



SUN LIFE FAMILY HEALTH CENTER

# **AZARA/ECW TEAM INTEGRATION**

**Eddie Estrada, M.D., M.H.A., C.P.E., FACOG**  
**Chief Medical Officer**  
**Tuesday, April 16, 2019**

# AZARA/ECW TEAM INTEGRATION

## Agenda

- **Mission and Vision**
- **Clinical Transformation**
- **eClinical Works, AZARA and HIE**
- **Deployments**
- **Clinical Team –Redefined - Empowerment**
- **Single Measure – Data**
- **Conclusion**
- **Questions and Answers**

# **AZARA/ECW TEAM INTEGRATION**

## **Mission**

**Our mission is to deliver affordable, accessible, and high quality health services, wellness and education to all people.**

## **Vision**

**Excellence in**

**Health – Wellness – Education – Service**

# **AZARA/ECW TEAM INTEGRATION**

## **Clinical Transformation**

- **Change Management – Lean Six Sigma**
  - **Process improvement, team creation, empowerment, and data driven**
- **Electronic Health Record – eCW**
  - **Practice Management and Health Record**

# AZARA/ECW TEAM INTEGRATION

## Clinical Transformation

- **Quality Improvement Program**
  - QI and Risk Management program
- **Evidence-Based Best Practices**
  - UDS Measures and Process Development

# **AZARA/ECW TEAM INTEGRATION Deployments**

- **Organizational Deployment of all measures**
  - **Email communication tool**
- **Data Validation – Face to Face - PITs**
- **PDSA**
- **Organizational Deployment of all measures**
  - **Face to Face - clinical leaders and management**
- **ONE TO ONE – Clinical Team Redefined**
- **Next DATA!!!!**

# **AZARA/ECW TEAM INTEGRATION**

## **Clinical Team –Redefined – Empowerment**

### **Team Estrada - Accountability**

**Dr. Estrada**  
**Yolva, CMA**  
**Christina, LPN**  
**Shay, Manager**

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# **AZARA/ECW TEAM INTEGRATION**

## **Single Measure – Data and Pre-Visit Plan**

# **AZARA**

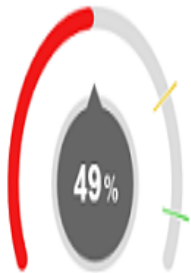
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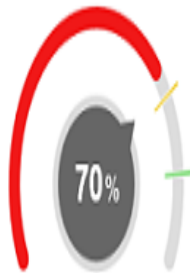


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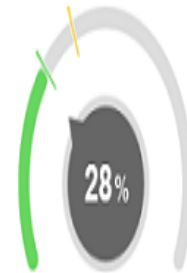
## Cervical Cancer Screening



## HTN Controlling High BP



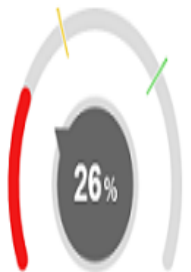
## Diabetes A1C >9 or Untested



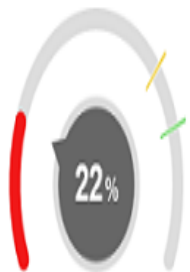
## Diabetes A1C Measure Family

Pts w/ Diabetes	3,539	
Pts w/ A1c >= 7 and A1c <= 8	729	21%
Pts w/ A1c > 8 and A1c <= 9	400	11%
Pts w/ A1c > 9	752	21%
Pts w/ A1c < 7	1,420	40%
Pts w/ no A1c	238	7%

## Colorectal Cancer Screening



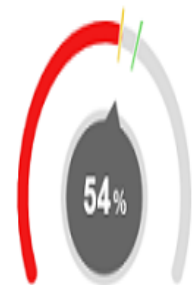
## Childhood immunizations



## Childhood immunizations

Location	Result	Num	Denom
AJ	0%	0	5
Casa Grande Main	20%	7	35
CG CFC	26%	59	225
Coolidge	5%	1	20
Eloy	14%	2	14
Florence	9%	1	11
Maricopa FP/Peds	14%	4	25

