



Solutions Center Interactive  
*What Works in High Performing Networks Part 4*  
Not All Data is Created Equal:  
The Power of Transformative Clinical Analytics



# Solutions Center Interactive Team



Kristen A. Stine, MSOD, Learning & Diffusion Manager – HealthTeamWorks

Kristen leverages her background in training and organization development to synthesize HealthTeamWorks learnings into actionable tools and resources to support transformation. Her primary responsibilities include developing new Training and Education programs and serving as project lead for the Solutions Center membership platform. Kristen has a Master's degree in Organization Development, is a certified Myers-Briggs practitioner, and is trained as an International Coach Federation (ICF) coach and a Clinical Health Coach from the Iowa Chronic Care Consortium (ICCC).

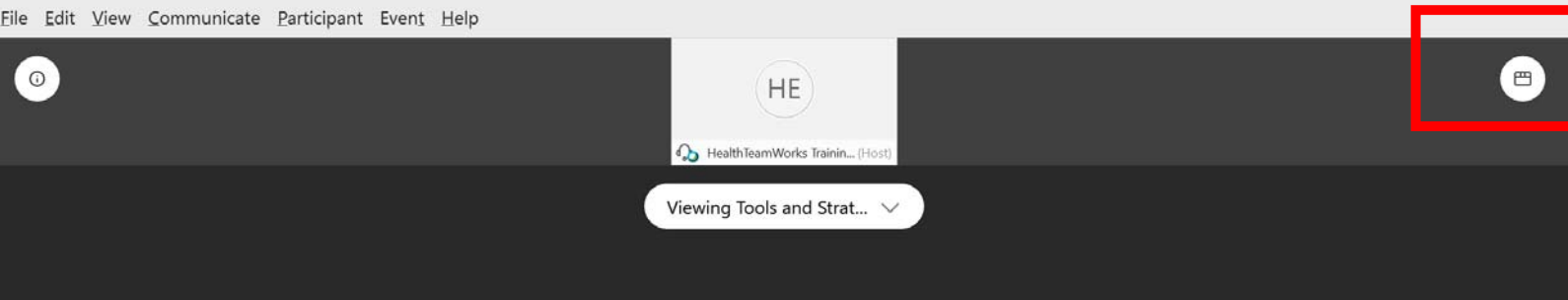


Heather Walker, Learning Experience Designer – HealthTeamWorks

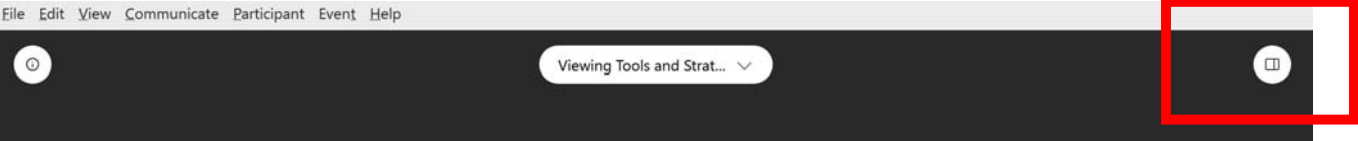
Heather has earned certificates in Designing Learning and Evaluating Learning Impact as well as the designation of Master Instructional Designer from the Association for Talent Development. At present, Heather is pursuing a Master's of Science in Information and Learning Technology with an emphasis in Instructional Design and Adult Learning from the University of Colorado Denver.



