



**2008 Virginia Rural Health  
Association Annual Conference  
Stonewall Jackson Hotel, Staunton Virginia  
November 6, 2008**

# Who we are

- Community Care Network of Virginia (CCNV) is the statewide network for Virginia's Community Health Centers or FQHCs
- CCNV is a For-Profit Corporation that is owned by the Virginia FQHCs
- CCNV has several services it provides for the FQHC shareholders
  - Central Business Office
  - Credentialing
  - Insurance Contracting
  - Corporate Compliance
  - Statewide EHR and MIS System



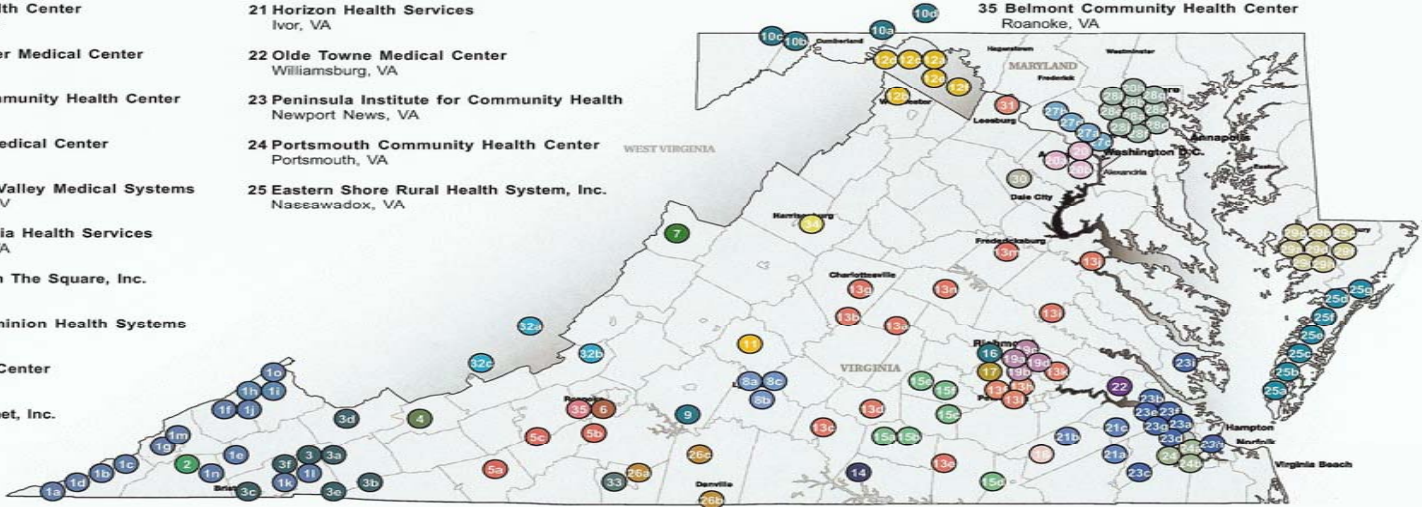
# Geographic Area Served



- 1 Stone Mountain Health Services  
Pennington Gap, VA
- 2 Clinch River Health Services  
Dungannon, VA
- 3 Southwest Virginia Community Health System, Inc.  
Saltville, VA
- 4 Bland County Medical Clinic  
Bastian, VA
- 5 Tri-Area Health Clinic  
Laurel Fork, VA
- 6 New Horizons Healthcare  
Roanoke, VA
- 7 Highland Medical Center  
Monterey, VA
- 8 Johnson Health Center  
Lynchburg, VA
- 9 Staunton River Medical Center  
Hurt, VA
- 10 Tri State Community Health Center  
Hancock, MD
- 11 Blue Ridge Medical Center  
Arrington, VA
- 12 Shenandoah Valley Medical Systems  
Martinsburg, WV
- 13 Central Virginia Health Services  
New Canton, VA
- 14 HealthCare On The Square, Inc.  
Boydton, VA
- 15 Southern Dominion Health Systems  
Victoria, VA
- 16 Craig Health Center  
Richmond, VA
- 17 The Daily Planet, Inc.  
Richmond, VA

