

Final Awardees of the ASET Unconnected Providers Sub-Grant Program

February 2013

The Arizona Strategic Enterprise Technology (ASET) office announced a competitive grant program in October 2012, to provide funds for health care organizations to support Health Information Exchange planning and implementation. Below is a table that summarizes the 14 awarded provider organization, their location, the award amount, and the focus area of their HIE planning and implementation work.

The total amount of funding that was available was \$1.1 million and single organizations could apply for up to \$50,000, while organizations that submitted a joint application or an application with at least one other health care partner, were eligible for up to \$100,000. All grantees were required to provide a cash or in-kind amount of at least 50% of the grant award. All grantees are expected to have their work completed by June 30, 2013.

| Facility | City/County | Provider Type | Priority Focus of Funds | Amount Requested |
|---|-----------------------|--------------------------------------|---|------------------|
| A New Leaf | Mesa Maricopa | Behavioral Health | Transitions of Care Summaries | \$50,000 |
| CONMED Healthcare Management | Tucson Pima | Department of Corrections | Transitions of Care Summaries | \$50,000 |
| Copper Queen Community Hospital | Bisbee Cochise | Rural (Critical Access Hospital) | Structured lab results, ATD data, and cardiopulmonary data | \$49,917 |
| Flagstaff Medical Center | Flagstaff Coconino | Regional Hospital/Rural/IHS | Transitions of Care Summaries | \$98,000 |
| Jewish Family and Children's Services | Phoenix Maricopa | Behavioral Health | Transitions of Care Summaries | \$100,000 |
| La Paz Hospital | Parker La Paz | Rural | e-Prescribing, Transition of Care Summaries (via provider portal), Structured lab results | \$50,000 |
| Little Colorado Medical Center | Winslow Navajo | Rural (Critical Access Hospital)/IHS | Transitions of Care Summaries | \$99,955 |
| North Country Healthcare/Mohave Mental Health | Flagstaff Mohave | Rural (FQHC) & Behavioral Health | Transitions of Care Summaries | \$100,000 |
| People of Color Network | Phoenix Maricopa | Behavioral Health/primary care | Transitions of Care Summaries | \$100,000 |

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|--|-----------------------------------|-------------------|--|--------------------|
| Quality Care Network | Phoenix Maricopa | Behavioral Health | Transitions of Care Summaries | \$100,000 |
| Sierra Vista Regional Health Center | Sierra Vista Cochise & Santa Cruz | Rural | Transitions of Care Summaries, Structured Lab results | \$47,160 |
| Symphony of Mesa/Springdale Village | Mesa/Maricopa | Long Term Care | Transitions of Care Summaries, Structured lab results | \$40,385 |
| TERROS, Inc. | Phoenix/Maricopa | Behavioral Health | Transitions of Care Summaries, Structured lab results, e-Prescribing | \$99,500 |
| Villa Maria Care Center/Copper Sands, Inc. | Tucson/Pima | Long Term Care | Transitions of Care Summaries, Structured lab results | \$42,070 |
| Total Funds Requested | | | | \$1,026,987 |

A New Leaf, Inc.

Located at 868 E. University Dr., Mesa, AZ 85203

Amount requested - \$50,000

Project lead – Robin Bertolini

Facility type – A New Leaf is a 501(c)3 agency, Joint Commission accredited behavioral health and human services organization that provides a continuum of care, emergency and transitional shelter for victims of domestic violence and the homeless, residential and community based treatment services for at risk youth, advocacy and work force development, community behavioral health, foster care and adoption services, a community assistance program, and is currently developing affordable and permanent supportive housing programs for low income families and the chronically homeless.

Population served – Approximately 20,000 individuals annually, including victims of domestic violence, chronic homeless, youth at risk, children and families eligible under the Magellan Health Services of Arizona Regional Behavioral Health Authority contract, low-income individuals with other service provider contracts, and the uninsured.

Use of funds – Facilitate transitions of care by sharing patient care summaries across unaffiliated organizations in transitioning youth at risk between other providers and partners in an effort to get away from the current method of faxing records. Faxing is a timely process and increases human error. They have recently been awarded a contract with Magellan Health Services to integrate physical health and behavioral health services in a school based health care environment and shared continuity of records is a critical component. A New Leaf will utilize Direct technology and will be signing on with a Health Information Service Provider (HISP).

CONMED Healthcare Management/Pima County Adult Detention Complex

Main headquarters – 1750 E. Benson Highway, Tucson, AZ 85714

Amount requested - \$50,000

Project lead – David Moss

Facility type – Adult detention intake center for Pima county jail system. Individuals are booked and are medically assessed. Initial care plans are determined based on information provided by the inmate. Many cases involve alcohol and drug use; consequently patients are often uncooperative and provide poor medical histories.