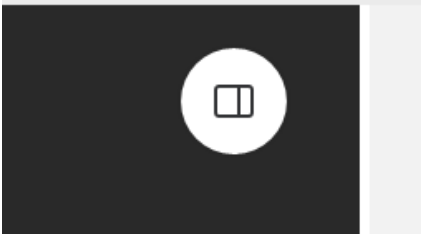
# Navigating Your WebEx Screen



Video Strip View



Side-by-Side View

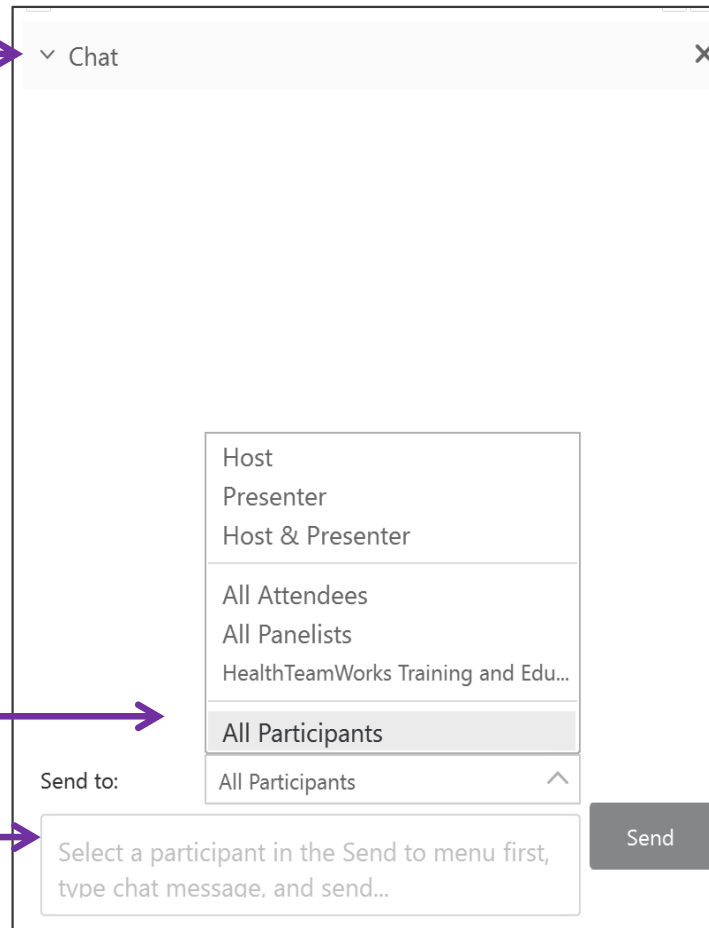


# Using WebEx Chat

Minimize &  
Maximize chat  
panel

Choose **All  
Participants** to  
make entries visible  
to all attendees

Type Chat  
Message Here



The screenshot shows a chat window titled "Chat" with a close button (X) in the top right corner. A purple arrow points to the title bar. In the center, a dropdown menu is open, listing several options: "Host", "Presenter", "Host & Presenter", "All Attendees", "All Panelists", "HealthTeamWorks Training and Edu...", and "All Participants". A purple arrow points to the "All Participants" option, which is highlighted. Below the dropdown, the "Send to:" field is set to "All Participants". A purple arrow points to the "Send" button on the right. At the bottom of the chat input area, there is a placeholder text: "Select a participant in the Send to menu first, type chat message, and send...".

Click Send



# Using WebEx Feedback Tools

Minimize &  
Maximize  
participant  
panel



Participants (6) [X]

Panelist: 5

- HE HealthTe... (Host) [Mute]
- KY Karen York
- KS Kristen S
- KB Kristi Bohling-DaMetz
- LO Lori OHearn

Attendee: 1 (1 displayed)

- HW Heather Walker (me)

## Feedback Menu

- ✓ Yes
- ✗ No
- 🏃 Too Fast
- 🚶 Too Slow
- 👏 Applause
- 😄 Laughter
- Check Feedback Result...



Raise Hand



# WebEx Annotation Tools

“Squiggly line” icon must be blue/active to use annotation bar. Click to activate



