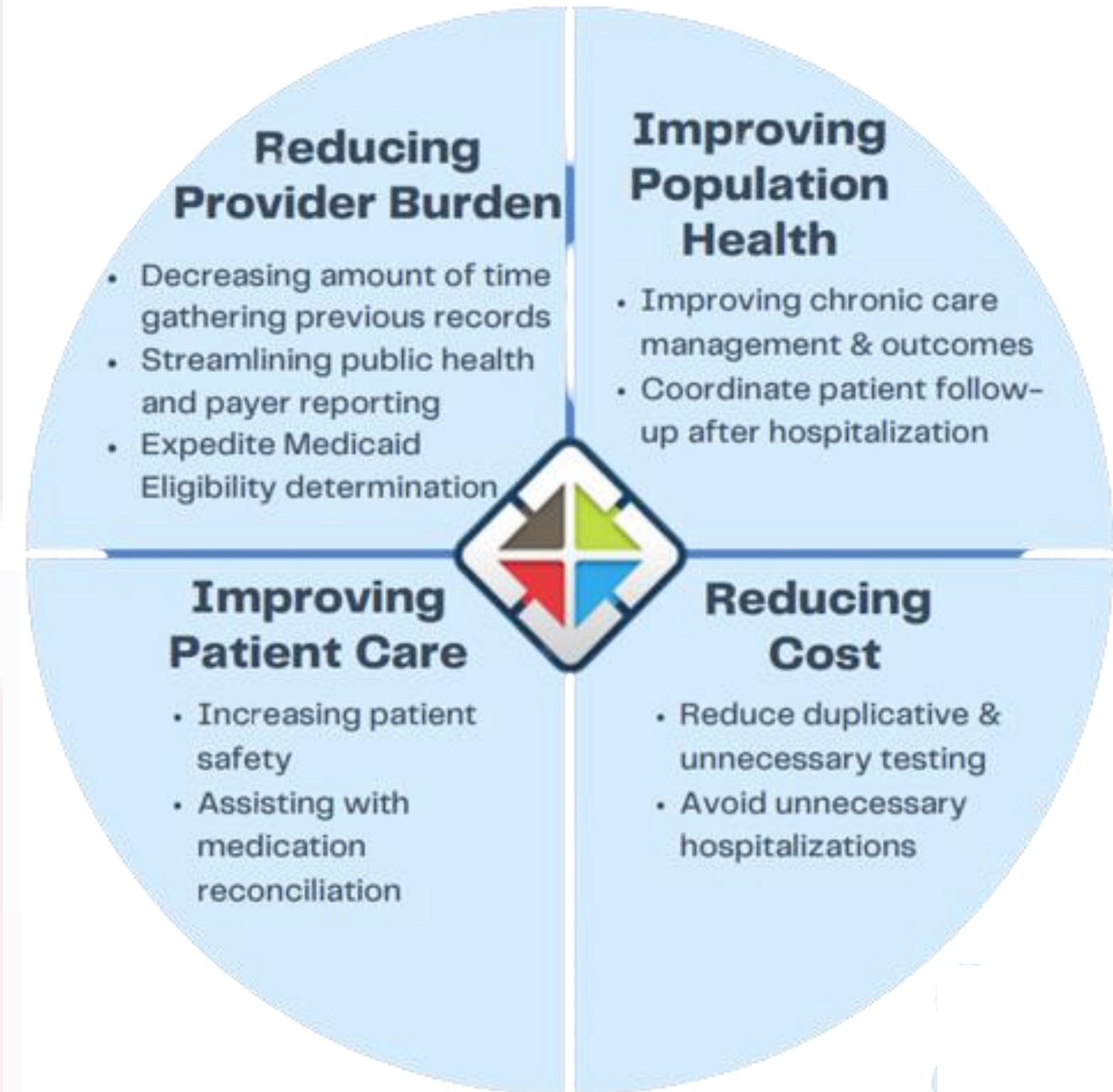
With SHARE

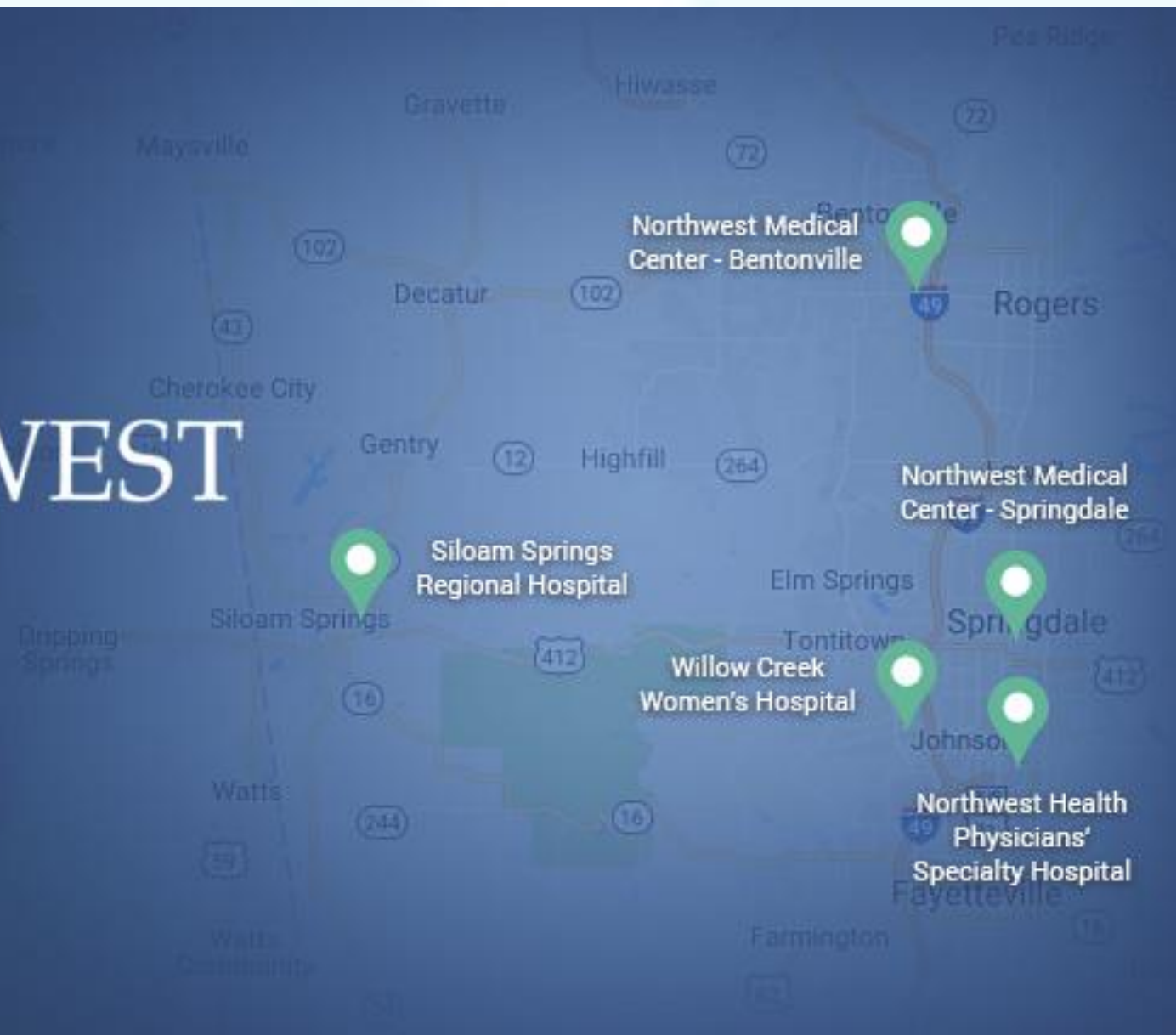


Data Strategy & Collaboration

Improving the Health in Arkansas

- Assist with MIPS/MACRA/ Promoting Interoperability Program
- Value Based Programs (i.e. PCMH, ACO's, CIN & PCF)
- Resources provided can be extremely valuable in your journey to reduce readmissions, reports, measurement tools, interventions, to implementation (TOC and TCM)
- The synergy that occurs through **Collaboration & Partnerships**
- **Reduce Provider and Care Team Burden!**





Our Mission

To provide extraordinary healthcare service and enrich the lives in the communities we serve.

