



***CENTER  
FOR HEALTH  
SCIENCES***

# Health Access Network

ANNUAL REPORT- JULY 1ST, 2015 TO DECEMBER 31ST, 2016

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OKLAHOMA STATE UNIVERSITY | HEALTH ACCESS NETWORK



## OKLAHOMA STATE UNIVERSITY HEALTH ACCESS NETWORK

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## OKLAHOMA STATE UNIVERSITY HEALTH ACCESS NETWORK

### **Annual Report: July 2015-December 2016**

#### **Introduction:**

The Oklahoma State University-Center for Health Sciences Health Access Network (OSU-CHS HAN) was initially implemented in June, 2011 and contained a patient panel size of 21,472 at the end of CY16; December 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-promoted to Program Specialist II in December 2016  
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:**

Providing superior Care Coordination to Sooner Care-Choice members and providers

#### **OSU Health Access Network Vision Statement:**

Improving accessibility of comprehensive healthcare in rural Oklahoma.

#### **Members:**

Current OSU HAN Members, December 2016: 21,472

##### **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, East gate, 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

##### **OSU-Physicians, Stillwater:**



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- OSU Stillwater Family Care
- OSU Stillwater Pediatrics Clinic

### **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 vacancies were filled;

1. Shantel Bolton, RN- Hired in July 2015
2. Administrative Assistant- Lindsay James- Hired in August 2015-Promoted to Program Specialist II in Dec. 2016
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



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9. Melissa Gantz, LCSW- Hired in June 2016
10. Rebecca Graham, RN- Hired in October 2016
11. Angie Colborn, RN- Hired in December 2016

### OSU HAN Highlights

#### Third Quarter (July-September) - CY 2015

##### Operations:

- Aug. 11<sup>th</sup>- 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 structures function
  - 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. 24<sup>th</sup>- Department heads met with Brian Yeaman with Coordinated Care to discuss the possibility of utilizing Coordinated Care EHR
- Sept. 3<sup>rd</sup>- 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](mailto:contact-osuhan@okstate.edu)
  - Website creation and implementation was considered during this period for 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 addition 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, which included our care 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



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- Sept. 17<sup>th</sup>- Received confirmation to setup a HAN exhibit booth at the CME Primary Care Update Conference held at the Double Tree-Tulsa on Nov. 6<sup>th</sup> & Nov. 7<sup>th</sup>
  - 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. 25<sup>th</sup>, 26<sup>th</sup>, & 27<sup>th</sup>- 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 3<sup>rd</sup> 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. 20<sup>th</sup>- 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. 21<sup>st</sup>- 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. 24<sup>th</sup>
  - 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. 27<sup>th</sup>- 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. 14<sup>th</sup>
    - 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



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- Aug. 28<sup>th</sup>- 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
- Sept. 16<sup>th</sup>- 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. 21<sup>st</sup>- Looked to schedule a meeting with our East gate clinic-reached out to Practice Administrator, Cindy Earnest
- Sept. 30<sup>th</sup>- 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. 17<sup>th</sup>- 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. 18<sup>th</sup>- Confirmation was received from Melody at OHCA and we successfully enrolled North Regional Health and Wellness Clinic

## **Fourth Quarter (October-December) - CY 2015**

### **Operations:**

- Oct. 2<sup>nd</sup>- 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. 30<sup>th</sup>- 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. 19<sup>th</sup>- 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:**



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- Oct. 14<sup>th</sup>- 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
  - Ryan also confirmed that he had submitted the application for Tier II advancement in early October to the Oklahoma Health Care Authority
- Oct. 27<sup>th</sup>- 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. 6<sup>th</sup>- HAN Director held another departmental re-introduction to the Houston Parke Internal Medicine and Specialty Services that included attending physicians, IM, and Cardio Physicians

### **First Quarter (January-March) - CY 2016**

#### **Operations:**

- Jan. 4<sup>th</sup>- 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. 5<sup>th</sup>- OSU Health Access Network Care Managers conducted monthly Conference Call with Jennifer Laizure
- Feb. 2<sup>nd</sup>- HAN Director and Case Managers worked to create Asthma Care Plans to include a basic template from which to work. The plan provided the care managers a targeted set of goals that has the ability to be individualized for each patient with a chronic condition. This also allows a care manager to pick goals for an individual patient that meet the needs of that specific client. This plan allows care managers to track progress toward meeting those goals
  - Feb. 3<sup>rd</sup>- Care Managers began to utilize the asthma care plan model in order to set goals for existing population of actively managed asthmatics
- Feb. 4<sup>th</sup>- 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 is complete
- Feb. 9<sup>th</sup>- 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. 16<sup>th</sup>- HAN Director met with Eric Polak, Dr. Paiva, and Melody Anthony to discuss HAN expansion and the resuming of payments
- Mar. 8<sup>th</sup>- HAN Director met with Interior Designer of the 810 S. Cincinnati building to discuss layout/logistics and furniture

#### **Departmental Training:**

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

#### **Departmental Meetings:**

- Jan. 4<sup>th</sup>- Health Access Network departmental meeting
- Jan. 8<sup>th</sup>- Health Access Network Care Management Update Meeting



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- Jan. 11<sup>th</sup> - Health Access Network departmental meeting
  - HAN Director attended CHS policy review meeting in order to assist in the revision of policies
- Jan. 15<sup>th</sup> - Health Access Network departmental meeting
  - HAN Director attended the CQI Meeting in order to provide a HAN update
- Jan. 18<sup>th</sup> - Health Access Network departmental meeting
- Jan. 19<sup>th</sup> - GME Meeting with Oklahoma Health Care Authority
- Jan. 22<sup>nd</sup> - Health Access Network departmental meeting
- Jan. 25<sup>th</sup> - Health Access Network departmental meeting
- Jan. 27<sup>th</sup> - Monthly meeting with the Oklahoma Health Care Authority
- Feb. 1<sup>st</sup> - Health Access Network departmental meeting
- Feb. 5<sup>th</sup> - Health Access Network Care 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. 8<sup>th</sup> - Health Access Network Departmental Meeting
- Feb. 12<sup>th</sup> - Health Access Network Care Management Update Meeting
- Feb. 15<sup>th</sup> - Health Access Network Departmental Meeting
- Feb. 19<sup>th</sup> - Health Access Network Care Management Update Meeting
- Feb. 22<sup>nd</sup> - Health Access Network Departmental Meeting
- Feb. 23<sup>rd</sup> - Meeting with Oklahoma Health Care Authority
- Feb. 27<sup>th</sup> - Health Access Network Care Management Update Meeting
- Mar. 4<sup>th</sup> - Health Access Network Departmental Meeting
  - Administrative Assistant and Care Managers, Shantel Bolton & Connie Schadel, attended the monthly Continuous Quality Improvement meeting
- Mar. 7<sup>th</sup> - Health Access Network Departmental Meeting
  - HAN Director attended CHS Policy Review Meeting
- Mar. 8<sup>th</sup> - HAN Director attended CHSI/HAN Team Meeting
- Mar. 10<sup>th</sup> - 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. 11<sup>th</sup> - Health Access Network Care Management Update Meeting
- Mar. 14<sup>th</sup> - 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. 21<sup>st</sup> - Health Access Network Departmental Meeting
- Mar. 28<sup>th</sup> - Health Access Network Departmental Meeting

### HAN Clinic Visits:

- Jan. 11<sup>th</sup> - HAN Director visited the East gate Clinic, Connie followed up with a patient at their appointment
  - Director discussed the HAN and Clinic contract agreements, appointments, and referrals
- Jan. 21<sup>st</sup> - HAN Director and Case Manager, Leslie Brown, met with residents/attending physicians/nurse practitioners at the North Regional Health and Wellness Clinic
- Jan. 26<sup>th</sup> - HAN Director visited the Houston Park Pediatrics Clinic to discuss our CM program with their residents and clinical staff



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- Feb. 11<sup>th</sup>- CHSI Director (Marjorie) and HAN Director met with Dr. Stratton at the Muskogee Children's Clinic to further discuss:
  - Care Management Services within the MCC
  - Discussed the clinic's Referral Coordinator's retirement at the end of this month
- Feb. 17<sup>th</sup>- HAN Director and Care Manager, Leslie Brown, met with Houston Park Pediatric providers to re-introduce our program and the services that we offer through our Care Management Program
  - Upon an invitation from the clinic, we have established a monthly Wellness Session meeting to include our Care Managers and the physicians of the clinic
- Feb. 18<sup>th</sup>- HAN Director and Care 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 Care Management process on March. 9<sup>th</sup>
    - Process plan; met at the clinic location weekly and began an implementation of Case Management within the clinic
- Mar. 16<sup>th</sup>- 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. 4<sup>th</sup>- Successfully posted for the position of Quality Assurance Coordinator
  - Feb. 9<sup>th</sup>- Conducted two interviews
  - Feb. 10<sup>th</sup>- Conducted two additional interviews
  - Mar. 8<sup>th</sup>- Offer was extended to one of the candidates, Bruce Pierce, of which he accepted
- Jan. 20<sup>th</sup>- 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. 26<sup>th</sup>- Human Resources has posted two additional Nurse Care Manager positions for the HAN
  - One of the Care Managers that was interviewed, Paula Wheeler-Ballard, accepted the Muskogee Children's Clinic
- Mar. 28<sup>th</sup>- New Quality Assurance Coordinator, Bruce Pierce, and Data Analyst, Shrie Sathyanarayanan started with the HAN

### **Departmental Training:**

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

## **Second Quarter (April-June) - CY 2016**

### **Operations:**

- Apr. 8<sup>th</sup>- HAN Director and Care Managers, Connie Schadel and Leslie Brown, attended their final Motivational Interviewing Training
- Apr. 14<sup>th</sup>- 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 EPIC Cadence 1203 and Referral Training



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- April. 28<sup>th</sup> & 29<sup>th</sup>- HAN Administrative Assistant and Director hosted an Exhibit Table at the 116<sup>th</sup> Annual Convention: Medicine's New Frontier in Norman, OK
- May 5<sup>th</sup>- HAN Director discussed options of Dr. Jason Beaman to act as out Behavioral Health Medical Director
- May 18<sup>th</sup>- Quality Assurance Coordinator attended the QI Clinic Consultation Project meeting
- Jun. 1<sup>st</sup>- Collaborative efforts between the HAN and CHSI appointed Dr. Scott Shepherd as the HAN Medical Director

### **Departmental Meetings:**

- Apr. 4<sup>th</sup>- Health Access Network Departmental Meeting
- Apr. 5<sup>th</sup>- HAN Director attended weekly CHSI/HAN Team Meeting
- Apr. 11<sup>th</sup>- Health Access Network Departmental Meeting
  - Director attended Policy Review Committee Meeting
  - Director attended weekly CHSI/HAN Team Meeting
- Apr. 15<sup>th</sup>- Health Access Network Care Management Update Meeting
- Apr. 18<sup>th</sup>- Health Access Network Departmental Meeting
- Apr. 19<sup>th</sup>- HAN Director attended weekly CHSI/HAN Team Meeting
- Apr. 22<sup>nd</sup>- Health Access Network Care Management Update Meeting
- Apr. 25<sup>th</sup>- Health Access Network Departmental Meeting
  - Director attended CHSI/HAN Team Meeting
- Apr. 26<sup>th</sup>- Director attended Supervisor's Meeting
- Apr. 27<sup>th</sup>- Attended Monthly meeting with the Oklahoma Health Care Authority
- May 2<sup>nd</sup>- Health Access Network Departmental Meeting
- May 5<sup>th</sup>- Health Access Network Quality Assurance Meeting
- May 6<sup>th</sup>- Health Access Network Care Management Update Meeting
- May 9<sup>th</sup>- Health Access Network Departmental Meeting
- May 10<sup>th</sup>- 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 11<sup>th</sup>- Held Bi-monthly conference call with HIT's Cody Friedan to discuss our current needs and questions
- May 12<sup>th</sup>- Health Access Network Quality Assurance Meeting
- May 16<sup>th</sup>- Health Access Network Departmental Meeting
- May 17<sup>th</sup>- Director attended weekly CHSI/HAN Team Meeting
- May 20<sup>th</sup>- 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. 3<sup>rd</sup>- HAN Director and QA Coordinator attended the monthly CQI Meeting
- Jun. 6<sup>th</sup>- Health Access Network Departmental Meeting
  - Director attended weekly CHSI/HAN Team Meeting
- Jun. 7<sup>th</sup>- Health Access Network Case Management Update Meeting
  - Care Managers attended weekly CHSI/HAN Team Meeting
- Jun. 21<sup>st</sup>- Health Access Network Care Management Update Meeting
- Jun. 22<sup>nd</sup>- Held Bi-monthly conference call with Cody Friedan (HIT) to discuss our current needs and questions
- Jun. 27<sup>th</sup>- Health Access Network Departmental Meeting
- Jun. 28<sup>th</sup>- Health Access Network Care Management Update Meeting
  - HAN Director attended weekly OSU CHSI/HAN Team Meeting