Text →

Draw Shape →



← Pointer

← Draw Line

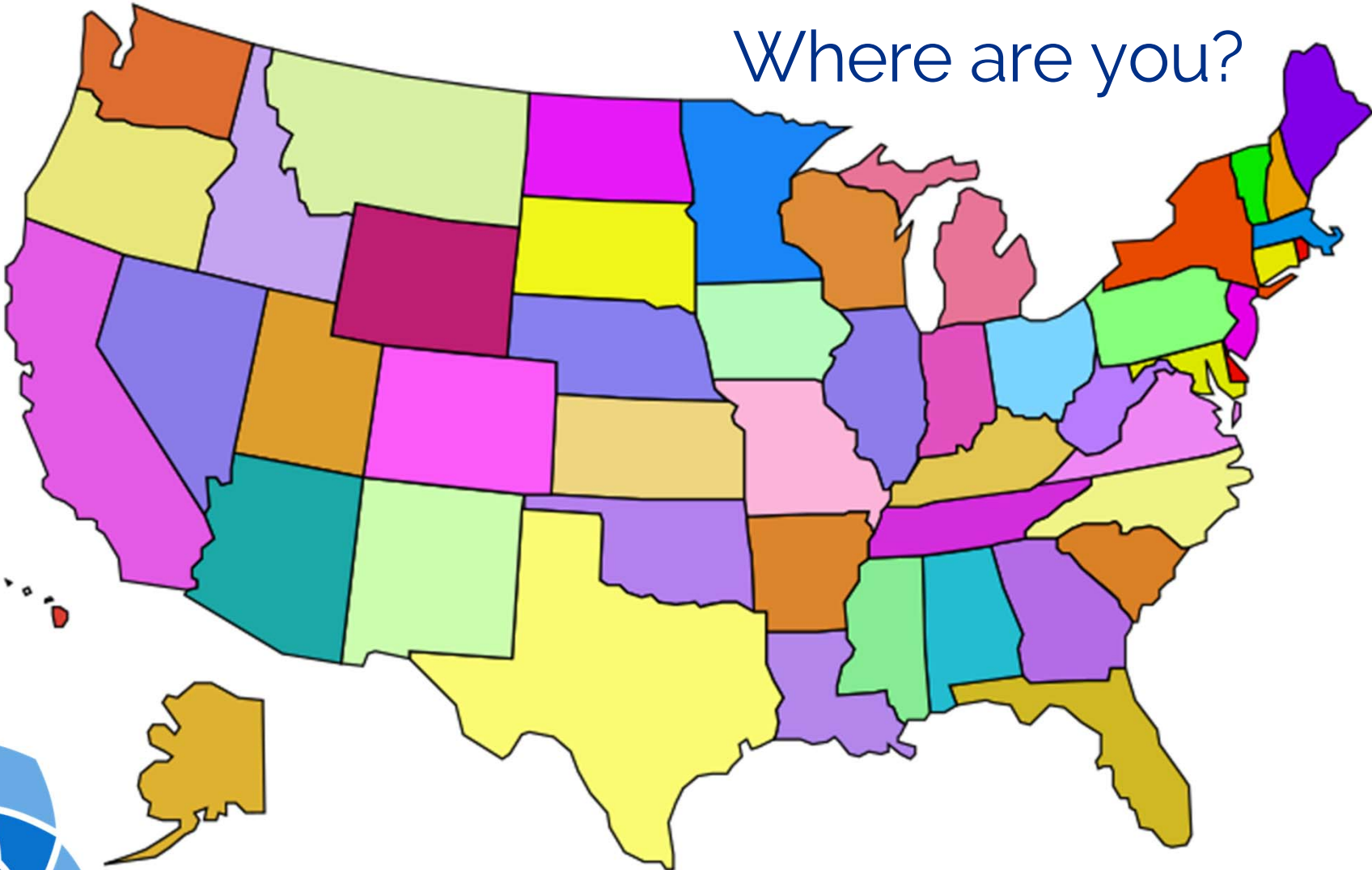
← Pen or Pencil Tool

← Change Color

← Erase

- Click on the tool that you would like to use to activate it.
- To deactivate tool, click on it again.

Where are you?



# Solutions Center Interactive Team



Moderator: David Ehrenberger, M.D., Chief Medical Officer - HealthTeamWorks

David has practiced family medicine since 1987, most recently at a Level III NCQA Recognized Medical Home where he worked for 17 years. Before joining HealthTeamWorks as Chief Medical Officer, he served in the role of CMO at Avista Adventist Hospital in Louisville, Colorado, and as Chief Executive Officer of Integrated Physician Network, a 240 provider Accountable Care Organization. He is a graduate of the University of California Berkeley, the Tufts University School of Medicine and the UCLA Family Medicine Residency in Santa Monica.



Panelist: Tessa Arons, Program Manager - HealthTeamWorks

Tessa began her career in healthcare in 2002, leading efforts to support Federally Qualified Health Centers in a national initiative that included implementation and use of population health management software and analytics towards improved chronic condition and preventive measure outcomes. Most recently she headed up Quadruple Aim improvement activities as the Director of Quality for a Front Range Independent Physician Association (IPA) that demonstrated lower costs and better outcomes. Tessa understands the intersection of team-based clinical care, IT/IS, and quality measure performance, and translates between interdisciplinary stakeholders to harmonize these components of today's value-based payment reality. Tessa received her degree from University of Colorado Boulder.



# Solutions Center Interactive Team



Panelist: Kyle Knierim, M.D., Director of Practice Transformation – University of Colorado Department of Family Medicine

Dr. Knierim is a board-certified Family Medicine physician and Assistant Professor at the University of Colorado Department of Family Medicine, where he also completed fellowship training in Primary Care Practice Transformation. He cares for patients and trains students and residents at AF Williams Family Medicine Clinic in Denver, CO. In addition to clinical care, he is the Associate Director of Practice Transformation and oversees the clinical informatics support for primary care and specialist practices through several state and regional practice transformation projects including Colorado's State Innovation Model (SIM) and Transforming Clinical Practice Initiative both funded by CMMI, and the AHRQ-funded Evidence Now Southwest Cooperative. He serves on the core leadership team of several state and national committees including the including the Colorado Health Extension System, SIM HIT workgroup, and the PCPCC Collaborative of the Collaboratives.

