

# Welcome

## to the 2019 Summit!

Dick Thompson, QHN Executive Director



# We're Happy you're here!



# Thank You for Sharing Your Knowledge & Expertise



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# Inspirational Speakers!

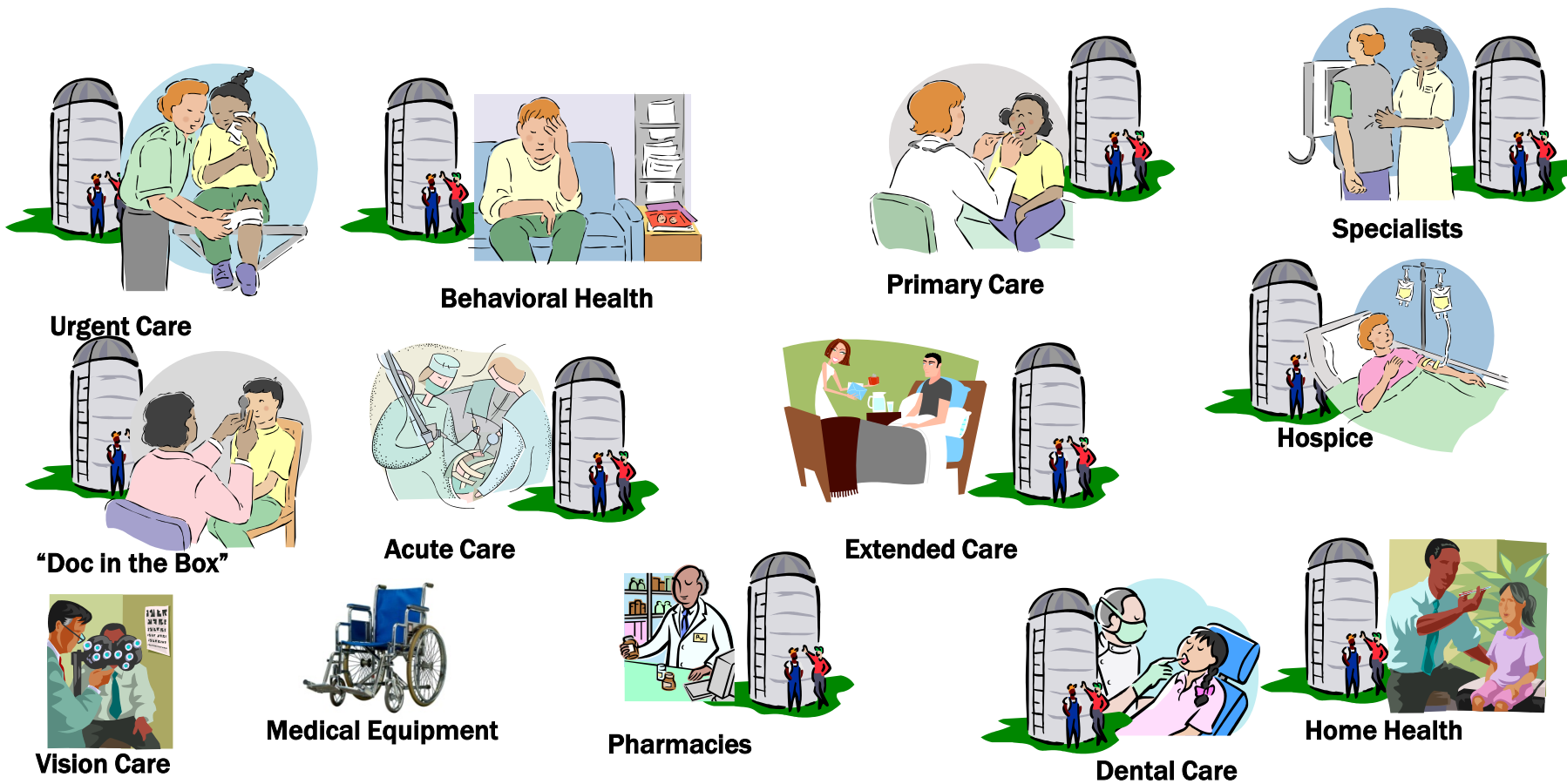
- **Kim Bimestefer-**  
*Executive Director for the Colorado Department of Health Care Policy and Financing*
- **Len Nichols-**  
*Director of the Center for Health Policy Research and Ethics, George Mason University*
- **Stacy Bare-**  
*National Geographic Adventure of the Year, US Army Veteran, and a co-founder of the Great Outdoors Lab*





