Developing A Standardized Enabling Services Data Collection Model At FQHCs

Live Virtual Learning Series: Part 3 – Thur., Oct. 29, 2020 9am-10:30am PST

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BACKGROUND

Providing enabling services, such as connecting people to housing, food and employment resources is important for increasing access to care and leads to better health outcomes. Health centers need to collect data on the enabling services they provide to demonstrate the complexity of the clients they serve and the value of this work to payers and policy makers.

During a 3-part live virtual learning series, Health Outreach Partners (HOP) will train health centers how to codify enabling services, create a standardized data collection model to improve data collection, and better understand impact on health care access and outcomes.

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TRAINING OBJECTIVES

As a result of the training, participants will be able to:

- Delineate and define each enabling service category
- Use the enabling services data collection protocol
- Understand how the protocol can be implemented and data used
- Develop a proposed work plan for pilot implementation at their health center
- Provide guidance or train staff on the protocol

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Three-Part Learning Series

Pre-Training: Video Review

Part 1 : Thur., Oct. 15, 2020 9:00am-10:30am PST

- Module 1: Enabling Services Data Collection Protocol
- Breakout: Enabling Service Documentation Practice #1

Pre-Training: Homework & Video Review

Part 2: Thur., Oct. 22, 2020 9am-10:30am PST

- Breakout: Enabling Services Documentation Practice #2
- Module 2: Data Collection & Analysis

Pre-Training: Video Review

Part 3: Thur., Oct. 29, 2020 9am-10:30am PST

- Module 3: Planning for Implementation
- Breakout: Making Enabling Services Data Collection Work
- Next Steps

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INTRODUCTIONS

Host:
Patricia Gepert
Health Access Coordinator

Washington Association for Community Health

Presenter:
Cynthia Selmi
Executive Director

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Presenter:
Beleny Reese
Project Manager

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WE SUPPORT HEALTH OUTREACH PROGRAMS by providing training, consultation, and timely resources.

OUR MISSION IS TO BUILD STRONG, EFFECTIVE, AND SUSTAINABLE HEALTH OUTREACH MODELS by partnering with local community-based organizations across the country in order to improve the quality of life of low-income, vulnerable and underserved populations.

WE SERVE Community Health Centers, Primary Care Associations, and Safety-net Health Organization

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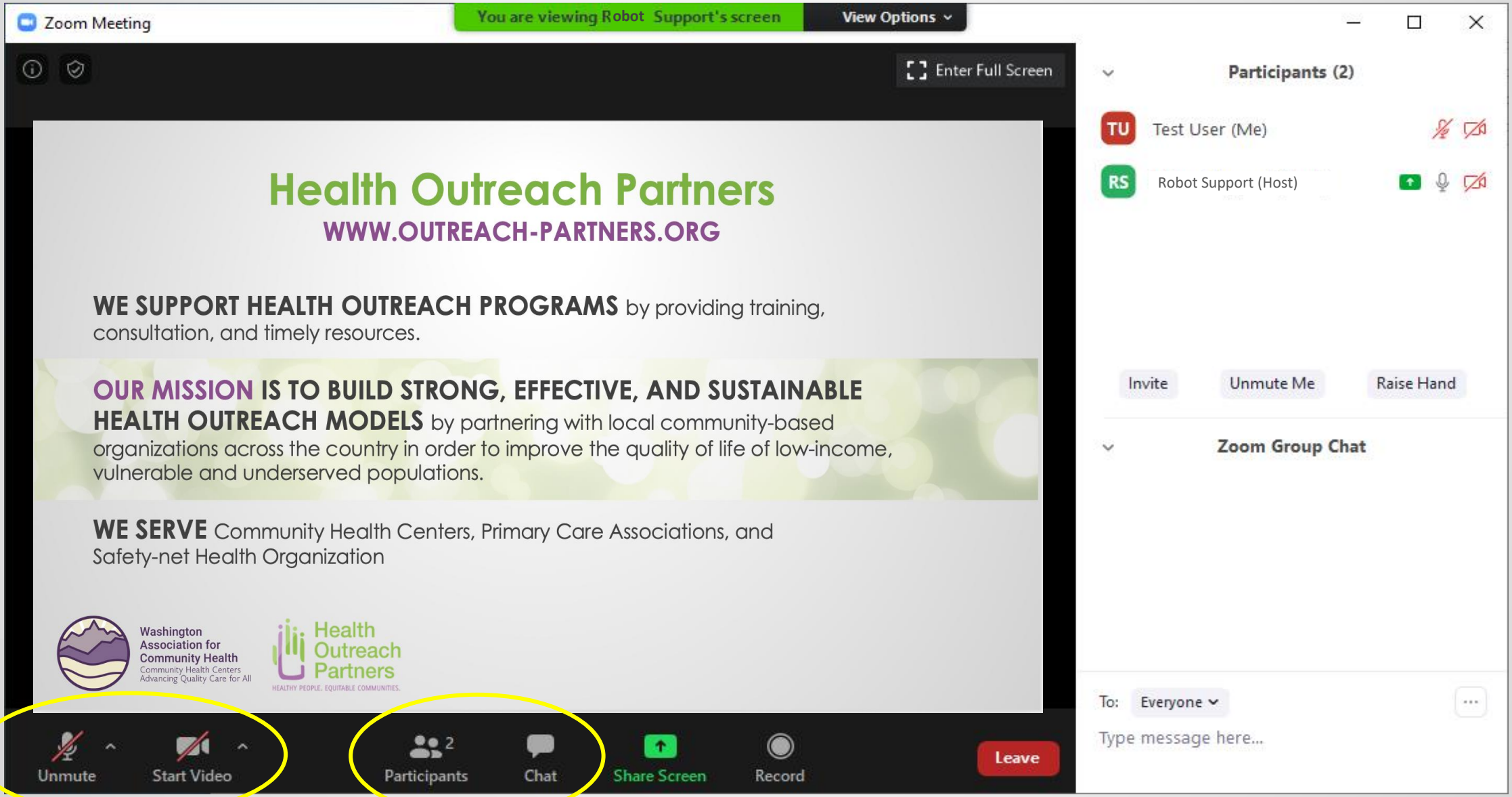
Zoom Housekeeping



