



OKLAHOMA STATE UNIVERSITY-HEALTH ACCESS NETWORK

ANNUAL REPORT- JULY 1ST, 2015 TO JUNE 30TH, 2016



OKLAHOMA STATE UNIVERSITY HEALTH ACCESS NETWORK

Annual Report: July 2015-June 2016

Introduction:

The Oklahoma State University-Center for Health Sciences Health Access Network (OSU-CHS HAN) was initially implemented in June, 2011 and currently holds a patient panel size of 15,023 at the end of FY16; June 2016.

The following positions currently contribute to the function of the OSU-HAN:

Financial Reporting Manager- Dr. Johnny Stephens, Pharm D
CFO- Eric Polak
Executive Director/OSU CHSI- Dr. William Paiva
Director/OSU HAN- Matt Maxey
Physician Medical Director: Dr. Scott Shepherd
Behavioral Health Medical Director- Dr. Jason Beaman
Administrative Assistant- Lindsay James
RN Case Managers & LCSW Case Management
Health Information Technology- Heidi Holmes
Medical Informatics/Data Analyst- Shire Sathyanarayanan
Quality Assurance Coordinator- Bruce Pierce

OSU Health Access Network Mission Statement:

The mission of the Oklahoma State University Health Access Network Case Management Program is to empower our members with the ability to manage their health care needs across the care continuum by coordinating quality health care services through an appropriate, cost-effective, and timely care management plan.

Members:

Current OSU HAN Members, June 2016: 15,023

OSU Physicians, Tulsa:

- OSU Internal Medicine- Houston Center
- OSU Internal Medicine, Specialty Services- Houston Center
- OSU Family Medicine- Physician's Office Building (POB), Health Care Center/ Women's Health Center, Eastgate, and North Regional Health and Wellness Center
- OSU OB/GYN- Houston Center, Catholic Charities
- OSU Pediatrics- Houston Center
- OSU Surgery- Physician's Office Building

OSU-Physicians, Muskogee:

- OSU Children's Pediatric Clinic
- OSU Premier Pediatrics Clinic



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Case Management Program Overview:

Nurse case managers, utilizing motivational interviewing skills; provide outreach, follow-up, health education, care coordination, and management tools to support self-directed care to Sooner Care Choice members living in complex health care needs as identified by the Oklahoma Health Care Authority in the following categories:

- Women enrolled in the High Risk Pregnancy Program
- Members with high Emergency Room utilization
- Women enrolled in the Oklahoma Cares Program (diagnosed with breast/cervical cancer)
- Members enrolled in the Pharmacy Lock-In Program
- Members diagnosed with Hemophilia
- Members with other chronic health conditions referred by their primary care provider or other health care professionals

Additional care management opportunities include:

- Follow up contacts to members discharges from OSU Medical Center
- Chart audits utilizing EMR
- Verifying follow-up appointments with providers-to allow for timely follow-up within 3-5 days from hospital discharge in order to provide care coordination
- Participation in Comprehensive Primary Care (CPC) activities as team member through the OSU-CHS Family Medicine, Health Care Center
- Identification/stratification of members with chronic health conditions
- Data analysis of OHCA claims data

Objective:

The OSU HAN is dedicated to ensuring that Sooner Care Choice Members are adequately supported in reaching their optimal health status and receive the best health care services in the most efficient manner. To accomplish this, the OSU HAN will continue to provide a care coordination system of services; integrating health education, outreach, and access to community resources.

Accomplishments:

Around the start of FY16, Senior members of the OSU HAN sought to strengthen the progress under the direction of Dr. William Paiva, PhD and an appointed interim Director, Michael Shea, MHA took on the challenge of revamping the HAN's focus. During the fiscal year the following positions have been filled;

1. Shantel Bolton, RN- Hired in July 2015
2. Administrative Assistant- Lindsay James- Hired in August 2015
3. HAN Director-Matt Maxey- Hired in September 2015
4. Connie Schadel, RN- Hired in September 2015
5. Leslie Brown, RN- Hired in September 2015
6. Quality Assurance Coordinator- Bruce Pierce- Hired in March 2016
7. Data Analyst- Shrie Sathyanarayanan- Hired in March 2016
8. Paula Wheeler-Ballard, RN- Hired in May 2016
9. Melissa Gantz, LCSW- Hired in June 2016



OSU HAN Highlights

3rd Quarter (July-September)- CY 2015

Operations:

- Aug. 11th- Interim Director and Administrative Assistant met with the University of Oklahoma Health Access Network Administrator to discuss how their current process flows, organizational layout, and overall reporting structure functions.
 - We gained very insightful information as to how their department operates- received documents of OU HAN on reporting structure, organizational charts, and member flow
- Aug. 24th- Departments heads met with Brian Yeaman with Coordinated Care to discuss the possibility of utilizing Coordinated Care EHR
- Sept. 3rd- Department evaluated the use of My Health versus Coordinated Care (after having already met with Coordinated Care) as a possible extension of EPIC in the short term, as well as possibly utilizing Doc to Doc as a referral tool
 - Department heads met with Dr. Kendrick in regard to My Health EHR utilization
- Sept.- OSU Health Access Network department developed an e-mail contact-osuhan@okstate.edu
 - Website creation and implementation was considered during this period of time for the purpose of informing the physicians, residents, and patients about department information, as well as services offered by the OSU Health Access Network Case Management Program.
- Sept.- With the additional of our newly appointed Medical Director, Dr. Koehler, the HAN sought to work with him in order to devise plans of care for such areas as asthmatics, diabetics, high ER utilizers, as well as other high-risk patient populations that we encounter
 - Dr. Koehler was also present on our QA Committee, the many that included our case manager, Shantel Bolton, as well as potential QA Coordinator, Roxanne Sparks (an identified candidate from OSUMC-Mercy)
 - Both HAN Director and Interim Director met with Roxanne to discuss the role in the HAN QA Committee. It was later determined that Roxanne would not be joining the HAN QA Committee due to her current and existing role at the OSU Medical Center
- Sept. The Department was working with two data analytic staff who were data mining the OHCA Claims data
 - Completed a 48 Month Longitudinal survey of the HAN data
 - Pulled top 15 consumers in ER in such areas as; general complaints, Asthma, and diabetes

Departmental Meetings:

- The Health Access Network department has established a weekly departmental meeting to include Dr. Paiva and the Medical Director, Dr. Koehler, every Monday
- The HAN Department has also established a weekly Case Management Update Meeting to occur every Friday

Conference Attendance:

- Aug.- Had departmental presence at the 2015 Strategic Planning Conference in OKC, OK
- Sept. 17th- Received confirmation to setup a HAN exhibit booth at the CME Primary Care Update Conference held at the Double Tree-Tulsa on Nov. 6th & Nov. 7th



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- At this conference we were able to provide insight to the HAN and the case management services that we provide
- Marketing materials were produced and distributed during this conference

Departmental Training:

- Aug. 25th, 26th, & 27th- Our Case Manager, Shantel Bolton, attended CM Training at OU-Tulsa

Departmental Hiring Process:

- The HAN has successfully hired for the following positions during the 3rd quarter of CY 2015
 - July 2015- RN Case Manager- Shantel Bolton
 - August 2015- Administrative Assistant- Lindsay James
 - September 2015- HAN Director- Matt Maxey
 - RN Case Manager- Connie Schadel
 - RN Case Manager- Leslie Brown
 - HAN Medical Director- Dr. Duane Koehler
- Also during this time, the HAN was contemplating future interviews for the following positions:
 - LCSW
 - Data Analyst

HAN Clinic Visits:

- Aug. 20th- Conducted a meeting with the Chief Resident from the HCC Family Medicine Clinic to discuss our current referral system/process and consent forms used in the Family Medicine Clinic
 - Discussed the possibility of having a button or drop down embedded in the EPIC system specifically for HAN referrals in order to streamline the referral process and give the physicians and residents the ability to send it directly to the HAN Case Managers within the EHR system
 - HIT decided to utilize e-mail inbox in EPIC for referrals as a temporary solution while our departmental request to have our department and referral drop down was being built in EPIC
- Aug. 21st- Chief Resident of the Family Medicine Health Care Center took the Consent and Referral Form that we presented to him to the weekly HCC Family Medicine Physician Resident Meeting with the premise of implementing the forms into the clinic pods for easy access the following Monday, Aug. 24th
 - Later confirmed by The Oklahoma Health Care Authority that a physical consent form completed with a patient's signature was not required. Verbal consent is sufficient
 - After having re-introduced our program to the residents at the HCC, FM residents began to come directly to the department to refer in-house patients for our case management services
- Aug. 27th- Dr. Paiva, Interim Director Michael Shea, and Administrative Assistant, Lindsay James, met with Lead LPN, Erika Johnson, at the Houston Parke Pediatrics Clinic to discuss the HAN and our Case Management Services
 - Erika is taking our discussion to all of her clinical physicians at their monthly meeting the week of Sept. 14th
 - Erika reported that the discussion at the monthly clinical physicians meeting was very well received and the consensus was that there are a lot of patients in their clinic that would benefit for our CM program
- Aug. 28th- Attended the monthly Family Medicine Physicians meeting of which included the Family Medicine Department Chair, Dr. Thurman, and all FM physicians to discuss the utilization of the HAN in their clinics



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- Sept. 16th- HAN Director and Interim Director met with the General Manager of the Muskogee Children's Clinic, Ryan Hardaway, to discuss the case management services that our department offers
 - The meeting went very well and the clinic is eager to begin working with our department and case management services
 - The Muskogee Children's Clinic is also interested in assistance in 'meaningful use' and Tier advancement. We have contacted HIT Director, Heidi Holmes, to discuss meaningful use tactics for their clinic
- Sept. 21st- Looked to schedule a meeting with our Eastgate clinic-reached out to Practice Administrator, Cindy Earnest
- Sept. 30th- HAN Director gave a short introductory presentation of our department and services to the clinical staff at the Houston Parke Internal Medicine and Specialty Services Clinic

