

OSIS Membership Fills Gaps for CHC

Staff & Analytics Tool Resolve PCMH and ACO Deadlines

[HOMETOWN Health Center](#) (HHC), previously known as Sebasticook Family Doctors, is a Federally Qualified Health Center (FQHC) headquartered in Newport, Maine. Their main objective is to make healthy communities by providing a high quality and comfortable medical home for their community. HHC has grown to operate four locations providing more than 32,000 medical, dental, and behavioral health visits per year to 8,200 patients.

Turnover in the health care field is increasing every year. In 2015, the average total turnover rate reported for healthcare employers was 19.2%, according to a survey of over 10,250 healthcare facilities. This is an increase from the 17.7% reported in 2014.

In this case study, we will reveal how OSIS Membership can assist in filling the gaps caused by turnover, delayed hiring, and onboarding lag.

- All four locations received NCQA PCMH Level 3
- An average of 91.75 points out of 100 was awarded to each site

“OSIS is amazing! So much work, sweat, and tears went into the PCMH Renewal and all sites received Level 3. We could not have done it without the OSIS Quality Team - they made it happen”

Robin Winslow, CEO, HOMETOWN Health Center



Staff turnover creates gaps

HOMETOWN Health Center, like many other Community Health Centers, found itself in dire need. Within a few short months, CEO Robin Winslow had lost the majority of her Quality Staff Team due to turnover – something that is not uncommon in the health center world. With NCQA PCMH 2014 renewal and Maine’s ACO report deadlines quickly approaching, Winslow had to choose a course of action.

In previous years, the HHC staff utilized The NextGen EMR and OSIS Analytics to run reports and gather the information needed to submit on their own. But this year, OSIS would play a much larger part.

OSIS goes beyond the call of membership

HHC joined [OSIS Membership](#) in 2014. Membership includes assistance with implementation, customization, optimization training, and ongoing support for NextGen Healthcare’s Electronic Medical Record (EMR) system. With three quality staff on the team, OSIS is also able to assist with Uniform Data System (UDS) reporting, Patient Centered Medical Home (PCMH) readiness, and reporting and Meaningful Use guidance.

Due to the long-standing membership and familiarity with HHS, OSIS staff became embedded in their PCMH committee as active team members to lead 2014 renewals for four locations. Initially, this consisted of providing NCQA PCMH Standard interpretation, performing gap analysis of current state to desired state for patient-centered model of care, and conducting staff education sessions. Later, OSIS developed a shared tracking tool to document the activity of each of the sites progress to submission, built custom reports in EPM,

EHR, and OSIS Analytics, and performed record review workbook activities for submission for all four sites.

Simultaneously, OSIS was interpreting measure specifications outlined by the Maine CCPM for quality reporting requirements and researching comparable, standardized quality measures for potential crosswalks pertaining to practice monitoring and performance. This allowed OSIS to participate in collaborative discussions with the ACO and the practice upon initial phases of reporting in 2017. Following, OSIS was able to assist in providing EHR documentation workflow guidance to the practice for capturing data elements with the measure specifications.

Expertise and assistance leads to increased CHC potential

OSIS assisted with standard/factor call-outs on all submitted materials, policies, work process, procedures, and reports. As well as Managed the NCQA PCMH 2014 Survey Tool, including all final document uploads for corporate and four location tools. OSIS’ expertise and consulting led to each of the four sites achieving PCMH Level 3 and an average of 91.75 points out of 100 awarded.

Additionally, OSIS Analytics shined as the practice captured elements within the EHR’s structured data fields, building content to pull measures outlined by the Maine CCPM. Without the analytics tool, it would have been almost impossible to pull the requested three years’ performance data as outlined by the ACO.

While the process is long and sometimes daunting, OSIS does more than optimize Nextgen, we help Community Health Centers reach their potential to continue to serve their patients.

“One of the best things about OSIS is their professionalism and responsiveness to our needs. When a problem arises or a training is required, they are always ready to step in, and their continued dedication to helping us remain compliant in all our programs is invaluable.”

Robin Winslow, CEO, HOMETOWN Health Center

Interested in how OSIS can assist your Health Center in reaching its max potential?

Email us today – info@osisonline.net