# QHN 2004 Job: Connect the silos

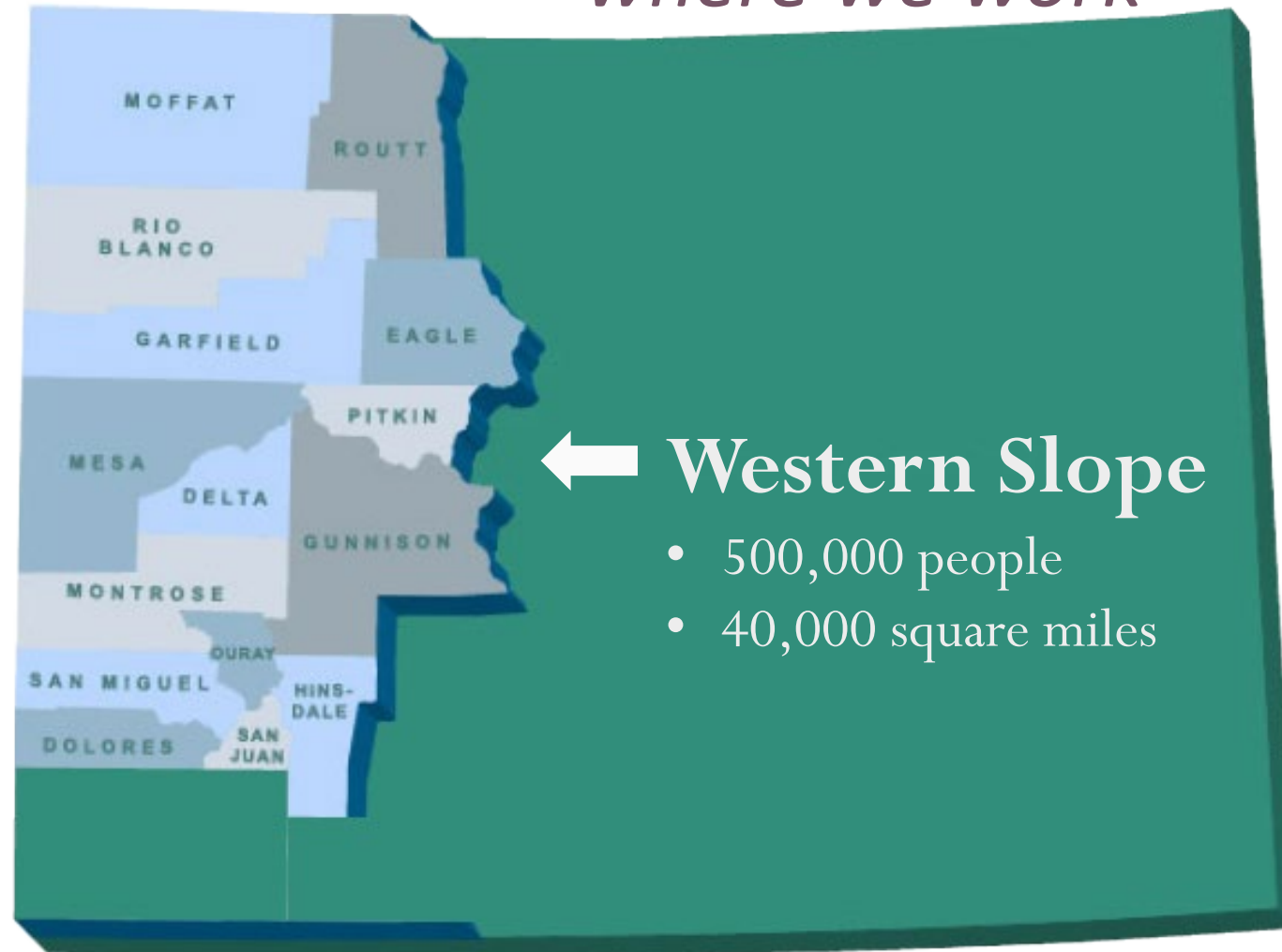
**Patients Move between Providers . . . But their Data Doesn't!**