Agenda

- Welcome & Opening Remarks (5 min)
- Planning for Implementation (30 min)
- Breakout Groups: Making ES Data Collection Work (35 min)
- Regroup & Share-Back (10 min)
- Next Steps & Closing (10 min)

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Icebreaker Poll

Vs.

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Module 3

What and How to Plan for Enabling Services Data Collection Implementation

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Module Objectives

- Understand the overall implementation process and timeline
- Describe the minimum requirements necessary for implementation
- Understand the steps leading up to project implementation

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Pre-Implementation Requirements

- Health Center must provide Enabling Services
- Conduct a needs assessment
- Have senior leadership and management support and participation
- A commitment to the data collection process and to collect accurate and appropriate data
- Workflow and documentation of services is clear and consistent

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Implementation of Timeline

ACTIVITY	SUGGESTED TIMEFRAME
ES Needs Assessment	1 week
Presentation to Key Staff	1 month
Develop ES Template	1 week - 1 month
Determine Workflow for Data Input	1 week
Prepare ES Database	1 month
Train ES Staff	1 month
Identify and Train Data Analyst(s)	1 month
Complete ES Readiness Assessment	3 weeks
Implement Pilot Data Collection	3 - 4 months
Evaluate Data Entry & Validation	1 week
Evaluate Implementation Process	1 week - 1 month
Revise ES Template	1 week
Data Analysis	2 weeks
Sharing and Dissemination	1 week

Implementation of Timeline

Factors that influence the implementation timeline & plan:

- Enabling Services structures
- Data systems
- Existing processes

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Implementation of Timeline

Health Center Example

- An upgrade to the EHR product is planned that uses the 15 ES categories while the HC has only used the original 8 ES codes sporadically for many years
- Leadership expects the team to make the transition in 30 days
- Outreach teams still use paper templates to record services and time and input the data into Excel (do not input into EHR)

