



**CHC NYS** DEFINING NEW DIRECTIONS

Community Health Care Association of New York State [www.chcanys.org](http://www.chcanys.org)



# COVID-19 CPCI Mapping Deep Dive

## Part 2: EHR Workflows & CPCI Transition

April 30<sup>th</sup>, 2020



This is a NYS Health Center Controlled network (NYS-HCCN) Activity  
A HRSA Funded Project of the Community Healthcare Association of New York State  
HCCN Grant Number: H2QCS30278



# Agenda

- Welcome & Guidelines
- Data Processing
- Tips for Smoother Report Transitions
- Q&A
- Announcements

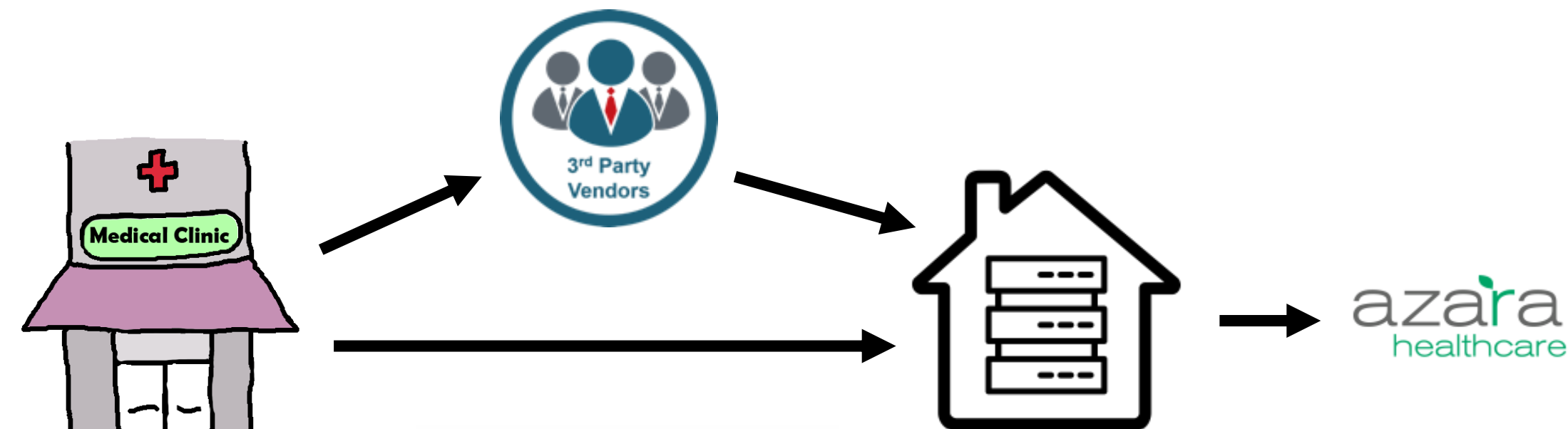


# Zoom Workgroup Guidelines

- Phones have been muted to prevent background noise.
- Please use the chat box to type questions during the meeting. Everyone will also have the opportunity to ask questions during the Q&A.
- This webinar is being recorded.



# Data Processing





# Data Processing

EHR Data has to be in Azara by **4am** in order to see your changes reflected in the reports

# Process Frequency

## At least Daily

- **Visit Planning**
- **Care Management Passport**

## Daily

- **Dashboards**
  - COVID-19 Testing
  - Telehealth Expansion and Mapping
  - Visit Trends
- **Measures**
  - COVID-19 Labs
  - Lab Volume
  - Telehealth Encounter Charges
  - Patient Interaction Measure
- **Registries**
  - COVID-19 Complications
  - COVID-19 Testing

## Weekly

- **UDS**
  - Table 5
- **PCMH**
- **HEDIS**
- **CQMs**



# Tips for Smoother Report Transitions





# Use Azara's Mapping Tools

- Mapping Administration
- Measure Validation Workbooks
- Data Health Reports
  - Data Health – Lab Volume
  - Data Health Questionable Values

# Poll

How often is your health center reviewing your Azara mappings?