Population served - Annually, nearly 40,000 individuals are processed through PCADC. Nearly half of these individuals had received mental health care, 8% of the average daily population of 2,000 detainees designated as seriously mentally ill (SMI). On average 39% of the daily population of 2,000 people have serious chronic conditions such as diabetes, hypertension, cardiac disease or cancer.

Use of funds – To expedite the intake process by the establishment of a technical bridge/interface between their EMR and the Health Information Exchange Network of Arizona (HINAZ). This will greatly improve the accuracy of assessing the patients’ medical background as a more comprehensive representation of the individuals’ prior medical care can be compiled. Currently, information given by the inmates is being verified by staff having to call pharmacies or where care was provided and obtain medical records which is a lengthy and resource intensive process.

Copper Queen Community Hospital

Location – 101 Cole Avenue, Bisbee, AZ 85603

Amount requested - \$50,000

Project lead – David Chmura

Facility type – Critical Access Hospital

Population served – Underinsured and uninsured, the hospital is located in a Medically Underserved Area and a Healthcare Professional Shortage Area covering 2500 square miles. The hospital and clinics are located in an area of sparse population over miles of desert between mountain ranges called sky islands.

Use of funds – To connect the hospital and its clinics to the Health Information Network of Arizona (HINAZ) to permit structured lab results and Admit Transfer Discharge (ATD) data to be delivered as discrete data to the tertiary hospitals in Tucson where the higher acuity patients are transferred. The average monthly transfers for 2012 were 59 patients. This enhancement will provide immediate access to data during critical periods when remote specialists are consulting with the hospital’s emergency room physicians. The availability of data will assure that remote specialists will have accurate and timely data.

Flagstaff Medical Center/Northern Arizona Healthcare

Location – Lead applicant - Flagstaff Medical Center, 1200 North Beaver Street, Flagstaff, AZ 86001

Co-applicant – Indian Health Services and Tribal facilities comprising the Indian health system in Northern Arizona

Amount requested - \$98,007

Project lead – Mark Carroll, MD

Facility type – Flagstaff Medical Center is a 267-bed regional referral hospital, working closely with Indian Health Service (IHS) and Tribal health organizations across northern and central Arizona.

Population served – Flagstaff Medical Center (FMC) provides healthcare for communities in four Arizona counties, serving a geographic region of more than 53,000 square miles. The region served represents nearly half of the state and includes members of numerous American Indian Tribes. FMC cares for more than 14,000 inpatients and 96,000 outpatients annually. One-third of the hospital’s annual inpatient population is Native American.

Use of funds – Funds will be used to improve timely access to accurate patient health information for clinicians and care teams across the region by connecting sites in the Indian health system to the Health Information Network of Arizona (HINAZ). FMC is already a member of HINAZ.

Jewish Family and Children’s Service/Maricopa Integrated Health System

Location – Lead Applicant – Jewish Family and Children’s Service (JFCS), 4747 N. 7th. St., Ste. 100, Phoenix, AZ 85014

Co- Applicant – Maricopa Integrated Health System – 2601 E. Roosevelt, Phoenix, AZ 85008

Amount requested - \$100,000

Project lead – Kevin Rhode

Facility type – Lead applicant – Jewish Family and Children’s Service is a non-profit, non-sectarian that provides behavioral health and social services to Maricopa County residents of all ages.

Co-applicant – Maricopa Integrated Health System is the county’s only public health care system and is comprised of Maricopa Medical Center and affiliated FQHCs.

Population served – Lead applicant – JFCS caseload is comprised of General Mental Health and Substance Abuse adult patients, with at least 2000 – 3000 patients have a current medical condition.

Co-applicant – MIHS provides care to the underinsured and uninsured, regardless of ability to pay with complex medical problems and difficult socioeconomic situations. Maricopa hospital has close to 20,000 inpatient admissions annually, and 300,000 outpatient visits annually. MIHS doctors serve as the assigned primary care physician for many JFCS patients.

Use of funds – To develop the exchange of health information between MIHS and JFCS to improve treatment and care coordination for a highly vulnerable population of adults with serious multiple mental and physical health problems. Technology they plan on using will be Direct Exchange focusing on transitions of care by sharing patient care summaries.

La Paz Regional Hospital

Location – 1200 Mohave Road, Parker, AZ 85344

Amount requested - \$50,000

Project lead – Kevin Brown

Facility type – 25 bed rural acute care hospital and the only hospital of its size in Arizona that is not federally designated as a Critical Access Hospital (CAH). It meets all of the CAH requirements except that of distance as there is an Indian Health facility within the 35 mile distance requirement. Also it is the only public access hospital in the county and serves an area that is 4,184 square miles with communities separated by stark desert.