## Childhood BMI and Follow-Up



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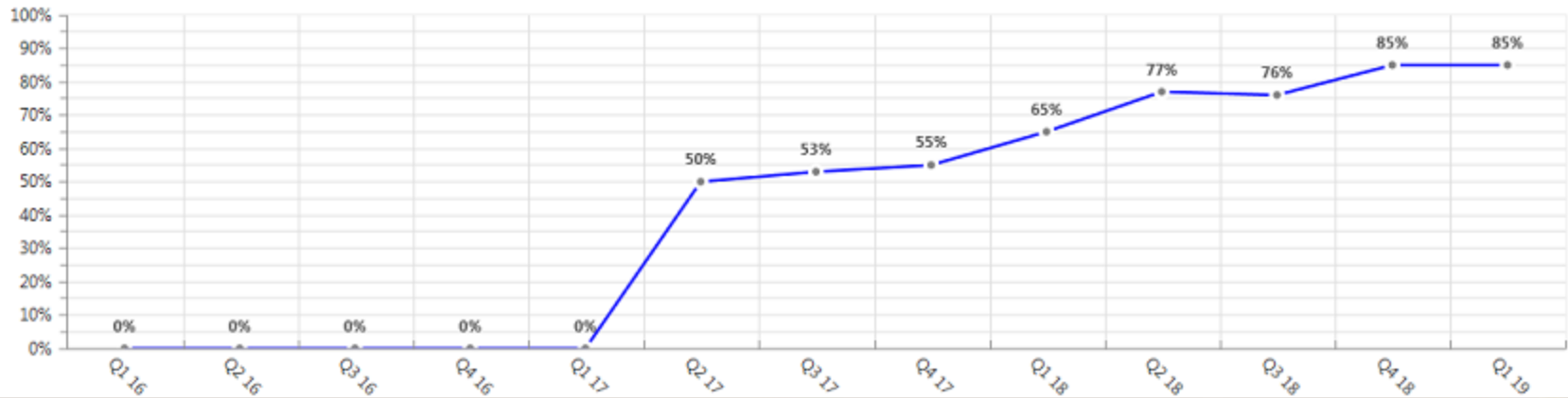
## Cervical Cancer Screening (NQF 0032) ⓘ

Period Type: Quarter | Period: Q1 2019 | Providers: Estrada, Eddie | Service Lines: Primary Care | Update

View: Measure Analyzer | Detail List | Value Sets

### Q1 16 to Q1 19 Trend

Group By: None



# AZARA/ECW TEAM INTEGRATION

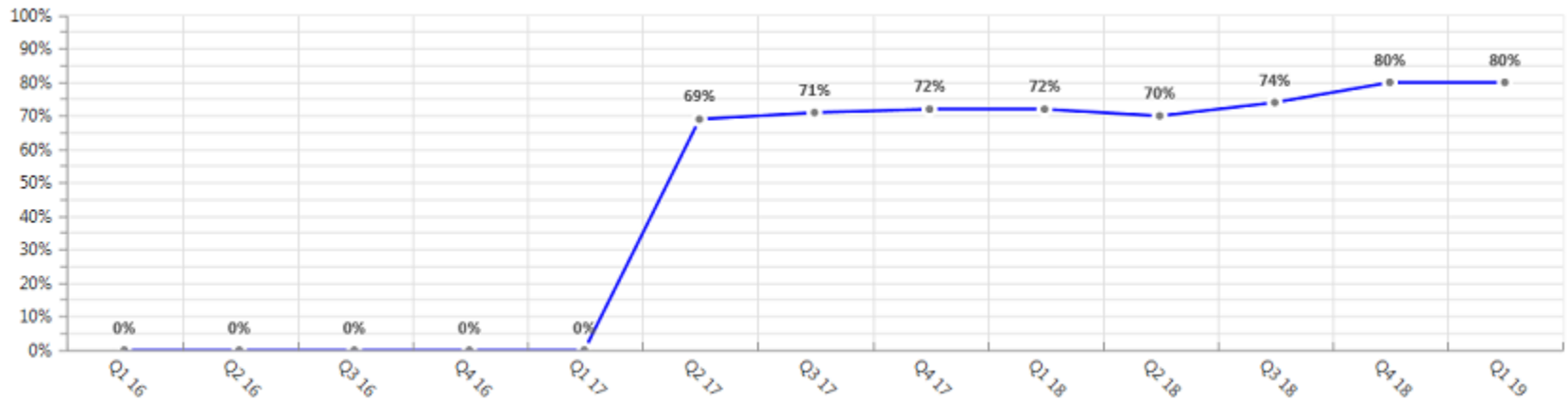
## Cervical Cancer Screening (NQF 0032) ⓘ