# Make Connections Between Azara and Your EHR

## ***EHR***

**Azara**

	Visit Type	CPT/ HCPCS	LOINC Codes	Lab Names	Place of Service	Visit Status	Staff Specialty
Telehealth Encounter	X	X*			X*		
Patient Interactions	X	X*					
Billable Encounter	X	X*					
UDS F2F Qualifying Visit	X*	X*					
Lab Results			X*	X*			
Appointment Status						X	
Service Line							X

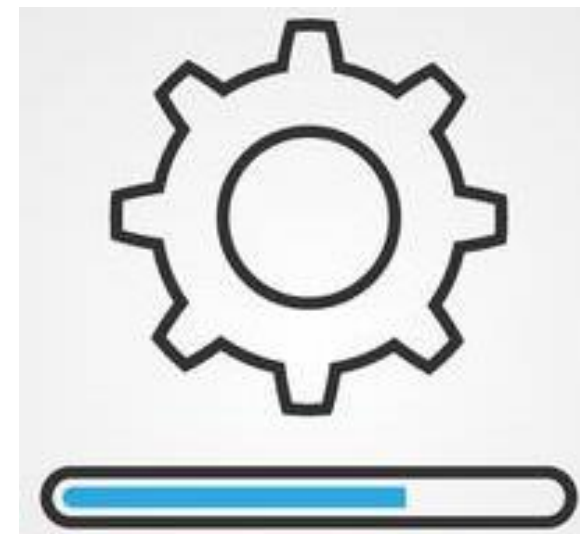
# Telehealth & Telephonic Visits

Telehealth in Azara currently includes both **audio only** and **audio/visual** in the measures

- Distinction Possibilities
  - Encounter Type
  - Rendering Provider

# Regularly Update Your EHR

- ICD-10 Codes
- CPT & HCPCS
- LOINC
- Immunization CVX



# For eCW Users

- To update your LOINC & Immunization CVX codes
  - Admin > Content Distribution > *Select the File* > Update
- ICD-10 Codes
  - Menu > Reports > Report Console > Load ICD-10-CM Codes
- CPT Codes
  - Menu > Reports > Report Console > Import CPT Data – Utility

*\*Load These During Off Hours\**

# Use Structured Data

## Diet & Exercise

### Exercise

Do you exercise? *No*

### Diet

Are you dieting? *No*

Rank salt intake *Med*

Rank fat intake *Med*

Caffeine: Yes.

- Templates
- Order Sets
- Multiple Choice Questionnaires
- Avoid Free Text where possible

# Workflow Changes

- Make changes in your mappings
  - Provider groupings
  - Visit types
- Notify Support
  - Facilities/sites
  - Lab Names (#A1c vs. \*A1c)
  - New/Changes in templates & Order sets
  - EHR Migration



# Know the Reports You're Running

## Patient Based

- Registries (COVID-19)