- 18 Stony Creek Community Health Center  
Stony Creek, VA
- 19 Capital Area Health Network  
Richmond, VA
- 20 Alexandria Neighborhood Health Services, Inc.  
Alexandria, VA
- 21 Horizon Health Services  
Ivor, VA
- 22 Olde Towne Medical Center  
Williamsburg, VA
- 23 Peninsula Institute for Community Health  
Newport News, VA
- 24 Portsmouth Community Health Center  
Portsmouth, VA
- 25 Eastern Shore Rural Health System, Inc.  
Naesawadox, VA
- 26 Piedmont Access To Health Services (PATHS)  
Danville, VA
- 27 Community Clinic, Inc.  
Rockville, MD

- 28 People's Community Health Centers, Inc.  
Baltimore, MD
- 29 Three Lower Counties Community Services, Inc.  
Princess Anne, MD
- 30 Greater Prince William Community Health Center  
Manassas, VA
- 31 Loudoun Community Health Center  
Leesburg, Virginia
- 32 Monroe Health Center  
Union, WV
- 33 Martinsville-Henry County Coalition for Health and Wellness  
Martinsville, VA
- 34 Institute for Innovation in Health & Human Services  
Harrisonburg, VA
- 35 Belmont Community Health Center  
Roanoke, VA



# Population Covered



- FQHCs serve all regardless of the ability to pay
- The CCNV Network has 280 providers in 85 sites
- 2007 Patients Served – 217,000
- 2007 Total Patient Visits – 757,500
- 2007 Medical Patient Visits – 645,500
- 2007 Uninsured patients – 69,000
- 2007 Sliding Fee Adjustments - \$23.1 million



# EMR EVALUATION and SELECTION

- CCNV Received a Planning Grant through HRSA and the Office of Health Information and Technology (OHIT)
- More than 30 EMR Systems were on the Initial List
- Narrowed to the Top Four
  - > NextGen Healthcare Information Systems
  - > Mysis Healthcare Systems
  - > AcerMed
  - > eClinical Works
- All were Certified and HIE Compliant Systems

# EMR EVALUATION and SELECTION

- CCNV used Committees to Evaluate the EMR Systems
- These included the following:
  - Clinical (Physicians, Mid-Levels, Nurses, and Others)
  - IT / MIS
  - Clerical
  - Billing
  - Financial
  - Administrative



# EMR EVALUATION and SELECTION



- A Series of Vendor Fairs were held to allow the CHC organizations to test and evaluate the systems
- As the field narrowed to the Top Four they were ask to demonstrate how their system would handle various situations
- These Vendors were not prepped before hand and had to react in a live situation before representatives from the various CHCs

# EMR EVALUATION and SELECTION



- The CCNV Committees checked various references from the Top Four Vendors
- These References were checked randomly and appeared to have no influence or preparation from the Vendors
- Responses reflected the true feelings of most of the contacts that were made (They clearly indicated what they liked about the system, but more importantly what they did not like about the system)

# EMR EVALUATION and SELECTION



- The CCNV Committees looked at Four Basic Criteria
  1. Functionality – How well it met the needs of a CHC as both an EMR and Practice Management System?
  2. User Friendly – Did staff find it easy to use?
  3. Support and Customer Service – Did the Vendor respond quickly to address and fix problems?
  4. Cost – How much was the initial investment (user license, training) and how much was the on-going support?