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### HAN Clinic Visits:

- Apr. 6<sup>th</sup>, 13<sup>th</sup>, & 20<sup>th</sup>- HAN Director and CM, Connie Schadel, travelled to Muskogee Children's Clinic for their weekly Care Management Meeting
  - Care Managers, Leslie Brown and Shantel Bolton, met with physicians at Houston Parke Pediatrics clinic for their standing, monthly care management meeting of which current managed patients were discussed
- May 10<sup>th</sup>, 17<sup>th</sup>, & 24<sup>th</sup>- HAN Director and Care Managers, Connie Schadel and Paula Wheeler-Ballard, travelled to Muskogee Children's Clinic for their weekly Case Management Meeting
  - May 10<sup>th</sup>- Care Managers, Leslie Brown and Shantel Bolton, met with physicians at the Houston Parke Pediatrics Clinic for their standing, monthly case management meeting
  - HAN Director, Care Manager Connie Schadel, Quality Assurance Coordinator Bruce Pierce, and New Muskogee Children's Clinic Care Manager, Paula Wheeler Ballard attended a clinic cookout at the Muskogee Clinic to introduce Paula to the doctors and clinical staff
- - Jun. 1<sup>st</sup>, 8<sup>th</sup>, 15<sup>th</sup>, 22<sup>nd</sup>, & 29<sup>th</sup>- 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. 8<sup>th</sup>- HAN Director travelled to Premier Pediatrics Clinic in Muskogee and offered an introduction to our Care Management Program. There he successfully obtained a signed contract to join our HAN program
- Jul. 3<sup>rd</sup>- CM, Leslie Brown, who previously attended the standing, monthly meeting with the Houston Parke Pediatric Clinic, took along with her our newest Care Manager, Melissa Gantz, LCSW. As the new Care 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

### Third Quarter (July-September) - CY 2016

#### Operations:

- July 2016:
  - Medical Director Highlights:
    - Collaborative efforts between the HAN and CHSI resolved to appoint Dr. Scott Shepherd as the HAN Medical Director
  - July Quality Assurance Highlights:
    - Our Quality Assurance Coordinator established a weekly quality assurance meeting to include the HAN Director, Lead Care Manager, Data Analyst, and Program Specialist
      - We have also established a monthly quality assurance meeting with Muskogee Children's Clinic with practice manager, Ryan Hardaway in order to provide the clinic and physicians an update on our current managed patients
    - Quality Assurance Coordinator created an element of measure for all of our managed cases by implementing a case weight mechanism as a guide
    - Our QA Coordinator is currently working on creating a process for the Health Access Network care managers to become CCMs
  - July Data Analyst Highlights:
    - HAN Care Management Database deployment: In Final phase of build out and implementation
    - Analyze OHCA Claims data in order to integrate the files for better insights and utilization
    - Working to create new HAN metrics in order to measure impact on the patient by the care management program



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- Continue preparing ER utilization reports for the care managers to identify the frequent ER utilizers and manage them

### ➤ August 2016:

#### Medical Director Highlights:

- Appointed Dr. Jason Beaman as our Psych Medical Director. Dr. Beaman attends our weekly care management meetings where the care managers can discuss mental health components of their patients and receive feedback and treatment recommendations

#### August Quality Assurance Highlights:

- Our QA Coordinator is working to create HAN Policies and Procedures, training modules for newly hired staff, and the criteria needed for the HAN to possibly become an accredited body in the future
- Policies and Procedures In Progress:
  - New Hire/Onboarding
  - Conference/Seminar Attendance Approval
  - Transportation Requests/Reservations
  - Attendance
  - Departmental Job Descriptions

#### August Data Analyst Highlights:

- Data Analyst created a manual for the new Care Management access database. A departmental training session occurred on Friday, August 19<sup>th</sup> for all care managers and office support staff

### ➤ September:

#### September Quality Assurance Highlights:

- QA Coordinator is currently working towards developing a satisfaction survey template specific to the HAN in order to gain insights on our involvement both in clinic and on a patient level
- QA Coordinator is also developing/researching future Community Outreach projects that the HAN can spearhead/become involved in

#### September Data Analyst Highlights:

- Case Management Access Database went live on September 1 2016. Care Managers are currently utilizing the database

### Departmental Meetings:

- July 5<sup>th</sup>- Held Weekly Care Management Update Meeting
  - Care Managers joined monthly OSU HAN conference call with Jennifer Laizure
- July 6<sup>th</sup>- Attended Bi-Weekly call with HIT/Cody Frieden in order to discuss current HIT challenges/successes
- July 11<sup>th</sup>- Held Weekly Health Access Network Departmental Meeting
- July 12<sup>th</sup>- Held Weekly Care Management Update Meeting
  - HAN Director attended the Weekly CHSI/HAN Team Meeting
- July 18<sup>th</sup>- Held Weekly Health Access Network Departmental Meeting
- August 1<sup>st</sup>- Held Weekly Health Access Network Departmental Meeting
  - HAN Director attended the Weekly CHSI/HAN Team Meeting
- August 2<sup>nd</sup>- Held Weekly Care Management Update Meeting of which included Dr. Beaman- our newly appointed Behavioral Health Medical Director
  - Care Managers joined the monthly case manager call with Tina Largent



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- August 3<sup>rd</sup>- HAN Director attended a HAN update meeting with Dr. Stephens, Eric Polak, and William Petit to discuss the current progress of the HAN
- August 5<sup>th</sup>- HAN Director attended monthly Continuous Quality Improvement Meeting
- August 8<sup>th</sup>- Held Weekly Health Access Network Departmental Meeting (coined the HAN Huddle)
- August 9<sup>th</sup>- Held Weekly Care Management Update Meeting
  - HAN Director attended the Weekly CHSI/HAN Team Meeting
  - HAN Director attended the CHS Supervisors/Directors Meeting
- August 15<sup>th</sup>- Held Weekly Health Access Network Departmental Meeting (HAN Huddle)
- August 22<sup>nd</sup>- Original, official move-in date to new location: 810 S. Cincinnati Ave., Suite 112
  - HAN staff met at the HCC for a quick HAN Huddle
- August 23<sup>rd</sup>- Held Weekly Care Management Update Meeting
- August 29<sup>th</sup>- Held Weekly Care Management Update Meeting
  - Director attend the Weekly CHSI/HAN Team Meeting
- September 2<sup>nd</sup>- Quality Assurance attended monthly Continuous Quality Improvement Meeting
- September 6<sup>th</sup>- Held Weekly Care Management Update Meeting
  - HAN Director attended the Weekly CHSI/HAN Team Meeting
- September 7<sup>th</sup>- Care Managers joined monthly OSU Case Conference call with Tina Largent
- September 12<sup>th</sup>- Held Weekly Health Access Network Departmental Meeting (HAN Huddle)
  - HAN Director attended the Weekly CHSI/HAN Team Meeting
- September 13<sup>th</sup>- HAN Director attended the monthly CHS Supervisor/Director Meeting with Dr. Stephens
- September 14<sup>th</sup>- HAN Director and Quality Assurance Coordinator travelled to Muskogee for the monthly Case Management/Clinic Update Meeting with Practice Manager, Ryan Hardaway
- September 19<sup>th</sup>- Held Weekly Health Access Network Departmental Meeting (HAN Huddle)
- September 22<sup>nd</sup>- Held Weekly Care Management Update Meeting
  - HAN Director attended Weekly CHSI/HAN Team Meeting
- September 26<sup>th</sup>- Held Weekly Health Access Network Departmental Meeting (HAN Huddle)
- September 27<sup>th</sup>- Held Weekly Care Management Update Meeting
- September 28<sup>th</sup>- Held Monthly Meeting with the Oklahoma Health Care Authority

### HAN Clinic Visits:

- On July 6<sup>th</sup>, 13<sup>th</sup>, 20<sup>th</sup>, & 27<sup>th</sup>- Care Manager, Paula Wheeler-Ballard, continued to be stationed at the Muskogee Children's Clinic
  - July 6<sup>th</sup>- Physicians at Houston Parke Pediatrics Clinic confirmed that they would like to hold monthly update meetings with the HAN to discuss their current patients being case managed. Our new Care Manager, Melissa Gantz along with Leslie Brown, attended this meeting in order to introduce Melissa to the physicians and familiarize herself with the patient panel in this clinic as her role will transition into managing the patients of Houston Parke
- July 7<sup>th</sup>- HAN Director travelled to Stillwater Medical Physicians Clinic in Stillwater to introduce our Case Management Program to their clinic and physicians. We successfully contracted with this clinic on July 16<sup>th</sup>
- July 8<sup>th</sup>- Care Manager, Connie Schadel took on the patient panel for Premier Pediatrics Clinic as part of her caseload. The Practice Administrator, Misty Carmack, set a desired expectation to have Connie in the clinic at least once a week to discuss current care managed patients. Both the physicians of the clinic, Dr. Hoos and Dr. Mundy, expressed a need in the future for a full-time care manager stationed in their clinic.



## OKLAHOMA STATE UNIVERSITY HEALTH ACCESS NETWORK

- Wednesday (Aug. 3<sup>rd</sup>, 10<sup>th</sup>, 17<sup>th</sup>, 24<sup>th</sup>, and 31<sup>st</sup>), Thursday (Aug. 4<sup>th</sup>, 11<sup>th</sup>, 18<sup>th</sup>, and 25<sup>th</sup>), and Friday (Aug. 5<sup>th</sup>, 12<sup>th</sup>, 19<sup>th</sup>, and 26<sup>th</sup>)- Care Manager Paula Wheeler Ballard developed a weekly three-day schedule to be stationed at the Muskogee Children's Clinic on Wednesdays, Thursdays, and Fridays
  - August 3<sup>rd</sup> - Physicians at Houston Parke Pediatrics Clinic confirmed that they would still like to hold a monthly update meeting with the HAN to discuss their current patients managed.
- On Wednesdays (Aug. 2<sup>nd</sup>, 17<sup>th</sup>, 24<sup>th</sup>, and 31<sup>st</sup>) and Thursdays (Aug. 4<sup>th</sup>, 11<sup>th</sup>, 18<sup>th</sup>, and 25<sup>th</sup>) Case Manager Connie Schadel established a weekly two-day work schedule to be stationed at the Premier Pediatrics Clinic in Muskogee
- Wednesday (Sept. 7<sup>th</sup>, 14<sup>th</sup>, 21<sup>st</sup>, and 28<sup>th</sup>), Thursday (Sept. 1<sup>st</sup>, 8<sup>th</sup>, 15<sup>th</sup>, 22<sup>nd</sup>, and 29<sup>th</sup>), and Friday (Sept. 2<sup>nd</sup>, 9<sup>th</sup>, 16<sup>th</sup>, 23<sup>rd</sup>, and 30<sup>th</sup>) Care Manager Paula Wheeler-Ballard was stationed at the Muskogee Children's Clinic as a part of her established three-day a week schedule at the clinic
- September 7<sup>th</sup>- Leslie Brown and Melissa Gantz attended the established Monthly meeting at the Houston Parke Pediatrics Clinic to discuss current patients being managed
- Wednesday (Sept. 7<sup>th</sup> & 14<sup>th</sup>) and Thursday (Sept. 8<sup>th</sup>, 15<sup>th</sup>, 22<sup>nd</sup>, and 29<sup>th</sup>) Care Manager Connie Schadel was stationed at Premier Pediatrics Clinic in Muskogee as part of her established two-day schedule at the clinic
- September 10<sup>th</sup>- HAN Director and Quality Assurance Coordinator travelled to the Stillwater Family Care Clinic in Stillwater in order to attend a meeting with the Clinic Manager, Stephanie Hindeman, to discuss with the physicians of the clinic some additional questions that they had in regard to our Case Management Program. Successfully contracted this clinic on September 15<sup>th</sup>
- September 14<sup>th</sup>- HAN Director and Quality Assurance Coordinator travelled to Muskogee to attend Monthly Care Management Update Meeting with the Practice Administrator in order to provide the clinic with a progress report of the number of members managed out of the clinic
- September 20<sup>th</sup>- HAN Director met with Dr. Joe Johnson, Department Chair for OSU OB Clinic and the Project ECHO initiative, and discussed the HAN and the OB clinic, but also the HANs future involvement in Project ECHO
  - We plan to send one of our care managers, Shantel Bolton, to New Mexico in October to attend Project ECHO orientation and training in October 2016

### **Health Access Network Home Visits:**

- Earlier this calendar year Dr. Lora Cotton, who is the Program Director for the OSU Family Medicine department, approached our department. Dr. Cotton wanted to collaborate with the OSU Health Access Network about creating a collaborative effort between our Nurse Care Managers and their Family Medicine Residents during this required Community Medicine Rotation of which the Residents must complete. Dr. Cotton set a start date of August 2016.