Clinic Enrollment:

- Sept. 17th- Department was approached by the Family Medicine Practice Administrator, Cindy Earnest, in regard to enrolling another Family Medicine Clinic- North Regional Health and Wellness Clinic
 - Sept. 18th- Confirmation was received from Melody at OHCA and we successfully enrolled North Regional Health and Wellness Clinic

4th Quarter (October-December)- CY 2015

Operations:

- Oct. 2nd- Department heads, Matt Maxey and Mike Shea, met again with Dr. Kendrick's assistant, Mike Noshay
 - Discussed with Mike Noshay the reporting capabilities of My Health, as well as additional data packages that are available to purchase for immediate utilization
- Oct. 30th- The OSU Health Access Network website went live- osuhan.com

Departmental Meetings:

- The OSU Health Access Network department established weekly departmental meetings to include Dr. Paiva and the HAN Medical Director to occur every Monday
 - Dr. Johnny Stephens also received an open invitation to attend our weekly meetings
 - Oct. 19th- Dr. Stephens attended his first HAN Departmental meeting

Departmental Hiring Process:

- Future interviews were planned by the OSU-CHS staff to include the following positions within OSU HAN:
 - LCSW
 - Data Analyst
 - Quality Assurance Coordinator

Departmental Staff Training:

- Nurse specific EPIC Training completed- Matt Maxey

HAN Clinic visits:

- Oct. 14th- HAN Director, Matt Maxey, and HIT Manager met with Ryan Hardaway at the Muskogee Children's Clinic to discuss meaningful use and My Health EHR Access and Implementation



OKLAHOMA STATE UNIVERSITY HEALTH ACCESS NETWORK

- Ryan also confirmed that he had submitted the application for Tier II advancement in early October to the Oklahoma Health Care Authority
- Oct. 27th- HAN Director and HAN Administrative Assistant travelled to Muskogee Children's Clinic to re-introduce our department and case management program to the clinical staff, as well as physicians
- Nov. 6th- HAN Director held another departmental re-introduction to the Houston Parke Internal Medicine and Specialty Services that included attending physicians, IM, and Cardio Physicians

1st Quarter (January-March)- CY 2016

Operations:

- Jan. 4th- HAN Director attended a Data analytic meeting with Dr. Paiva and Elvena Fong (Program Manager-Data Analytics-CHSI) to discuss the logistics/departmental responsibilities a data analyst will require for both departments
 - Submitted educational links to OSU Web Manager to be included on our website for patient access and education
- Jan. 5th- OOSU Health Access Network Case Managers conducted monthly Conference Call with Jennifer Laizure
- Feb. 2nd- HAN Director and Case Managers worked to create Asthma Care Plans to include a basic template from which to work. The plan provided the case managers a targeted set of goals that can be individualized for each patient with a chronic condition. This allows a case manager to pick goals for an individual patient that meet the needs of that specific client. This plan allows case managers to track progress toward meeting those goals
 - Feb. 3rd- Case Managers began to utilize the asthma care plan model in order to set goals for existing population of actively managed asthmatics
- Feb. 4th- Received confirmation from our Health Information Technology Department that our HAN department has been built out and completed in EPIC. The ability to receive referrals electronically via the EPIC platform drop down completed
- Feb. 9th- HAN Director and Administrative Assistant met with Jamie Edford, OSU Web Manager, to discuss the stats of our website. We also submitted key words/key phrases to Jamie in an effort to help encourage a higher frequency of website views
- Feb. 16th- HAN Director met with Eric Polak, Dr. Paiva, and Melody Anthony to discuss HAN expansion and the resuming of payments
- Mar. 8th- HAN Director met with Interior Designer of the 810 S. Cincinnati building to discuss layout/logistics and furniture

Departmental Training:

- Mar. 25th- HAN Director and Case Managers, Leslie Brown and Connie Schadel, began Motivational Interviewing training today and continued training for two additional Fridays (4/1 & 4/8)
- Mar. 29th- HAN Director and Case Managers, Connie Schadel and Leslie Brown, attended Case Management training at the University of Oklahoma-Tulsa

Departmental Meetings:

- Jan. 4th- Health Access Network departmental meeting
- Jan. 8th- Health Access Network Case Management Update Meeting
- Jan. 11th- Health Access Network departmental meeting
 - HAN Director attended CHS policy review meeting in order to assist in the revision of policies
- Jan. 15th- Health Access Network departmental meeting



OKLAHOMA STATE UNIVERSITY HEALTH ACCESS NETWORK

- HAN Director attended the CQI Meeting in order to provide a HAN update
- Jan. 18th- Health Access Network departmental meeting
- Jan. 19th- GME Meeting with Oklahoma Health Care Authority
- Jan. 22nd- Health Access Network departmental meeting
- Jan. 25th- Health Access Network departmental meeting
- Jan. 27th- Monthly meeting with the Oklahoma Health Care Authority
- Feb. 1st- Health Access Network departmental meeting
- Feb. 5th- Health Access Network Case Management Update Meeting
 - HAN Director attended the Continuous Quality Improvement meeting
 - HAN Director met with Dr. Alexopoulos to discuss expanding HAN services to other AJ Clinics, as well as other potential partnerships with the Tulsa Health Department
- Feb. 8th- Health Access Network Departmental Meeting
- Feb. 12th- Health Access Network Case Management Update Meeting
- Feb. 15th- Health Access Network Departmental Meeting
- Feb. 19th- Health Access Network Case Management Update Meeting
- Feb. 22nd- Health Access Network Departmental Meeting
- Feb. 23rd- Meeting with Oklahoma Health Care Authority
- Feb. 27th- Health Access Network Case Management Update Meeting
- Mar. 4th- Health Access Network Departmental Meeting
 - Administrative Assistant and Case Managers, Shantel Bolton & Connie Schadel, attended the monthly Continuous Quality Improvement meeting
- Mar. 7th- Health Access Network Departmental Meeting
 - HAN Director attended CHS Policy Review Meeting
- Mar. 8th- HAN Director attended CHSI/HAN Team Meeting
- Mar. 10th- HAN Director and Administrative Assistant joined a conference call with Well Care to discuss their program and how it relates to the Health Access Network Program
- Mar. 11th- Health Access Network Case Management Update Meeting
- Mar. 14th- Health Access Network Departmental Meeting
 - HAN Director attended weekly OSU/CHSI Team Meeting
 - Administrative Assistant met with OSU Web Manager to discuss the design and implementation of a monthly, departmental e-mail blast and Facebook page
- Mar. 21st- Health Access Network Departmental Meeting
- Mar. 28th- Health Access Network Departmental Meeting

HAN Clinic Visits:

- Jan. 11th- HAN Director visited the Eastgate Clinic, Connie followed up with a patient at their appointment
 - Director discussed the HAN and Clinic contract agreements, appointments, and referrals
- Jan. 21st- HAN Director and Case Manager, Leslie Brown, met with residents/attending physicians/nurse practitioners at the North Regional Health and Wellness Clinic
- Jan. 26th- HAN Director visited the Houston Park Pediatrics Clinic to discuss our CM program with their residents and clinical staff
- Feb. 11th- CHSI Director (Marjorie) and HAN Director met with Dr. Stratton at the Muskogee Children's Clinic to further discuss:
 - Case Management Services within the MCC



OKLAHOMA STATE UNIVERSITY HEALTH ACCESS NETWORK

- Discussed the clinic's Referral Coordinator's retirement at the end of this month
- Feb. 17th- HAN Director and Case Manager, Leslie Brown, met with Houston Park Pediatric providers to re-introduce our program and the services that we offer through our Case Management Program
 - Upon an invitation from the clinic, we have established a monthly Wellness Session meeting to include our Case Managers and the physicians of the clinic
- Feb. 18th- HAN Director and Case Manager, Connie Schadel, travelled to Muskogee Children's Clinic to shadow the current and newly hired referral coordinator in order to become more familiar with their current referral process
 - MCC agreed to begin the new Case Management process on March. 9th
 - Process plan; met at the clinic location weekly and began an implementation of Case Management within the clinic
- Mar. 16th- HAN Director and Kathy Windle travelled to Enid, OK and met with the Practice Managers of several OSU, adjunct clinics in order to introduce our program and the ways in which we could benefit their patient populations

Departmental Hiring Process:

- Jan. 4th- Successfully posted for the position of Quality Assurance Coordinator
 - Feb. 9th- Conducted two interviews
 - Feb. 10th- Conducted two additional interviews
 - Mar. 8th- Offer was extended to one of the candidates, Bruce Pierce, of which he accepted
- Jan. 20th- HAN Director and Elvena Fong (Data Analytic Program Manager- CHSI) conducted multiple interviews (6) for the shared Data Analyst position between the HAN and CHSI
- Feb. 26th- Human Resources has posted two additional Nurse Case Manager positions for the HAN
 - One of the Case Managers that was interviewed, Paula Wheeler-Ballard, accepted the Muskogee Children's Clinic
- Mar. 28th- New Quality Assurance Coordinator, Bruce Pierce, and Data Analyst, Shrie Sathyanarayanan started with the HAN

Departmental Training:

- Mar. 25th- HAN Director and Case Managers, Leslie Brown and Connie Schadel, began Motivational Interviewing training and continued this training for two additional Fridays (4/1 & 4/8)

2nd Quarter (April-June)- CY 2016

Operations:

- Apr. 8th- HAN Director and Case Managers, Connie Schadel and Leslie Brown, attended their final Motivational Interviewing Training
- Apr. 14th- Data Analyst, Shrie, and Quality Assurance Coordinator attended EPIC training to include; Release of Information/Scanning, Telephone Encounters, Cadence 1203, and Referral Training
 - Director, Administrative Assistant, and Case Managers attended the EPCI Cadence 1203 and Referral Training
- April. 28th & 29th- HAN Administrative Assistant and Director hosted an Exhibit Table at the 116th Annual Convention: Medicine's New Frontier in Norman, OK
- May 5th- HAN Director discussed options of Dr. Jason Beaman to act as out Behavioral Health Medical Director
- May 18th- Quality Assurance Coordinator attended the QI Clinic Consultation Project meeting