Our Vision

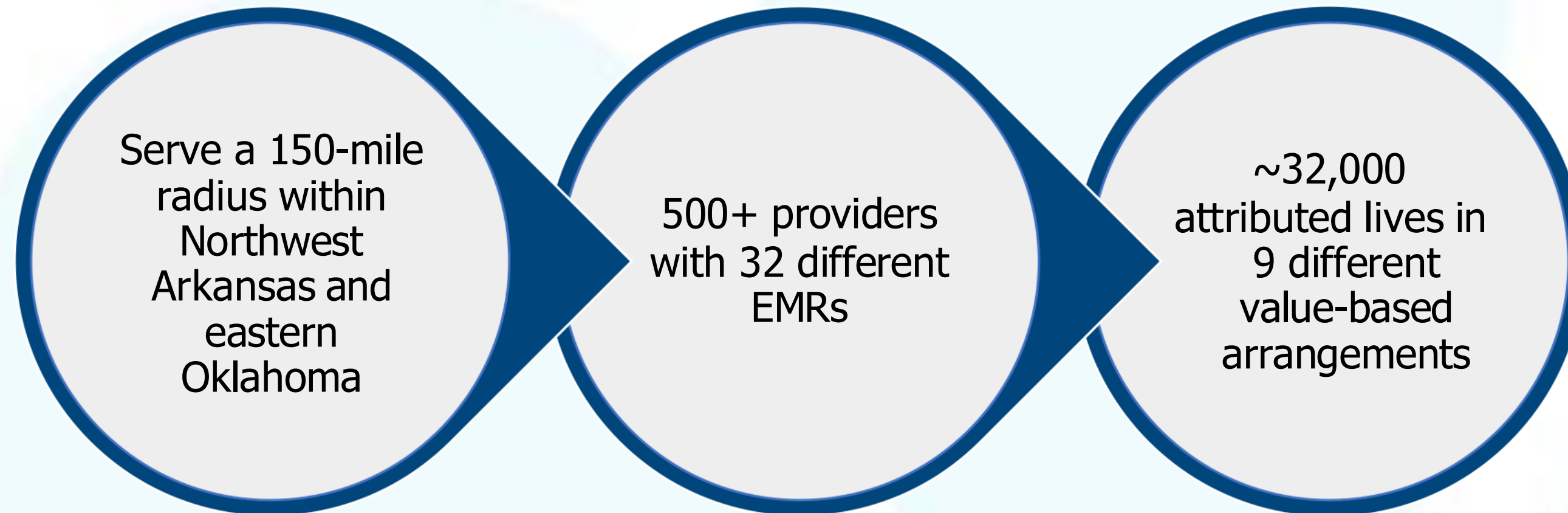
To be the healthcare provider of choice, renowned for exceeding the standard for quality and serving with passion.

With a combined active medical staff of more than 540 physicians, 2,200 employees and 487 beds, Northwest Health is one of the largest health networks in Northwest Arkansas with (5) hospitals & (2) Emergency hospitals.



Community Quality Alliance

- To help achieve the health systems goals, Northwest Health founded the Community Quality Alliance, one of the state's first clinically integrated networks (CIN), in 2016.
- In 2018, the organization launched a Medicare Shared Savings Program Accountable Care Organization (ACO), Community Health Alliance of the Ozarks. Both of these organizations continue to develop by expanding the footprint of providers engaged in our strategic alignment and through additional partnerships with national and state health insurance providers.
- Since the CIN's inception in 2016 and the Medicare ACO in 2018, the two value-based organizations have saved health insurers in our community over \$33,000,000 in healthcare costs through collaboration with our hospital and physician partners as well as engagement with key patients.