# EMR EVALUATION and SELECTION

- Site Visits were made by various CCNV Committee Teams to Evaluate the various Systems in use
- These Teams included clinical, IT/MIS, Financial, Billing, Clerical, and Administrative Staff Members



# Selection

- The Final Selection was made in a unanimous vote by all CCNV Shareholders that attended the Selection Meeting in October 2006
- eClinical Works was the selected EMR and Practice Management System



# Implementation



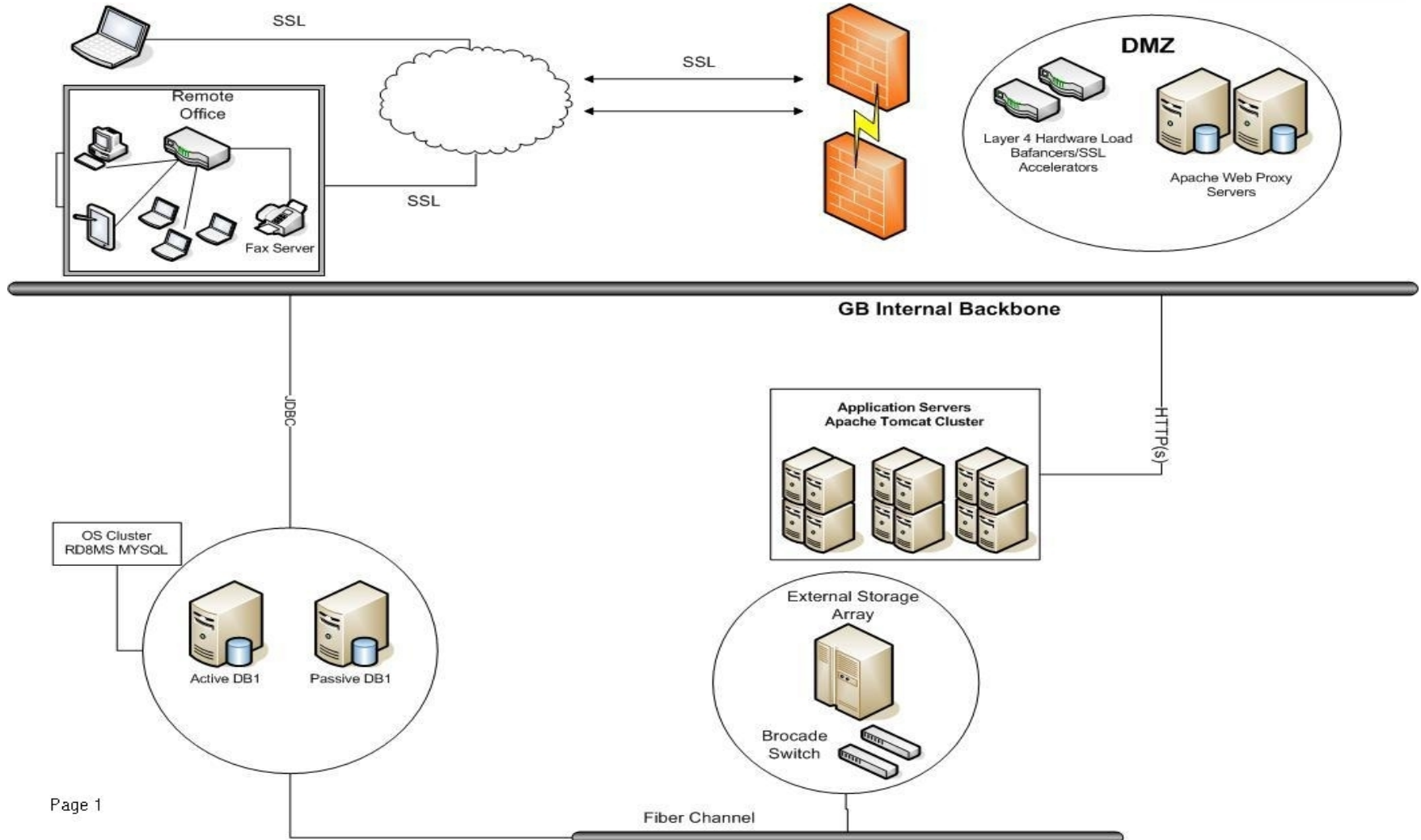
- CCNV had a Coordinator/EHR Implementation Manager
- Working with about 20 separate organizations to set up training and implementation schedules
- Readiness Assessment (A tool developed by the Virginia Health Quality Center for EMR Implementation)
- Organizations had to look at hardware requirements for the new system
- Connectivity and communication lines
- Staff skills and competency
- Training and Implementation was scheduled after the organization was compliant on these items