Period Type: Quarter | Period: Q1 2019 | Providers: Estrada, Eddie,J... | Service Lines: Primary Care | Update

View: Measure Analyzer | Detail List | Value Sets

### Q1 16 to Q1 19 Trend

Group By: None



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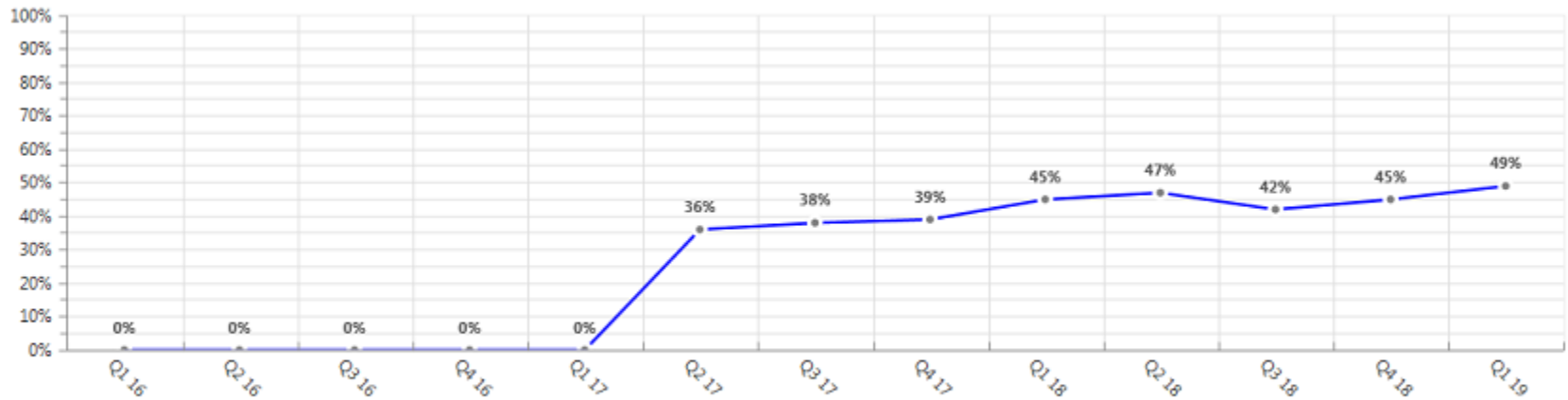
## Cervical Cancer Screening (NQF 0032) i

Period Type: Quarter | Period: Q1 2019 | Providers: Providers | Service Lines: Primary Care | Update