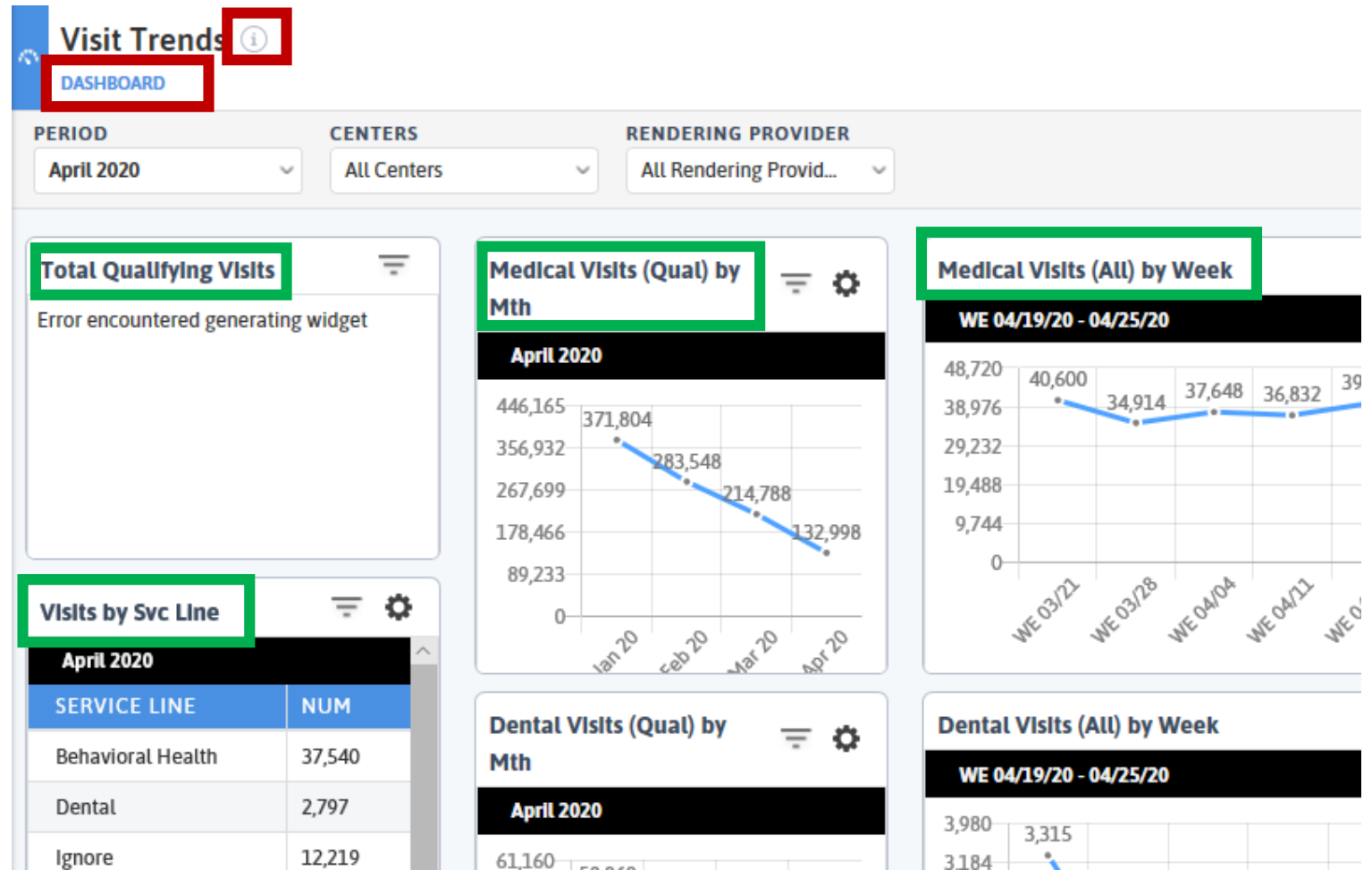
## Encounter Based

- Visit trends
- Patient interaction
- Telehealth encounter charges

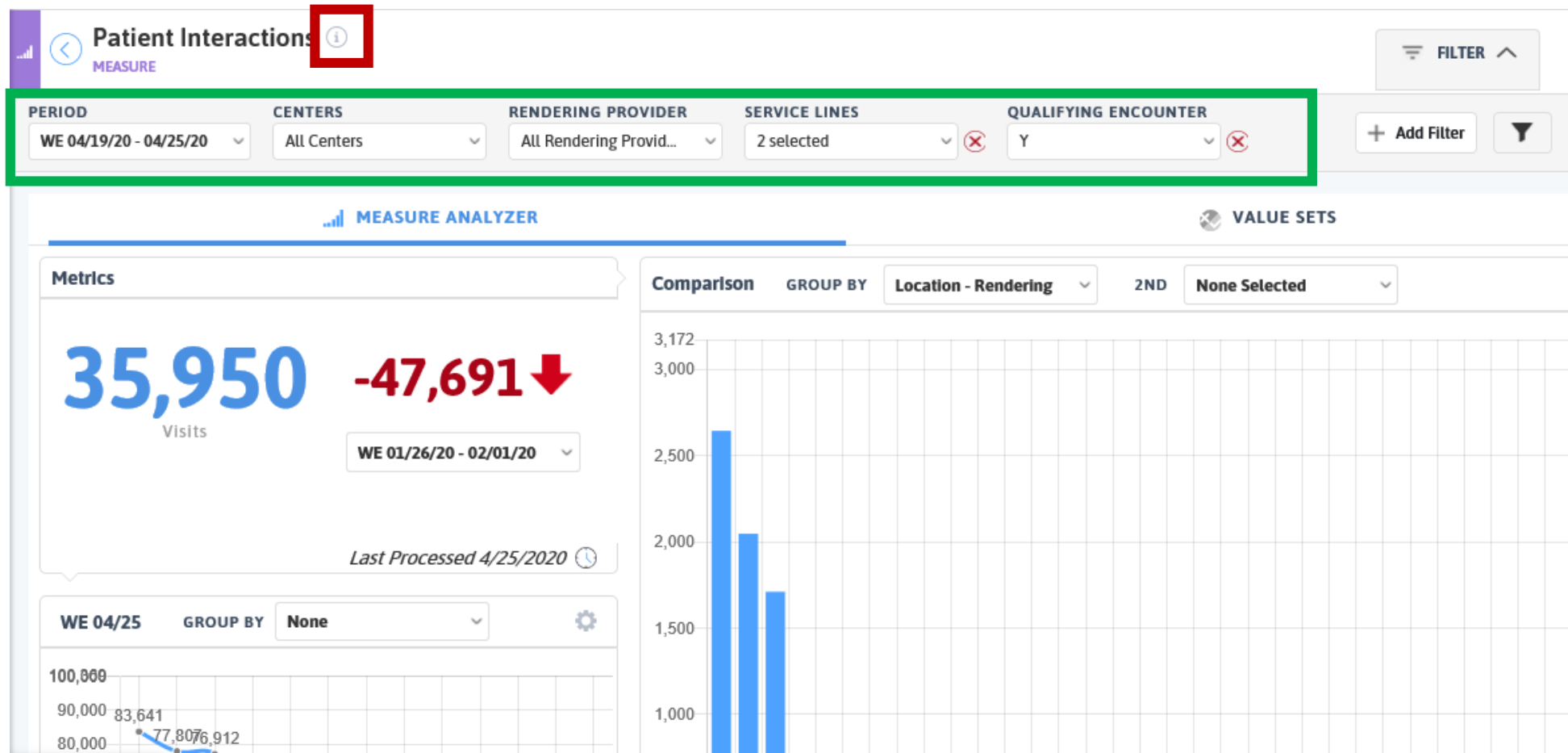
## Lab Based

- COVID-19 Labs Measure
- Lab Volume

Know the  
Reports  
You're  
Running



# Know the Reports You're Running



# Know the Reports You're Running

## Patient Interactions

Endorser: Azara  
Steward: Azara

Total patient interactions in the measurement period.

**Numerator:**  
All mapped qualifying encounters will automatically be included in the measure as well as patient interactions defined by the center.

**Guidance on Patient Interactions:**

Patient Interactions are defined as any meaningful contact between the patient and the health center. This includes traditional, in-person medical visits at the center, as well as non-traditional visits and methods of communication including:

- Patient portal access
- Telehealth
- Telephone calls
- Home visits
- Health education
- Counseling, one-on-one or in a group setting at the center
- Warm hand-offs

# Measure Investigation Tool

**Patient Interactions** ⓘ

MEASURE

FILTER

⋮

**PERIOD**  
 WE 03/15/20 - 03/21/20

**CENTERS**  
 All Centers

**RENDERING PROVIDER**  
 All Rendering Provid...

+ Add Filter

Update

**MEASURE ANALYZER**

**DETAIL LIST**

**VALUE SETS**

Search Patients ...

All

Gaps

Num

**Measure Investigation Tool**

MRN	NAME	RACE	ETHNICITY	LANGUAGE	PHONE	SEX AT BIRTH	DATE OF BIRTH	PROVI
1737018	Choiniere, Bernadette	Unreported/Refused to Report Race	Hispanic/Latino	English	<a href="#">351-870-4457</a>	M	12/30/1993	Houser