OKLAHOMA STATE UNIVERSITY HEALTH ACCESS NETWORK

- Jun. 1st- Collaborative efforts between the HAN and CHSI appointed Dr. Scott Shepherd as the HAN Medical Director

Departmental Meetings:

- Apr. 4th- Health Access Network Departmental Meeting
- Apr. 5th- HAN Director attended weekly CHSI/HAN Team Meeting
- Apr. 11th- Health Access Network Departmental Meeting
 - Director attended Policy Review Committee Meeting
 - Director attended weekly CHSI/HAN Team Meeting
- Apr. 15th- Health Access Network Case Management Update Meeting
- Apr. 18th- Health Access Network Departmental Meeting
- Apr. 19th- HAN Director attended weekly CHSI/HAN Team Meeting
- Apr. 22nd- Health Access Network Case Management Update Meeting
- Apr. 25th- Health Access Network Departmental Meeting
 - Director attended CHSI/HAN Team Meeting
- Apr. 26th- Director attended Supervisor's Meeting
- Apr. 27th- Attended Monthly meeting with the Oklahoma Health Care Authority
- May 2nd- Health Access Network Departmental Meeting
- May 5th- Health Access Network Quality Assurance Meeting
- May 6th- Health Access Network Case Management Update Meeting
- May 9th- Health Access Network Departmental Meeting
- May 10th- HAN Director, QA Coordinator, CM Connie Schadel, and our newest CM Paula Ballard travelled to Muskogee Children's Clinic to attend a clinic cookout and to provide a Meet & Greet opportunity between Paula and the clinic staff
- May 11th- Held Bi-monthly conference call with HIT's Cody Friedan to discuss our current needs and questions
- May 12th- Health Access Network Quality Assurance Meeting
- May 16th- Health Access Network Departmental Meeting
- May 17th- Director attended weekly CHSI/HAN Team Meeting
- May 20th- HAN Quality Assurance Coordinator attended the monthly CQI Meetings in which he spoke about our referral process, as well as attempts to establish monthly meetings with all of our clinics
- Jun. 3rd- HAN Director and QA Coordinator attended the monthly CQI Meeting
- Jun. 6th- Health Access Network Departmental Meeting
 - Director attended weekly CHSI/HAN Team Meeting
- Jun. 7th- Health Access Network Case Management Update Meeting
 - Case Managers attended weekly CHSI/HAN Team Meeting
- Jun. 21st- Health Access Network Case Management Update Meeting
- Jun. 22nd- Held Bi-monthly conference call with Cody Friedan (HIT) to discuss our current needs and questions
- Jun. 27th- Health Access Network Departmental Meeting
- Jun. 28th- Health Access Network Case Management Update Meeting
 - HAN Director attended weekly OSU CHSI/HAN Team Meeting

HAN Clinic Visits:

- Apr. 6th, 13th, & 20th- HAN Director and CM, Connie Schadel, travelled to Muskogee Children's Clinic for their weekly Case Management Meeting



OKLAHOMA STATE UNIVERSITY HEALTH ACCESS NETWORK

- Case Managers, Leslie Brown and Shantel Bolton, met with physicians at Houston Parke Pediatrics clinic for their standing, monthly case management meeting of which current managed patients were discussed
- May 10th, 17th, & 24th - HAN Director and Case Managers, Connie Schadel and Paula Wheeler-Ballard, travelled to Muskogee Children’s Clinic for their weekly Case Management Meeting
 - May 10th - Case Managers, Leslie Brown and Shantel Bolton, met with physicians at the Houston Parke Pediatrics Clinic for their standing, monthly case management meeting
 - HAN Director, Case Manager Connie Schadel, Quality Assurance Coordinator Bruce Pierce, and New Muskogee Children’s Clinic Case Manager, Paula Wheeler Ballard attended a clinic cookout at the Muskogee Clinic to introduce Paula to the doctors and clinical staff
- - Jun. 1st, 8th, 15th, 22nd, & 29th - HAN Director and Quality Assurance Coordinator continue to travel to Muskogee Children’s Clinic to meet with clinic manager and CM Paula Wheeler Ballard
- Jun. 8th - HAN Director travelled to Premier Pediatrics Clinic in Muskogee and offered an introduction to our Case Management Program. There he successfully obtained a signed contract to join our HAN program
- Jul. 3rd - CM, Leslie Brown, who previously attended the standing, monthly meeting with the Houston Parke Pediatric Clinic took along with her our newest Case Manager, Melissa Gantz, LCSW. As the new Case Manager for the HPP Clinic, Melissa established a schedule where she is in the clinic two days a week, every week to serve as a HAN point of contact

Case Management- All Populations-Interventions

At the end of FY 2016, the OSU HAN provided case management services 608 individual Sooner Care Choice members

Below is a population breakdown of the number of individual Sooner Care Choice members that have benefited from our case management services in FY2016.

OSU HAN Care Management	
Care Management Category	Unique Members Served in Fiscal Year 2016
High Risk Obstetrics	53
Diabetes	37
Breast and Cervical Cancer	16
Hemophilia	1
Asthma	28
Pharmacy Lock-in	22
Hospital Follow Up	215
ER Utilization	80
Misc.	156
Total for Fiscal Year 2016	608



OKLAHOMA STATE UNIVERSITY HEALTH ACCESS NETWORK

Percentage of Case Managed Patients vs. Entire Clinic Panel Roster

The table below represents the percentage of care managed patients in comparison to the total number of members presented in the clinic panel rosters at the end of FY16; June 2016. According to the table below, at the end of FY16 we were managing 1.28% of the total patient population panel that exists in our enrolled OSU Health Access Network Clinic system.

Clinic	Total Members	Care Managed Member	% Care Managed
NORTH REGIONAL HEALTH AND WELLNESS CENT	410	5	1.22%
OSU EAST GATE	1508	15	0.99%
OSU HCC FM & WHC	2104	66	3.14%
OSU HOUSTON PARKE PEDIATRICS	4311	30	0.70%
OSU INTERNAL MEDICINE SPECIALTY CLINIC	360	34	9.44%
OSU POB FAMILY MEDICINE	588	8	1.36%
OSU-AJ CHILDREN'S CLINIC	3937	32	0.81%
OSU-AJ PREMIER PEDIATRICS OF MUSKOGEE	1805	3	0.17%
Grand Total	15023	193	1.28%

FY15 Case Management Patient Population Data

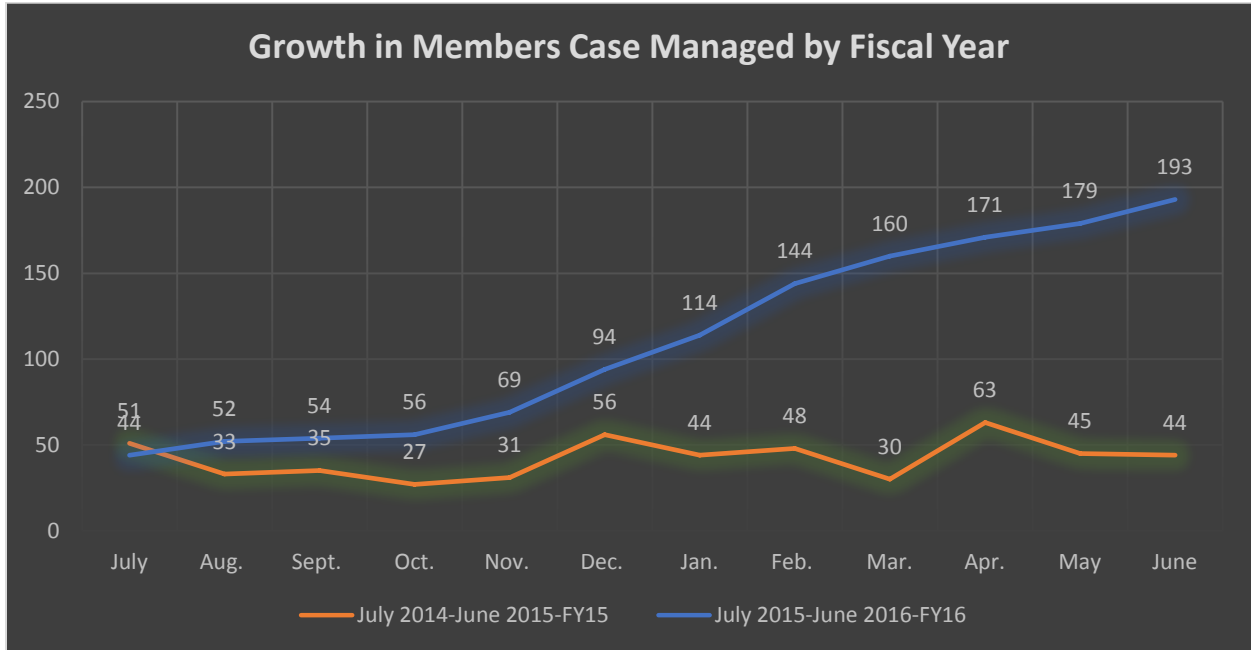
Population	Jul.-14	Aug.-14	Sept.-14	Oct.-14	Nov.-14	Dec.-14	Jan.-14	Feb.-15	Mar.-15	Apr.-15	May.-15	Jun.-15
HROB	8	8	7	8	7	4	5	7	5	5	7	5
Breast/Cervical Cancer	5	5	5	4	4	2	3	4	7	7	7	7
Hemophilia	1	1	1	1	1	1	1	1	1	1	1	1
Hospital F/U	22	14	2	8	13	12	12	20	2	12	14	13
PHARM LOCK IN	3	4	6	6	5	5	5	7	3	2	4	5
ER Utilization	11	1	14	0	1	30	16	6	11	34	12	13
Misc. (Other)	1	0	0	0	0	1	2	3	1	2	0	0
Total Managed Cases per Month:	51	33	35	27	31	55	44	48	30	63	45	44

