COMMUNITY SPOTLIGHT

CHP SUBJECT MATTER EXPERT COMMUNITY
ESSENTIAL ACCESS HEALTH
Los Angeles, CA

> "The entire system, in terms of data collection, dashboard reporting, and action planning/quality improvement, is widely viewed as the model system among Title X grantees."

COMMUNITY OVERVIEW

Essential Access Health (EAH), formerly the California Family Health Council, champions and promotes quality sexual and reproductive health care for all. EAH achieves its mission through an umbrella of services, including clinic support initiatives, advanced clinical research, provider training, patient education, advocacy and consumer awareness, and data-driven performance measurement and quality improvement. EAH will contribute their expertise in data aggregation, technical assistance, and performance measurement and data dissemination to the Community Health Peer Learning (CHP) Program. EAH staff is experienced in processing large quantities of data, as well as creating and maintaining data reports from different electronic health records systems. They use these data to populate web-based dashboards where participating agencies can view their performance on a core set of measures and get recommendations on possible corrective actions to improve their results.

KEY INSIGHTS & LESSONS

Essential Access Health has served as the primary grantee in California for the national family planning program, Title X of the Public Health Service Act, for more than four decades and has learned many valuable lessons in that time:

- Sharing data is relatively achievable; sharing high quality data is a tremendous and on-going challenge. Data quality can be affected at every step of the process, from how front desk staff verbally phrase a question, to how the field is configured, to how the question is integrated into clinic workflow, to any behind-the-scenes mapping or programming, to how data translation is configured. It is important to systematically document all such steps, and to know when changes are made to any of them.

- A translator is often needed between clinic staff familiar with workflow and clinical protocols, and IT or software vendor staff familiar with EHR specifications. EAH staff regularly fill this gap with their understanding of both sides' requirements, and their ability to speak both clinical and technical language.

- Keep it simple: present results in an interactive, and attractive, format. Clinic staff tasked with quality improvement are not statisticians. Using data visualization techniques and interactive charts makes results easy to understand, and more likely to be disseminated to additional staff. User experience with the dashboard matters.

- Clinical staff use available time to improve performance, not to collect data. Established data sharing procedures should free clinic staff up to focus their limited time on taking actions to improve results. An action planning application and associated tools can provide structure and help staff target and implement the most effective possible actions.

PROJECT SNAPSHOT

Site Type	Not-for-profit
Areas of Expertise Related to CHP	**Data Aggregation** - Collect monthly reports of clinical visit-level data, translate the data into a standardized format, and load data into a central warehouse **Technical Assistance** - Proficiency with SQL programming and regularly supports agencies in creating and maintaining data reports generated from their respective EHR systems - Serve as national "experts" to assist grantees with Health Information Technology questions regarding data collection and use of data to improve quality **Performance Measurement + Data Dissemination** - Web-based dashboard for performance measurement

KEY ACHIEVEMENTS

- **Data Collection System:** Essential Access Health maintains a complex system to collect sexual and reproductive health data on approximately 1.8 million annual visits from its funded agencies. Agencies submit monthly visit-level data files in a variety of formats, codes, and layouts, and EAH staff create agency-specific specifications in the form of a stored set of macros and data crosswalks to translate each file into a standard format. The processed file is then loaded into the central database.

- **Technical and Clinical Knowledge:** Project staff have working knowledge of SQL and SAS programming, as well as experience in IT system administration. They are familiar with multiple EHR products and practice management systems, and can explain report specifications, perform data mapping, recommend modifications to enable correct and complete data collection, and more. They are also able to address clinical issues regarding workflow challenges with health center staff.

- **Performance Measurement:** EAH created a web-based dashboard that uses submitted data to automatically provide performance data for each agency. Agencies can see performance on key measures of sexual and reproductive health, details about calculations and justification for benchmarks, site-level results, monthly progress, comparisons to other agencies, and resources to improve performance. Essential Access Health also designed an interactive on-line tool to assess agency practices and generate a list of recommended actions and resources.

LEAD AGENCY

- **Essential Access Health (EAH)** (http://www.essentialaccess.org/) champions and promotes quality sexual and reproductive health care for all. They achieve their mission through an umbrella of programs and services including clinic support initiatives, provider training, advanced clinical research, advocacy, and consumer awareness. EAH partners with a diverse provider network that collectively serves more than one million women, men, and teens annually.

PARTNERS/COLLABORATORS

- **Health e-Link:** Provides technology-based tools to the health care marketplace that enable data sharing, data collection and management, and data analysis and reporting for collaborating health care providers and their partners. Responsible for the data exchange and database software utilized by Essential Access Health.

MEET THE PROJECT TEAM!

Karen Peacock, M.A.
Director of Evaluation and Data Operations
CHP Role: Subject Matter Expert
Contact: kpeacock@essentialaccess.org

Ask her about:
- Developing tools and systems to standardize data collection and reporting
- Data collection, analysis and visualization
- Performance measurement

Breione St. Claire, M.P.H.
Project Director
CHP Role: Subject Matter Expert
Contact: bstclaire@essentialaccess.org

Ask her about:
- Familiarity with wide variety of practice management and electronic health record systems
- SQL programming & Crystal Reports
- Laboratory data and lab interface development
- Analysis of workflow and dataflow
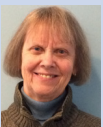- Liaison between clinical & technical

Waldyr Ortiz
Centralized Data System Manager
CHP Role: Subject Matter Expert
Contact: wortiz@essentialaccess.org

Ask him about:
- Familiarity with wide variety of practice management and electronic health record systems
- SQL programming
- Laboratory data
- Analysis of workflow and dataflow
- Liaison between clinical & technical

Terri Walsh, M.P.H.
Director of Research & Evaluation
CHP Role: Overall Project Oversight
Contact: twalsh@essentialaccess.org

Ask her about:
- Data collection and analysis
- SAS programming
- Performance measurement