130
PCPs

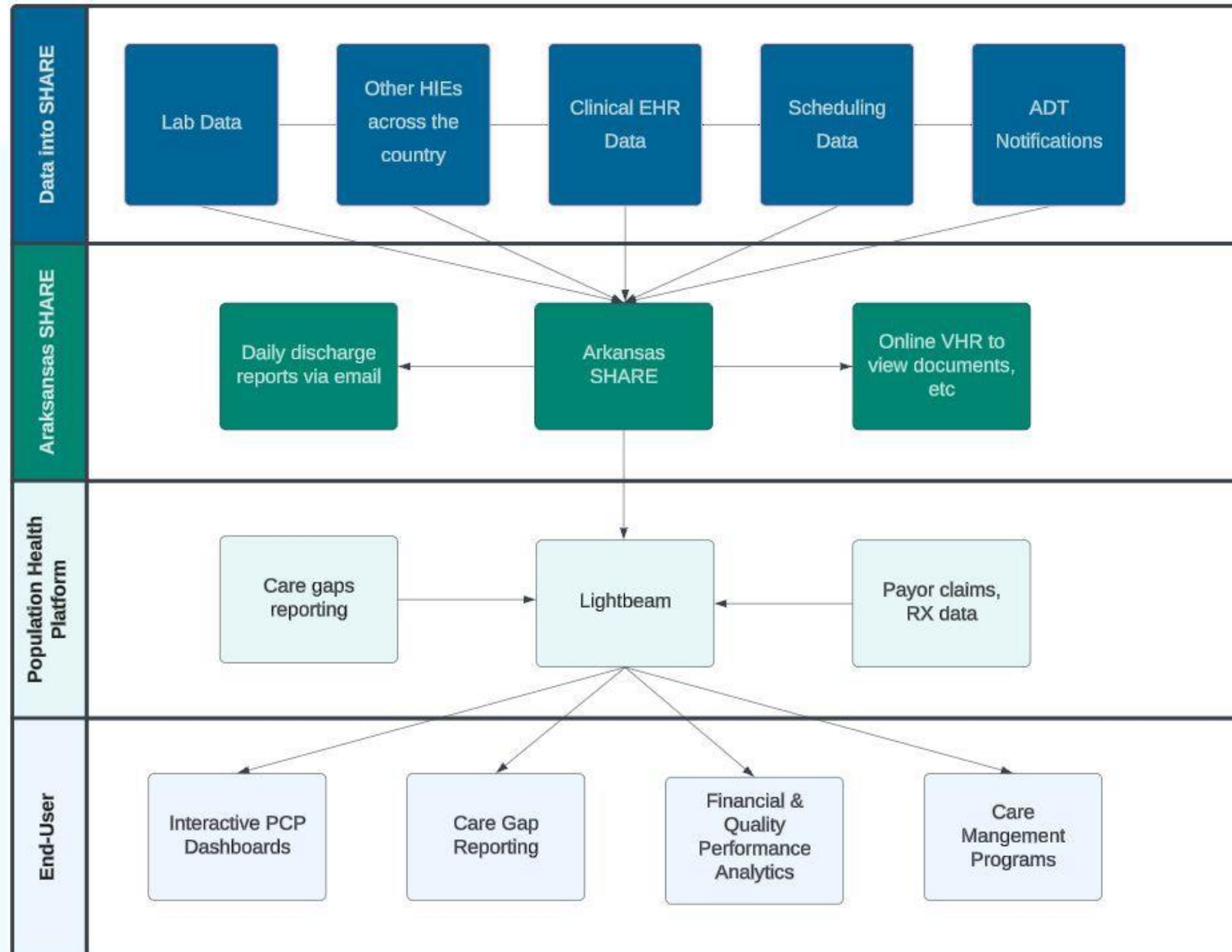
320
Specialists

80
Ancillary providers

Relationship with Arkansas SHARE

- Requirement for all participating providers in our network to connect to SHARE
- CQA pays the SHARE integration fee on behalf of the practice
- Send monthly rosters to SHARE to ensure we are receiving data on the correct patient populations
- Access to their Virtual Health Record (VHR) to see documents, CCDAs, progress notes, etc
- Regular meetings to discuss any data flow issues or improvements needed
- SHARE assists practices with their EHR vendors by providing verbiage to include during contracting phase, follow-up on tickets, etc
- About to start a pilot project to expand access to specialists via eConsults for our patients