# QHN: Sharing Information to Improve Outcomes

- +94% of providers
- 100% of hospitals
- 3550+ active users
- 750,000 lives with data
- Millions of messages

*where we work*



← **Western Slope**

- 500,000 people
- 40,000 square miles

## “Solid Market Penetration”

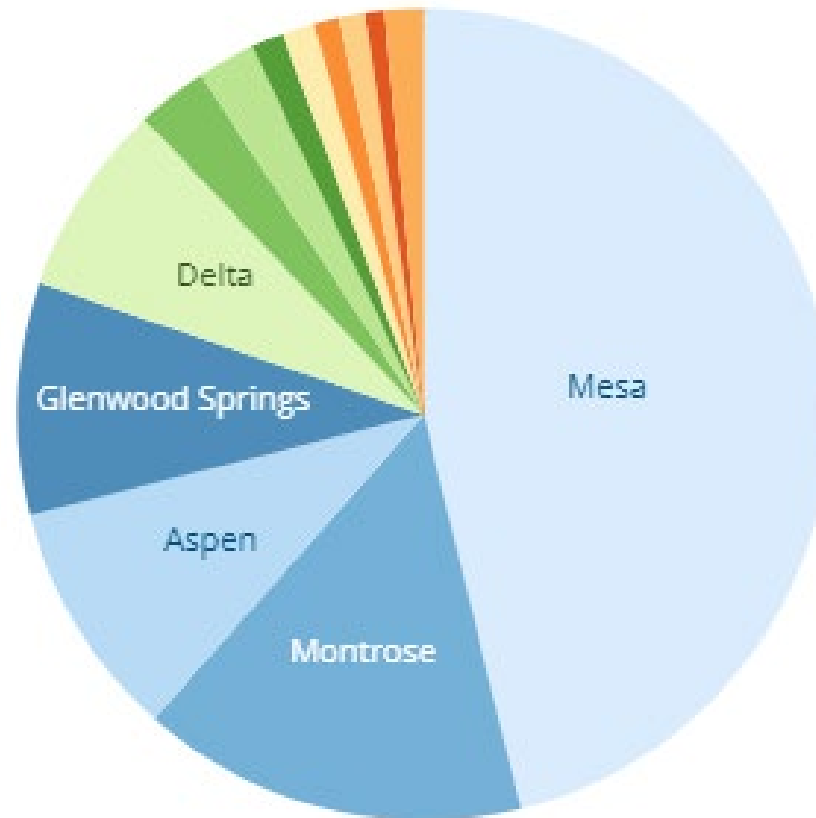
- [illegible]



# The QHN Network: January 1, 2019

**390** Organizations

Mesa	180
Montrose	60
Aspen	37
Glenwood Springs	36
Delta	30
Gunnison	11
Community	9
Vail	5
Rifle	5
Telluride	4
Craig	4
Steamboat Springs	3
Other	6



**69,000,000+** Clinical Messages

delivered to

**32 Different Systems**

used by 390 orgs



# National and Regional Press

healthcare  
informatics  
INNOVATOR AWARDS

Gunnison Country Times

BurrellesLuce

Wednesday, March 1, 2006  
Circulation: 23,000  
Location: CLEVELAND, OH

BEHAVIORAL HEALTHCARE

HealthLeaders  
WWW.HEALTHLEADERSMEDIA.COM AUGUST 2006 \$6.00

Government Health IT

HEALTHCARE'S  
MOST WIRED  
magazine

Tuesday, June 5, 2007

NHINWatch  
Your comprehensive guide to the National Health Information Network.