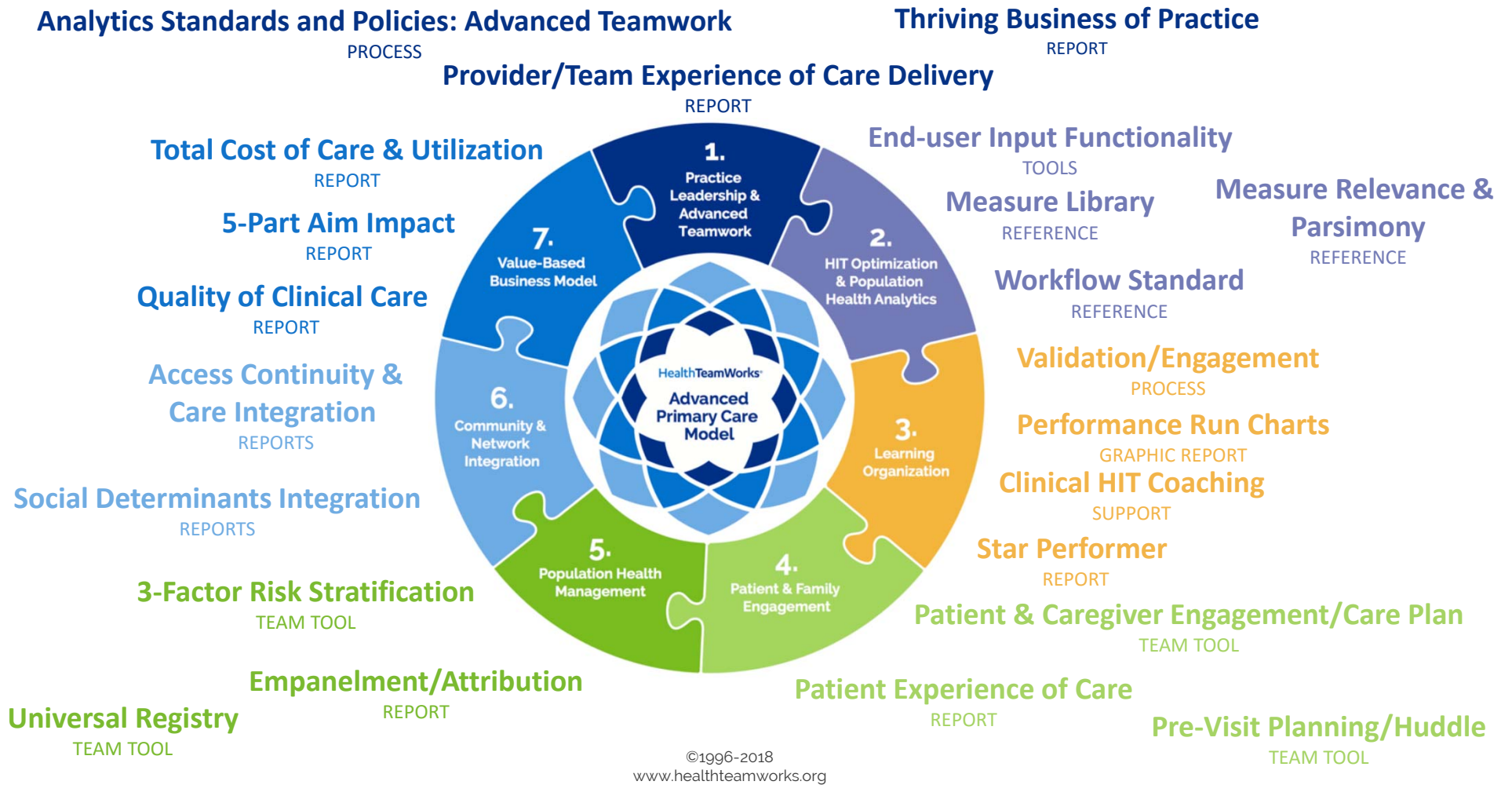


Panelist: David Nace, M.D., Chief Medical Officer – Innovaccer, Inc.

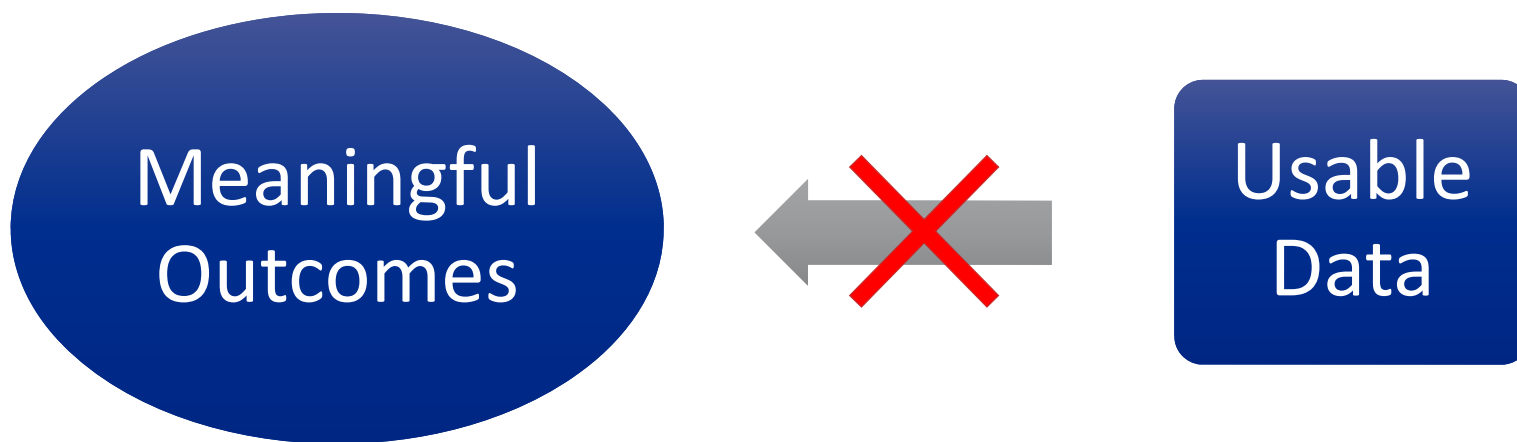
David Nace, MD is a physician executive with over 20 years of senior management experience across large health systems, insurer/payer, employer benefit, pharmacy and healthcare technology enterprises. Having served in several key positions at multiple organizations, Dr. Nace comes with over 3 decades of experience in senior management. In the past, Dr. Nace has served as a VP of Population Health at McKesson Corporation, the Chairman of the Board at Patient-Centered Primary Care Collaborative, an SVP at the UnitedHealth Group, and a VP & Chief Medical Officer at Aetna.