FY16 Case Management Patient Population Data

Population	Jul.-15	Aug.-15	Sept.-15	Oct.-15	Nov.-15	Dec.-15	Jan.-16	Feb.-16	Mar.-16	Apr.-16	16-May	Jun.-16
HROB	5	9	10	9	11	15	17	18	14	13	15	12
Asthma	0	0	0	0	5	8	11	12	16	14	14	14
Breast/Cervical Cancer	7	8	9	9	10	10	10	12	12	12	12	8
Diabetes	0	4	0	5	11	15	19	23	25	24	23	24
Hemophilia	1	1	1	1	1	1	1	1	1	1	1	1
Hospital F/U	13	14	17	3	0	0	2	3	5	6	6	6
PHARM LOCK IN	5	5	5	5	7	6	7	7	7	8	8	7
ER Utilization	13	8	6	19	10	19	20	21	21	19	15	11
Misc. (Other)	0	3	6	5	14	20	27	47	59	74	85	110
Total Managed Cases per Month:	44	52	54	56	69	94	114	48	160	171	179	193



OKLAHOMA STATE UNIVERSITY HEALTH ACCESS NETWORK

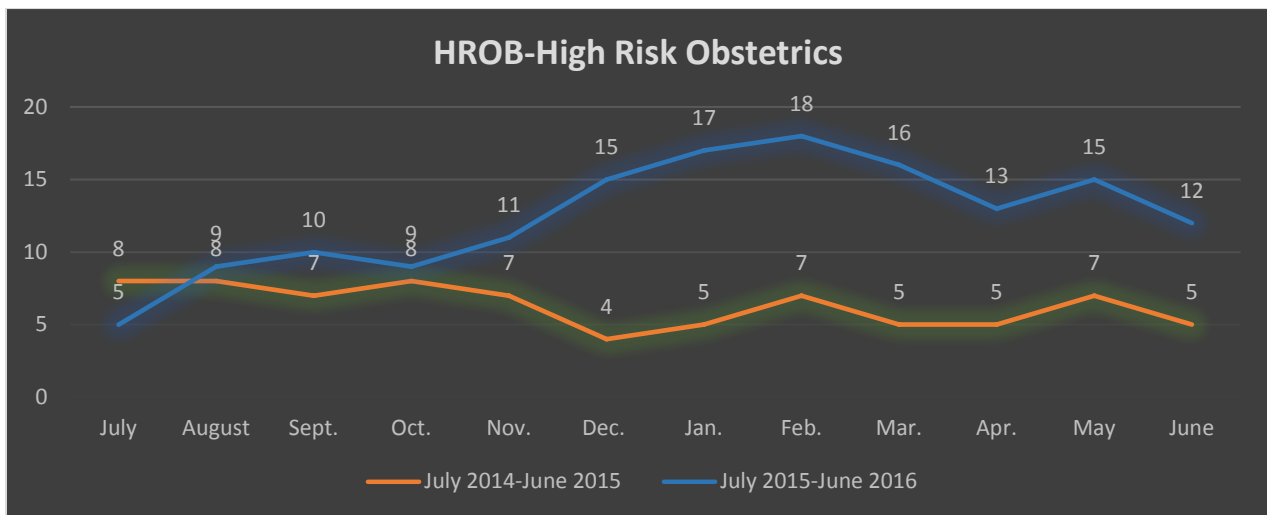


Case Management-Population Specific-Interventions

HROB

HROB- High Risk Obstetrics

	July	August	Sept.	Oct.	Nov.	Dec.	Jan.	Feb.	Mar.	Apr.	May	June
July 2014-June 2015	8	8	7	8	7	4	5	7	5	5	7	5
July 2015-June 2016	5	9	10	9	11	15	17	18	16	13	15	12



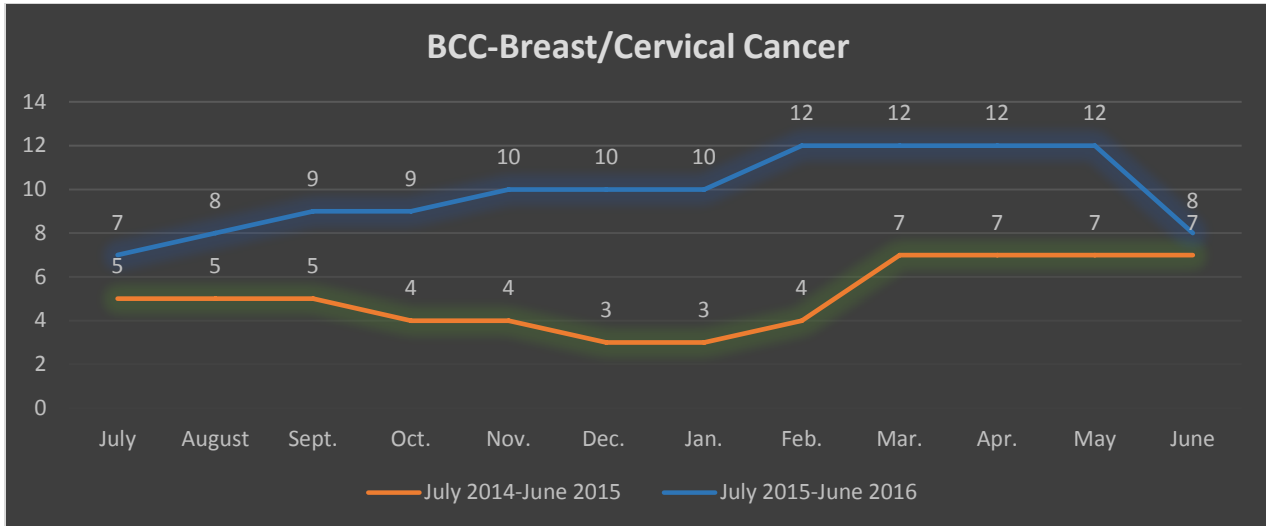


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BCC-Breast/Cervical Cancer

BCC- Breast/Cervical Cancer

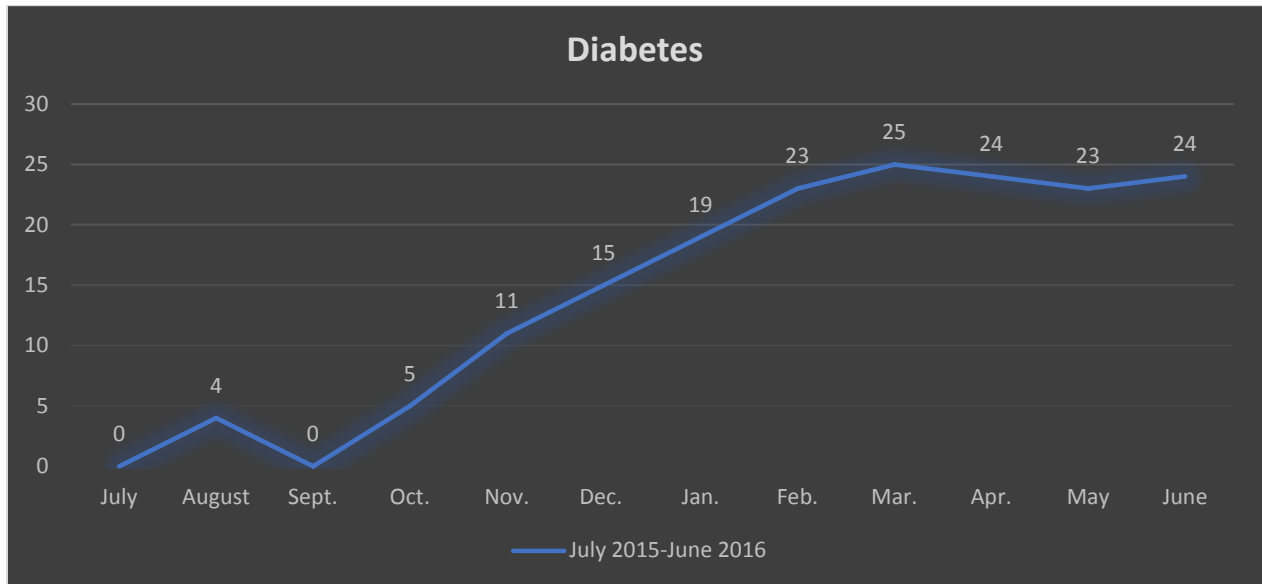
	July	August	Sept.	Oct.	Nov.	Dec.	Jan.	Feb.	Mar.	Apr.	May	June
July 2014-June 2015	5	5	5	4	4	3	3	4	7	7	7	7
July 2015-June 2016	7	8	9	9	10	10	10	12	12	12	12	8



Diabetes

DM-Diabetes

	July	August	Sept.	Oct.	Nov.	Dec.	Jan.	Feb.	Mar.	Apr.	May	June
July 2015-June 2016	0	4	0	5	11	15	19	23	25	24	23	24