1999419	Kulak, Clarence	Native Hawaiian	Unreported/Refused to Report Ethnicity	Arabic	<a href="#">413-307-9730</a>	F	1/26/2007	Houser
1759582	Oilvares, Catheryn	Native Hawaiian	Unreported/Refused to Report Ethnicity	German	<a href="#">413-625-3372</a>	F	2/17/1973	Fritz, Re
7457922	Stamatopoulos, Adam	Native Hawaiian	Unreported/Refused to Report Ethnicity	Spanish	<a href="#">774-701-4325</a>	M	5/12/1988	Parker,
6201825	Sorce, Freddie	Unreported/Refused to Report Race	Unreported/Refused to Report Ethnicity	German	<a href="#">413-841-8143</a>	M	6/22/2011	Pane, Ja
9539732	Sanchious, Myles	More than One Race	Non-Hispanic/Latino	Arabic	<a href="#">413-269-3383</a>	M	4/14/1965	Crane, V
5264703	Pitonyak, Garrett	American Indian/Alaska Native	Unreported/Refused to Report Ethnicity	Unmapped	<a href="#">351-884-0555</a>	M	7/19/1961	Bar, Sar

<

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# Measure Investigation Tool

## Cervical Cancer Screening (NQF 0032)

6206825

Search


Center: Access Community Health

Period: TY March 2020

Name: Jeanette Verbeck

Sex at Birth: F

DOB: 6/16/1963 (56 years as of 3/31/2020)

 Patient Only In Denominator

Age/Sex at Birth Criteria 

AGE: 56 years at end of period

SEX: F

Numerator 

CHARGES

DIAGNOSES

LABS

STRUCTURED CLINICAL DATA

HPV LAB: 4/7/19 - Y (HPV Lab - Other)

PAP: N/A

Endorser: NQF 0032 / CMS eQM124v7

Steward: NCQA

Percentage of women 21-64 years of age who were screened for cervical cancer using either of the following criteria:  
Women age 21-64 who had cervical cytology performed every 3 years OR Women age 30-64 who had cervical cytology/human papillomavirus (HPV) co-testing performed every 5 years