On August 15<sup>th</sup>, a Family Medicine Resident, Dr. Colin Morgan, attended our Weekly Care Management Update Meeting in order to discuss his Community Medicine requirements with the Care Managers and Director, but also to coordinate home visits to include our case managers for some of their already established, care-managed patients.

Dr. Morgan, in collaboration with our Nurse Care Manager, Connie Schadel, completed one home visit for a shared Sooner Care Choice member.

The HAN will continue to work together with the HCC Family Medicine Clinic and Dr. Lora Cotton in the coordination of home visits as a community-based collaborative effort between the Resident Doctors and our Case Managers.



## OKLAHOMA STATE UNIVERSITY HEALTH ACCESS NETWORK

### Family Medicine Community Medicine Rotation Schedule:

- Below is our Community Medicine rotation schedule for the 2016-2017 Academic Year:

| Month     | 1 <sup>st</sup> -15 <sup>th</sup> | 16 <sup>th</sup> -End of Month |
|-----------|-----------------------------------|--------------------------------|
| July      |                                   |                                |
| August    |                                   | Dr. Colin Morgan               |
| September |                                   |                                |
| October   | Dr. Shaylea Shebester             |                                |
| November  | Dr. Daniel Tran                   | Dr. Philp Zrenda               |
| December  | Dr. Whitney Engheta               | Grisel Quiroz                  |
| January   |                                   |                                |
| February  | Dr. Aaron Bennett                 |                                |
| March     | Dr. Ambreen Sarmast               | Dr. Stephanie Letney           |
| April     | Dr. Matthew Else                  | Dr. Tim Bushyhead              |
| May       | Dr. Brenton Priest                | Dr. Sarah Washatka             |

### Fourth Quarter (October-December) - CY 2016

#### Operations:

- October 2016:  
October 2016 Operations Highlights
  - On October 19<sup>th</sup>, one of our newest contracted clinics, Stillwater Medical Physicians Clinic, underwent an audit from the Oklahoma Health Care Authority. For this audit, our HAN Director was present so that he could provide assistance and support to the clinic during the audit. The clinic had two areas of noted interest that required a corrective action plan was submitted. The first was in the area of completing periodic Behavioral Health screenings and having the Medical Home Agreements on file for all patients. The OHCA auditor did mention to our Director that in all of the audits she has done for OHCA, she has not once seen any HAN members present during the clinical audits. She stated that she was very glad to see the OSU HAN so involved
- October Quality Assurance Highlights:
  - Our Quality Assurance Coordinator established a weekly quality assurance meeting to include the HAN Director, Lead Care Manager, Data Analyst, and Program Specialist
    - Have also established a monthly quality assurance meeting with the Muskogee Children's Clinic practice manager, Ryan Hardaway, in order to provide the clinic and physicians an update on the current patients managed out of his clinic



## OKLAHOMA STATE UNIVERSITY HEALTH ACCESS NETWORK

- o QA Coordinator has created an element of measure to all of our managed cases by implementing a case weight mechanism and guide
- o QA Coordinator is working to create a process for the Health Access Network care managers to become certified CCMs

### October Data Analyst Highlights:

- o Our Data Analyst, Shrie, is currently working on a few analytic areas for the HAN:
  - OHCA ER- implement Mercy research into HAN data
  - Health Registry- monitoring the status of completion by Care Managers member disease input
  - Database is fully operational- Currently working to improve structure using continuous feedback from the care managers
  - Extracting data from database to produce graphs
  - Planning to produce publication with HAN ER data-indicating impact and savings

### ➤ November 2016:

#### November Operations Highlights

- o In response to the OHCA audit that our Director, Matt Maxey, attended on October 19<sup>th</sup> with one of our newest contracted clinics, Stillwater Medical Physicians Clinics, we took the information gained from that audit and shared it with Ryan Hardaway at our Monthly MCC Case Management meeting that was held on November 9<sup>th</sup>. The specific areas discussed were the Audit Checklist, the Medical Home Agreements, and the PHQ9 Behavioral Health screening, as these were the areas of high interest in the audit performed in Stillwater. By reviewing the checklist and making Ryan aware of the areas in which OHCA is focusing, we are helping to ensure that the clinic is aware of the expectations during an audit, but also helping to ensure that the audit is successful as a part of our HAN commitment to our contracted clinics

#### November Medical Director Highlights:

- o In November, the HAN invited Dr. Scott Shepherd to attend our weekly HAN Huddle meetings in order to become more involved in the operations side of our department. Dr. Shepherd has already been able to provide very valuable feedback and suggestions on the development and execution of the Community Outreach Project/Health Fair that we plan to hold in late spring/early summer 2017

#### November Quality Assurance Highlights:

- o Our QA Coordinator is working to create HAN policies and procedures, training modules for newly hired staff, and the criteria needed for the HAN to possibly become an accredited body in the future
  - Policies and Procedures Completed:
    - New Hire/Onboarding
    - Conference/Seminar Attendance Approval
    - Transportation Requests/Reservations
    - Attendance
    - Departmental Job Descriptions
  - Policies and Procedures in Progress:
    - HAN House Calls (Resident Program with the HAN)

#### November Data Analyst Highlights:

- o Data Analyst continued to update the database per feedback from the Care Managers

### ➤ December 2016:

#### December Operations Highlights:

- o One of our first operational goals for the upcoming year is to distribute patient satisfaction surveys to over 300 of our Sooner Care Choice, care managed members, in order to gain insight on areas that we



## OKLAHOMA STATE UNIVERSITY HEALTH ACCESS NETWORK

might need to improve, as well as areas in which we are performing well. Our survey population will cover members that have been enrolled in the HAN program and care-managed for at least ninety days ranging from September 2015-September 2016. Target date for distribution is January 20<sup>th</sup>, 2017

### December Medical Director Highlights:

- o Dr. Shepherd informed our department that he will be presenting at this year's CME Spring Fling conference and will be including information/presentation slides about the HAN Care Management Program, as well as ways in which we are positively impacting our patient population

### December Quality Assurance Highlights:

- o QA Coordinator completed the patient satisfaction survey template
  - Target distribution date is second week of January 2017
  - Target survey reporting- March 2017
- o QA Coordinator is also developing/researching future Community Outreach projects that the HAN can spearhead/become involved in
  - QA Coordinator scheduled several meetings in January with Jennifer Curran and Dr. Regina Lewis at the North Regional Health and Wellness clinic to discuss possible Community Health Fair collaboration
  - QA Team is also in the process of creating a list of possible collaborators for our Health Fair to contact in January; Tulsa Health Department, Community Service Council of Oklahoma, North Regional Health and Wellness Clinic, etc...
  - Policies and Procedures Completed:
    - HAN House Calls (Resident Program with the HAN)
  - Policies and Procedures in Progress:
    - HAN Ride
    - Risk Stratification System
- o QA Coordinator assisted in the training and coordination of our newest Nurse Care Manager, Angie, in the Stillwater clinics
- o Established a monthly meeting with Premier Pediatrics on the same Wednesdays of the month that the HAN Director and Quality Assurance Coordinator travel to visit with Muskogee Children's Clinic

### December Data Analyst Highlights:

- o Data Analyst continued to build out Disease Registry
  - Target completion: 2<sup>nd</sup> Quarter, CY 2017

### **Departmental Meetings:**

- October 3<sup>rd</sup>- Held Weekly Health Access Network Departmental Meeting (HAN Huddle)
  - o HAN Director attended the weekly CHSI/HAN Team Meeting
- October 4<sup>th</sup>- Held weekly Care Management Update Meeting
- October 6<sup>th</sup>- Held weekly Quality Assurance Meeting
- October 10<sup>th</sup>- Held weekly Health Access Network Departmental Meeting (HAN Huddle)
  - o Held weekly Care Management Update Meeting
  - o HAN Director attended weekly CHSI/HAN Team Meeting
  - o HAN Director attended Strategic Planning Meeting with Dr. Stephens
- October 11<sup>th</sup>- Held weekly Care Management Update Meeting to include Dr. Beaman
  - o HAN Director attended Supervisor/Director's meeting
  - o HAN Director joined a conference call with Melody Anthony in regard to Project ECHO
  - o HAN Director attended a meeting with Eric Polak to discuss HAN finances



## OKLAHOMA STATE UNIVERSITY HEALTH ACCESS NETWORK

- October 13<sup>th</sup> - Held weekly Quality Assurance Meeting
- October 17<sup>th</sup> - Held weekly Health Access Network Departmental Meeting (HAN Huddle)
  - Held Monthly departmental Database discussion meeting
- October 18<sup>th</sup> - Held weekly Care Management Update Meeting
  - HAN Director attended weekly CHSI/HAN Team Meeting
  - HAN Director attended Smartsheet training
- October 20<sup>th</sup> - Held weekly Quality Assurance Meeting
- October 24<sup>th</sup> - Held weekly Health Access Network Departmental Meeting (HAN Huddle)
  - Held weekly Care Management Update Meeting
  - HAN Director attended weekly CHSI/HAN Team Meeting
- October 25<sup>th</sup> - Held weekly Care Management Update Meeting
- October 27<sup>th</sup> - Held weekly Quality Assurance Meetings
- October 31<sup>st</sup> - Held weekly Health Access Network Departmental Meeting (HAN Huddle)
- November 1<sup>st</sup> - Held weekly Care Management Update Meeting
  - HAN Director attended weekly CHSI/HAN Team Meeting
- November 3<sup>rd</sup> - Held weekly Quality Assurance Meeting
- November 7<sup>th</sup> - Held weekly Health Access Network Departmental Meeting (HAN Huddle)
  - HAN Director attended weekly CHSI/HAN Team Meeting
- November 8<sup>th</sup> - Held weekly Care Management Update Meeting
  - HAN Director attended Supervisor/Director's Meeting
- November 10<sup>th</sup> - Held weekly Quality Assurance Meeting
- November 14<sup>th</sup> - Held weekly Health Access Network Departmental Meeting (HAN Huddle)
  - Held Monthly Departmental Database Discussion Meeting
- November 15<sup>th</sup> - Held weekly Care Management Update Meeting
  - Han Director attended weekly CHSI/HAN Team Meeting
- November 17<sup>th</sup> - Held Weekly Quality Assurance Meeting
- November 21<sup>st</sup> - Held Weekly Health Access Network Departmental Meeting (HAN Huddle)
  - Quality Assurance Coordinator attended Monthly CQI Meeting
- November 28<sup>th</sup> - Held weekly Health Access Network Departmental Meeting (HAN Huddle)
- November 29<sup>th</sup> - Held weekly Care Management Update Meeting
  - Attended November's Monthly meeting with the Oklahoma Health Care Authority in Oklahoma City
- December 1<sup>st</sup> - Held weekly Quality Assurance Meeting
- December 2<sup>nd</sup> - HAN Director attended a IPAA Risk Assessment meeting with Michelle Crissup from the OSU Compliance Department
- December 5<sup>th</sup> - Held weekly Health Access Network Departmental Meeting (HAN Huddle)
  - Community Medicine rotation residents for December; Dr. Engheta and Dr. Quiroz, also attended the HAN Huddle Meeting
  - Today was the first day for our newest Nurse Care Manager, Angie Colborn
  - HAN Director attended weekly CHSI/HAN Team Meeting
- December 6<sup>th</sup> - Held weekly Care Management Update Meeting
  - Nurse Care Managers attended HAN Case Management Conference Call with Tina Largent
- December 7<sup>th</sup> - Held weekly Quality Assurance Meeting
- December 12<sup>th</sup> - Held weekly Health Access Network Departmental Meeting (HAN Huddle)
- December 13<sup>th</sup> - Held weekly Care Management Update Meeting
  - HAN Director attended weekly CHSI/HAN Team Meeting



## OKLAHOMA STATE UNIVERSITY HEALTH ACCESS NETWORK

- December 15<sup>th</sup>- Held weekly Quality Assurance Meeting
- December 20<sup>th</sup>- Held weekly Health Access Network Departmental Meeting (HAN Huddle)
- December 21<sup>st</sup>- Held weekly Care Management Update Meeting
- December 22<sup>nd</sup>- Held weekly Quality Assurance Meeting
- December 23<sup>rd</sup>-January 3<sup>rd</sup>- Oklahoma State University Holiday Break