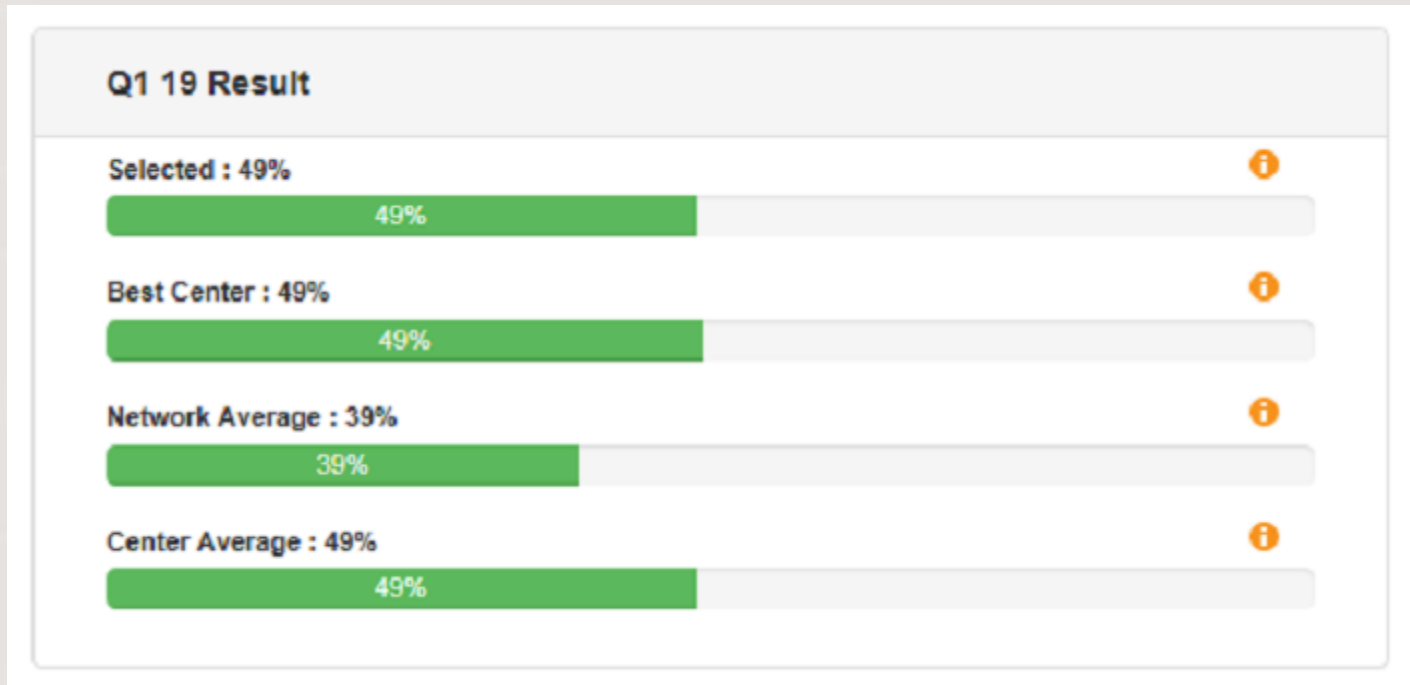
View: Measure Analyzer | Detail List | Value Sets