Templates

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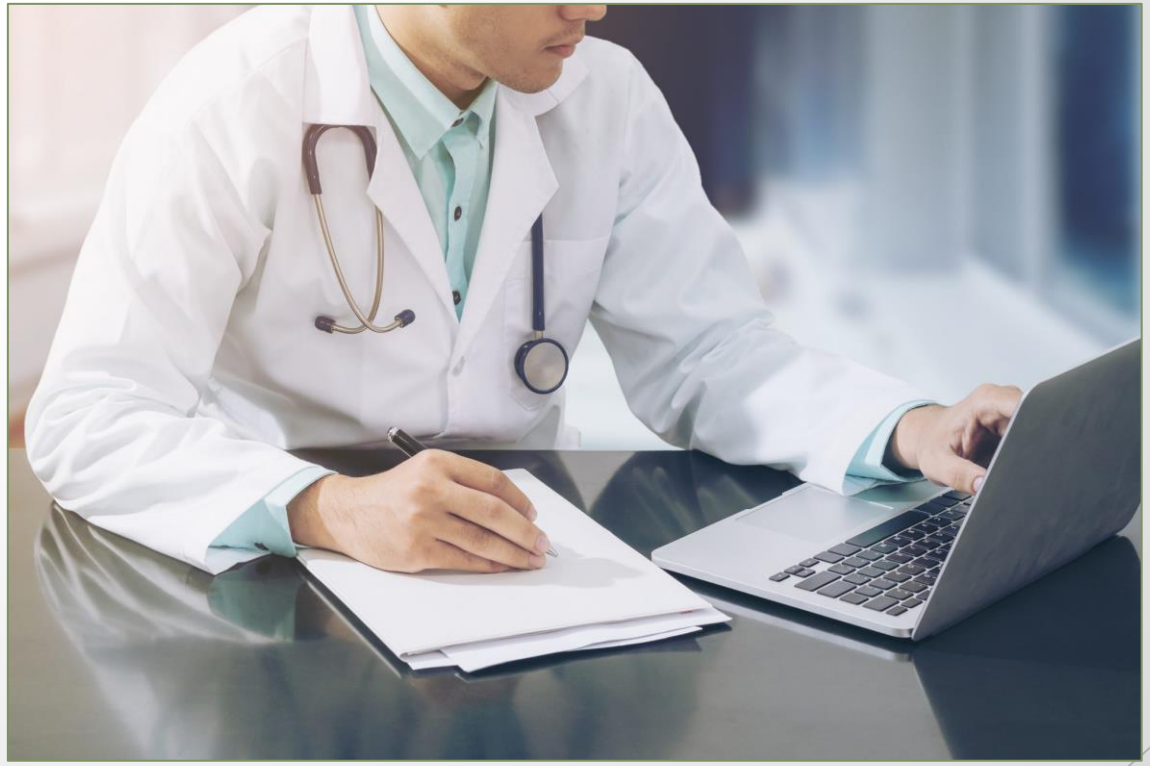
Templates

- Tools and templates should integrate into workflow
- Process does not take away from patient care and services



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Templates

Challenges with Development

1. Multiple end users and system issues
2. Multiple revisions
3. Workflow and documentation are not clear and concise
4. Validation process to ensure right codes for the right service and proper documentation

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Implementation Team

Makes the Dream work…

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Implementation Team

- Project Lead or Project Manager
- IT staff
- Data analysts
- Support staff
- Enabling Services staff

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Timeline

The Needs Assessment

- **Purpose:** to provide an assessment that helps organizations better understand its capacity and needs in collecting and reporting enabling services data
- ES assessment tool to be completed prior to start of training
- Associated handout: Needs Assessment Worksheet - we will provide a sample!

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Timeline

The Needs Assessment

- Please list the type(s) of enabling services you provide.
- Do you provide enabling services onsite (at your health center) or offsite (locations outside of the health center)?
- How much time (in minutes) do you typically spend with each patient on enabling services per day?
- Is this information entered into a database or your EMR?