### HAN Clinic Visits:

- Wednesday October (12<sup>th</sup>, 19<sup>th</sup>, 17<sup>th</sup>, & 26<sup>th</sup>), Thursday (October 13<sup>th</sup> and 27<sup>th</sup>), and Friday (October 21<sup>st</sup> and 28<sup>th</sup>)-RN Care Managers Connie Schadel and Rebecca Graham travelled to Premier Pediatrics Clinic in Muskogee in order to full-fill their established weekly clinic schedule. After this month, Rebecca will be independent in Muskogee, as the Premier's designated OSU HAN RN Care Manager
- Wednesday (Oct. 5<sup>th</sup>, 12<sup>th</sup>, 19<sup>th</sup>, & 26<sup>th</sup>), Thursday (Oct. 6<sup>th</sup>, 13<sup>th</sup>, 20<sup>th</sup>, & 27<sup>th</sup>), and Friday (Oct. 7<sup>th</sup>, 14<sup>th</sup>, 21<sup>st</sup>, & 28<sup>th</sup>)- RN Care Manager Paula Wheeler-Ballard was stationed at the Muskogee Children's Clinic as a part of her established three-day a week schedule at the clinic
- On Tuesday afternoon, October 4<sup>th</sup>, 11<sup>th</sup>, 18<sup>th</sup>, & 25<sup>th</sup> and Thursday, October 6<sup>th</sup>, 13<sup>th</sup>, 20<sup>th</sup>, & 27<sup>th</sup>- LCSW, Melissa Gantz was stationed at the Houston Parke Pediatrics Clinic as a part of her established weekly schedule
- October 12<sup>th</sup>- HAN Director and Quality Assurance Coordinator travelled to Muskogee to attend Monthly Case Management Update Meeting with the Practice Administrator of the MCC in order to provide the clinic with a progress report of the number of members managed out of the clinic
- Wednesday (November 2<sup>nd</sup>, 9<sup>th</sup>, 16<sup>th</sup>, 23<sup>rd</sup>, & 30<sup>th</sup>), Thursday (November 3<sup>rd</sup>, 10<sup>th</sup>, & 17<sup>th</sup>), and Friday (November 4<sup>th</sup>, 11<sup>th</sup>, & 18<sup>th</sup>)-RN Care Manager, Rebecca Graham travelled to Premier Pediatrics Clinic in Muskogee in order to full-fill her established weekly clinic schedule.
- Wednesday (November 2<sup>nd</sup>, 9<sup>th</sup>, 16<sup>th</sup>, 23<sup>rd</sup>, & 30<sup>th</sup>), Thursday (November 3<sup>rd</sup>, 10<sup>th</sup>, & 17<sup>th</sup>), and Friday (November 4<sup>th</sup>, 11<sup>th</sup>, & 18<sup>th</sup>)- RN Care Manager Paula Wheeler-Ballard was stationed at the Muskogee Children's Clinic as a part of her established three-day a week schedule at the clinic
- On Tuesday afternoon (November 1<sup>st</sup>, 8<sup>th</sup>, 15<sup>th</sup>, 22<sup>nd</sup>, & 29<sup>th</sup>) and Thursday (November 3<sup>rd</sup>, 10<sup>th</sup>, & 17<sup>th</sup>)- LCSW, Melissa Gantz was stationed at the Houston Parke Pediatrics Clinic as a part of her established weekly schedule
- November 9<sup>th</sup>- HAN Director and Quality Assurance Coordinator travelled to Muskogee to attend Monthly Case Management Update Meeting with the Practice Administrator of the MCC in order to provide the clinic with a progress report of the number of members managed out of the clinic
- Wednesday (December 7<sup>th</sup>, 14<sup>th</sup>, & 21<sup>st</sup>), Thursday (December 1<sup>st</sup>, 8<sup>th</sup>, 15<sup>th</sup>, & 22<sup>nd</sup>), and Friday (December 2<sup>nd</sup>, 9<sup>th</sup>, & 16<sup>th</sup>)-RN Care Manager, Rebecca Graham travelled to Premier Pediatrics Clinic in Muskogee in order to full-fill her established weekly clinic schedule.
- Wednesday (December 7<sup>th</sup>, 14<sup>th</sup>, & 21<sup>st</sup>), Thursday (December 1<sup>st</sup>, 8<sup>th</sup>, 15<sup>th</sup>, & 22<sup>nd</sup>), and Friday (December 2<sup>nd</sup>, 9<sup>th</sup>, & 16<sup>th</sup>)- RN Care Manager Paula Wheeler-Ballard was stationed at the Muskogee Children's Clinic as a part of her established three-day a week schedule at the clinic
- On Tuesday afternoon (December 6<sup>th</sup>, 13<sup>th</sup>, & 20<sup>th</sup>) and all-day Thursday (December 1<sup>st</sup>, 8<sup>th</sup>, 15<sup>th</sup>, & 22<sup>nd</sup>)- LCSW, Melissa Gantz was stationed at the Houston Parke Pediatrics Clinic as a part of her established weekly schedule
- December 5<sup>th</sup>- Our newest Nurse Care Manager, Angie Colborn, began with the HAN. She is stationed with the HAN at the Tulsa office until December 19<sup>th</sup> where she began her regular scheduled stationed at the Stillwater Family Clinic in Stillwater



## OKLAHOMA STATE UNIVERSITY HEALTH ACCESS NETWORK

### Health Access Network Home Visits:

- Earlier this year, Dr. Lora Cotton, who is the Program Director for the OSU Family Medicine department approached our department. Dr. Cotton wanted to collaborate with the OSU Health Access Network concerning creating a collaborative effort between our Nurse Care Managers and their Family Medicine Residents during a required Community Medicine rotation of which residents have been expected to complete. Dr. Cotton set a start date of August 2016. During the 4<sup>th</sup> Quarter of calendar year 2016, the Health Access Network, in collaboration with the Community Medicine residents, completed 12 patient home visits.

On October 3<sup>rd</sup>, Dr. Shaylea Shebester, who is a Family Medicine Resident, attended our Weekly Case Management Update Meeting in order to discuss her Community Medicine requirements with the Case Managers and Director, but also to coordinate home visits to include our case managers for some of their already established, care-managed patients. Dr. Shebester, in collaboration with Connie Schadel, RN and Leslie Brown, RN completed four home visits of current members managed.

On October 31<sup>st</sup>, Dr. Daniel Tran, who is a Family Medicine Resident, attended our Weekly Health Access Network departmental meeting in order to discuss his Community Medicine requirements with the Case Managers and Director, but also to coordinate home visits to include our case managers for some of their already established, care-managed patients.

Dr. Tran, in collaboration with Connie Schadel, RN and Leslie Brown, RN completed four home visits of current members managed; two on November 14<sup>th</sup> and two additional home visits completed on November 15<sup>th</sup>.

On December 5<sup>th</sup>, Dr. Whitney Engheta and Dr. Grisol Quiroz, who are Family Medicine Residents, attended our Weekly Health Access Network departmental meeting in order to discuss their Community Medicine requirements with the Case Managers and Director. During the meeting, we also worked to coordinate their required three-day schedule with the HAN and home visits to include our case managers for some of their already established, care-managed patients.

Dr. Engheta, in collaboration with Shantel Bolton, RN completed two home visits on Tuesday, December 13<sup>th</sup>. One of the patients visited was already an active member of the HAN, the other agreed to participate in the program during the conduction of the home visit.

Dr. Quiroz, in collaboration with Connie Schadel, RN completed two home visits of current members managed on Thursday, December 15<sup>th</sup>.

The HAN will continue to work together with the HCC Family Medicine Clinic and Dr. Lora Cotton in the coordination of home visits as a community-based collaborative effort between the Resident Doctors and our Nurse Case Managers.



## OKLAHOMA STATE UNIVERSITY HEALTH ACCESS NETWORK

### 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                                       |

### 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 1.95% of the total patient population panel that exists in our enrolled OSU Health Access Network Clinic system.



## OKLAHOMA STATE UNIVERSITY HEALTH ACCESS NETWORK

| Clinic                                    | Total Members | Care Managed Members | % Care Managed |
|-------------------------------------------|---------------|----------------------|----------------|
| North Regional Health and Wellness Clinic | 500           | 10                   | 2%             |
| OSU East Gate                             | 1740          | 25                   | 6%             |
| OSU HCC FM& WHC                           | 2318          | 78                   | 19%            |
| OSU Houston Parke Pediatrics              | 4458          | 82                   | 20%            |
| OSU IMM/IMSS                              | 383           | 39                   | 9%             |
| OSU POB                                   | 610           | 6                    | 1%             |
| OSU-AJ Children's Clinic                  | 4119          | 122                  | 29%            |
| OSU-AJ Premier Pediatrics                 | 2179          | 57                   | 14%            |
| OSU-AJ Stillwater Family Care             | 879           | 1                    | 0%             |
| OSU-AJ Stillwater Pediatrics              | 4286          | 0                    | 0%             |
|                                           | 21472         | 420                  | 100%           |

### 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      |

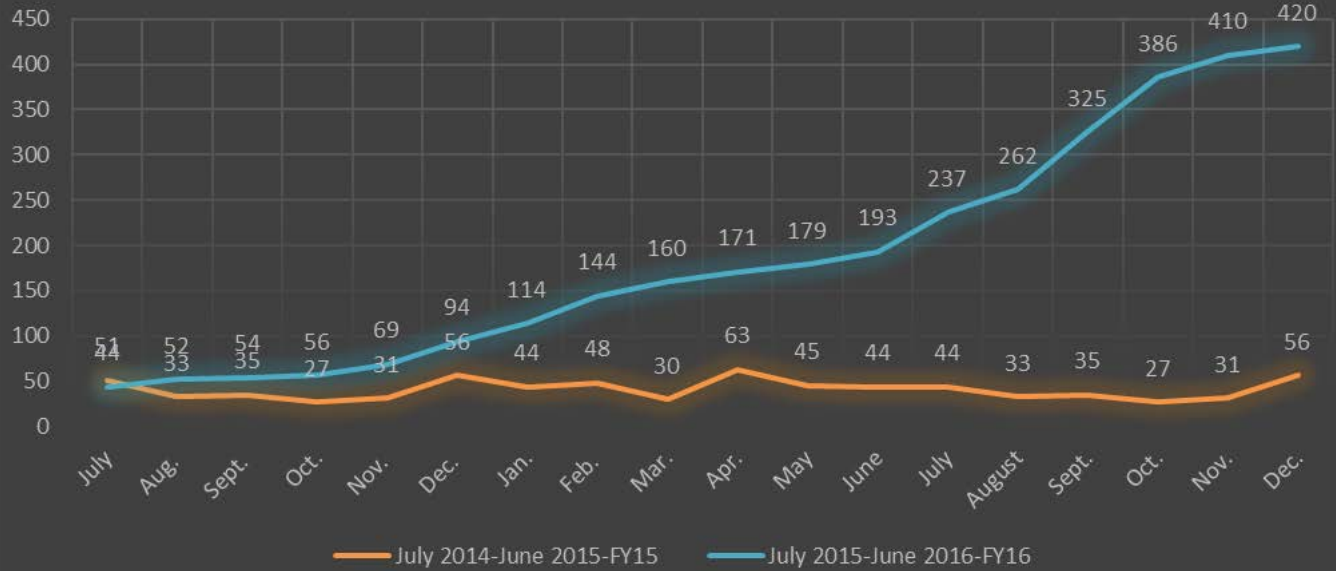
### CY 15 & CY16 Case Management Patient Population Data

| Population                     | Jul. 2015 | Aug. 2015 | Sept. 2015 | Oct. 2015 | Nov. 2015 | Dec. 2015 | Jan. 2016 | Feb. 2016 | Mar. 2016 | Apr. 2016 | May. 2016 | Jun. 2016 | Jul. 2016 | Aug. 2016 | Sept. 2016 | Oct. 2016 | Nov. 2016 | Dec. 2016 |
|--------------------------------|-----------|-----------|------------|-----------|-----------|-----------|-----------|-----------|-----------|-----------|-----------|-----------|-----------|-----------|------------|-----------|-----------|-----------|
| HROB                           | 5         | 9         | 10         | 9         | 11        | 15        | 17        | 18        | 14        | 13        | 15        | 12        | 7         | 6         | 7          | 5         | 2         | 2         |
| Asthma                         | 0         | 0         | 0          | 0         | 5         | 8         | 11        | 12        | 16        | 14        | 14        | 14        | 15        | 17        | 21         | 17        | 34        | 37        |
| Breast/Cervical Cancer         | 7         | 8         | 9          | 9         | 10        | 10        | 10        | 12        | 12        | 12        | 12        | 8         | 8         | 8         | 8          | 8         | 9         | 9         |
| Diabetes                       | 0         | 4         | 0          | 5         | 11        | 15        | 19        | 23        | 25        | 24        | 23        | 24        | 21        | 20        | 21         | 22        | 28        | 32        |
| Hemophilia                     | 1         | 1         | 1          | 1         | 1         | 1         | 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         | 6         | 5         | 6          | 8         | 3         | 4         |
| PHARM LOCK IN                  | 5         | 5         | 5          | 5         | 7         | 6         | 7         | 7         | 7         | 8         | 8         | 7         | 7         | 7         | 6          | 11        | 11        | 7         |
| ER Utilization                 | 13        | 8         | 6          | 19        | 10        | 19        | 20        | 21        | 21        | 19        | 15        | 11        | 12        | 11        | 10         | 9         | 16        | 16        |
| Misc. (Other)                  | 0         | 3         | 6          | 5         | 14        | 20        | 27        | 47        | 59        | 74        | 85        | 110       | 160       | 187       | 242        | 305       | 306       | 312       |
| Total Managed Cases per Month: | 44        | 52        | 54         | 56        | 69        | 94        | 114       | 48        | 160       | 171       | 179       | 193       | 237       | 262       | 325        | 386       | 410       | 420       |