THE NEW YORKER

ANNALS OF MEDICINE  
THE COST CONUNDRUM

Healthcare IT News

THE DURANGO HERALD

ADVANCES FOR HEALTH INFORMATION  
EXECUTIVES

HealthData  
Management

HealthAffairs

The NEW ENGLAND JOURNAL of MEDICINE

EMR ADVISO

Grand Junction, Colorado:  
How A Community Drew On  
Its Values To Shape  
A Superior Health System



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## *National Awards*



# National Recognition

THE  
NEW YORKER

ANNALS OF MEDICINE JUNE 1, 2009 ISSUE

## THE COST CONUNDRUM



By Atul Gawande May 25, 2009



The Mayo Clinic is not an aberration. One of the lowest-cost markets in the country is Grand Junction, Colorado, a community of a hundred and twenty thousand that nonetheless has achieved some of Medicare's highest quality-of-care scores. Michael Pramenko is a family physician and a local medical leader at the Grand Junction Medical Center. Grand Junction is one of the lowest-cost markets among Medicare health plans. It saw Medicare, little incentive to join health plan committees to go problems like

*"One of the lowest-cost markets in the country is Grand Junction, Colorado, a community of a hundred and twenty thousand that nonetheless has achieved some of Medicare's highest quality-of-care scores."*



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Okay – great. So What?

My Premiums keep going up.

What's next?



# Why the Focus on Health Care Costs?

## <sup>1</sup>Colorado Private Sector – Consumers and Employers

- 2016, Colorado Median Income: \$65,718
- 2016, Avg Cost of Private Insurance: \$20,940
- Health Care Coverage Consumes **32%** of Median Income

## <sup>2</sup>Colorado Public Sector – Medicaid

- 2018: Medicaid (which provides health care to low income families) consumes **33%** of the State's Budget



