Welcome

to the 2019 Summit!

Dick Thompson, QHN Executive Director

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We're Happy you're here!

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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

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QHN 2004 Job: Connect the silos

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

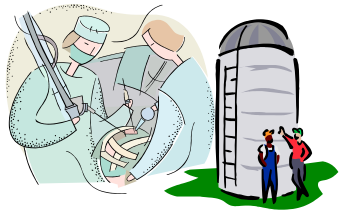
Urgent Care

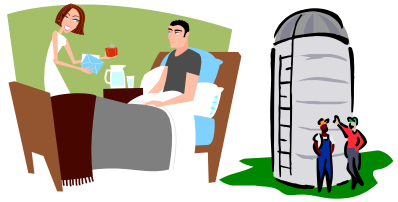
Behavioral Health

Primary Care

Specialists

"Doc in the Box"


Acute Care


Extended Care

Hospice

Vision Care

Medical Equipment

Pharmacies

Dental Care

Home Health

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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

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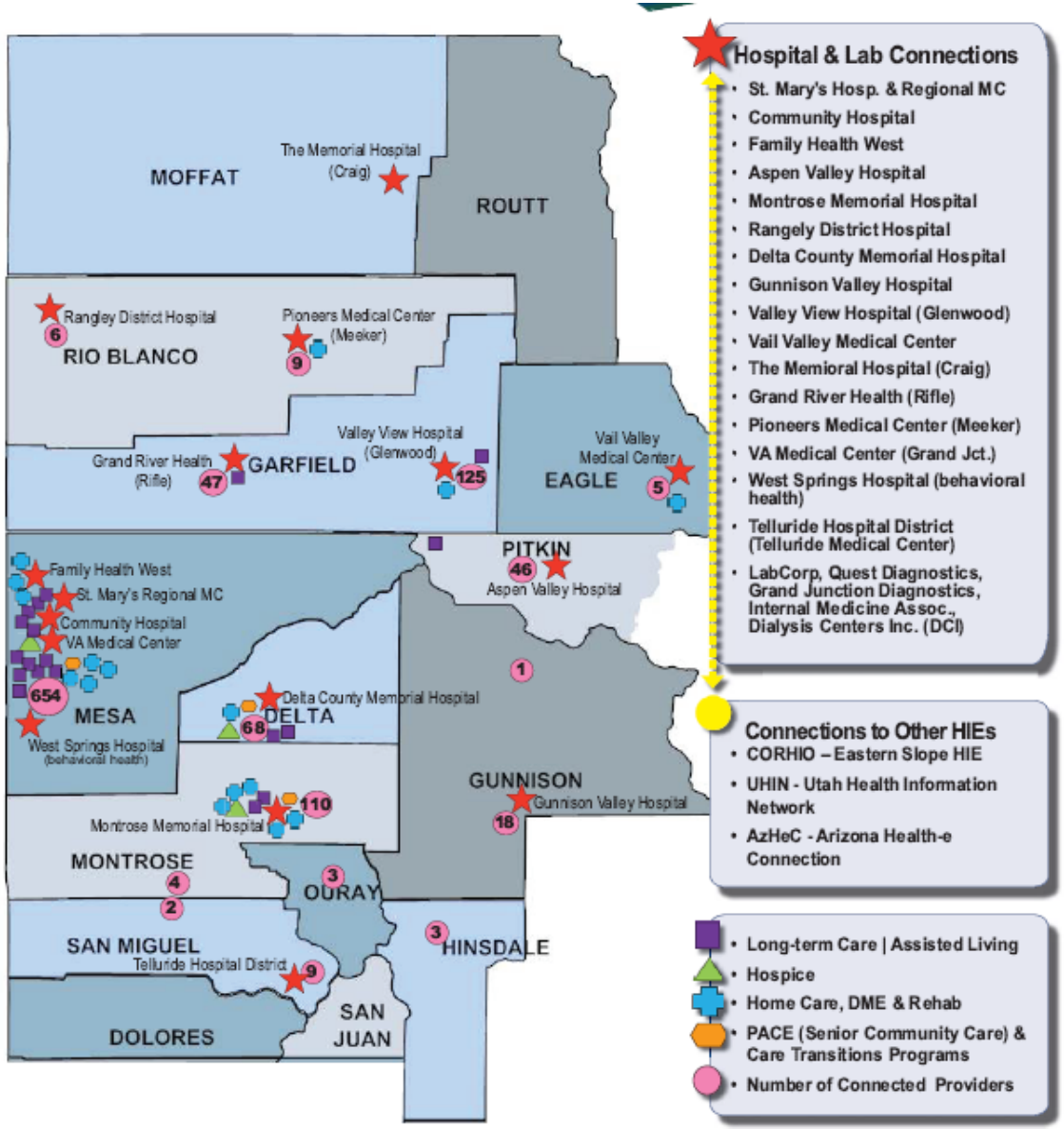
QHN: Sharing Information to Improve Outcomes