## OKLAHOMA STATE UNIVERSITY HEALTH ACCESS NETWORK

### Growth in Members Case Managed by Fiscal Year



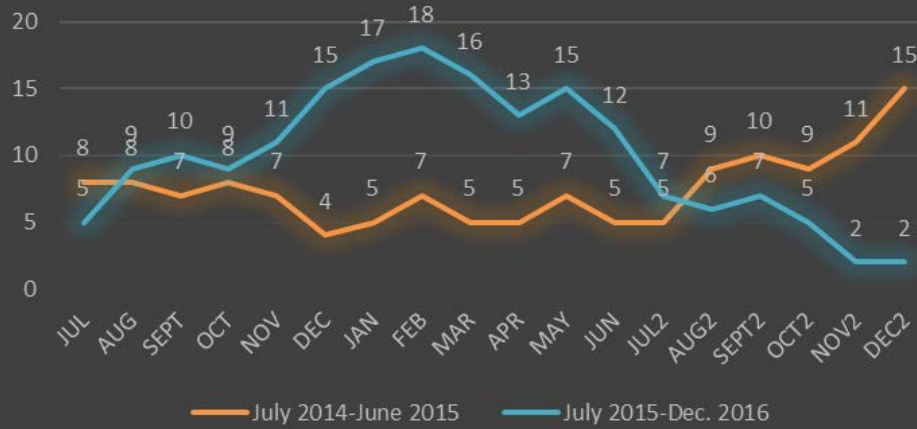
### Case Management-Population Specific-Interventions

#### HROB

HROB- High Risk Obstetrics

| FY                  | JUL | AUG | SEPT | OCT | NOV | DEC | JAN | FEB | MAR | APR | MAY | JUN | JUL2 | AUG2 | SEPT2 | OCT2 | NOV2 | DEC2 |
|---------------------|-----|-----|------|-----|-----|-----|-----|-----|-----|-----|-----|-----|------|------|-------|------|------|------|
| July 2014-June 2015 | 8   | 8   | 7    | 8   | 7   | 4   | 5   | 7   | 5   | 5   | 7   | 5   | 5    | 9    | 10    | 9    | 11   | 15   |
| July 2015-Dec. 2016 | 5   | 9   | 10   | 9   | 11  | 15  | 17  | 18  | 16  | 13  | 15  | 12  | 7    | 6    | 7     | 5    | 2    | 2    |

### HROB-High Risk Obstetrics



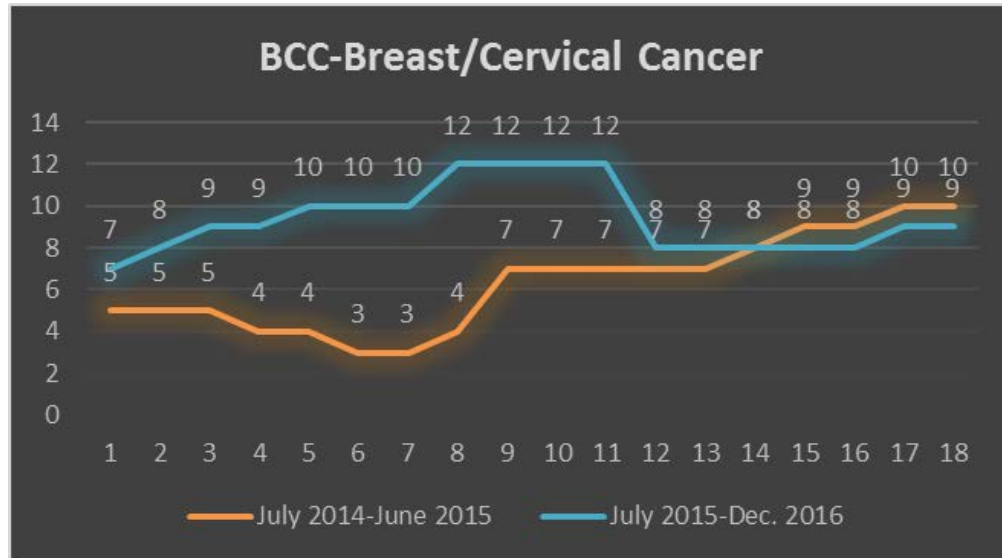


## OKLAHOMA STATE UNIVERSITY HEALTH ACCESS NETWORK

### BCC-Breast/Cervical Cancer

BCC- Breast/Cervical Cancer

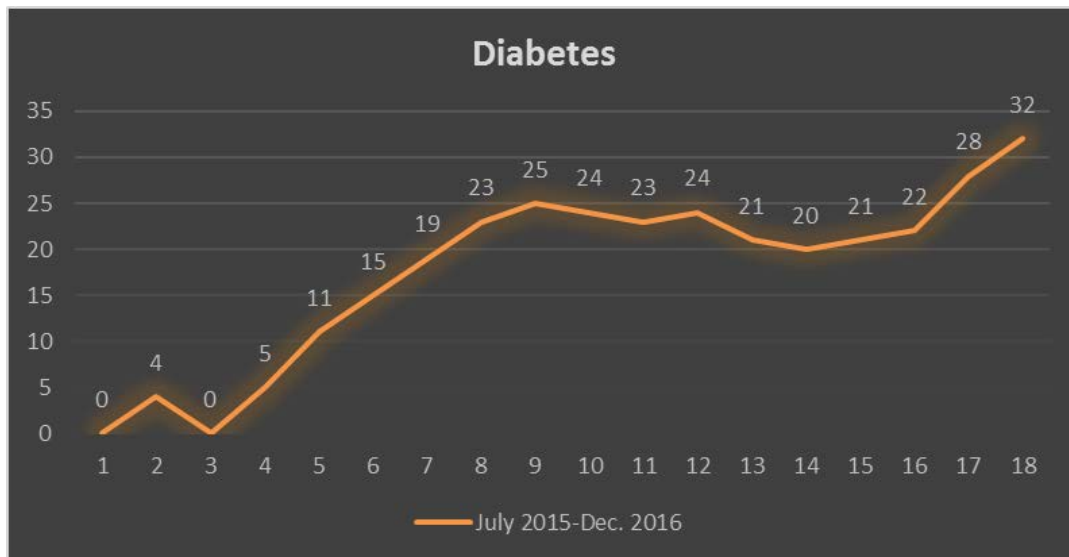
| FY                  | JUL | AUG | SEPT | OCT | NOV | DEC | JAN | FEB | MAR | APR | MAY | JUN | JUL2 | AUG2 | SEPT2 | OCT2 | NOV2 | DEC2 |
|---------------------|-----|-----|------|-----|-----|-----|-----|-----|-----|-----|-----|-----|------|------|-------|------|------|------|
| July 2014-June 2015 | 5   | 5   | 5    | 4   | 4   | 3   | 3   | 4   | 7   | 7   | 7   | 7   | 7    | 8    | 9     | 9    | 10   | 10   |
| July 2015-Dec. 2016 | 7   | 8   | 9    | 9   | 10  | 10  | 10  | 12  | 12  | 12  | 12  | 8   | 8    | 8    | 8     | 8    | 9    | 9    |



### Diabetes

DM-Diabetes

| FY                  | JUL | AUG | SEPT | OCT | NOV | DEC | JAN | FEB | MAR | APR | MAY | JUN | JUL2 | AUG2 | SEPT2 | OCT2 | NOV2 | DEC2 |
|---------------------|-----|-----|------|-----|-----|-----|-----|-----|-----|-----|-----|-----|------|------|-------|------|------|------|
| July 2015-Dec. 2016 | 0   | 4   | 0    | 5   | 11  | 15  | 19  | 23  | 25  | 24  | 23  | 24  | 21   | 20   | 21    | 22   | 28   | 32   |



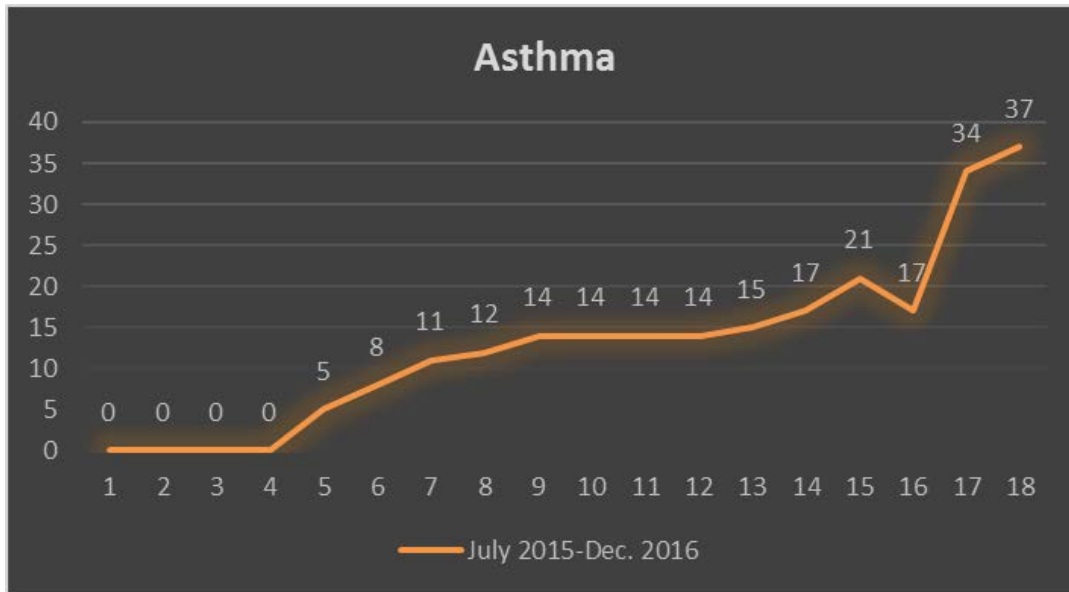
### Asthma



## OKLAHOMA STATE UNIVERSITY HEALTH ACCESS NETWORK

### Asthma

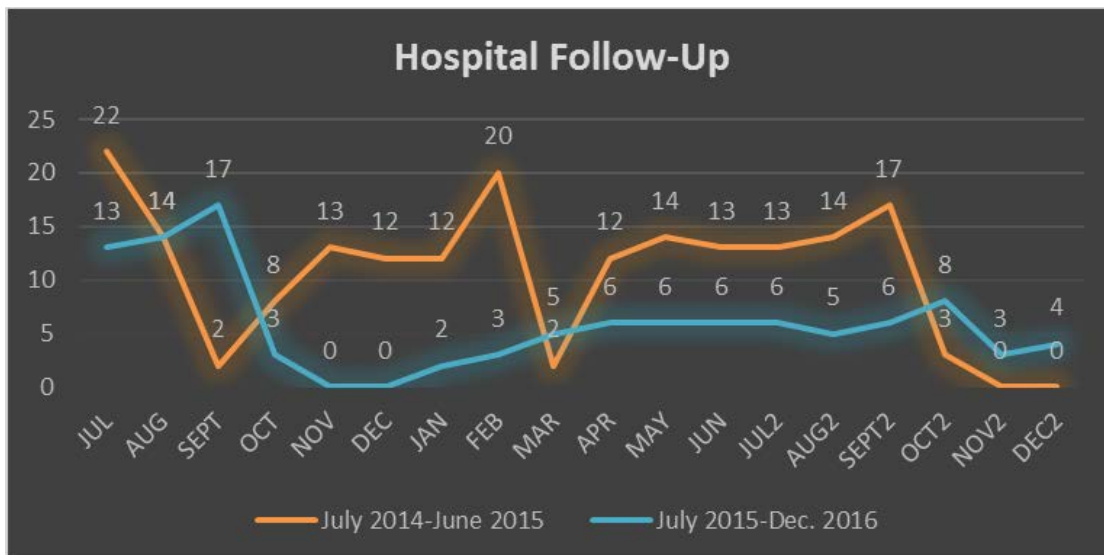
| FY                  | JUL | AUG | SEPT | OCT | NOV | DEC | JAN | FEB | MAR | APR | MAY | JUN | JUL2 | AUG2 | SEPT2 | OCT2 | NOV2 | DEC2 |
|---------------------|-----|-----|------|-----|-----|-----|-----|-----|-----|-----|-----|-----|------|------|-------|------|------|------|
| July 2015-Dec. 2016 | 0   | 0   | 0    | 0   | 5   | 8   | 11  | 12  | 14  | 14  | 14  | 14  | 15   | 17   | 21    | 17   | 34   | 37   |