Population served – La Paz County is a medically underserved area by both national and state standards. One in five adults lack medical insurance, one-fourth of the population lives below the federal poverty line and has one of the highest unemployment rates in the nation. In the winter the population increases from 20,000 to over 65,000 further stressing the county’s medical system.

Use of funds – The project includes three improvement efforts: establishment of a provider portal, add two interfaces with Sonora Quest Labs and Arizona Health-e Connection to enable transmitting structured lab results, and implementation of e-prescribing. Currently all exchange of health information is via paper and fax. Lab and radiology results received at the hospital have to be scanned, printed then faxed to providers. Due to the high volume often documents are not available for viewing in the hospital EHR for days. La Paz Hospital has met Meaningful Use Stage 1 and will use the funds to meet Stage 2.

Little Colorado Medical Center/Winslow Indian Health Care Center

Location – Lead-applicant Little Colorado Medical Center, 1501 N. Williamson Ave., Winslow, AZ 86047

Co-applicant – Winslow Indian Health Care Center, 500 North Indiana Ave., Winslow, AZ 86047

Amount requested - \$99,955

Project lead – Michael Howard

Facility type – Lead-applicant Little Colorado Medical Center is a 25 bed Critical Access Hospital and shares patients with their co-applicant Winslow Indian Health Care Center which provides clinical care to the Native Americans comprising 23% of the population of Winslow. Critical care needs are addressed by LCMC and follow-up care is provided by the WIHCC clinics.

Population served – Little Colorado Medical Center is located in a remote area of north eastern Arizona with population scattered over large geographical areas. Chronic diseases such as asthma, diabetes, obesity, alcoholism and drug addiction and heart disease are common. Unemployment is high, and approximately 40% are below the federal poverty level. Over half a million was written off in charity care last year by LCMC.

Use of funds – Initially funds will be used for analysis of workflow issues around their current use of Direct and created a HIE Strategic Plan. Secondly, Direct Expansion will be to increase the use of Direct to facilitate exchange of records between LCMC and WIHCC. The last phase will be to subscribe to Health Information Network of Arizona (HINAZ). LCMC’s vision is to improve patient care, capitalize on efficiencies gained, and reduce costs of equipment and supplies required by processes that HIE will replace. When patients go between two or more medical facilities/providers there is risk the patient’s records are held up or lost in the administrative processing. When vital records are missing, poor, redundant and even sometimes deadly patient care takes place.

North Country HealthCare/Mohave Mental Health

Location – Lead-applicant – North Country HealthCare, 2920 N. 4th St., Flagstaff, AZ 86003

Co-applicant – Mohave Mental Health, 1743 Sycamore Ave., Kingman, AZ 86409

Amount requested - \$100,000

Project lead – Laura Ahrens

Facility type – Lead-applicant – North Country Health/Care is an independent 501(c) 3 nonprofit, federally qualified health center providing primary care services in 13 northern Arizona communities. Co-applicant – Mohave Mental Health Clinic, Inc. is a private, not-for-profit provider of mental health services for Mohave County operating outpatient clinics in Kingman, Bullhead City, and Lake Havasu City.

Population served – The North Country Healthcare system treated about 47,000 individual patients in 2012, 36% of whom were covered by AHCCCS and qualified for behavioral health services at Mohave Mental Health. Both organizations serve a large number of low-income and underserved populations.

Use of funds – North Country Healthcare and Mohave Mental Health share patients and will use the funds to select a Health Information Service Provider (HISP) as well as plan and implement the exchange of patient care summaries between organizations for co-management of patients. This collaborative effort seeks to identify the key components of patient care summaries that primary care and behavioral health providers prioritize in co-management of patients and leverage the Direct Protocol method to securely share the patient summary between entities.

People of Color Network/ La Frontera EMPACT Suicide Prevention Center/Native American Connections

Location – Lead Applicant – People of Color Network, 77 E. Thomas Road, Ste. 230, Phoenix, AZ 85012

Co-Applicant – La Frontera EMPACT-SPC, 618 S. Madison Dr., Tempe, AZ 85281

Co-Applicant – Native American Connections, 4520 N. Central, Ste. 600, Phoenix, AZ 85012

Amount requested - \$100,000

Project lead – Jason Rentschler

Facility type – Lead applicant – People of Color Network (PCN) is an *Integrated Community Organization* providing behavioral and primary health services through collaborative approaches, culturally and linguistically responsive services, and family involvement to more than 6,000 adults, youth, children, and their families in Maricopa County. Co-applicants – EMPACT and Native American Connections are Quality Service Providers within PCN’s Children’s Network receiving referrals and serving children and families to help close the gap in service disparity to better meet the needs of diverse communities by providing intake assessments, developing treatment plans, and delivering comprehensive behavioral health services.