### Q1 16 to Q1 19 Trend

Group By: None



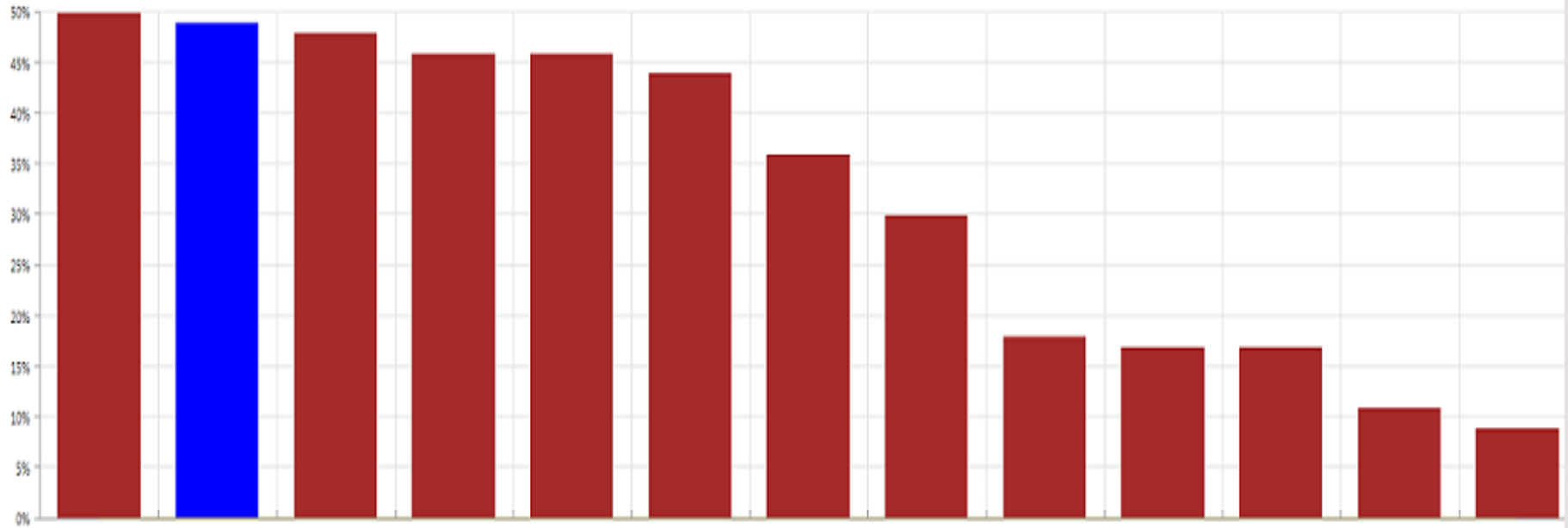
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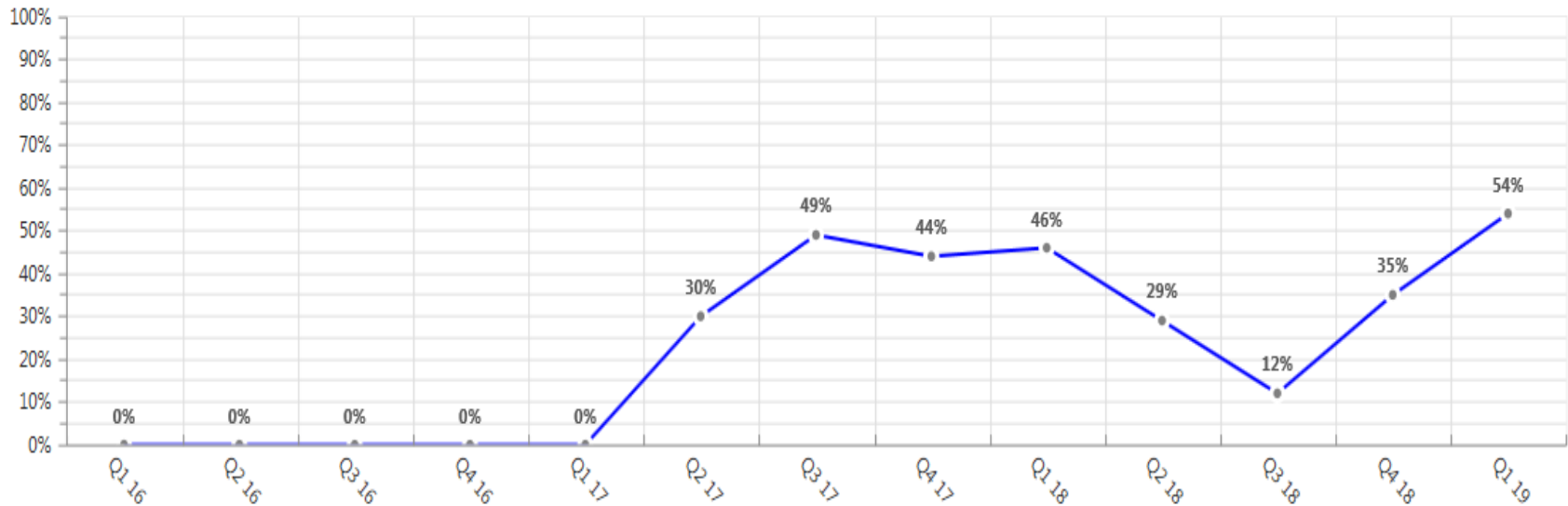
Child Weight Screening / BMI / Nutritional /Physical Activity Counseling (NQF 0024 modified) ⓘ

Period Type: Quarter | Period: Q1 2019 | Providers: Providers | Service Lines: Primary Care | Update