"Solid Market Penetration"

- **100% of Hospitals**
- **>94% of all medical providers**
- **3554 active users**



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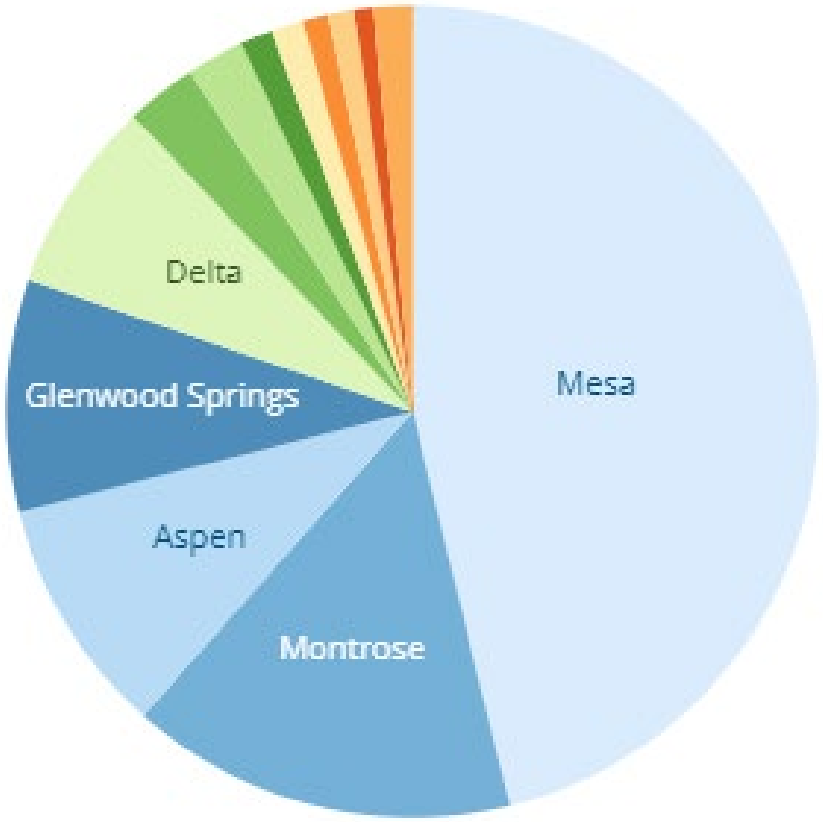
The QHN Network: January 1, 2019

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

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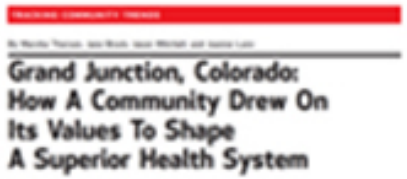
National and Regional Press



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healthcare informatics
INNOVATOR AWARDS

Healthcare Informatics Innovators 2013

CBC
Colorado Beacon Consortium

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

"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?

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Why the Focus on Health Care Costs?