Dr. Nace has demonstrated excellence in clinical development, customer relations, strategic planning, marketing, communications, executive presence and an ability to mentor and educate others. He is passionate about new models of care delivery, disruptive innovation, and patient centered care.

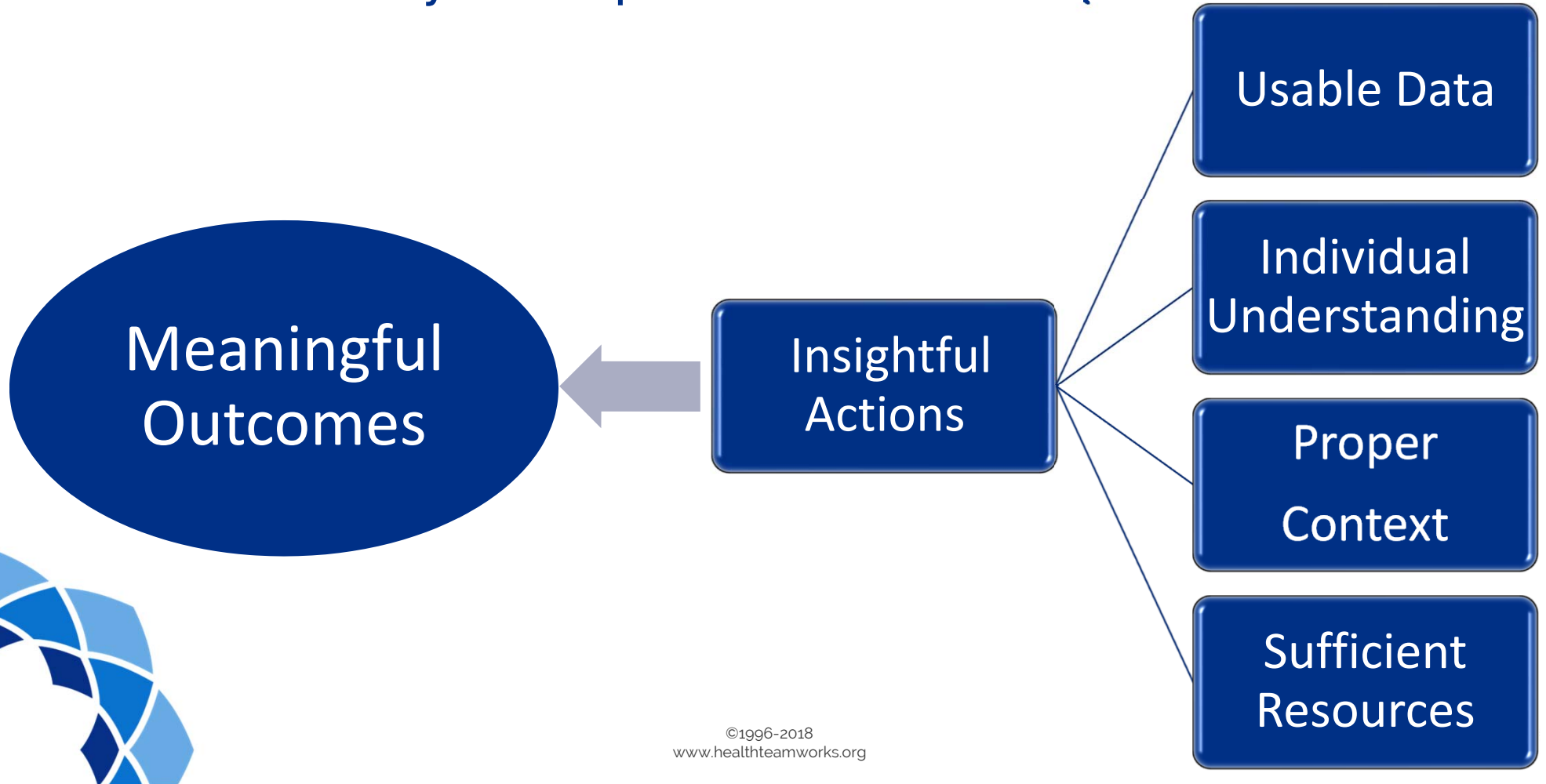
# Key Drivers of Advanced Primary Care: Analytics Design



