WISCONSIN HEALTH CENTER CONTROLLED NETWORK

YEAR 2 EXECUTIVE SUMMARY
AUGUST 1, 2023 – JULY 31, 2024

HCCN
Health Center Controlled Network

WPHCA's Health Center Controlled Network (HCCN) supported Health Center goals and priorities through individualized and group-level training and technical assistance (T/TA)

In Year 2 WPHCA provided:
- **1,070** hours of individualized T/TA
- **2,888** hours of group T/TA
- **38** group T/TA events

WPHCA's HCCN currently contracts with the following consulting resources:
- Strategic Health Information Technology Advisor: Julie Huebner (Huebner HIT Services)
- Data & Reporting Consulting: Mitch Scoggins (Quality Data Consulting)
- PCMH Expertise: Karen Taubert (Comagine)
- Clinical & Value-Based Care Expertise: Dr. Art Jones (HMA)

WPHCA's HCCN invests in subject matter expertise through contracted consulting resources. In Year 2, WPHCA's HCCN provided over **915 hours** of consulting resources for Health Centers.

WPHCA's HCCN is currently meeting or exceeding 80% of our 3-Year HCCN Goals set by HRSA!

- **First-Ever Digital Transformation Conference:** WPHCA hosted a conference titled, "Surfing the Wave of Digital Transformation: Navigating Data Tsunamis, Preparing for Innovation, and Learning from our Wipeouts!". Health Center participants:
  - Identified at least one **new strategy** for building and/or strengthening foundational elements of health information technology (HIT) and data practices and processes.
  - Considered the applications and limitations of adopting **newer technologies**, such as Artificial Intelligence (AI), and explored potential cutting-edge applications of HIT.
  - **12 Health Centers** participated including 35 Health Center staff and community partners
- **Social Drivers of Health (SDOH) Learning Collaborative:** WPHCA launched an SDOH Learning Collaborative to support participating Health Centerss in meeting a **statewide goal** of 100% of Wisconsin Health Centers collecting and reporting data on housing, food insecurity, and/or transportation by December 31, 2023.
  - **12 Health Centers** participated in the Collaborative.
  - As a result of the collaborative, **100% of participating Health Centers** are currently collecting SDOH data, increasing from 72% at the start of the Collaborative.
- **Optimizing Azara DRVS:** WPHCA hosted an Azara Workshop focused on Provider Empanelment.
  - **7 Health Centers** participated, including 16 participants
  - WPHCA provided **500 hours** of individualized assistance on Azara DRVS
- **Building OCHIN Reporting Expertise:** WPHCA launched a monthly WI OCHIN Reporting Analyst Group to support Health Centers with building expertise in custom reporting out of OCHIN.
  - **133 Health Center staff** participated across 12 meetings
- **Cybersecurity:** The impact of cybersecurity attacks hit close to home over the last year – Hospital Sisters Health System, Ascension, Change Healthcare, and beyond. Cybersecurity is a critical and priority T/TA topic to invest in.
- **Cybersecurity Tabletop Exercises (TTX): 13 Health Centers**, including **88 Health Center staff** particpated in **2 cybersecurity TTX**. The TTXs supported Health Centers to respond to a potential cyber-attack, think through business continuity plans, and prepare for an extended downtime period.
- **New Cybersecurity and Information Technology (IT) Peer Learning Network (PLN):** WPHCA started the Cybersecuirty and IT PLN to support with peer discussion and sharing best practices.
- **Tools to Support Care Management:** WPHCA **partnered with OCHIN** to host a discussion on implementing and optimizing Epic's care management module, Compass Rose. OCHIN provided an overview of Compass Rose's functionality, and Health Centers had the opportunity to talk directly with **Compass Rose subject matter experts**.
  - **35 Health Center staff** from 10 OCHIN Health Centers attended the call.

Looking Ahead to Year 3
HCCN Priorities

- **Digital Transformation Conference on November 6, 2024:** WPHCA will host a second in-person Digital Transformation Conference in Madison, WI. This meeting will include a panel discussion on the current and future state of digital patient engagement and breakout sessions focused on Electonric Health Record (EHR) training and governance structures, leveraging data analytics to drive operational efficiencies, and extending access to care through patient scheduling.

- **Artificial Intelligence:** WPHCA is exploring AI tools that can support operational and organizational efficiencies. We will share our findings, alongside recommendations for organizational adoption with participating Health Centers.

- **Uniformed Data System (UDS)+:** Health Centers will be required to submit UDS through both EHB and a FHIR API for the CY2024 UDS+ submission in spring 2025. WPHCA will work alongside Health Centers to support submissions, troubleshoot issues, and elevate any issues with HRSA leadership.

- **Digital Patient Engagement Strategies - Patient Portals:** Over the past decade, Health Centers adopted telehealth, remote patient monitoring devices, patient portals, text messaging, and many other tools to provide new ways for patients to engage in their care. In Year 3, WPHCA will focus on providing intensive T/TA on patient portal optimization, including working with Health Centers to pilot patient scheduling functionality, enable patient payment and billing features, optimize patient messages and staffing strategies, and consider ways to center the patient portal as the digital front door to the Health Center.

- **Provide Azara DRVS Training and Custom OCHIN Report Building Consulting:** WPHCA will continue to support Health Centers with onboarding new staff to DRVS, optimizing DRVS to meet data reporting and analysis needs, and partnering with Health Center Reporting Analysts to develop custom reports out of Epic.

- **Strengthen Cybersecurity & Patient Privacy:** With the increasing threat of cyber attacks WPHCA will continue to prioritize cybersecurity T/TA, with a focus on environmental scanning, facilitating peer sharing on best practices, and hosting a cybersecurity focused TTX.

- **Collaborate with State & National Partners:** WPHCA will collaborate and stay informed on the changing interoperability and broader HIT landscape, build valuable partnerships, and identify leading experts and innovations, and implement these insights through group and individual T/TA.

- **Apply for a new 3-Year HCCN Grant:** WPHCA will apply for the next 3-year competitive HCCN grant to continue supporting Health Centers with using HIT to improve patient care and operations, including all of the above activity highlights,

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