### Hospital Follow-Up

#### Hospital F/U

| FY                  | JUL | AUG | SEPT | OCT | NOV | DEC | JAN | FEB | MAR | APR | MAY | JUN | JUL2 | AUG2 | SEPT2 | OCT2 | NOV2 | DEC2 |
|---------------------|-----|-----|------|-----|-----|-----|-----|-----|-----|-----|-----|-----|------|------|-------|------|------|------|
| July 2014-June 2015 | 22  | 14  | 2    | 8   | 13  | 12  | 12  | 20  | 2   | 12  | 14  | 13  | 13   | 14   | 17    | 3    | 0    | 0    |
| July 2015-Dec. 2016 | 13  | 14  | 17   | 3   | 0   | 0   | 2   | 3   | 5   | 6   | 6   | 6   | 6    | 5    | 6     | 8    | 3    | 4    |



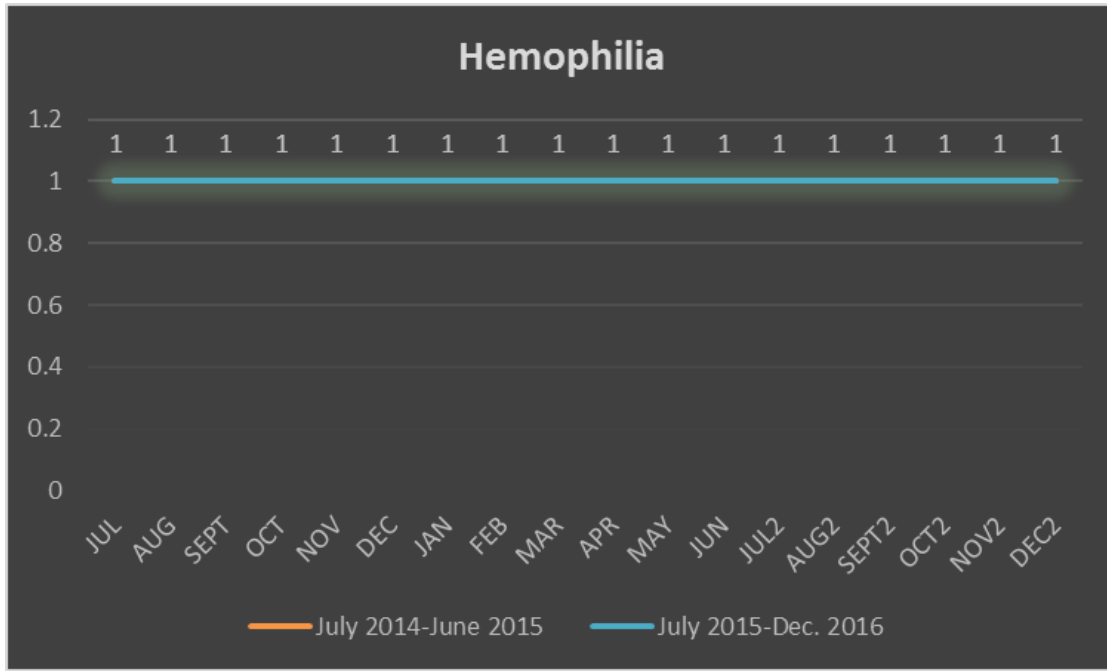
### Hemophilia



## OKLAHOMA STATE UNIVERSITY HEALTH ACCESS NETWORK

HEMO-Hemophilia

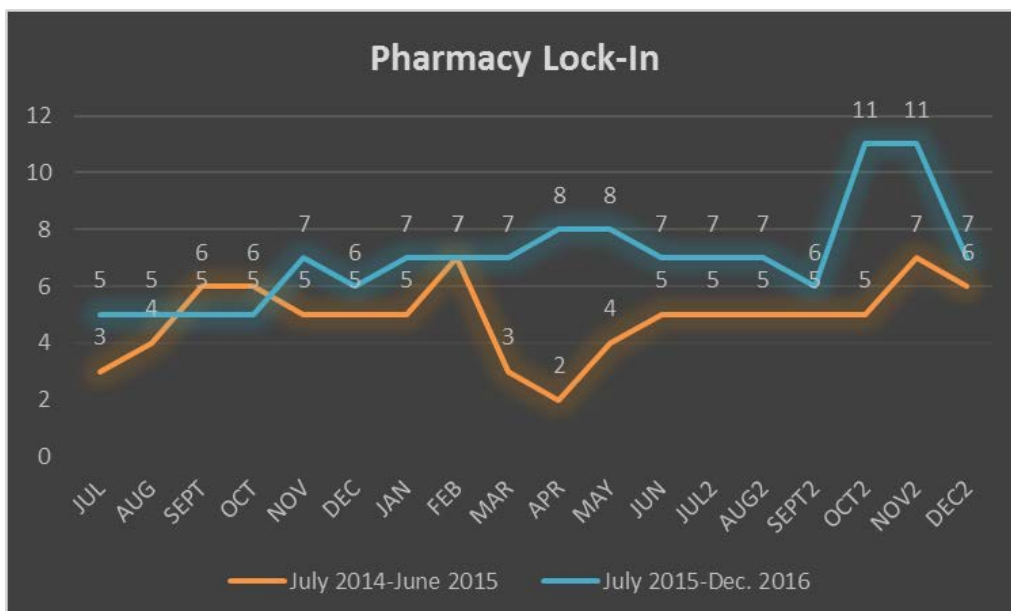
| FY                  | JUL | AUG | SEPT | OCT | NOV | DEC | JAN | FEB | MAR | APR | MAY | JUN | JUL2 | AUG2 | SEPT2 | OCT2 | NOV2 | DEC2 |
|---------------------|-----|-----|------|-----|-----|-----|-----|-----|-----|-----|-----|-----|------|------|-------|------|------|------|
| July 2014-June 2015 | 1   | 1   | 1    | 1   | 1   | 1   | 1   | 1   | 1   | 1   | 1   | 1   | 1    | 1    | 1     | 1    | 1    | 1    |
| July 2015-Dec. 2016 | 1   | 1   | 1    | 1   | 1   | 1   | 1   | 1   | 1   | 1   | 1   | 1   | 1    | 1    | 1     | 1    | 1    | 1    |



### Pharmacy Lock-In

Pharmacy Lock-In

| FY                  | JUL | AUG | SEPT | OCT | NOV | DEC | JAN | FEB | MAR | APR | MAY | JUN | JUL2 | AUG2 | SEPT2 | OCT2 | NOV2 | DEC2 |
|---------------------|-----|-----|------|-----|-----|-----|-----|-----|-----|-----|-----|-----|------|------|-------|------|------|------|
| July 2014-June 2015 | 3   | 4   | 6    | 6   | 5   | 5   | 5   | 7   | 3   | 2   | 4   | 5   | 5    | 5    | 5     | 5    | 7    | 6    |
| July 2015-Dec. 2016 | 5   | 5   | 5    | 5   | 7   | 6   | 7   | 7   | 7   | 8   | 8   | 7   | 7    | 7    | 6     | 11   | 11   | 7    |

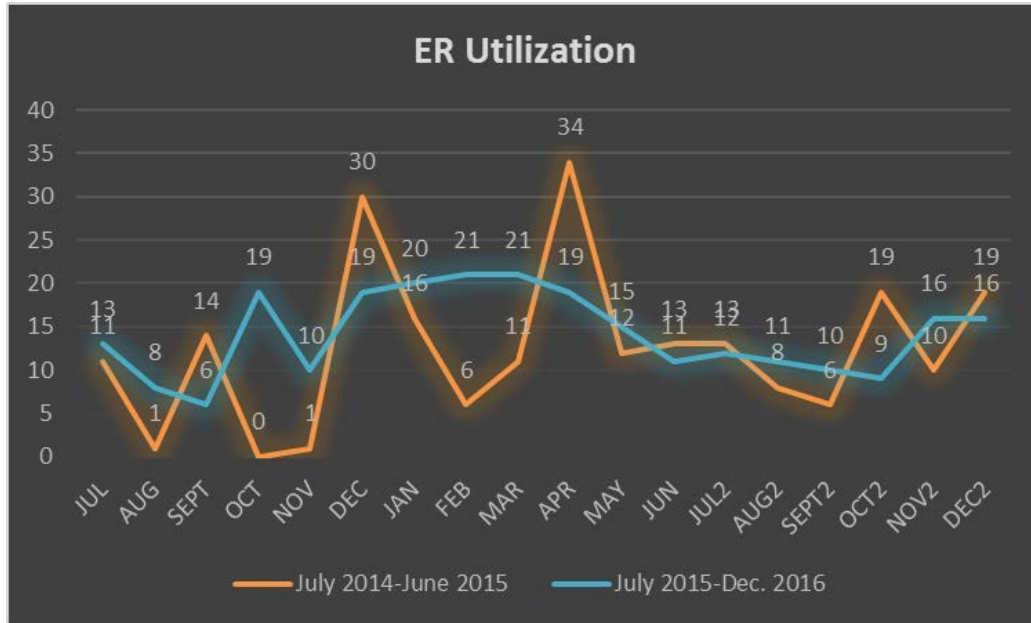




## OKLAHOMA STATE UNIVERSITY HEALTH ACCESS NETWORK

### ER Utilization

| FY                  | JUL | AUG | SEPT | OCT | NOV | DEC | JAN | FEB | MAR | APR | MAY | JUN | JUL2 | AUG2 | SEPT2 | OCT2 | NOV2 | DEC2 |
|---------------------|-----|-----|------|-----|-----|-----|-----|-----|-----|-----|-----|-----|------|------|-------|------|------|------|
| July 2014-June 2015 | 11  | 1   | 14   | 0   | 1   | 30  | 16  | 6   | 11  | 34  | 12  | 13  | 13   | 8    | 6     | 19   | 10   | 19   |
| July 2015-Dec. 2016 | 13  | 8   | 6    | 19  | 10  | 19  | 20  | 21  | 21  | 19  | 15  | 11  | 12   | 11   | 10    | 9    | 16   | 16   |