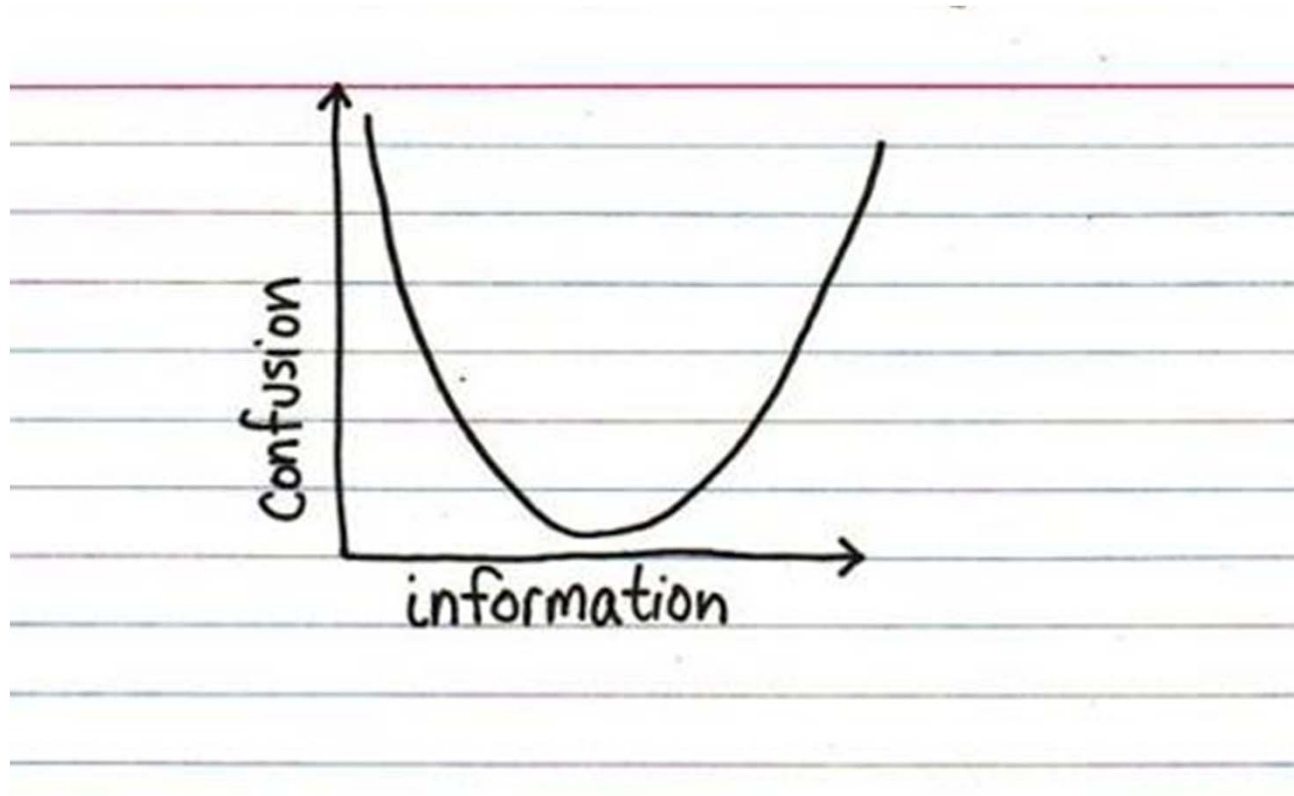
# Data is only one piece of the equation



\*Data is only one piece of the equation



# Too much of a good thing





<https://www.healthteamworks.org/solutionscenter>

## Home Based Palliative Care: Profound Patient Centering

October 17, 2018

11:00 a.m. MST/12:00 p.m. CST

Open to the Public



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[www.healthteamworks.org](http://www.healthteamworks.org)

**HealthTeamWorks®**

# Solutions Center Memberships

## SOLUTIONS CENTER MEMBERSHIP

Join the Community

HealthTeamWorks® Solutions Center is a collaborative learning community for sharing and creating healthcare transformation solutions. As a member of the Solutions Center, you can collaborate with your peers across the country to contribute to the further development and refinement of member tools and resources. To support this effort, we've created three spaces:

### The Library

Check out the Resource Library to find helpful tools, test and validate existing materials, and identify additional resources to be added.