View: Measure Analyzer | Detail List | Value Sets

Q1 16 to Q1 19 Trend

Group By: None



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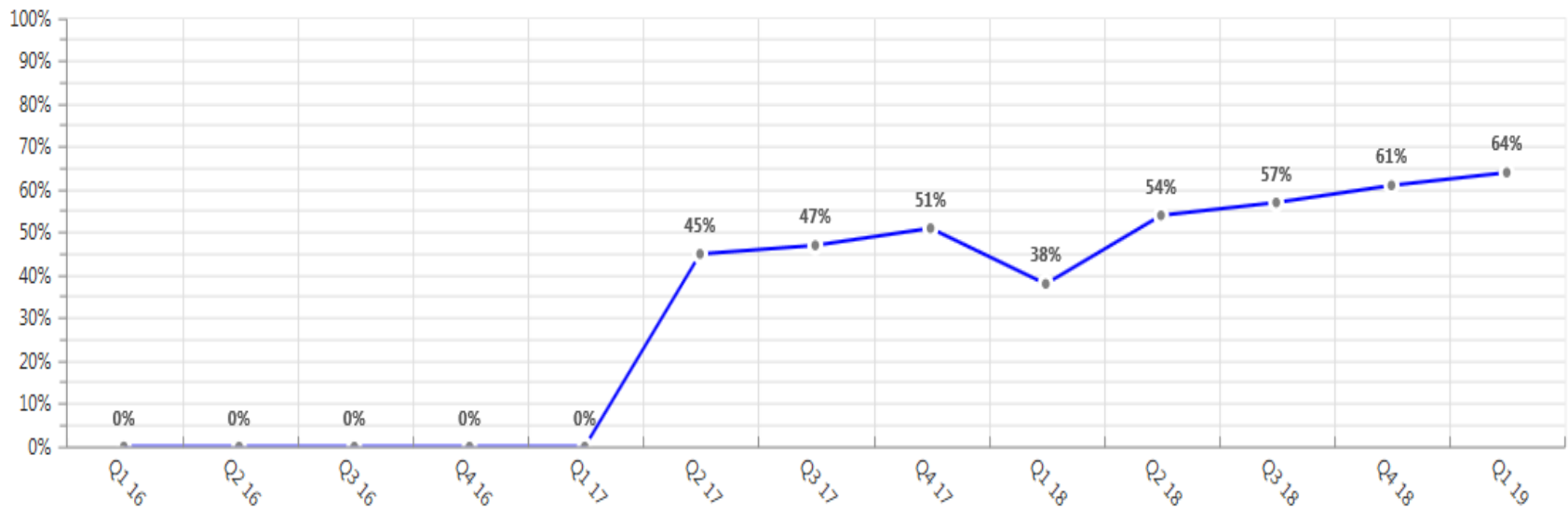
## Colorectal Cancer Screening (NQF 0034) i

Period Type: Quarter | Period: Q1 2019 | Providers: Chung, Daniel | Service Lines: Primary Care | Update

View: [Measure Analyzer](#) [Detail List](#) [Value Sets](#)