1 Source: Income data from Colorado DOLA LMI Gateway, US Census Median Household Income

2. CO Department of Health Care Policy and Financing



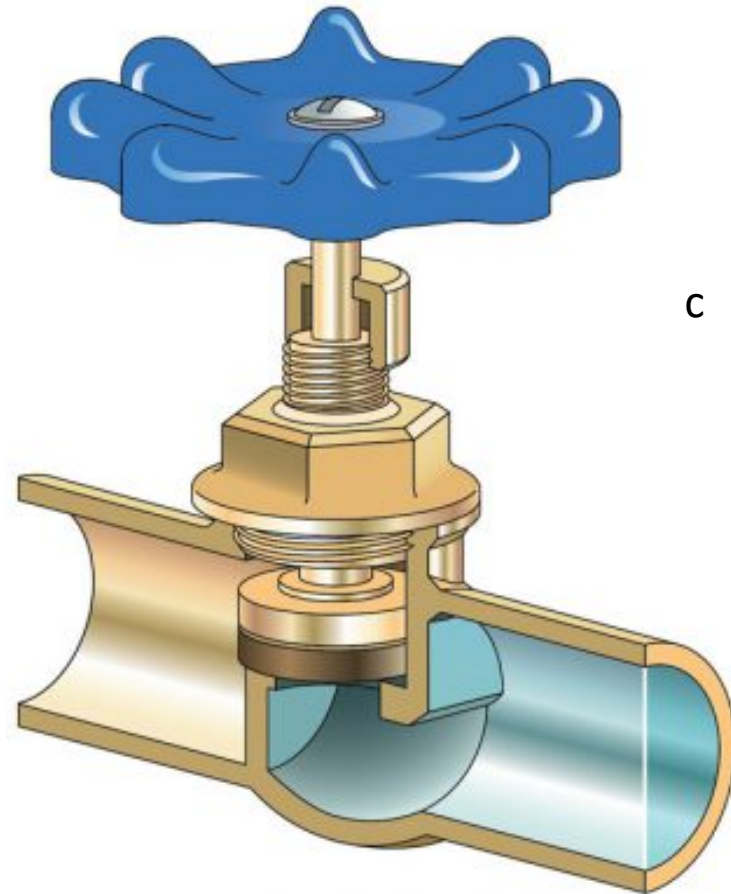
# Basic Questions & Answers

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# We know we need to get better

How do we reduce inappropriate flows of people into the healthcare system?