Data Strategy



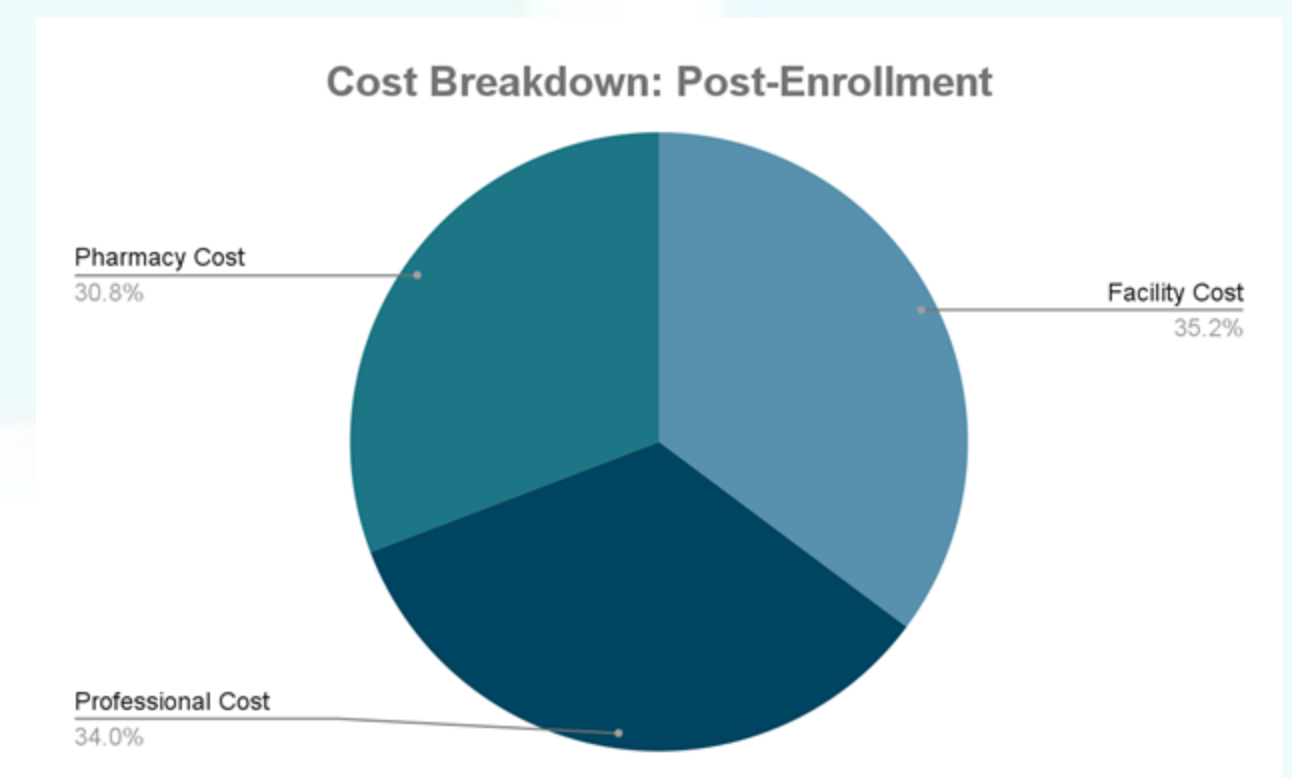
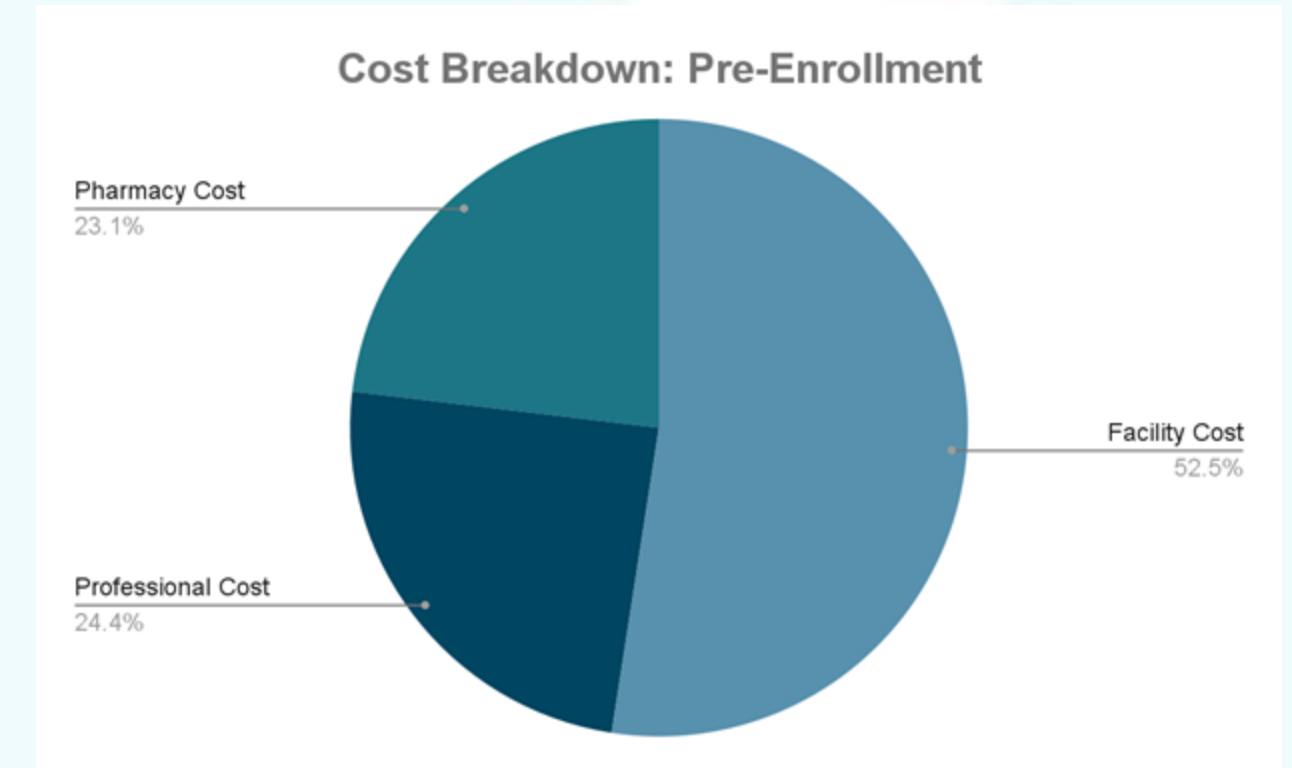
Program Development

Using the data we receive from SHARE into our population health platform, we are able to build out care management programs to support our VBC efforts:

- TCM Navigation Program
 - Use real-time ADT notifications to contact patients at admission & follow-up with them in a timely manner post-discharge to complete the non-F2F component of the TCM visit on behalf of our providers
- Multi-Visit Patient Program
 - Identify high utilizing patients much sooner than claims data to enroll them in our MVP program, where we conduct weekly multidisciplinary meetings and outreach/interventions to our most high risk patients
- Care Gap Reporting
 - Report payor-reported care gaps to providers for patients with upcoming appointments; identify patients needing AWWs that have upcoming appointments that can be flipped to an AWW instead