[1]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

[2]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

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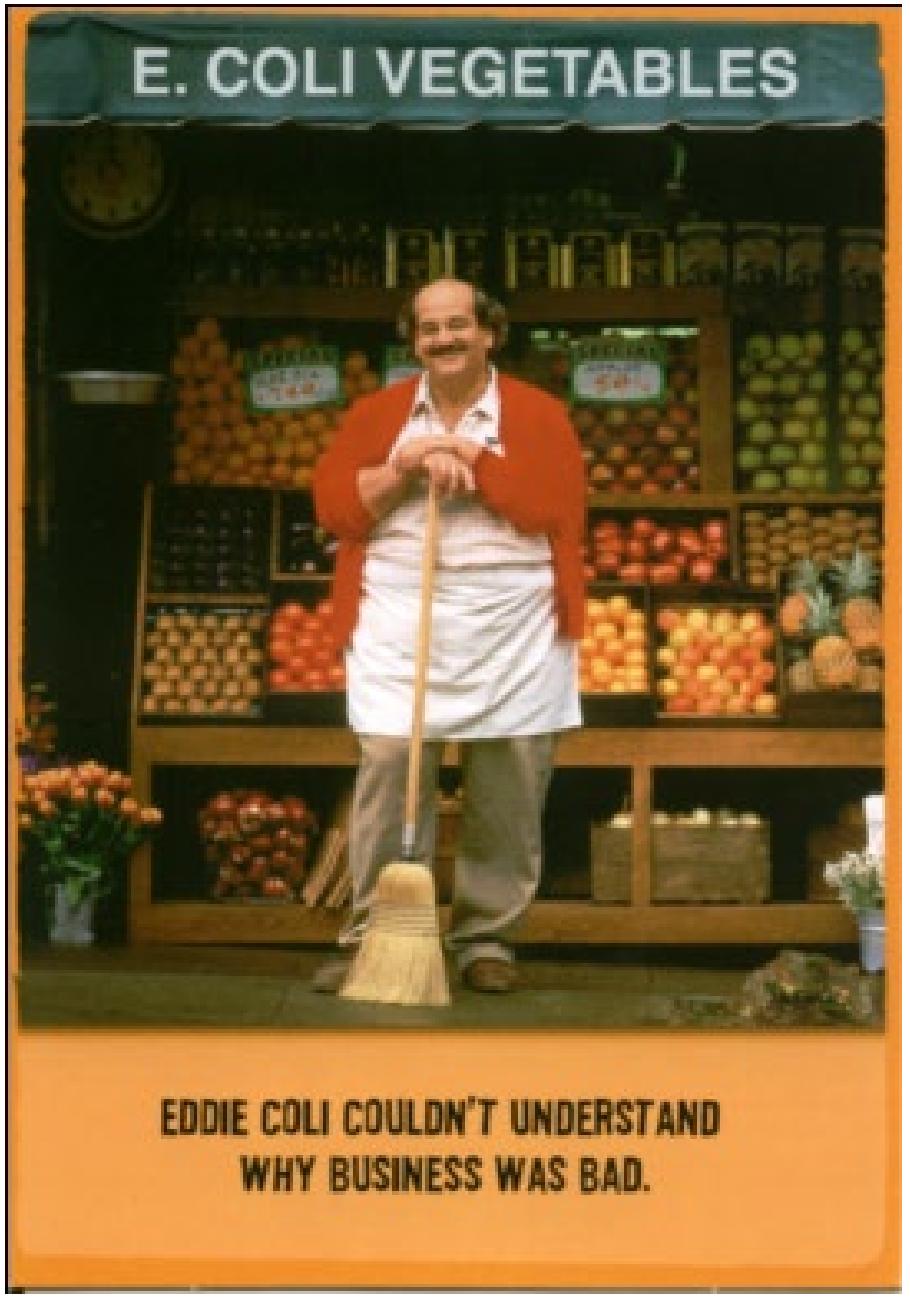
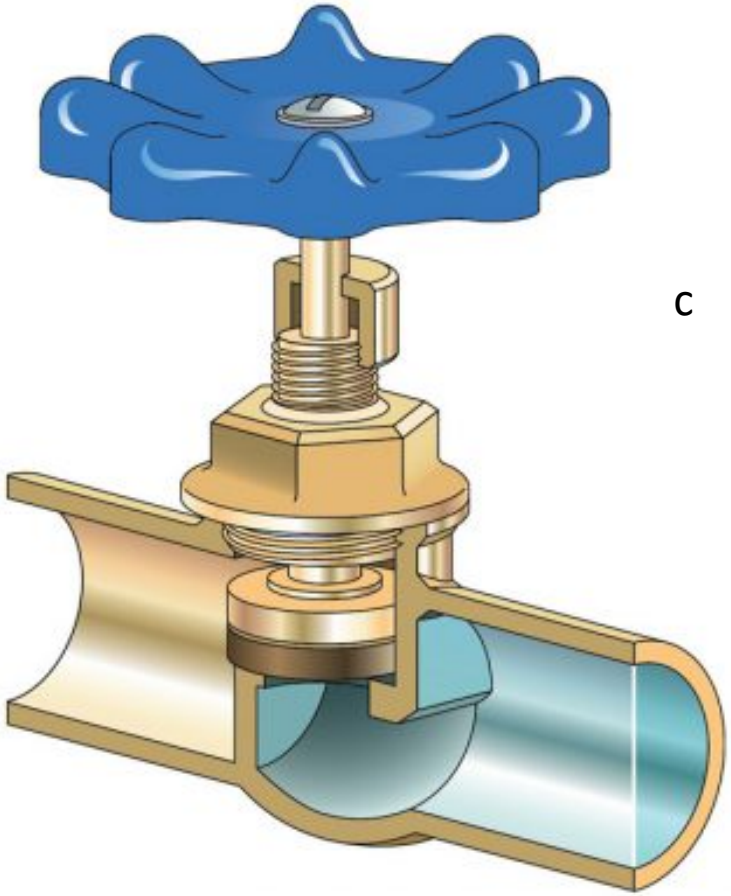
Basic Questions & Answers