### The School

Attend "class" by enrolling in Solutions Center Interactive events to engage in roundtable discussions, learn from expert panels, and share your experiences with the panel and your peers.

### The Office

Create or join a collaborative workspace and engage with other members of the community to innovate and develop new tools, workflows, templates, and interventions.



With topics focused on Advanced Primary Care as well as Business Operations, Financial Performance, Data Analytics, Quality Improvement, Technology Optimization, and NQQA Recognition Support, the Solutions Center has something for everyone in your practice, hospital, or network.

Our members are care managers, physicians, directors, administrators, practice managers, and healthcare executives. You can join as an individual or as a group. Whether your focus is on professional development, resources and education for the team, or developing a network for collaborative problem solving and idea generation, we have a membership level that best fits your needs.

Member Levels and Pricing

## Individual & Group Levels Founding Member Pricing

<https://www.healthteamworks.org/membership>

## Join the Community!



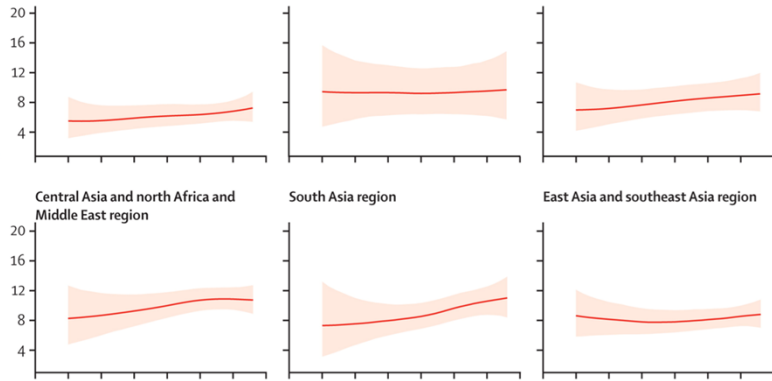
# Levels of Data

## B Women

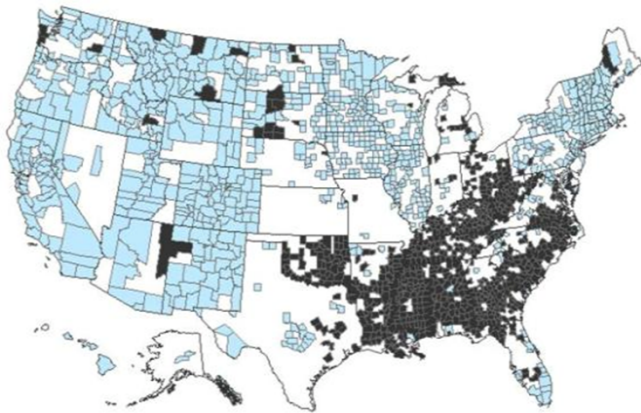
High-income region of Australasia, North America, and western Europe

Central and eastern Europe region

Sub-Saharan Africa region



County-Level Map for Diabetes and Obesity



Counties in top 2 quintiles for both diabetes and obesity  
 Counties in bottom 2 quintiles for both diabetes and obesity