# Implementation



- Organizational Decision
  - > Own Server
  - > ASP Shared Server
  - > How far back to Scan Medical Records
- CCNV and the Virginia Community Healthcare Association planned to have a Statewide Data Repository
- This also serves as an additional source of backup for those with their own server for a catastrophic event

# Technical Model



# EMRs for an FQHC



- There is no “out of the box” application ready EMR for FQHCs
- FQHCs have to track patient demographic information and stats for their federal grant
- FQHCs have a Sliding Fee Scale Adjustment to Charges that private practice does not have to deal with
- FQHCs have an annual Universal Services Data (UDS) Report that includes demographic data, financial data, and clinical data that must be submitted in the Federal Report

# CCNV Statewide EHR Network

- Provide both EMR and Practice Management System
- Provide Training and Staff Assistance
- Provide Technical Support
- Provide Data Analysis and Statistics
- Readiness Assessments for Centers Conversion to EMR
- Assistance with Billing and Other System Issues or Errors



# Funding Model



- CCNV Received Three ISDI HIT Grants for EMRs -
  - 1 planning grant and 2 implementation grants
- CCNV Received two Office of Health Information and Technology Grants for EHR Implementations
  - High Impact - \$1.4 million (One Time)
    - Infrastructure
    - Staffing
    - User Licenses
  - Virginia Health Care Foundation Grant to the Virginia Community Healthcare Association for \$500,000
  - Innovations - \$300,000 (3 Year grant)
    - Development and deployment of KIOSKS
    - Training and Setup

# Funding Continued



- ASP Server – Lease on a monthly basis by License or Provider Staffing
  - Separate Charge for Technical Support
  - Separate Charge for Data Storage and Backup
- Individual Organization Servers
  - Charge for Technical Support
  - Charge for Data Storage and Backup



# Anticipated Outcomes

- Quality Improvement Through Network Quality Clinical Standards
- Integrated Community Care Record with Primary Care and Mental Health Provider
- Improved Efficiencies
  - Patient Records and Documentation of the Patient Health Status
  - Improved Billing and Coding for FQHC Services
  - Portability of the Patient Record
  - Coordination of Care among Providers



# Current Status

- Servers, Infrastructure, and CCNV Staffing is in Place
- 17 of the 23 Virginia FQHCs are Currently Using the eClinical Works System
- Some Baseline Clinical Data has Been Established for Some Test Sites
- Interface with LabCorp Established
- Interface with The Pharmacy Connection Software
- Working on a Provider Portal that will allow the provider to access the patient record from any internet access location
- Kiosk are currently being reviewed and selection/installation is expected within the next few months (To serve as a Patient Portal)



# Future Development

- CCNV Technology Committee is now looking at EMR enhancements and add-ons
- These Include:
  - ePrescribing
  - Patient Call Back Systems or Reminders
  - Patient Lab and X-Ray Ray and other Reports
  - Case Management Systems that will track provider and service agency referrals for FQHC patients
  - Digital X-Ray Services

# Technology Changes

- Regional Health Information Organizations (RHIO)  
CareSpark, MedVirginia, Northern Virginia RHIO
- Health Information Exchanges (HIE)
- Patient Care and Coordination among participating community providers
- These will include:
  - > Hospitals
  - > Private Providers (Primary Care and Specialty)
  - > FQHCs
  - > Health Departments
  - > Mental Health Providers
  - > Pharmacies
  - > Others



# Insurance



- Pay for Performance
- Faster Turnaround on Payments (eventually real time)
- Interactive Products
  - > Active Health – Notifies Provider with EMR on Standard of Care Requirements while Patient is in the Office
  - > Providers without an EMR will be notified by mail that they did not meet the Standard of Care
  - > Indication that non-compliant providers will be removed from the insurance provider panel

# Questions

- **Contact Information**

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