Population served – The organizations serve the needs of underserved and low income children and families with more than 98% of children, youth, and families being served qualifying for AHCCCS as we strive to deliver the highest quality of culturally and linguistically responsive services. Referrals include those from Child Protective Services and participation in community engagement and outreach to multicultural underserved populations in targeted high-need neighborhoods of Maricopa County. Collectively, the organizations serve more than 2,800 children within PCN’s Children’s network.

Use of funds – Currently, health information exchange (HIE) among partners is a combination of paper, phone, and fax, which is an inefficient use of staff time as well as organizational resources. Funding will establish Direct Exchange between organizations using Health Information Service Providers (HISPs) enabling exchange of transition of care summaries increasing efficiencies and improving patient-centered care and coordination of holistic services. With HIE abilities, providers will have near-immediate access to recipient health data and will be able to monitor, track, and trend recipient

progress across the whole health spectrum aiding our endeavor to increase quality care and reduce health care costs.

Quality of Care Network/Devereux Arizona/Mountain Health & Wellness/Arizona Youth and Family Services

Location – Lead-applicant – Quality of Care Network, 5326 E. Washington St., Bldg. B, Phoenix, AZ 85034

Co-applicant – Devereux of Arizona, 11000 N. Scottsdale Rd., Suite 260, Scottsdale, Arizona 85254

Co-applicant – Mountain Health & Wellness, P.O. Box 3160, Apache Junction, AZ 85117

Co-applicant – Arizona Youth & Family Services, Inc., 55 E. Thomas Road, Suite 200, Phoenix, AZ 85012

Amount requested - \$100,000

Project lead – Brenda Hanserd

Facility type – Lead applicant – Quality Care Network is a children’s behavioral health care provider. Co-applicant Devereux Arizona handles a large proportion of QCN’s behavioral health needs, providing a broad range of services. Co-applicant Mountain Health & Wellness provides children’s outpatient and school based counseling, transitional services, psychiatric services and chemical dependency services. Co-applicant Arizona Youth & Family Services is a fully integrated healthcare campus providing primary care medicine and behavioral health services.

Population served – The combined agencies serve the children of Maricopa County who come from families below the poverty level and are eligible for AHCCCS. Based on 2011 statistics, this number is 350,000 children.

Use of funds – Currently the agencies have to depend on faxing to send treatment plans, referrals and transition of care documents between providers. The process is extremely inefficient and records are often lost, making it difficult for providers to maintain a complete set of records for their patients. The average client sees at least three providers for behavioral health services and one primary care provider. The process of sending multiple faxes to multiple providers is time consuming and resource intensive. The grant funds will be used to implement Direct exchange between the agencies utilizing Health Information Service Providers (HISPs) initially, secondly Health Information Exchange (HIE) will be established.

Sierra Vista Regional Health Center

Location – 300 El Camino Real, Sierra Vista, AZ 85635

Amount requested - \$50,000

Project lead – Richard Turner

Facility type – Non-profit regional medical center with hospital and health center that is a secondary provider of a broad array of services including cardiac catheterization laboratory, radiology, intensive care, emergency and the only provider of obstetrical services in the county.

Population served – Serves Cochise and Santa Cruz counties, with clinical locations in Douglas, Tombstone and Sonoita, Arizona. Sierra Vista Regional Health Center acts as a hub and a higher level care facility for the surrounding areas receiving patient transfers from physicians throughout the county and Southeastern Medical Center in Douglas, transferring critical care patients to hospitals in Tucson.

The population served includes Army personnel and families from Fort Huachuca, Medicare and Medicaid recipients. The county is classified as a Primary Care Health Professional Shortage Area and a Medically Underserved Area. Since the regional service area shares 90 miles of border with Mexico they occasionally provide care to illegal immigrants.

Use of funds – The EMR in the hospital is Cerner’s Millennium, and the rural clinics and employed physicians practices have other EMRs of various vendors. They are in the process of installing Cerner’s HealtheHub solution that allows the exchange of lab and radiology reports and have purchased Direct Exchange accounts for their physician community. The funds from the grant will be used for expanding HIE goals by creating a physician integration plan and physician adoption strategy that will identify workflow issues and types of medical records they would like to receive. Then analysis will be done to determine which physicians would benefit most from use of the Direct Exchange or the HealtheHub option. This will help the community’s providers exchange information with the hospital at the cost and technology capacity each office can handle. The funds will also be used to purchase an additional interface, and then expand the use of Direct Exchange. HIE is a key initiative to SVRHC to improve patient transfers and referrals, provide pertinent health information needed for high risk pregnancies and complex care cases. Emergency room discharge summaries are critical transition of care documents that health information exchange can greatly improve care delivery.