Q1 16 to Q1 19 Trend

Group By: None





# AZARA/ECW TEAM INTEGRATION

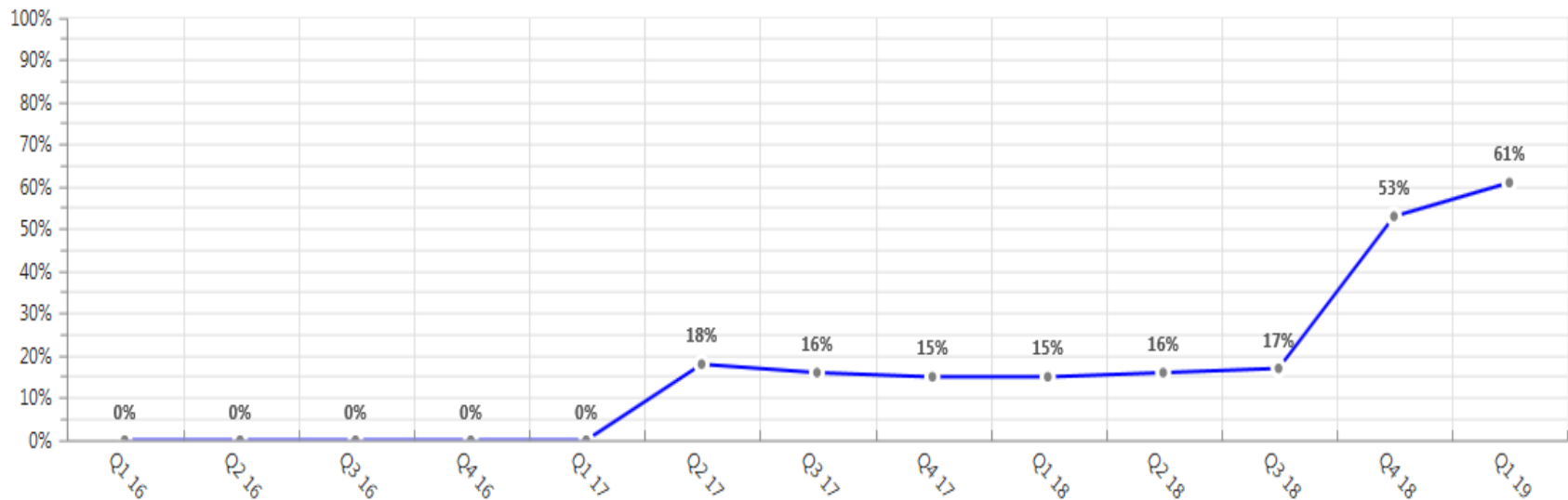
BMI Screening and Follow-Up 18+ Years (NQF 0421/eCQM 69v7) ⓘ

Period Type: Quarter | Period: Q1 2019 | Providers: Chung, Daniel | Service Lines: Primary Care | Update

View: Measure Analyzer | Detail List | Value Sets

Q1 16 to Q1 19 Trend

Group By: None



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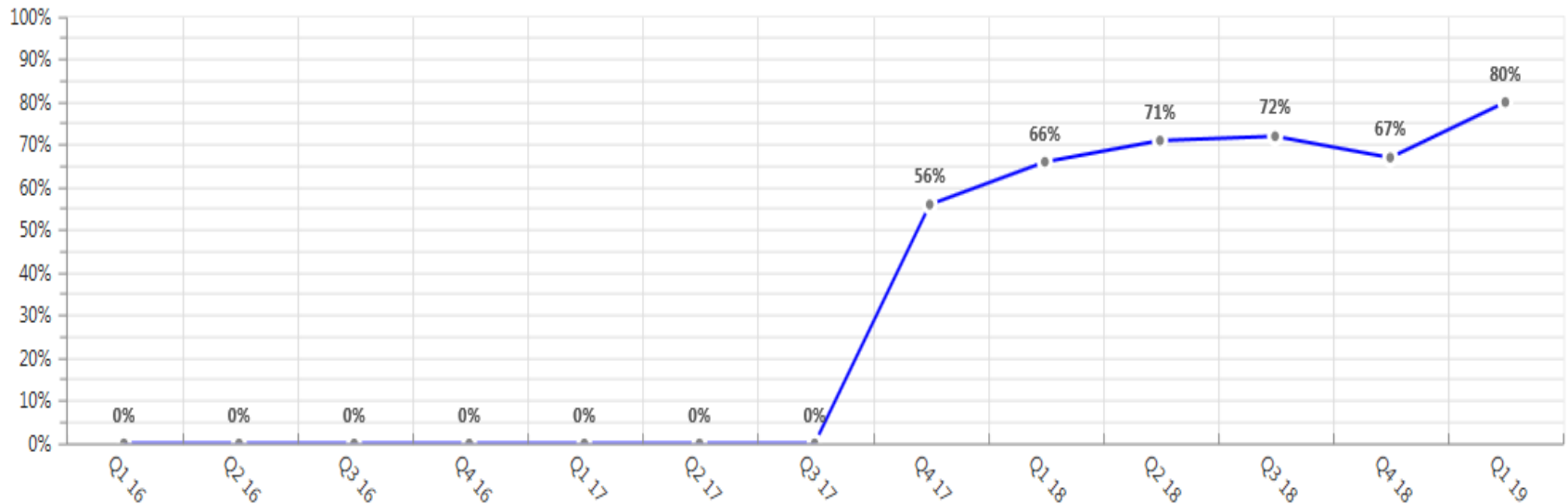
Hypertension Controlling High Blood Pressure (NQF 0018) ⓘ