Program Successes: TCM Navigation

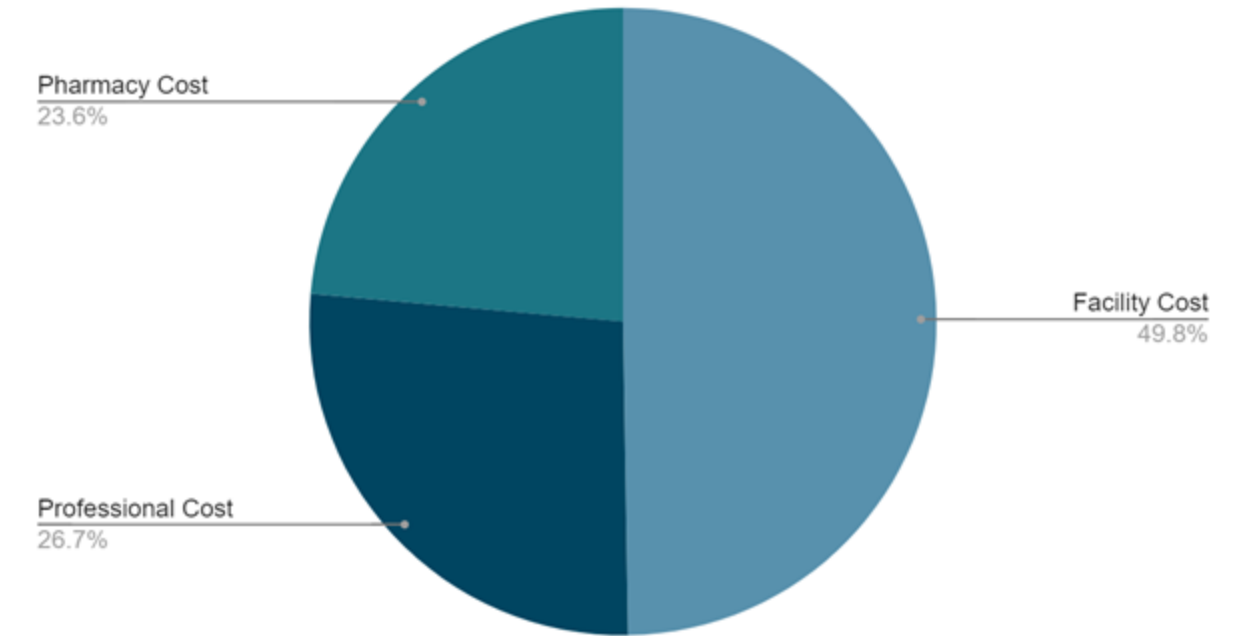
- 2200+ TCM initial contacts completed
- Tracking high-risk patients for 30 days post-discharge
- Decreased:
 - Total cost by 18%
 - Facility cost 45%
 - ER utilization post-discharge by 22%
 - Inpatient utilization post-discharge by 85%
- Increased:
 - Professional costs by 14%
 - Pharmacy costs by 9%
- Access to d/c summaries from SHARE has cut down on staff time spent faxing requests



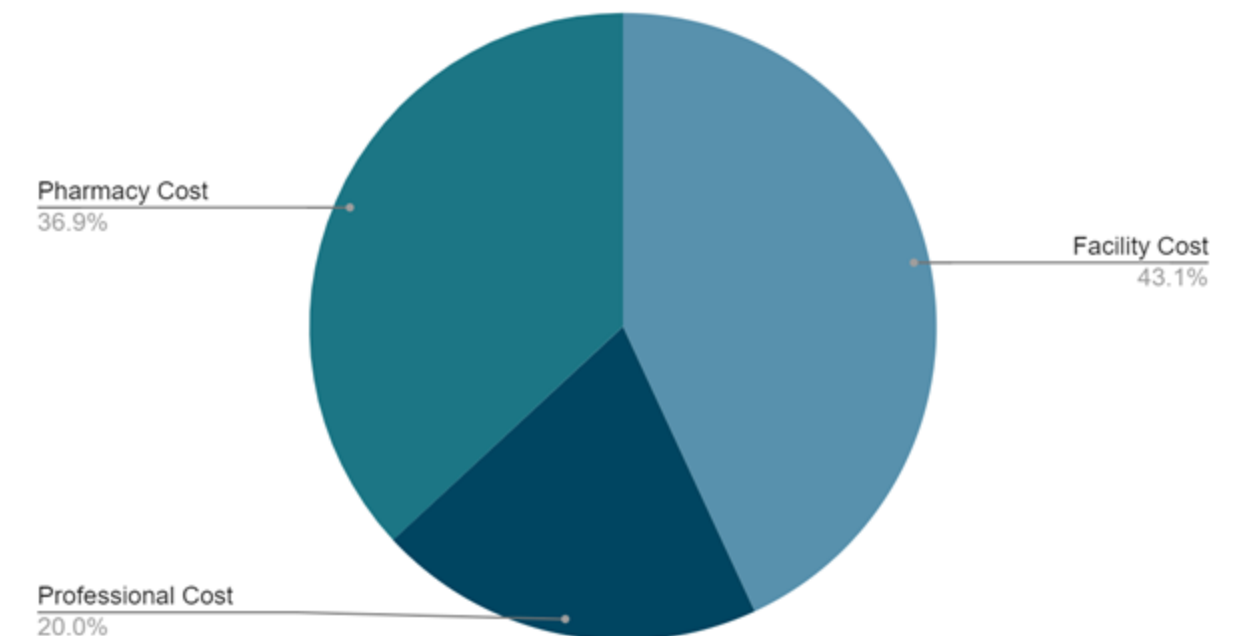
Program Successes: MVP - High ER Utilizers