Blood Pressure		BMI	A1C	Lipids				Nephropathy			Neuro pathy	Retino pathy	Smoking	
Systolic BP	Diastolic BP	BMI	A1C	LDL	HDL	TRIGLY	Non HDL	Serum Creatinine	Ur Micro Creat Ratio	GFR	PT on ACE/ARB Yes/No	Foot Exam in Past year	Retinal Eye Exam in past year	
04/27/2012 131	04/27/2012 82	31.8	01/20/2012 5.8	04/27/2012 235	04/27/2012 49	04/27/2012 118	04/27/2012 259	04/27/2012 1.08	01/20/2012 1.3	121.48	NO	NO	NO	
02/26/2013 149	02/26/2013 82	35.1	02/07/2012 6.0	11/14/2011 54	11/14/2011 54	11/14/2011 88	11/14/2011 71	06/28/2012 0.78	06/28/2012 0.2	303.75	YES	YES	NO	
01/28/2013 130	01/28/2013 53	27.0	10/01/2012 7.2	08/02/2012 84	08/02/2012 39	08/02/2012 222	08/02/2012 128	08/02/2012 5.27	04/18/2010 296.5	16.40	NO	NO	NO	NO
01/10/2013 119	01/10/2013 81	30.6	01/10/2013 5.8	01/10/2013 92	01/10/2013 57	01/10/2013 82	01/10/2013 104	01/10/2013 1.03	01/10/2013 1.5	130.10	YES	NO	NO	
02/07/2013 145	02/07/2013 87	38.8	01/08/2013 6.8	05/16/2012 113	05/16/2012 54	05/16/2012 209	05/16/2012 154	02/07/2013 1.03	06/30/2012 0.6	133.89	YES	YES	NO	
06/11/2012 142	06/11/2012 88	37.4	05/23/2012 7.0	05/23/2012 98	05/23/2012 38	05/23/2012 318	05/23/2012 162	05/23/2012 0.93	06/03/2011 0.6	124.31	YES	NO	NO	
11/16/2012 142	11/16/2012 90	31.4	11/16/2012 8.2	11/16/2012 --	11/16/2012 38	11/16/2012 712	11/16/2012 196	11/16/2012 0.90	11/16/2012 5.8	164.35	YES	YES	NO	NO
01/09/2013 110	01/09/2013 65	31.0	01/09/2013 7.3	11/01/2011 56	11/01/2011 51	11/01/2011 46	11/01/2011 65	01/09/2013 2.98	11/01/2011 18.6	28.68	YES	YES	NO	
02/15/2013 143	02/15/2013 75	37.7	06/11/2012 7.8	06/11/2012 50	06/11/2012 43	06/11/2012 305	06/11/2012 111	05/22/2012 1.19	10/14/2011 1.2	135.70	YES	NO	NO	
02/08/2013 153	02/08/2013 95	72.0	02/08/2013 11.2	02/08/2013 130	02/08/2013 28	02/08/2013 281	02/08/2013 186	02/08/2013 1.01	02/08/2013 31.0	310.64	NO	NO	NO	NO
02/22/2013 138	02/22/2013 84	36.2	02/22/2013 6.9	02/22/2013 107	02/22/2013 48	02/22/2013 96	02/22/2013 120	02/22/2013 0.83	02/22/2013 1.2	211.21	NO	YES	NO	
06/19/2012 136	06/19/2012 83	34.1	03/13/2012 14.3	03/13/2012 92	03/13/2012 48	03/13/2012 249	03/13/2012 142	03/13/2012 0.82	03/13/2012 0.5	230.58	NO	NO	NO	
12/14/2012 135	12/14/2012 80	34.4	10/15/2012 7.4	10/15/2012 61	10/15/2012 37	10/15/2012 108	10/15/2012 83	06/04/2012 0.94	03/19/2012 2.5	265.37	YES	NO	YES	



# Make Risk Visible

Notes	Message	Last A1C Date	Last A1C	Last Creat D:	KCI Score
Dermatitis; Wonders if it could be immune system	double check imms				2
medication refill; pcp unavailable for requested time. Patient will be...		08/07/2013	4.9	10/12/2017	3
follow up patient running 10 min late	Xr L foot				0
weight loss	poc a1c				10
patient stated that she has a red spot on her right arm that she would...					0
left calf swollen and feels bruised					0
2 Month Well Child *** Per Dr. Simpson	imms, b				0
Medication renewal					5
pt triaged and schedule for back pain. pcp unavailable					2

**10** **Knierim Complexity Index (KCI) score**

This score indicates the patient's Knierim Complexity Index (KCI) score. Scores: 0-2 = Low Risk / 3 = Moderate Low-Risk / 4-5 = Moderate Risk / 6-9 = Moderate High-Risk / 10-12 = High Risk / 13+ = Very High Risk

Points	Metrics
1	Age: <b>66</b>
0	# of ED Visits (last 180 days): <b>0</b>
0	# of Hospital Admissions (last 180 days): <b>0</b>
0	Is Encounter a Readmission (last 180 days): <b>0</b>
3	# of Medications: <b>13</b>
0	Has AIDS/HIV DX: <b>Not on file</b>
0	Has Anxiety DX: <b>Not on file</b>
0	Has Asthma DX: <b>Not on file</b>
1	Systolic BP: <b>146</b>
	Diastolic BP: <b>86</b>
1	Has Cardiovascular Disease: <b>Yes</b>
0	Has Cerebrovascular Disease: <b>Not on file</b>
1	Has Chronic Pulmonary Disease: <b>Yes</b>
0	Has Dementia DX: <b>Not on file</b>
0	Has Depression DX: <b>Not on file</b>
1	Has Diabetes DX: <b>Yes</b>
0	Hemoglobin A1c: <b>6.5</b>
0	Glomerular Filtration Rate: <b>&gt;60</b>
0	Has Heart Failure DX: <b>Not on file</b>
0	Has Hemiplegia/Paraplegia DX: <b>Not on file</b>
1	Has Hypertension DX: <b>Yes</b>
0	Has Liver Disease (Mild): <b>Not on file</b>
0	Has Liver Disease (Severe): <b>Not on file</b>
0	Has Myocardial Infarction DX: <b>Not on file</b>
0	Has Peptic Ulcer Disease: <b>Not on file</b>
1	Has Peripheral Vas. Disease: <b>Yes</b>
0	Has Renal Disease: <b>Not on file</b>
0	Has Rheumatic Disease: <b>Not on file</b>