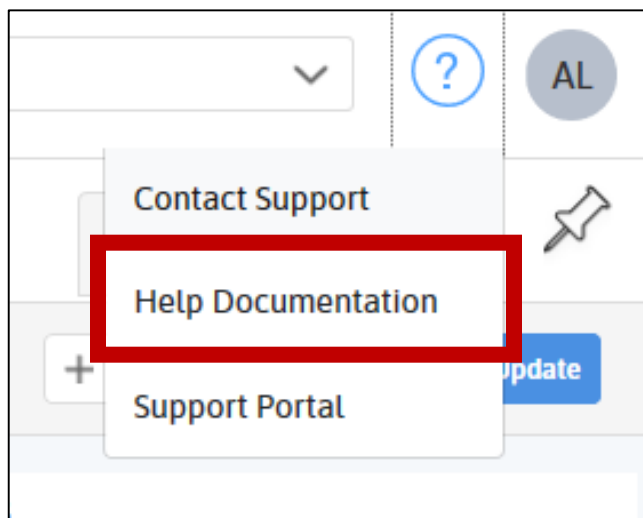
### Numerator:

Women with one or more screenings for cervical cancer. Appropriate screenings are defined by any one of the following criteria:

- Cervical cytology performed during the measurement period or the two years prior to the measurement period for women who are at least 21 years old at the time of the test
- Cervical cytology/HPV co-testing performed during the measurement period or the four years prior to the measurement period for women who are at least 30 years old at the time of the test
- Pap test in the last 36 months



# Documents and Videos



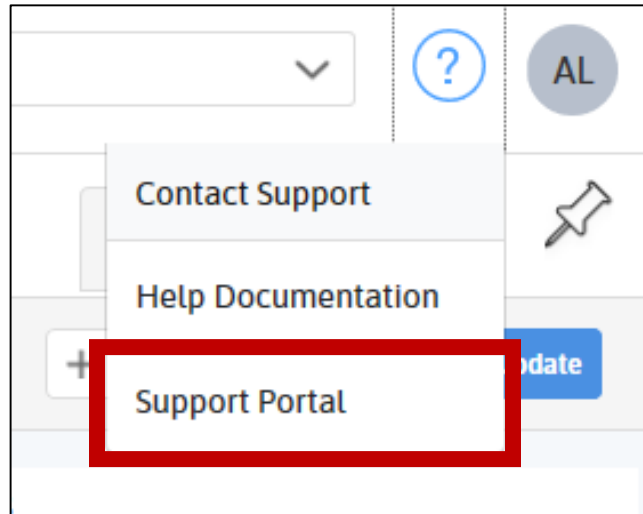
Help Documentation

Search Help...

CATEGORY	RESOURCE	TYPE
Resource	A Deep Dive on New Care Delivery Paradigms	Video
Resource	A Deep Dive on New Care Delivery Paradigms	PowerPoint
Resource	Data Processing – Quick Tip Clip	Video
Using DRVS	COVID-19 Digging in Your DRVS Tools	PowerPoint
Using DRVS	COVID-19 Digging in Your DRVS Tools	Video
Resource	Visit Trends Dashboard	PowerPoint
Resource	Visit Trends Dashboard – Interview with Greg	Video
Resource	COVID-19 Reporting in DRVS – 03/25/2020	Document
Using DRVS	Telehealth – Quick Tip Clip	Video
Using DRVS	Coronavirus Disease	Video
Using DRVS	Coronavirus Disease	PowerPoint
Using DRVS	User Guide: Mapping	Document



# Open a Ticket

A screenshot of the "azara healthcare" login page. The page has a green header with the "azara healthcare" logo. Below the header, the title "Log in" is displayed. There are two input fields: "Username" and "Password". Below the "Password" field is a blue "Log in" button. Underneath the button is a checkbox labeled "Keep me logged in". Below the checkbox is a link "Forgot your password?". At the bottom, there is a link "Don't have a login?" followed by the text "Sign up for an account to raise and comment on requests" and another link "Sign up for an account".

# Announcements

- **COVID-19 CPCI Mapping Deep Dive**
  - May 7th - Registries for COVID & Post-COVID Care Management
    - Time: Thursdays from 1-2pm
- **Diabetes and Cardiovascular Disease Prevention T/TA**
  - Health centers interested in this opportunity may contact [skatz@chcanys.org](mailto:skatz@chcanys.org) for further information
- Get the latest news on COVID-19 and Health Center Guidance at <https://www.chcanys.info/>