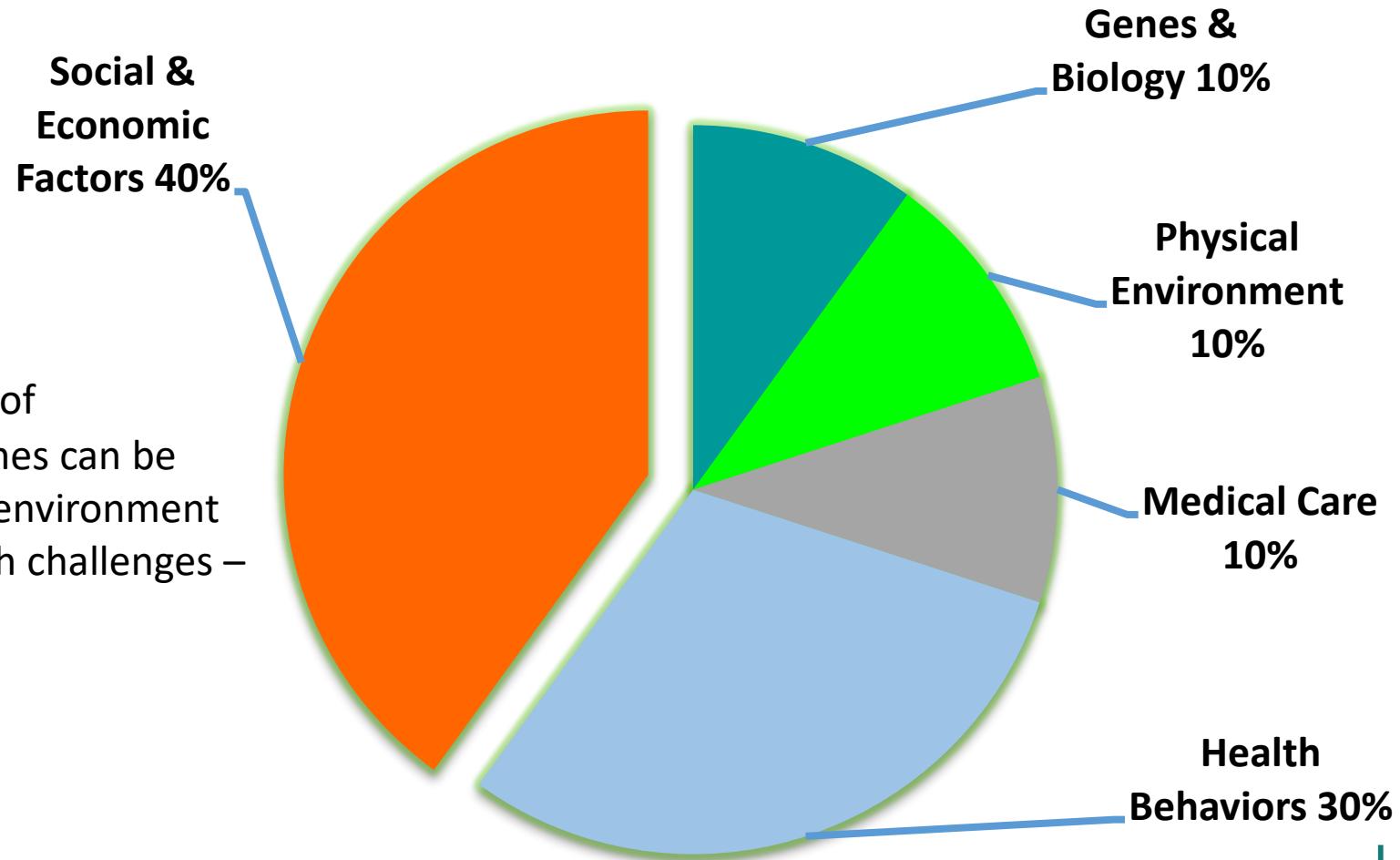


# We Know Relationships Matter – especially for those at risk or in crisis

- With Service Providers
- Family
- Friends
- Peers and Colleagues



# Social Determinants of Health



It's established that 70-80% of determinants of health outcomes can be attributed to socio-economic, environment influence and behavioral health challenges – **medical care is only 10%!**

source: 1 Tarlov AR. Public policy frameworks for improving population health. Ann N Y Acad Sci 1999; 896: 281-93

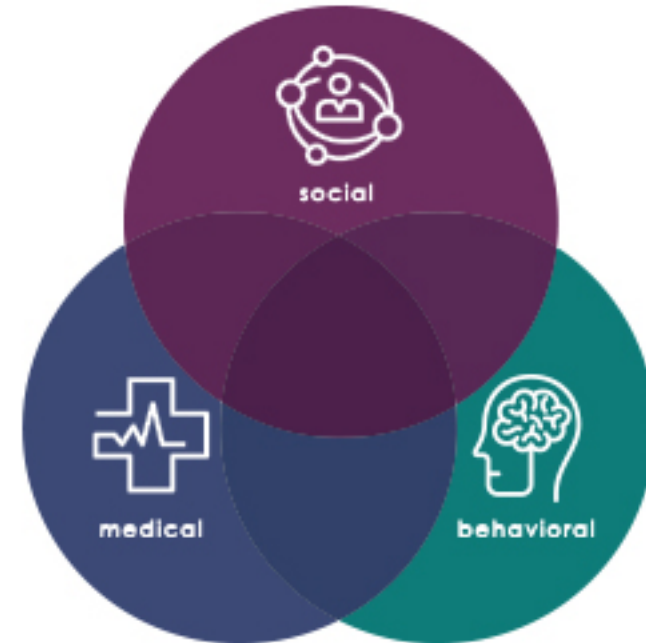
# Familiar Problem: Silos of Care that don't talk to each other!





# What Assets Do We Have?

- **Legacy of community collaboration**
- **Trusted Custodian of Data**
- Data use and consent agreements
- Disparate systems connectivity
- Automated Data Collection/Distribution
- Assessments, screeners, public data, etc.
- Master Person Index



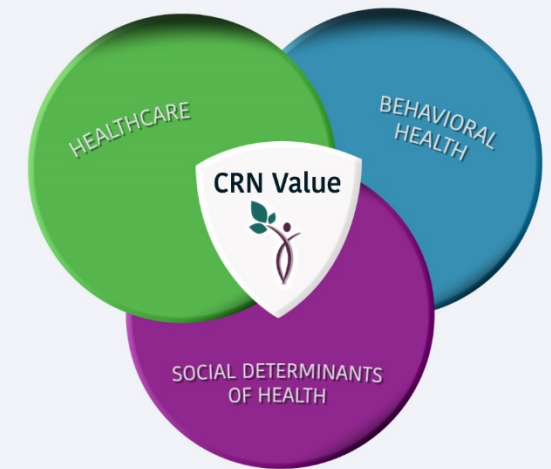
# Our Community's Goals:

- Identify “whole person” needs for those at risk
- Create a self organizing community wide care team
  - Know who is on the care team – including family and friends
  - How best to communicate with them
- Leverage the work and relationships already in place
  - What has been done and what needs to be done
- Organize and Prioritize Actions
  - To get the right stuff done, by the right people, at the right times
- Avoid inappropriate use of the healthcare system



# It's not the first time we've made a big leap forward!





# SOCIAL DETERMINANTS OF HEALTH INNOVATION CHALLENGE

SPONSORED BY THE ROBERT WOOD JOHNSON  
FOUNDATION

2019




## Second Place


**Community Resource Network** - The Social Determinants of Health Client Profile, a part of the Community Resource Network, creates a whole-person picture across physical, behavioral, and social domains to expedite help for those most at risk, fill in the gaps in care, and optimize well-being.



# CRN Dashboard



Community Resource Network, Western Colorado



57 yo Male

**Victor Donaldson**

CRN ID: 49382933 | Consent thru 10/2019

CRN Client Profile

Overview & Care Team

Personal Demographics

Social Determinants Summary

Household & Social Graph

Healthcare Records

Behavioral Health History

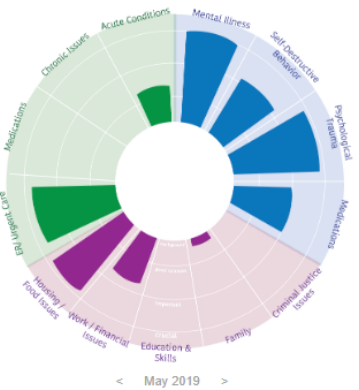
Consent & Doc Vault

search Victor's records

Case Management Tools

Find Resources

Victor's 360 Assessment Graph



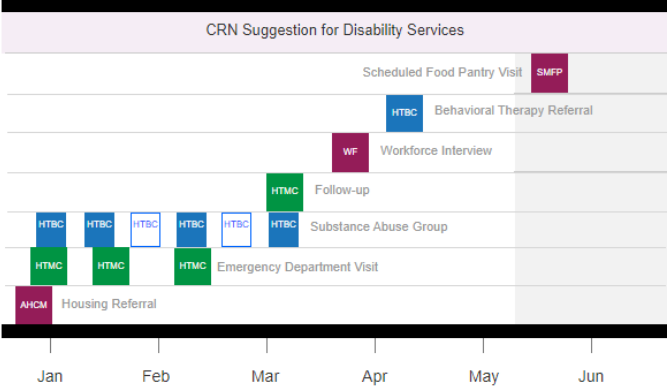
< May 2019 >

Victor's Headlines


Lorem ipsum dolor sit amet, consectetur adipiscing elit. Aenean euismod bibendum laoreet. Proin gravida dolor sit amet lacus accumsan et viverra justo commodo. Proin sodales pulvinar sic tempor.

- ⚠ Security Risk for In-Home visits
- ⚠ Elevated Risk for Depression / Self-Harm

Victor's Timeline



+ Add a New Care Task


User First Name Agency Affiliation 


Client Search


Resource Directory


Victor's Care Team


Team Messages 3


**Casey Certyui**  
Case Manager  
Grand Junction Housing Authority  
care team since May 2017  
[see bio and contact info...](#)

**Frank Fuggetaboutit**  
Service Provider  
St. Mary's Food Bank  
care team since Apr 2018  
[see bio and contact info...](#)

**Walter Wertyul**  
Case Manager  
Colorado Workforce  
care team since Aug 2018  
[see bio and contact info...](#)

**Valerie Vaedsfke**  
Case Manager  
Veterans Affairs  
care team since Jan 2019  
[see bio and contact info...](#)

**Dr. Elizabeth Erty**  
ED Manager  
Hilltop Medical  
care team since Sept 2018  
[see bio and contact info...](#)



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# The Problem- *Bill's story*



# Community Resource Network

*Connects  
the teams*

*Creates a  
whole-person  
picture*

*Expedites  
help for those  
at risk*

*Optimizes  
well-being*