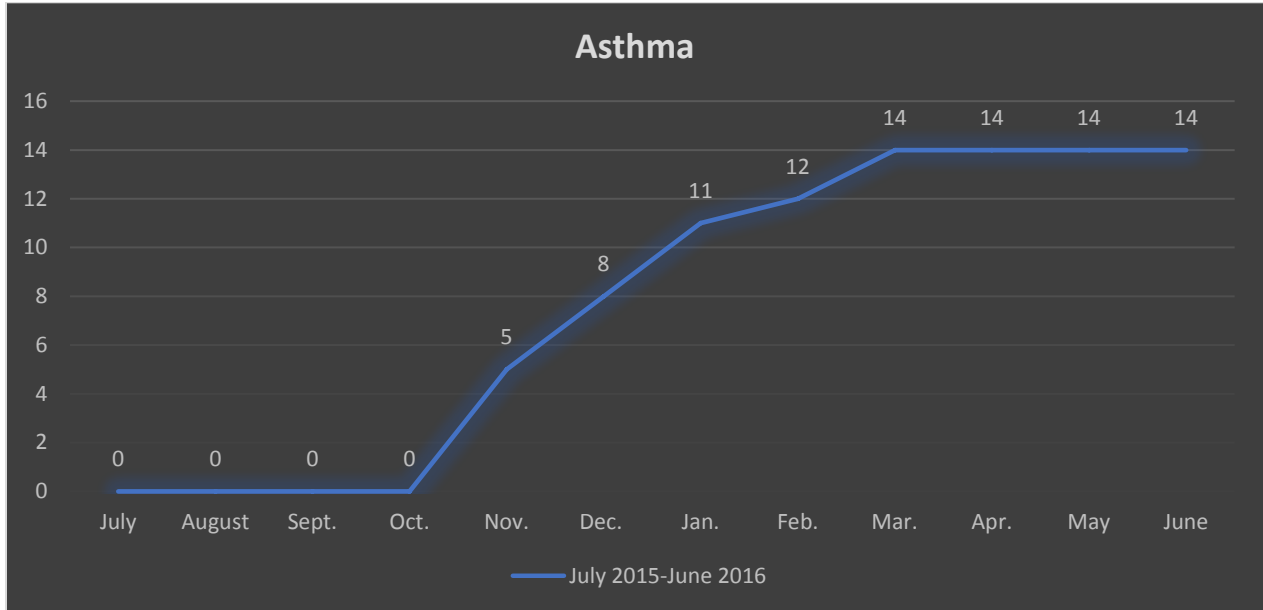
Asthma



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Asthma

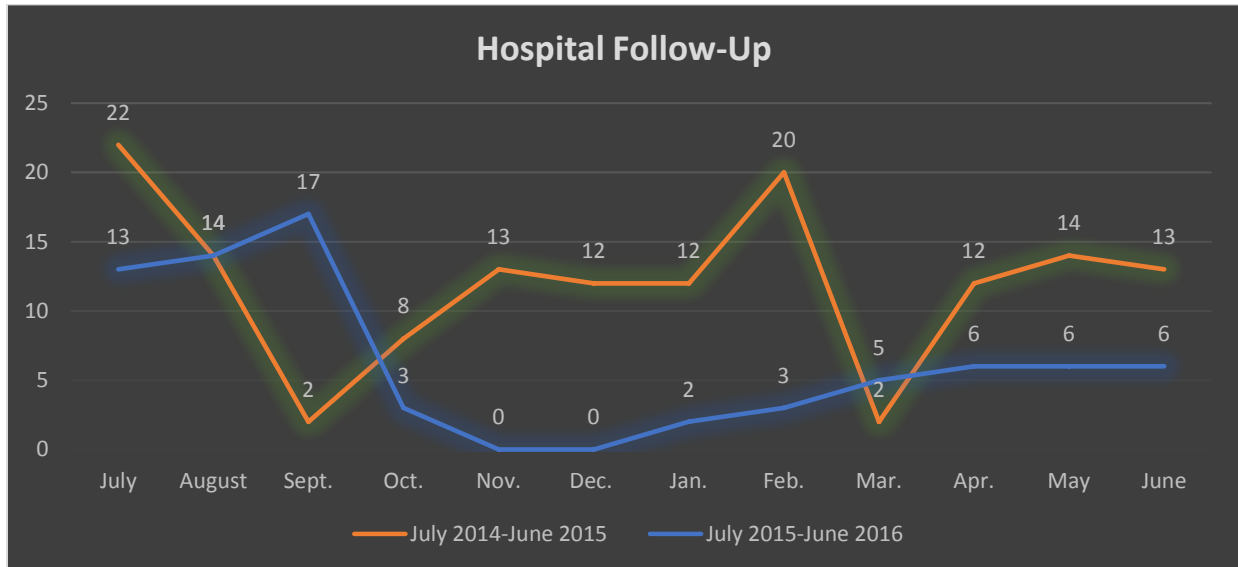
	July	August	Sept.	Oct.	Nov.	Dec.	Jan.	Feb.	Mar.	Apr.	May	June
July 2015-June 2016	0	0	0	0	5	8	11	12	14	14	14	14



Hospital Follow-Up

Hospital F/U

	July	August	Sept.	Oct.	Nov.	Dec.	Jan.	Feb.	Mar.	Apr.	May	June
July 2014-June 2015	22	14	2	8	13	12	12	20	2	12	14	13
July 2015-June 2016	13	14	17	3	0	0	2	3	5	6	6	6



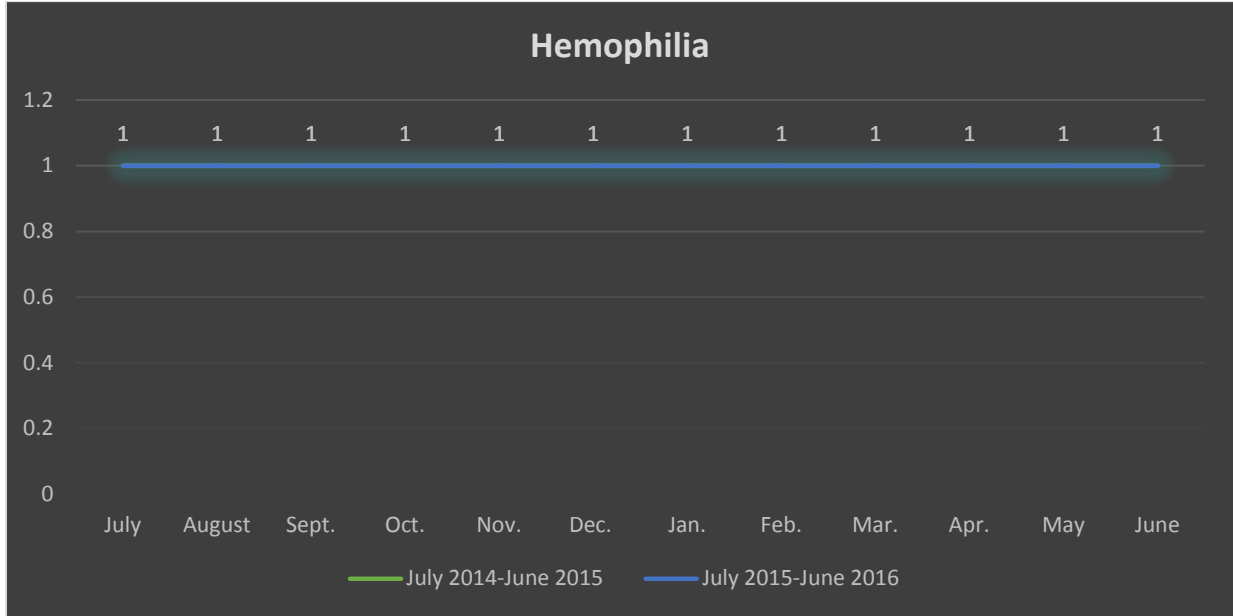
Hemophilia



OKLAHOMA STATE UNIVERSITY HEALTH ACCESS NETWORK

HEMO-Hemophilia

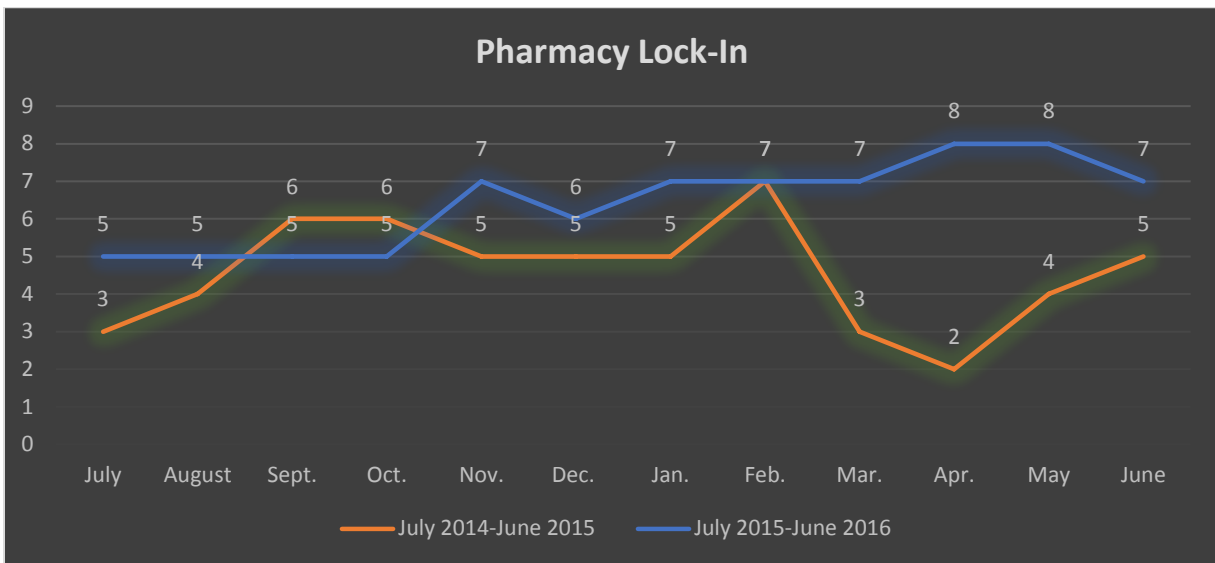
	July	August	Sept.	Oct.	Nov.	Dec.	Jan.	Feb.	Mar.	Apr.	May	June
July 2014-June 2015	1	1	1	1	1	1	1	1	1	1	1	1
July 2015-June 2016	1	1	1	1	1	1	1	1	1	1	1	1



Pharmacy Lock-In

Pharmacy Lock-In

	July	August	Sept.	Oct.	Nov.	Dec.	Jan.	Feb.	Mar.	Apr.	May	June
July 2014-June 2015	3	4	6	6	5	5	5	7	3	2	4	5
July 2015-June 2016	5	5	5	5	7	6	7	7	7	8	8	7