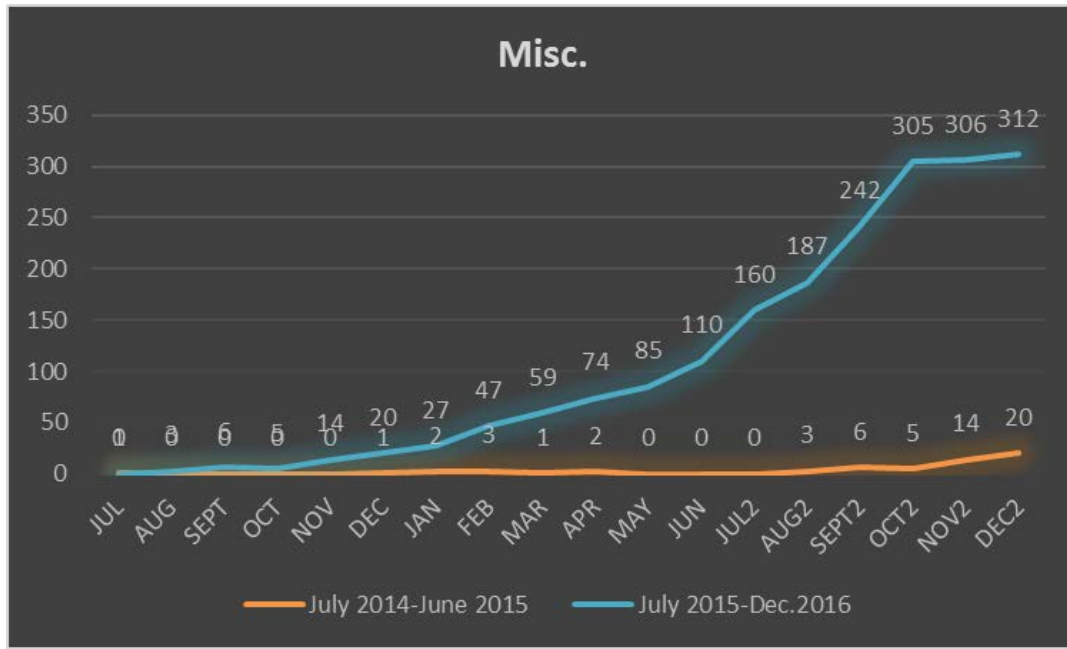


### Misc.

| FY                  | JUL | AUG | SEPT | OCT | NOV | DEC | JAN | FEB | MAR | APR | MAY | JUN | JUL2 | AUG2 | SEPT2 | OCT2 | NOV2 | DEC2 |
|---------------------|-----|-----|------|-----|-----|-----|-----|-----|-----|-----|-----|-----|------|------|-------|------|------|------|
| July 2014-June 2015 | 1   | 0   | 0    | 0   | 0   | 1   | 2   | 3   | 1   | 2   | 0   | 0   | 0    | 3    | 6     | 5    | 14   | 20   |
| July 2015-Dec. 2016 | 0   | 3   | 6    | 5   | 14  | 20  | 27  | 47  | 59  | 74  | 85  | 110 | 160  | 187  | 242   | 305  | 306  | 312  |



## OKLAHOMA STATE UNIVERSITY HEALTH ACCESS NETWORK



The ER analysis shows data conducted from October 2015 until December 2016 in order to estimate the total savings that was made by HAN interventions. 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 \$1,635,882.80 at \$1,233



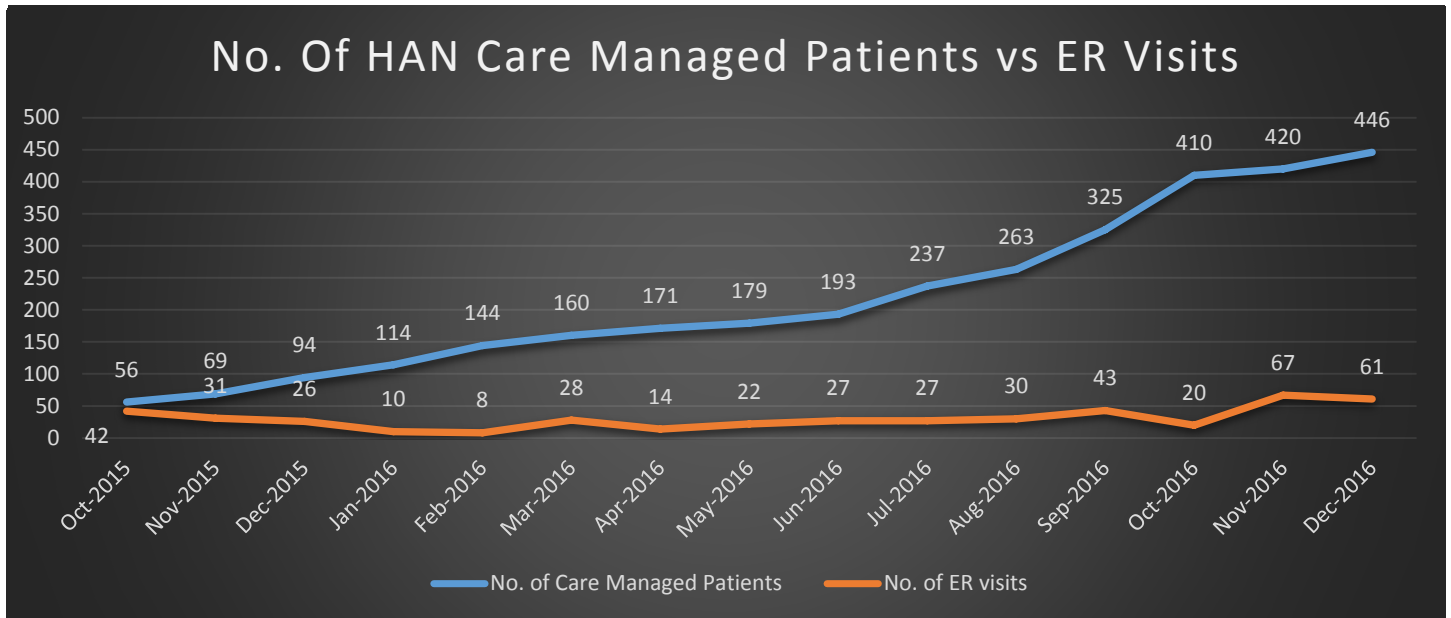
## OKLAHOMA STATE UNIVERSITY HEALTH ACCESS NETWORK

per visit for CY2016. (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          | JAN          | FEB           | MAR           | APR           | MAY           |
| No. of Care Managed Patients                                     | 56                 | 69           | 94           | 114          | 144           | 160           | 171           | 179           |
| Actual ER visit                                                  | 42                 | 31           | 26           | 10           | 8             | 28            | 14            | 22            |
| Proportion of ER visits as a percentage                          | 75.00%             | 44.93%       | 28%          | 9%           | 6%            | 18%           | 8%            | 12%           |
| Total cost incurred for ER Visit (Assuming avg of \$1,233/visit) | \$ 51,786.00       | \$ 38,223.00 | \$ 32,058.00 | \$ 12,330.00 | \$ 9,864.00   | \$ 34,524.00  | \$ 17,262.00  | \$ 27,126.00  |
| Estimated ER visits(With baseline as 0.75 visit/member )         | 42                 | 51.75        | 70.5         | 85.5         | 108           | 120           | 128.25        | 134.25        |
|                                                                  |                    | 63807.75     | 86926.5      | 105421.5     | 133164        | 147960        | 158132.25     | 165530.25     |
| Estimated Savings per Month                                      | \$ -               | \$ 25,584.75 | \$ 54,868.50 | \$ 93,091.50 | \$ 123,300.00 | \$ 113,436.00 | \$ 140,870.25 | \$ 138,404.25 |

| Month                                                            | JUN           | JUL           | AUG           | SEP           | OCT           | NOV           | DEC             |
|------------------------------------------------------------------|---------------|---------------|---------------|---------------|---------------|---------------|-----------------|
| No. of Care Managed Patients                                     | 193           | 237           | 263           | 325           | 410           | 420           | 446             |
| Actual ER visit                                                  | 27            | 27            | 30            | 43            | 20            | 68            | 61              |
| Proportion of ER visits as a percentage                          | 14%           | 11%           | 11%           | 13%           | 5%            | 16%           | 14%             |
| Total cost incurred for ER Visit (Assuming avg of \$1,233/visit) | \$ 33,291.00  | \$ 33,291     | \$ 36,990     | \$ 53,019     | \$ 24,660     | \$ 83,844     | \$ 75,213       |
| Estimated ER visits(With baseline as 0.75 visit/member )         | 144.75        | 177.75        | 197.25        | 243.75        | 307.5         | 315           | 334.5           |
|                                                                  | 178476.75     |               |               |               |               |               |                 |
| Estimated Savings per Month                                      | \$ 145,185.75 | \$ 185,874.75 | \$ 206,219.25 | \$ 247,524.75 | \$ 354,487.50 | \$ 304,551.00 | \$ 337,225.50   |
|                                                                  |               |               |               |               |               |               | \$ 1,635,882.80 |

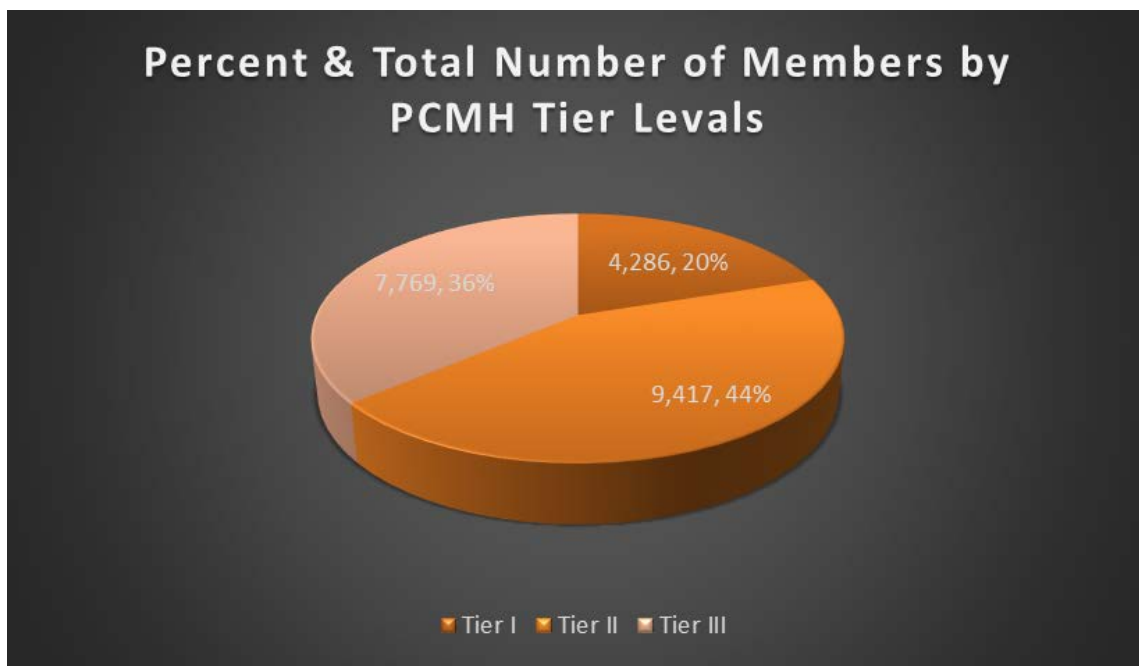


### Clinic Distribution Per Tier Level



## OKLAHOMA STATE UNIVERSITY HEALTH ACCESS NETWORK

| Parent Organization | Clinic Name                                                 | Tier Level | Member Count | % of Total     |
|---------------------|-------------------------------------------------------------|------------|--------------|----------------|
| OSU- CHS-HAN        | Health Care Center & Women's Health Center- Family Medicine | Tier III   | 2318         | 10.80%         |
|                     | Physician's Office Building (POB)- Family Medicine          | Tier III   | 610          | 2.84%          |
|                     | Houston Parke Pediatrics                                    | Tier III   | 4458         | 20.76%         |
|                     | Internal Medicine/ Internal Medicine Speciality Services    | Tier III   | 383          | 1.78%          |
|                     | Eastgate                                                    | Tier II    | 1740         | 8.10%          |
|                     | AJ Muskogee Children's                                      | Tier II    | 4119         | 19.18%         |
|                     | North Regional Health and Wellness Center                   | Tier II    | 500          | 2.33%          |
|                     | Stillwater Family Care                                      | Tier II    | 879          | 4.10%          |
|                     | SMPC West- Stillwater                                       | Tier II    | 2179         | 10.15%         |
|                     | Premier Pediatrics Clinic- Muskogee                         | Tier I     | 4286         | 19.96%         |
| <b>Grand Total:</b> |                                                             |            | <b>21472</b> | <b>100.00%</b> |



| Primary Care PCMH Tier Level | # of Members  | %              |
|------------------------------|---------------|----------------|
| Tier I                       | 4,286         | 19.96%         |
| Tier II                      | 9,417         | 43.86%         |
| Tier III                     | 7,769         | 36.18%         |
| <b>TOTAL</b>                 | <b>21,472</b> | <b>100.00%</b> |