We know we need to get better

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



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

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

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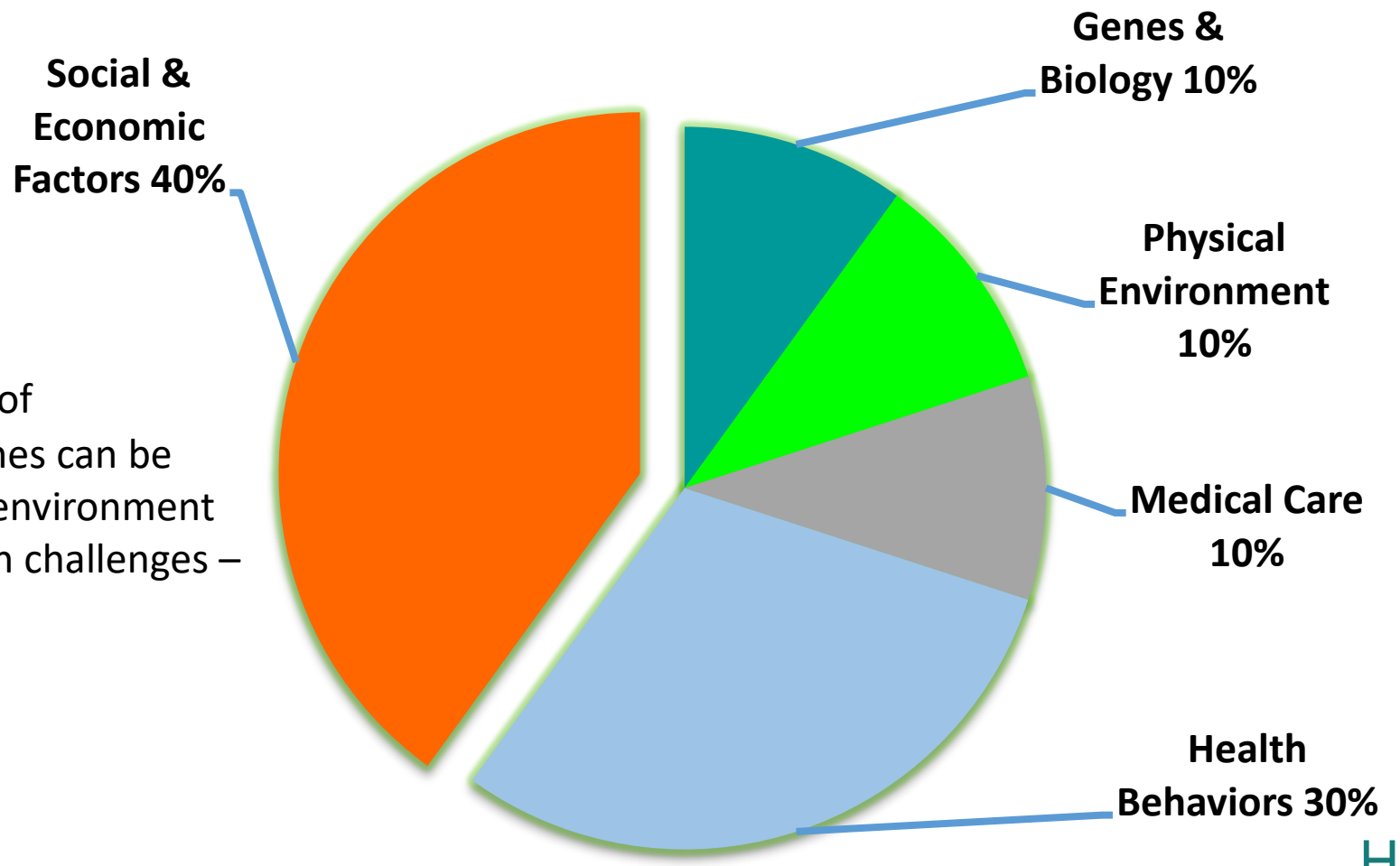
Social Determinants of Health