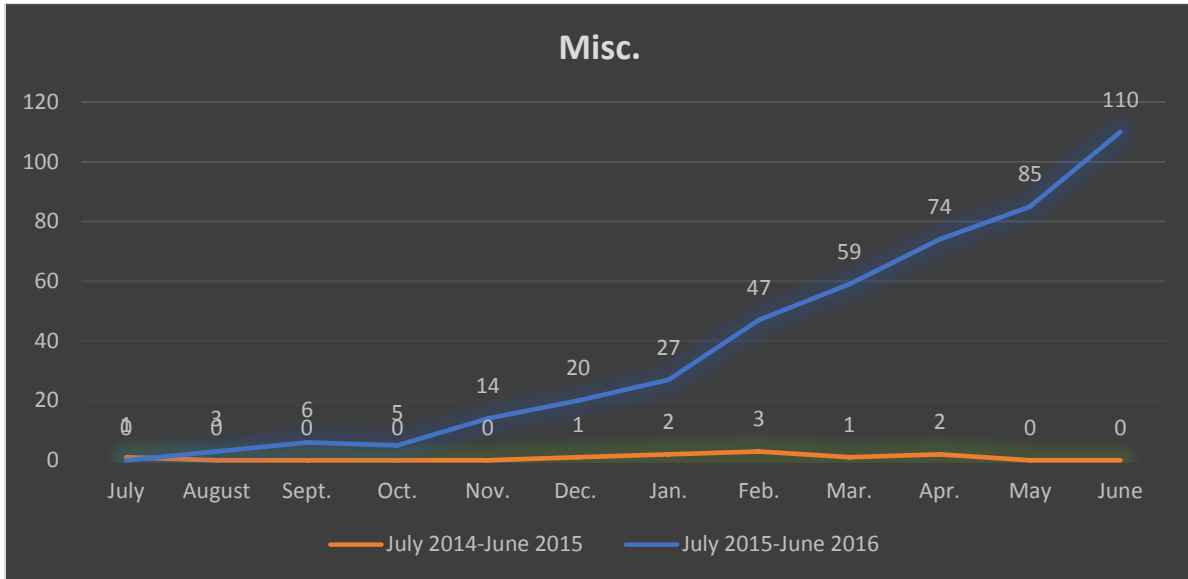
Misc.



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Misc.

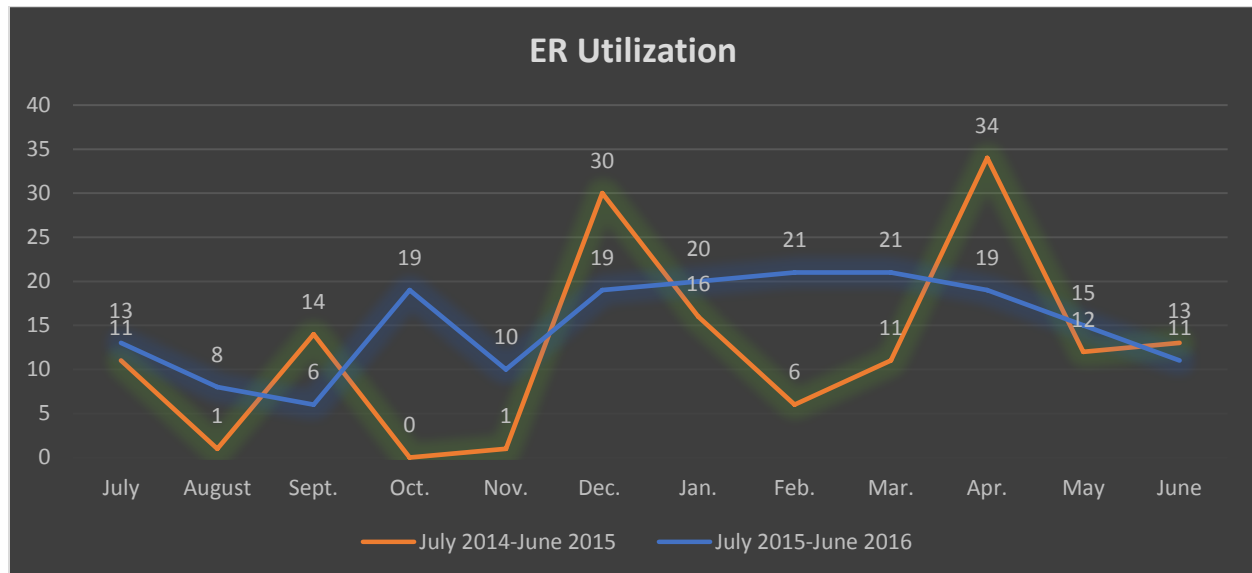
	July	August	Sept.	Oct.	Nov.	Dec.	Jan.	Feb.	Mar.	Apr.	May	June
July 2014-June 2015	1	0	0	0	0	1	2	3	1	2	0	0
July 2015-June 2016	0	3	6	5	14	20	27	47	59	74	85	110



ER Utilization

ER Utilization

	July	August	Sept.	Oct.	Nov.	Dec.	Jan.	Feb.	Mar.	Apr.	May	June
July 2014-June 2015	11	1	14	0	1	30	16	6	11	34	12	13
July 2015-June 2016	13	8	6	19	10	19	20	21	21	19	15	11





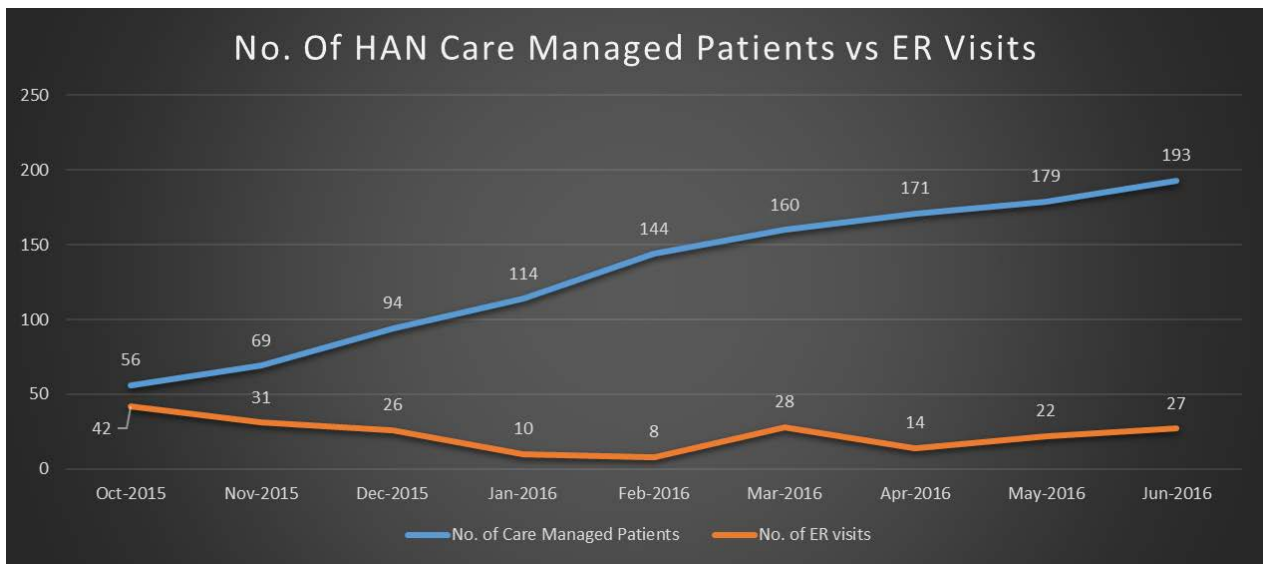
OKLAHOMA STATE UNIVERSITY HEALTH ACCESS NETWORK

The ER analysis has been conducted from October 2015 until June 2016 in order to estimate the total savings that has been made by HAN. The table below shows the number of members managed each month and their corresponding ER visits for that month. Assuming the trend of October continuing for the rest of the months until June 2016 with an average of .75 visits per member, per month the total estimated savings was \$834,741.00 at \$1,233 per visit for FY2016. (Average ER cost data pulled from: <https://www.google.com/webhp?sourceid=chrome-instant&ion=1&espv=2&ie=UTF8#q=average%20cost%20of%20emergency%20room%20visit%202015>)

	Baseline Condition		
Month	OCT	NOV	DEC
No. of Care Managed Patients	56	69	94
Actual ER visit	42	31	26
Proportion of ER visits as a percentage	75.00%	44.93%	28%
Total cost incurred for ER Visit (Assuming avg of \$1,233/visit)	\$ 51,786.00	\$ 38,223.00	\$ 32,058.00
Estimated ER visits(With baseline as 0.75 visit/member)	42	51.75	70.5
Estimated Savings per Month	\$ -	\$ 25,584.75	\$ 54,868.50

Month	JAN	FEB	MAR	APR	MAY	JUN
No. of Care Managed Patients	114	144	160	171	179	193
Actual ER visit	10	8	28	14	22	27
Proportion of ER visits as a percentage	9%	6%	18%	8%	12%	14%
Total cost incurred for ER Visit (Assuming avg of \$1,233/visit)	\$ 12,330.00	\$ 9,864.00	\$ 34,524.00	\$ 17,262.00	\$ 27,126.00	\$ 33,291.00
Estimated ER visits(With baseline as 0.75 visit/member)	85.5	108	120	128.25	134.25	144.75
Estimated Savings per Month	\$ 93,091.50	\$ 123,300.00	\$ 113,436.00	\$ 140,870.25	\$ 138,404.25	\$ 145,185.75