Period Type: Quarter | Period: Q1 2019 | Providers: Burk, Bessie;Cur... | Service Lines: Primary Care | Update

View: Measure Analyzer | Detail List | Value Sets

Q1 16 to Q1 19 Trend

Group By: None



# AZARA/ECW TEAM INTEGRATION

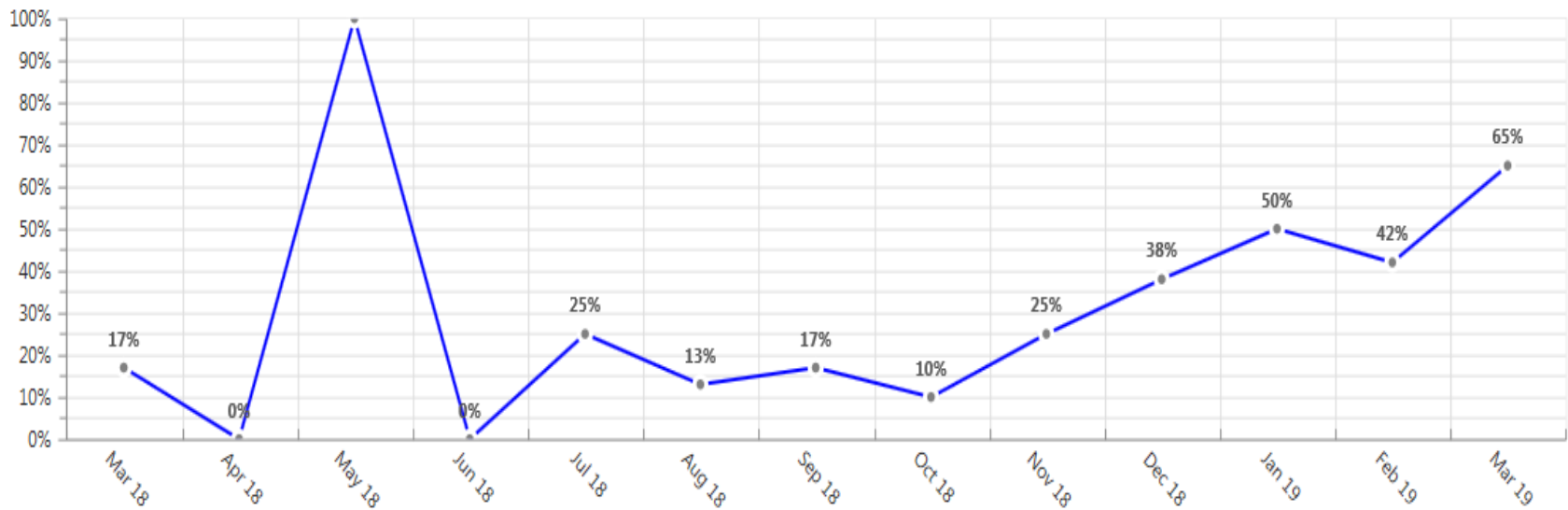
Child Weight Screening / BMI / Nutritional / Physical Activity Counseling (NQF 0024 modified) ⓘ

Period Type:  | Period:  | Providers:  | Service Lines:  |

View: [Measure Analyzer](#) [Detail List](#) [Value Sets](#)

Mar 18 to Mar 19 Trend

Group By:



# AZARA/ECW TEAM INTEGRATION

- **Improvements**
  - The new team structure is reproducible
  - Empowerment and accountability
  - Data transparency
- **Data methodology – AZARA and UDS**
- **Unintended Consequences**
  - Turnover rate expected at 15-25%
  - Providers fear of losing autonomy
- **MAs feedback**
  - MA's perception of more work

# **AZARA/ECW TEAM INTEGRATION**

## **Conclusions**

- **The new team concept is reproducible, including the results and the data**
- **Increased Empowerment and Accountability**
- **DATA transparency**
- **Best method to communicate FACE to FACE**

# AZARA/ECW TEAM INTEGRATION

## Questions and Answers

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