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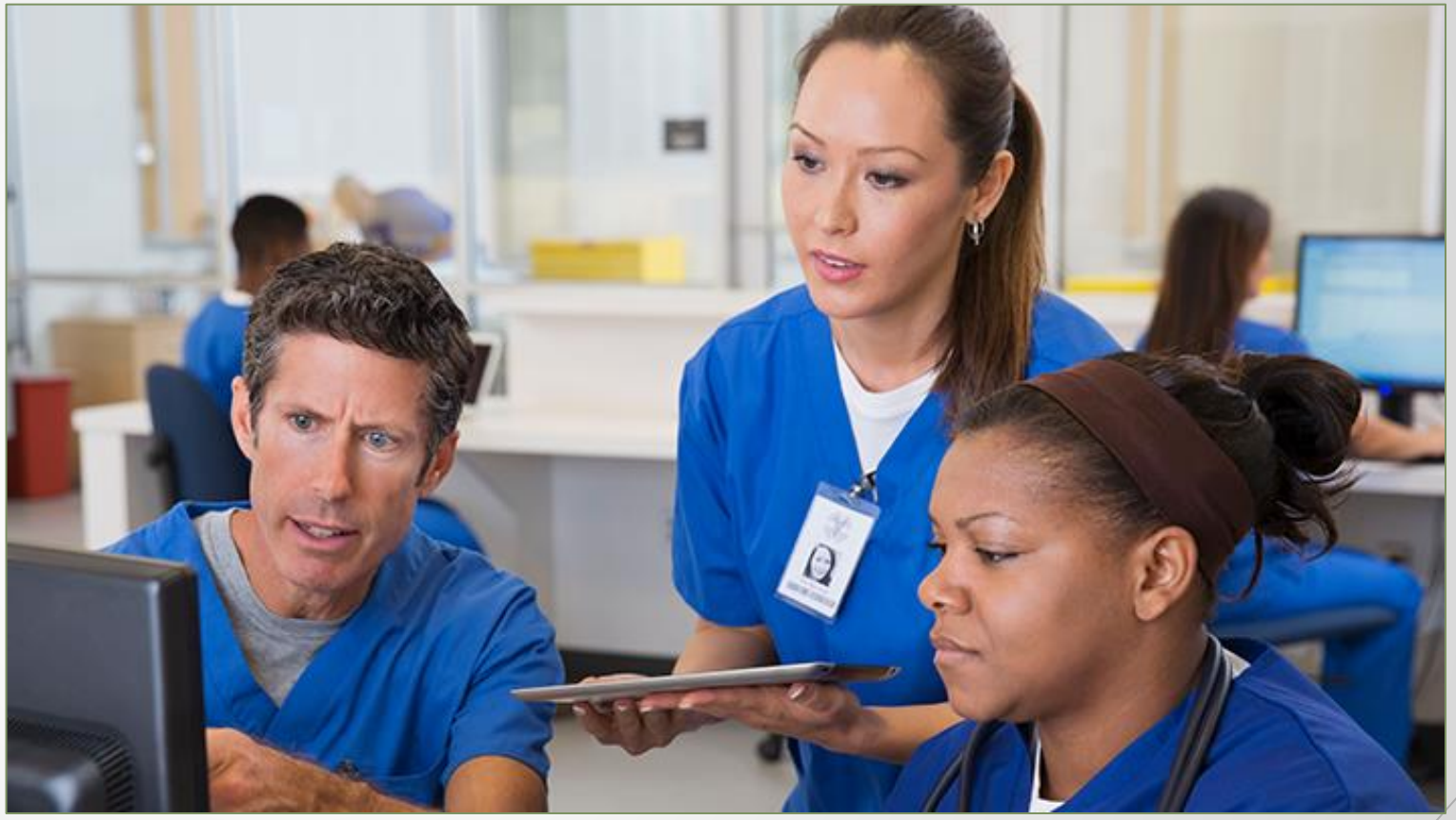
Timeline

Key Staff Orientation



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Communicate! Communicate! Communicate!

- Disseminate information across the organization
- Be transparent
- Background and history of ES data collection:
  - Share the Accountability Project
  - Talk about why these services are important
- Tell a story about why data collection is important
- Share the benefits to both the patients and the organization
- Share data and keep the conversation going

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Operational Benefits

- Track productivity
- Provide data and services for grant reporting
- Values ES staff and advocates for growing the ES team
- Provides a means to conduct research on the impact of ES on improving health disparities

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EHR System

- Ensure it is able to generate reports necessary for analysis
- Health Centers get the data they need to make operational changes to improve service and outcomes

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Protocols

- Involve key staff in development
- Develop ***clear*** documentation protocols
- Agreed upon workflow

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Operational Benefits

Collect data that:

- Shows how much time is spent on each services
- Shows how much time was spent on enrollment and eligibility and the impact on the bottom line
- Values case management services and allows for increased staffing and support of providers

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Value for Health Centers

- Better understanding of Enabling Services
- Increased capacity to advocate for reimbursement and funding
- Increased capacity to track for research and funding accountability
- Ability to evaluate staff time and activities and allocate resources more appropriately and efficiently
- ES staff empowerment

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Staff Training

Put together a training plan:

- Aim to deliver a good experience
- Enhances the knowledge and skill of the team
- Supports organization and individual change
- Sessions for both enabling services staff and data team
- Should include a site visit or workflow assessment

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Training

- Acknowledge change is hard!!!
- Discuss the challenges

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Breakout Groups

Making Enabling Services Data Collection Work

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Next Steps

Now what?

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THANKS

EVENT EVALUATION	Click on link in CHAT BOX to fill out Event Evaluation
WEBINAR MATERIALS	Link to webinar slides, recordings & handouts will be emailed
QUESTIONS/COMMENTS	Contact Patricia Gepert (pgepert@wacommunityhealth.org)

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