Estimated Total Savings on ER for FY-2016
\$834,741.00



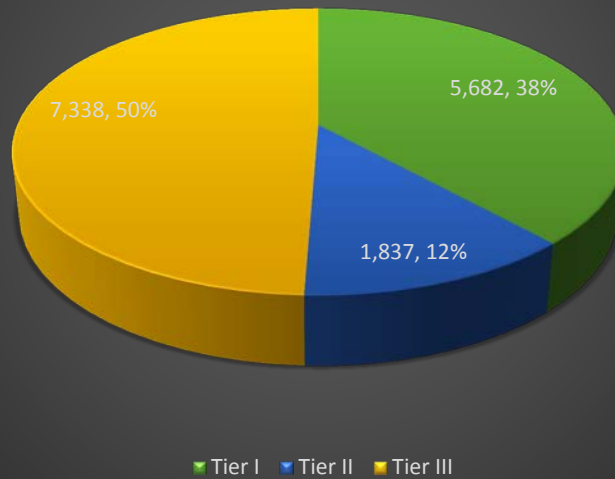


OKLAHOMA STATE UNIVERSITY HEALTH ACCESS NETWORK

Clinic Distribution Per Tier Level

Parent Organization	Clinic Name	Tier Level	Member Count	% of Total
OSU- CHS-HAN	Health Care Center & Women's Health Center- Family Medicine	Tier III	2087	15.00%
	Physician's Office Building (POB)- Family Medicine	Tier III	577	3.00%
	Houston Parke Pediatrics	Tier III	4309	29.00%
	Internal Medicine/ Internal Medicine Speciality Services	Tier III	365	2.41%
	Eastgate	Tier II	1438	9.67%
	North Regional Health and Wellness Center	Tier II	399	2.68%
	Premier Pediatrics Clinic- Muskogee	Tier I	1733	11.66%
	AJ Children's Clinic- Muskogee	Tier I	3949	26.58%
Grand Total:			14857	100.00%

Percent & Total Number of Members by PCMH Tier Levels



Primary Care PCMH Tier Level	# of Members	%
Tier I	5,682	38.24%
Tier II	1,837	12.36%
Tier III	7,338	49.40%
TOTAL	14,857	100.00%



OKLAHOMA STATE UNIVERSITY HEALTH ACCESS NETWORK

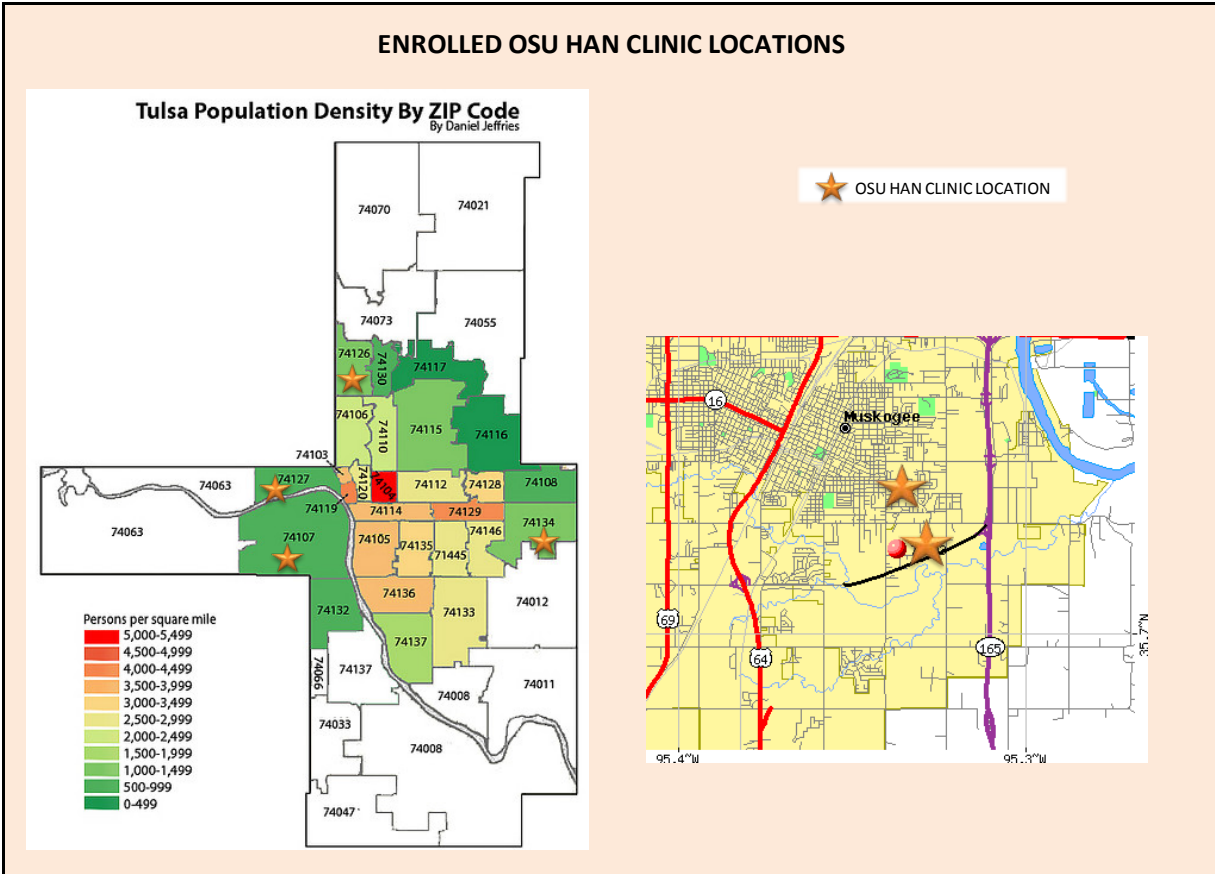
Physician Roster by Clinic

Clinic Name:	Physician List:	Tier Level
Health Care Center- Family Medicine	Dr. Lora Cotton, D.O. Dr. Amanda Green, D.O. Dr. Sarah Hall, D.O. Dr. Regina Lewis, D.O. Dr. Andrea McEachern, D.O. Dr. Cornelia Mertz, D.O. Dr. Lana Meyers, D.O. Dr. Christopher Thurman, D.O.	Tier III
Women's Health Center- Family Medicine	Dr. Sarah Hall, D.O. Dr. Regina Lewis, D.O. Dr. Andrea McEachern, D.O. Dr. Lana Meyers, D.O. Dr. Christopher Thurman, D.O.	Tier III
Physician's Office Building (POB)- Family Medicine	Dr. Jenny Alexopoulos, D.O. Dr. Lora Cotton, D.O. Dr. Sarah Hall, D.O. Dr. Regina Lewis, D.O. Dr. Lana Meyers, D.O. Dr. Christopher Thurman, D.O. Dr. Jennifer Curran, APRN-CNP Malinda Arrington, APRN-CNP	Tier III
Internal Medicine/ Internal Medicine Specialty Services	Dr. Damon Baker Dr. Jana Baker Dr. Mousumi Som Dr. Kathy Cook Dr. Madhuri Lad Dr. Justin Chronister (Beginning in Oct. 2015)	Tier III
	Dr. D. Matt Wilkett (Cardiology) Dr. Steve Kim (Cardiology) Dr. Brewer (Cardiology) Dr. Daniel Wildes (Cardiology- Beginning Dec. 2015)	
Houston Parke Pediatrics	Dr. Binh Phung, D.O. Dr. Rhonda Jeffries, M.D. Dr. Travis Campbell, D.O. Dr. Rhonda Casey, D.O. Monica Cordero, APRN-CNP Dr. Shawna Duncan, D.O. Dr. Amanda Foster, D.O. Dr. Colony Fugate, D.O. Dr. Jeremy Jones, D.O. Dr. Heather Rector, D.O.	Tier III
Eastgate- Family Medicine	Dr. Traci Carney, D.O. Dr. Amanda Green, D.O. Dr. Sarah Hall, D.O. Dr. Andrea McEachern, D.O.	Tier II
North Regional Health and Wellness Clinic	Dr. Regina Lewis, D.O. Jennifer Curran, APRN-CNP	Tier II
Premier Pediatric Clinic	Dr. Ryan Mundy, M.D. Dr. Tracy Hoos, D.O.	Tier I
AJ Muskogee Children's Clinic	Dr. Michael F. Stratton, D.O. Dr. Jerry D. Whatley, M.D.	Tier I

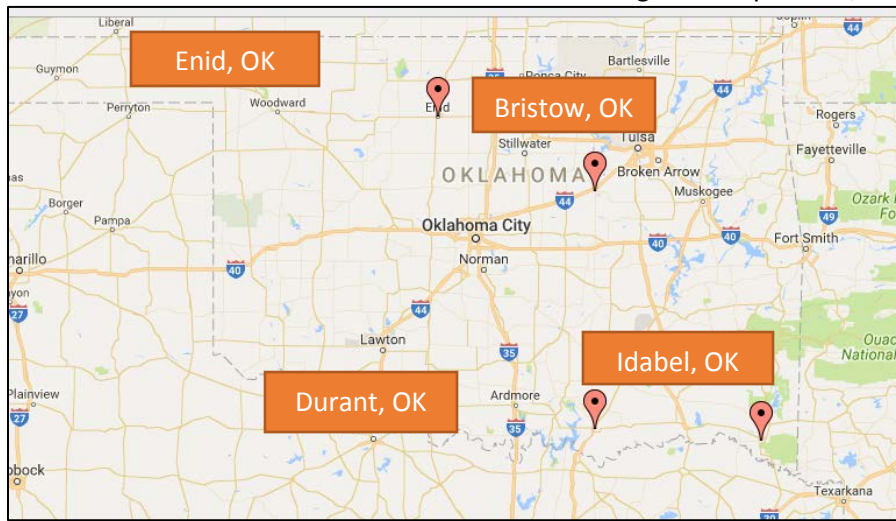


OKLAHOMA STATE UNIVERSITY HEALTH ACCESS NETWORK

Enrolled OSU HAN Clinic Locations



Below are a few rural cities in Oklahoma of which we reached out during FY16 as possible, future clinic contracts:





OKLAHOMA STATE UNIVERSITY HEALTH ACCESS NETWORK

OSU HAN Outreach

Clinical Outreach Initiative:	Clinical Impact:
Aug. 2015	
HAN Director met with Brian Yeaman of Coordinated Care to discuss the possibility of utilizing Coordinated Care as a short term tool	Coordinated Care is a patient demographic and health history tool much like that of My Health. This HIE database would provide our CMs with another avenue for collecting patient-focused data
Sept. 2015	
OSU HAN Department Heads, Matt Maxey and Mike Shea, met with Dr. David Kendrick to discuss the capabilities of My Health	By collaborating with My Health, the OSU HAN was able to gain a valuable resource tool in regard to patient demographics and history. All OSU HAN members gained access to HIE- My Health
Oct. 2015	
The OSU Health Access Network created and implemented a Departmental website on Oct. 30th, 2016. osuhan.com	Physicians can research our program to see if their clinic and patient panel would benefit from our case management program. Patients can gain insight to related events, health education links, and additional information about how our program can benefit their health care goals.
May. 2016	
HAN Director, Quality Assurance Coordinator, CM Shantel Bolton, and Data Analyst, Shrie travelled to OU HAN to meet with their data analytics team and discussed their current usage of the Pentaho Database. Also during this month, the department hosted a conference call with Martie Collin, who created Canadian County's CM Access database.	As the OSU HAN began to build their CM database, we wanted to see what the other HANs have created and were utilizing in an effort to determine which system/method would have been most beneficial to our department/program. We decided to move forward with Martie Collin's Access Database to be implemented post creation.
Community Outreach Initiative:	Community Impact:
Nov. 2015	
OSU Health Access Network set up an exhibit booth at the 32rd Annual Primary Care Update Conference on Nov. 6th & 7th at the Warren Double Tree Hotel	By hosting this exhibit table, we were exposed to many Primary Care physicians on both a local and state level. Here they were able to ask us questions about our case management program, as well as ascertain the benefits that we could provide in their own clinics. This conference was also a networking opportunity as well as a way for us to spread the word of our mission
Dec. 2015	
On Dec. 16th, 2015, Director attended at meeting with the OSU Medical Center-Center for Diabetes and Nutritional Education	This meeting was set up in an effort to better address the needs and education of the Sooner Care Choice members that have been diagnosed with diabetes or health nutritional maladies.
May. 2016	
* HAN Director, QA Coordinator, CM Connie Schadel, and Administrative Assistant travelled around Muskogee to the Muskogee Health Department, Bly Sky Behavioral Health Clinic, Muskogee Head State Program, Access to Healthcare Solutions, and the Martin Luther King Community Center * The HAN Department travelled to Durant, OK to attend and volunteer at the Remote Area Medical Event where free dental, vision, and medical exams were given to the general public	* By visiting with these community resource locations and making meaningful contact with the staff involved, we were able to create community relationships that will help to positively impact our patient population through ways of referrals and general medical need within the community. * As a result of the many clinically trained and general support volunteers that attended and worked the RAM event, there was a total of 529 patients registered and \$257, 000 in medical services rendered



OKLAHOMA STATE UNIVERSITY HEALTH ACCESS NETWORK

FY16 HAN Goals

HAN GOALS

1. **Expand the number of Cases Managed**
 - a. **Immediate-** 3 mo.- program total of at 90/100 cases (30/33 ea.) DEC/JAN
 - b. **Short Term-** 6 mo.-program total of 150 cases (50 cases ea.) MAR/APR
 - c. **Long Term-** 1 year-program total of 300 cases (75 ea.) JUN/JUL
2. **Populations**
 - a. **Immediate-** Continue teasing out Top 15 (ER users, Asthma, & Diabetes patient populations)
 - i. Begin working on teasing out other populations
 1. Rank visit types from claims or Top 15 identified ER utilizers
 - b. **Short Term (6 mo.)-** Rank visit types from claims data
 - i. Monitor claims for other high-risk patient populations unidentified previously
 - c. **Long Term (1 yr.)-** Predictive Analysis to focus on prevention (preventative care)
 - i. Clinic referrals to mitigate disease progression in individual patients
 - ii. 48 mo. Longitudinal study may provide similar information
3. **HAN DATA GOALS**
 - a. **Immediate-**
 - i. Finish Longitudinal study
 1. Break down descriptive analytic data
 - a. By population
 - b. By Clinic
 2. Automate stratification process from ER claims data provided by the Oklahoma Health Care Authority
 - b. **Short Term (6 mo.)**
 - i. Develop a trend analysis of different populations
 - ii. Develop Goal from analysis
 1. Example: Decrease ER utilization in Asthma population by certain %
 - iii. IT/DA/Project Manager
 - iv. Tableau/Pentaho
 - c. **Long Term**
 - i. Possible customization reports per clinic request
 - ii. Community Comparison- Clinic to Clinic/ Zip to Zip



FY17 HAN Future Focuses

HAN GOALS

1. **Expand the Number of Cases Managed**
 - a. **Short Term:** 6 mo.- accumulate cases from Stillwater and Muskogee
 - b. **Long Term:** 1 year- reach a program total of 450-600 managed cases (75-100 cases ea.)
JUN/JUL
2. **Populations**
 - a. **Immediate:** Continue to build out and complete the OSU HAN Disease Registry
 - b. **Long Term:** Predictive Analysis in the focus of prevention (preventative care)
 - i. Clinic Referrals to mitigate disease progression in individual patients

HAN DATA GOALS

1. **Immediate**
 - a. Break down descriptive data
 - i. By population
 - ii. By Clinic
 - b. Automate stratification process for ER claims data from OHCA
 - c. Quantify, Return of Investment- ER Data
2. **Short Term:**
 - a. Develop a trend analysis of different populations
 - b. Develop Goals from analysis
 - i. Maintain current ER reduction rate
3. **Long Term:**
 - a. Customization of clinic update reports- Currently doing this for Muskogee Children's Clinic but would like to produce for all of our contracted clinics on a monthly basis



OKLAHOMA STATE UNIVERSITY HEALTH ACCESS NETWORK

Health Information Technology

Reporting Period – July 1, 2015 to June 30, 2016

This report provides a summary of Health Information Technology related activities conducted by OSU Health Access Network.

OVERVIEW

Assistance with adoption of Health Information Technology

OSU Physicians

- Help position, grow, and move to other systems. Complete meaningful use stages.
- The HIT team continued efforts to assist OSU Physicians Clinics in supporting and enhancing clinical dashboards as well as building new reports to allow clinical staff to monitor, and provide early intervention strategies on their patients using health management goals, education, primary prevention, behavior modification programs, etc.
- OSU made a decision to move to a new EHR and implementation efforts started in January of 2015. The new EHR system (EPIC) will provide more seamless integration and robust functionality that will allow members of the OSU HAN to track referrals, meet meaningful use, report on clinical quality measures and trend data, etc. The usage of the new EHR system has the same capability of the legacy EHR with added functionality mentioned above, this is to allow providers to also monitor clinical quality measures that have been set for the HAN as well as Behavioral Health, Weight management and Tobacco Cessation counseling needs.
- During the first two quarters of 2015, HIT provided assistance going through the review and selection of a disease management system for the OSU HAN. HIT and the Care management team for the HAN, a couple of system vendors were reviewed however, the main goal for this system is to provide the capability to import data from different sources and create a data warehouse so case managers are able to manage and trend cases through reporting.

Muskogee Children's Clinic

- The OSU HAN engaged with Muskogee Children's clinic during their leadership transition and offered assistance with any HIT related questions to help the clinic continue operating in a smooth manner and help the new leadership with any questions related to services that OSU HAN provides.

HIT Goals for 2015-2016

Reporting Period – July 1, 2015 to June 30, 2016

This report provides a summary of Health Information Technology related activities conducted by OSU Health Access Network.



OKLAHOMA STATE UNIVERSITY HEALTH ACCESS NETWORK

OVERVIEW

Assistance with adoption of Health Information Technology

- The Health Information Technology department assisted the OSU Health Access Network operations team with the analysis of data warehouse architecture to develop a way to receive structured data from current and future OSU HAN members (XML, CCD's, etc.) and be able to query data and report on clinical outcomes.
- Set up and trained OSU HAN operations team on new Epic workflow of how data would be presented to nursing/case management staff for the purposes of documenting case management interventions in the Epic EHR system implemented at the OSU clinics in August of 2015.
- Trained and conducted transfer knowledge on current delivery of claims data sent by the Oklahoma Healthcare Authority.
- Conducted presentations to all clinic members of the OSU Health Access Network on Meaningful use objectives and final rule changes published in October 6th, 2015. Submitted recommendations and next steps based on the final changes.



Definitions

ADT – Admissions, Discharges and Transfer interface
CCD – Continuity of Care Document
CHS – Center for Health Sciences
CPC – Comprehensive Primary Care
CQI – Continuous Quality Improvement
Convisint – Health Information Exchange software vendor
Doc 2 Doc – Referral Management software
EHR- Electronic Health Record System
Greenway – EHR software Vendor
HIE – Health Information Exchange
HIT – Health Information Technology
My Health – Organization responsible for the implementation of Health Information Exchange between OSU and other participant Health Systems in Tulsa and surrounding areas.
HL7 – Health Level Seven, refers to the set of standards for transferring clinical and administrative data among Health Information systems.
OFMQ – Oklahoma Foundation for Medical Quality
OHCA – Oklahoma Health Care Authority
OSU – Oklahoma State University
OSU HAN – Oklahoma State University Health Access Network
OU – University of Oklahoma Health Access Network
PCMH – Patient Centered Medical Home
REC – Regional Extension Center
FM HCC – OSU Health Care Center Family Medicine clinic
FM POB – OSU Physicians’ Office Building Family Medicine clinic
FM Eastgate – OSU Eastgate Family Medicine clinic
HMP- Health Management Program
PCIS – Practice management system used at OSU Physicians clinics
IMSS – OSU Internal Medicine Specialty Services clinic
HP PEDS – OSU Pediatrics clinic