### Physician Roster by Clinic



## OKLAHOMA STATE UNIVERSITY HEALTH ACCESS NETWORK

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

### Enrolled OSU HAN Clinic Locations

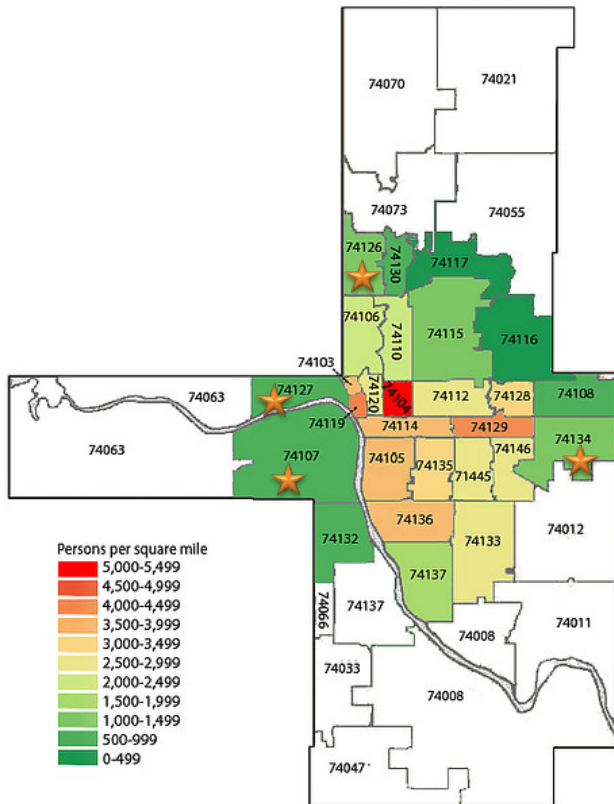


## OKLAHOMA STATE UNIVERSITY HEALTH ACCESS NETWORK

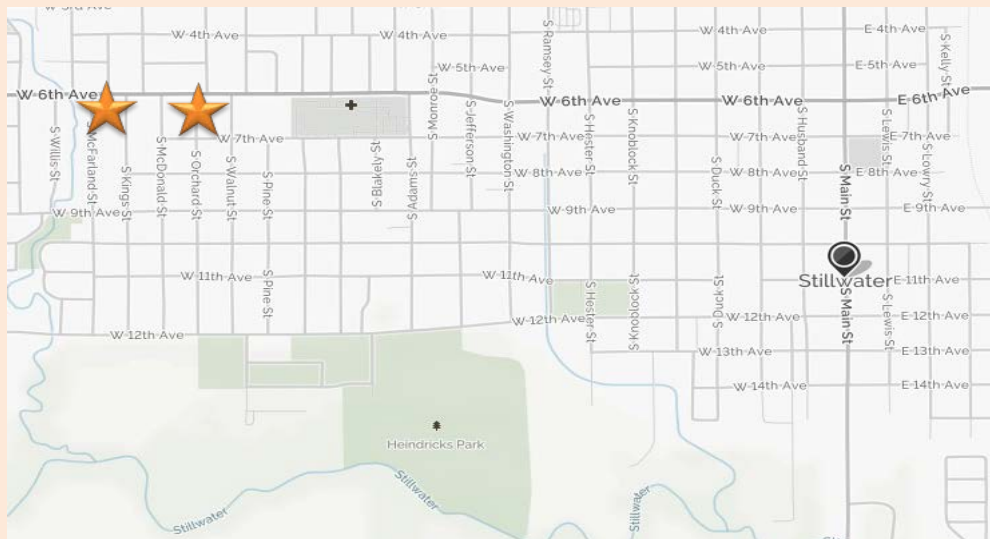
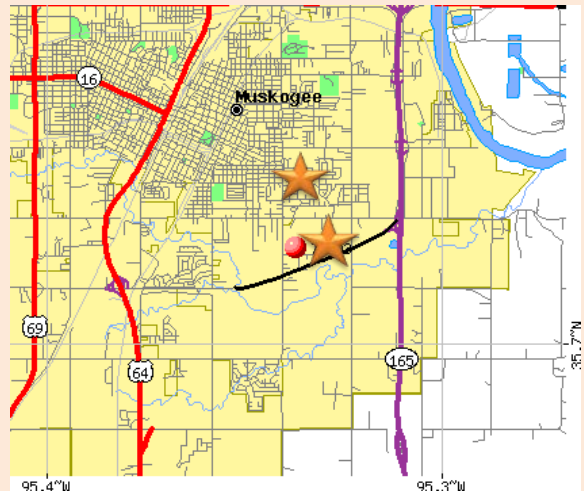
### ENROLLED OSU HAN CLINIC LOCATIONS

#### Tulsa Population Density By ZIP Code

By Daniel Jeffries



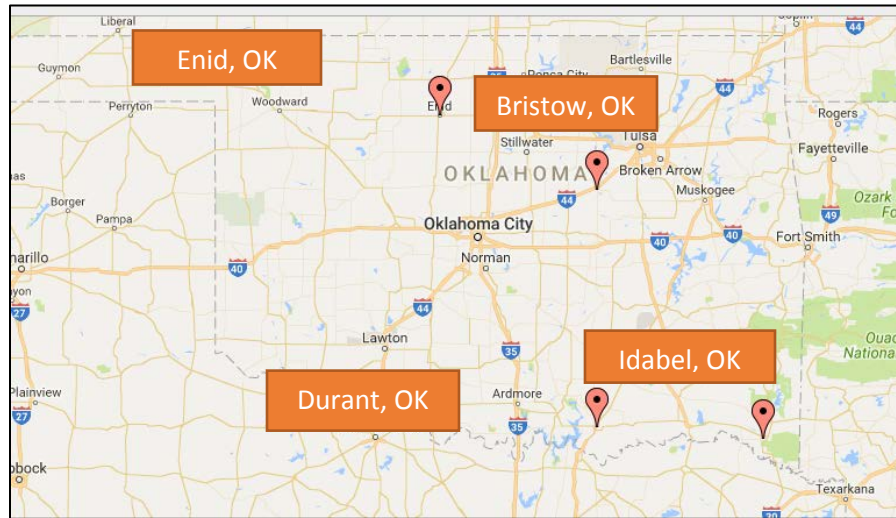
★ OSU HAN CLINIC LOCATION



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



## OKLAHOMA STATE UNIVERSITY HEALTH ACCESS NETWORK

| Community Outreach Initiative:                                                                                                                                                                                                                                                                                                                      | Clinical Impact:                                                                                                                                                                                                                                                                                                                                                                                                                    |
|-----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|-------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| <b>Aug. 2015</b>                                                                                                                                                                                                                                                                                                                                    |                                                                                                                                                                                                                                                                                                                                                                                                                                     |
| 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                                                                                                                                                                                                                                      |
| <b>Sept. 2015</b>                                                                                                                                                                                                                                                                                                                                   |                                                                                                                                                                                                                                                                                                                                                                                                                                     |
| 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                                                                                                                                                                                                                                           |
| <b>Oct. 2015</b>                                                                                                                                                                                                                                                                                                                                    |                                                                                                                                                                                                                                                                                                                                                                                                                                     |
| 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.                                                                                                                                             |
| <b>May. 2016</b>                                                                                                                                                                                                                                                                                                                                    |                                                                                                                                                                                                                                                                                                                                                                                                                                     |
| 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.                                                                                                     |
| <b>September. 2016</b>                                                                                                                                                                                                                                                                                                                              |                                                                                                                                                                                                                                                                                                                                                                                                                                     |
| HAN Director, QA Coordinator, Administrative Assistant, and Care Team attended a Case Management lunch with a representative from Telligen to discuss their program. Lunch and Learn at OU-Tulsa.                                                                                                                                                   | By attending this lunch and learn, the OSU Health Access Network can better understand the details of the Telligen mission and thus be able to recognize the differences that exist between the two similar programs and also how the two can work collaboratively.                                                                                                                                                                 |
| Quality Assurance Coordinator, Administrative Assistant, and Data Analyst attended a conference call with representatives from WellCare Health Plans.                                                                                                                                                                                               | Well Care is a healthcare entity that focuses exclusively on providing government-sponsored managed care services, primarily through Medicaid, Medicare, Medicare Advantage, and Prescription drug plans to families, children, seniors, and individuals with complex medical need. We discussed with Well Care in regard to their clinical care plans and areas of which they felt worked and didn't work for them in ways of Case |
| HAN Director attended a Project ECHO Team meeting to discuss project updates and next steps for implementation.                                                                                                                                                                                                                                     | Project ECHO is a collaborative model of medical education and care management that empowers clinicians everywhere to provide better care to more people, right where they live. Project ECHO is very interested in the involvement of our Care Managers and wants to invest by sending one of our care managers to New Mexico in October for training                                                                              |



## OKLAHOMA STATE UNIVERSITY HEALTH ACCESS NETWORK

| October. 2016                                                                                                                                                                                                                                                                                                                                                        |                                                                                                                                                                                                                                                                                                                                                                                                                |
|----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| The HAN Director, QA Coordinator, and Administrative Assistant met with representatives from Sooner HAN's Doc-to-Doc System, Lyn Denny and Michelle Nunn, and Victoria Parks from OSU Cardiology to discuss possible implementation of the Doc to Doc referral system at OSU-HAN.                                                                                    | The Doc-to-Doc referral database is a something that OU-HAN created of which helps to track referrals in real time. There are many clinics in the Tulsa area that are already contracted with the Doc to Doc system which makes submitting a referral and receiving referrals very easy and trackable at every stage helping to mitigate missed referrals or having a referral sit in the system for too long. |
| Melissa Foust, from New Century Hospice, visited our office location to provide an in-service presentation on the benefits of earlier admission and what makes New Century Hospice different from other Hospice Facilities.                                                                                                                                          | By receiving this in-service presentation, we were able to take away valuable information on the types of hospice services that they can offer to our Sooner Care Choice member population.                                                                                                                                                                                                                    |
| HAN Director and Case Managers travelled to CAPES Tulsa Office and received an in-service presentation. CAPES is an organization that demonstrates through clinic practice and research in a multi-disciplinary, collaborative care team of which provides the most eddective and efficient care for children and adolescents who suffer from complex medical needs. | By receiving this in-service presentation from the CAPES organization, we were able to take away valuable information and resources for our child and adolescent members in terms of psychological and developmental problems. We now have APES both as an educationa and referral source for our young members.                                                                                               |
| November. 2016                                                                                                                                                                                                                                                                                                                                                       |                                                                                                                                                                                                                                                                                                                                                                                                                |
| The HAN Director, QA Coordinator, Administrative Assistant, and Case Managers met with Wade Hunter, who is the Director of Creoks Behavioral Health Center, for an in-service discussion in regards to their facilities and psychiatric options for our member population.                                                                                           | By receiving this in-service presentation from Wade, we are now more educated on some of the services that Creoks can provide for our member population without it becoming a duplication of services. We are also now more aware of some of the collaborative psychiatric resources that Creoks can offer for some of our members.                                                                            |



## OKLAHOMA STATE UNIVERSITY HEALTH ACCESS NETWORK

| 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<br>* 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 tp positively impact our patient population through ways of referrals and general medical need within the community.<br>* 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 |
| July. 11th, 2016                                                                                                                                                                                                                                                                                                                                                                                                                                                               |                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                 |
| During our weekly Health Access Network Departmental Meeting, we met with the Outreach Coordinator, Chelsea Compton, and the Director, Jessica Kelly, of Youthcare of Oklahoma                                                                                                                                                                                                                                                                                                 | Youthcare of Oklahoma provides effective, professional behavioral health counseling to children, youth, adults, and families across Oklahoma. We found out during our meeting that this is a Medicaid driven program that is an extension of the Home Health Program and even though we cannot really work alongside each other, we can refer patients to each other that meet the specific criteria of each program.                                                                                           |
| July. 19th, 2016                                                                                                                                                                                                                                                                                                                                                                                                                                                               |                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                 |
| HAN Director and Case Managers, Connie Schadel , Leslie Brown, Melissa Gantz, Shantel Bolton, and Paula Ballard met with the Program Director and Medical Director of the Tulsa Methadone Clinic                                                                                                                                                                                                                                                                               | During this meeting, case managers and director were given an overview of the Tulsa Methadone Clinic and the pipulation that they serve. The Director of the clinic was also able to provide a list of services offered at the clinic and how we would be able to refer patients.                                                                                                                                                                                                                               |
| September 20th, 2016                                                                                                                                                                                                                                                                                                                                                                                                                                                           |                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                 |
| HAN Director and Care Team hosted a presentation covering the Diabetes Education Program conducted by OSU Medical Center.                                                                                                                                                                                                                                                                                                                                                      | By hosting this in-service on Diabetes Education, our Director and HAN Care Team members were able to take away valuable information and resources that they can pass along and educate our patient population.                                                                                                                                                                                                                                                                                                 |



## 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



## OKLAHOMA STATE UNIVERSITY HEALTH ACCESS NETWORK

### 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<sup>st</sup>, 2015 to Dec. 30<sup>th</sup>, 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.



## OKLAHOMA STATE UNIVERSITY HEALTH ACCESS NETWORK

### 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.

#### **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 6<sup>th</sup>, 2015. Submitted recommendations and next steps based on the final changes.



## OKLAHOMA STATE UNIVERSITY HEALTH ACCESS NETWORK

### 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 East gate – OSU East gate 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