- 66 patients with 5+ ER visits in a rolling 12-month period enrolled into the program
- Decreased:
 - Total cost by 10%
 - Facility cost 22%
 - Professional costs by 32%
 - ER utilization post-discharge by 65%
 - Inpatient utilization post-discharge by 2%
- Increased:
 - Pharmacy costs by 41%
- Real-time ADT messages allow us to outreach and intervene quickly after an event

Cost Breakdown: Pre-Enrollment

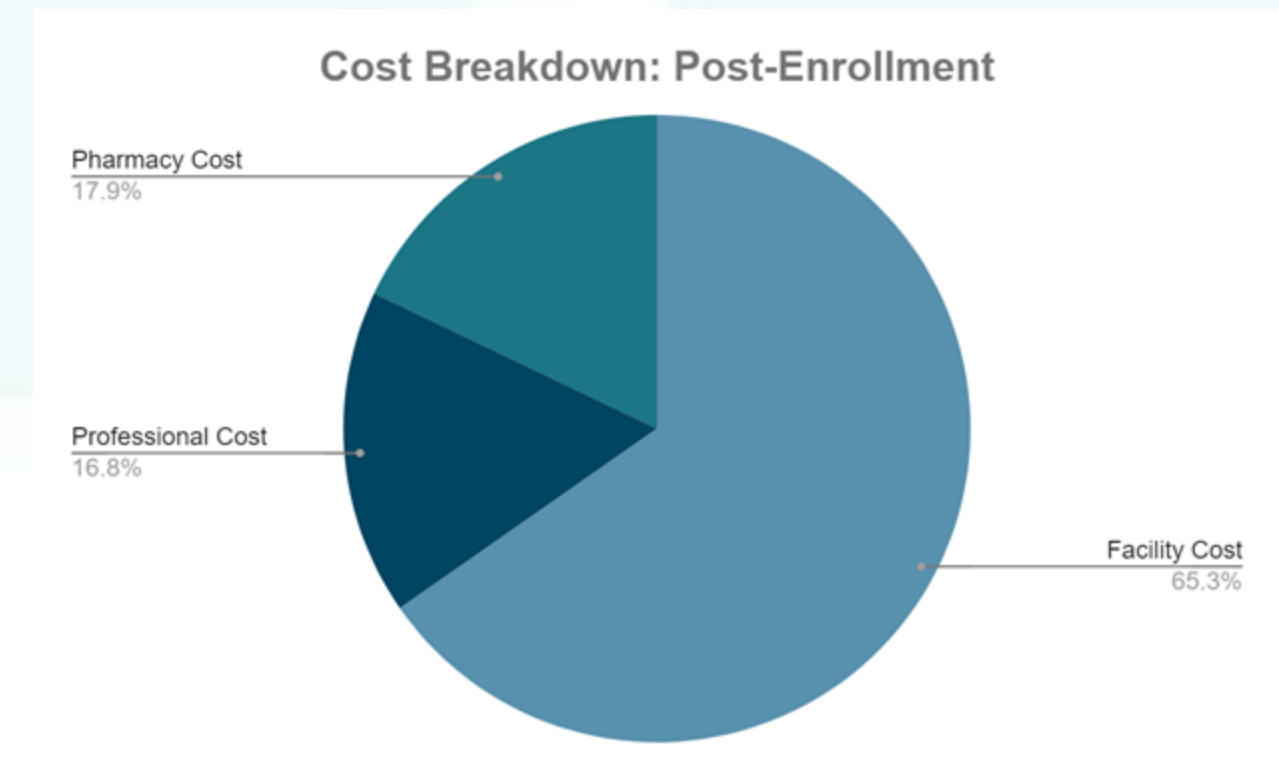
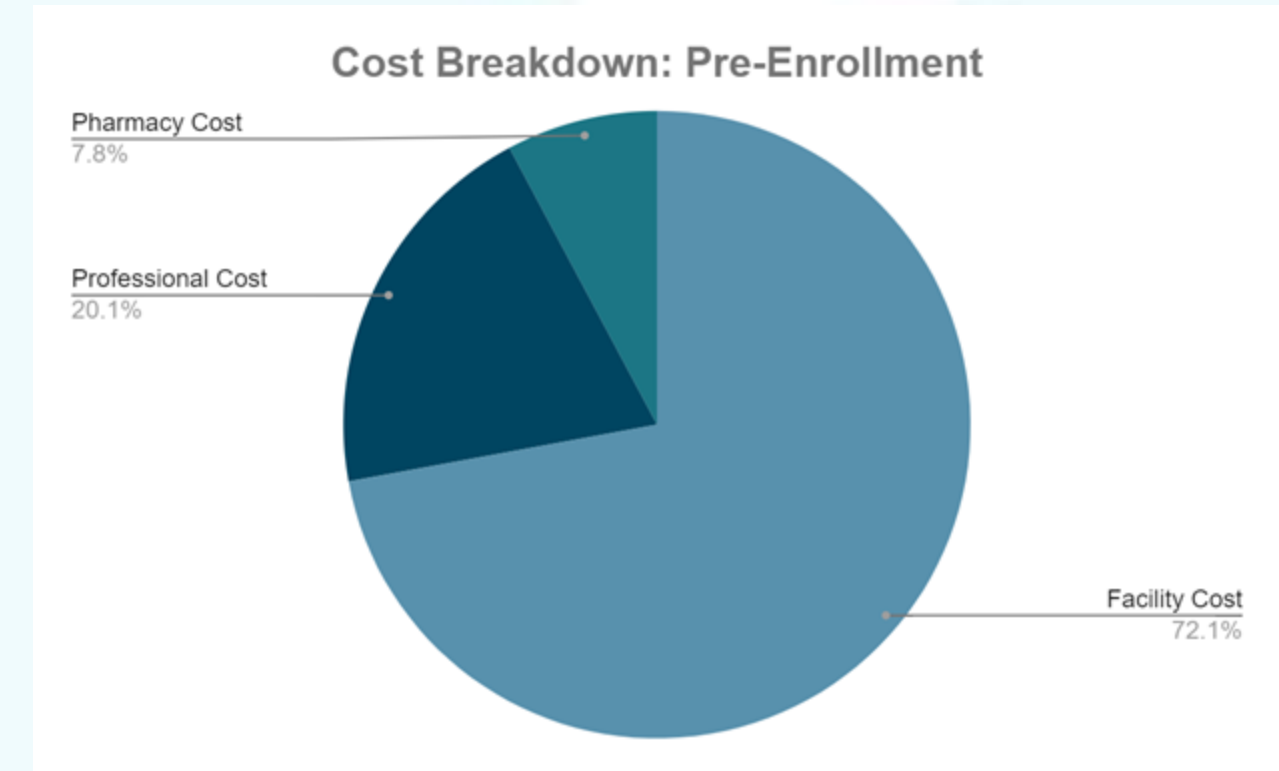