Symphony of Mesa/Springdale Village

Location – 3130 E. Broadway Road, Mesa, AZ 85204

Amount requested - \$40,385

Project lead – Blake Gillman

Facility type – Two long term care organizations jointly owned and operated by NuCare. Springdale Village provides a full range of care and services including skilled nursing, assisted living and short term transitional rehabilitation. Symphony of Mesa is a provider of sub-acute and rehabilitative services.

Population served – Both facilities serve a high population of underserved individuals with 50% of patients in each facility on AHCCCS or ALTCS. Occasionally Native Americans from the local reservations are cared for.

Use of funds – Currently the organizations are implementing an EHR specific to long term facilities. The goal of the grant project would be to develop a comprehensive HIE strategic plan for the organization and subsequently to implement the first phase of HIE solutions in both locations. Health information exchange capabilities currently are very cumbersome and limited, occur via paper delivery, fax or are non-existent. Getting the necessary information for patients discharged from local hospitals is inefficient and often incomplete. This requires additional coordination with the discharging facility that can delay the discharge of the patient while the documentation is being collected to accompany the patient, adding to decreased patient satisfaction.

TERROS, Inc./Family Service Agency/EMPACT-SPC/National Council on Alcoholism and Drug Dependence (NCADD)/Native American Connections

Location – Lead applicant – TERROS, Inc., 3003 North Central Ave., Suite 200, Phoenix, AZ 85012

Co-applicant – EMPACT-SPC, 618 S. Madison Dr., Tempe, AZ 85281

Co-applicant – Family Service Agency, 2400 N. Central Ave., Suite 400, Phoenix, AZ 85004

Co-applicant – NCADD, 4201 N. 16th St., Ste. 140, Phoenix, AZ 85016

Co-applicant – Native American Connections, 4520 N. Central, Ste. 600, Phoenix, AZ 85012

Amount requested - \$100,000

Project lead – Leslea Drake

Facility type – TERROS is an integrated healthcare organization providing mental health and substance abuse treatment, primary care, behavioral mobile crisis, family and children’s services and prevention education for substance abuse and communicable diseases. TERROS works in collaboration with the co-applicants on this grant to provide outreach and engagement, assessment and intake, case management and coordination and substance abuse treatment.

Population served – The funds of this project will be used to focus on persons referred by The Arizona Department of Economic Security’s Child Protective Services residing in Maricopa County to TERROS Arizona Families FIRST program which provides family-focused outreach, substance abuse treatment and service coordination to children and families.

Use of funds – Use of the funds will be to develop a Health Information Exchange (HIE) between TERROS and the co-applicants to improve and support the coordination of services between providers. The current exchange of information for Arizona Families FIRST involves multiple data bases and methodologies. Often there is duplication of data entry due to the manual process entering information into unconnected system. The HIE project will enable the electronic exchange of information between the co-applicants and other agencies and will utilize Claim Track Mirth technology.

Villa Maria Care Center/CopperSands, Inc.

Location – 3602 E. Greenway Road, Suite 104, Phoenix, AZ 85032

Amount requested - \$42,210

Project lead – Michelle Hill

Facility type – Villa Maria is a long term care facility that provides skilled nursing, rehabilitative and assisted living services to seniors in the Tucson area. CopperSands, Inc. manages the property and one of its principals has partial ownership of the facility.

Population served – Villa Maria provides care for underserved elderly populations in the Tucson area. In 2012 70% of patient days were covered by a variety of plans under AHCCCS, with the average age of residents being 78.89 years.

Use of funds – The funds will be used towards establishing an exchange between the hospitals and providers they share patients with, starting with development of a strategic plan that will help to prioritize Villa Maria’s needs and identify HIE solutions. The facility currently has PointClickCare EMR, however interface capabilities with them and other EMRs is limited. Therefore various record types are received in a variety of ways, often times resulting in multiple duplicate copies of the same results. This requires additional staff time in sorting through records determining which have been uploaded into the system and which have not, taking away from care coordination activities. They would use funds towards implementing exchange of lab orders and results, summary of care records when patients are admitted and discharged and expand HIE to Tucson Medical Center, St. Joseph’s Hospital, St. Mary’s Hospital, VA and other providers in the area.