Cost Breakdown: Post-Enrollment



Program Successes: MVP - High IP Utilizers

- 90 patients with 3+ IP stays in a rolling 12-month period enrolled into the program
- Decreased:
 - Total cost by 52%
 - Facility cost 56%
 - Professional costs by 59%
 - ER utilization post-discharge by 14%
 - Inpatient utilization post-discharge by 50%
- Increased:
 - Pharmacy costs by 11%
- Real-time ADT messages allow us to outreach and intervene quickly after an event



Program Successes: Interactive Provider Dashboards

Provider Name



Distribution Gates

Eligible For Distribution	Participation Points >= 5	POD Participation >= 50%	Provider Orientation	Remote EHR Access	Cell Phone	Email
✗	4 ✗	100% ✓	✓	✓	✓	✓

Cost Measures

Medicare Advantage

Weighted MLR
79.98%

▼ 0.02% vs 80% Target

TCM % w/in 7 Days
28.57%

▼ 31.43% vs 60% Target

Commercial

Weighted MLR
86.55%

▼ 13.45% vs 100% Target

Risk Score Gaps
37

Quality Measures

Medicare Advantage

AWV Percent
44.07%

▼ 25.93% vs 70% Target

Star Score
4.31

▲ 0.06 vs 4.25 Target

Patient Experience
94.56%

▲ 8.98% vs 85.58% Target

Commercial

Quality Score
50.00%

▼ 50.00% vs 100% Target

Open ACV
21

27% YoY improvement to MA star ratings



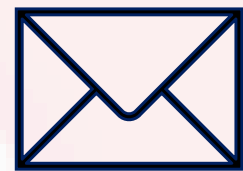
How to get in touch!



SHAREhealth@arkansas.gov



SHAREarkansas.com



CQA@nw-health.com



northwesthealth.com/northwest-community-quality-alliance



STAY UP TO DATE ON CIVITAS HAPPENINGS

SCAN