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!

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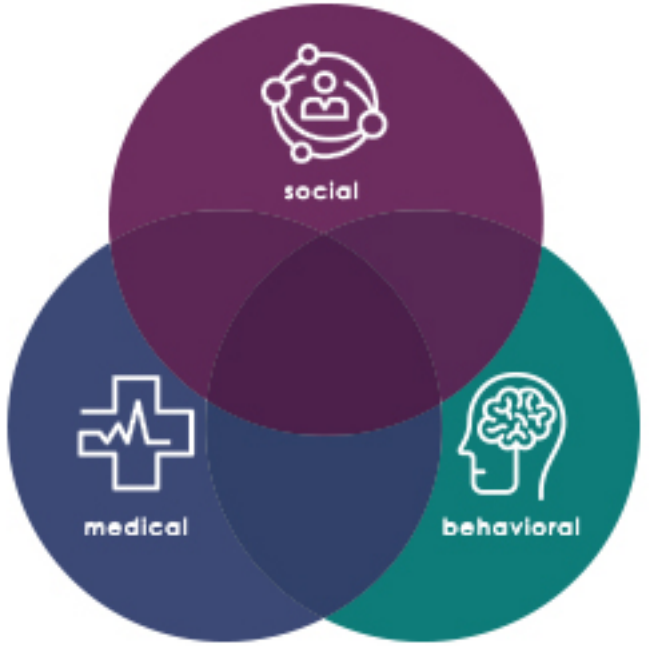
What Assets Do We Have?

- **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



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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

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

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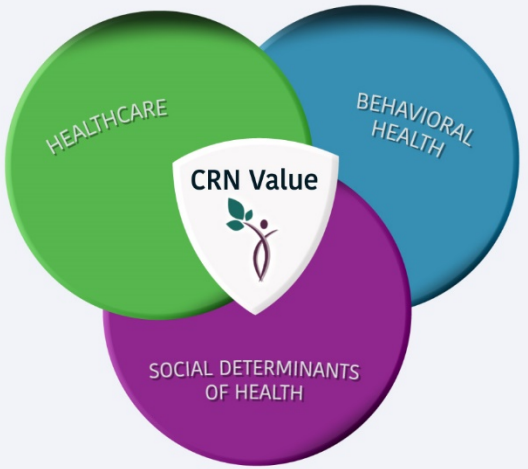
CRN Community RESOURCE NETWORK



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SOCIAL DETERMINANTS OF HEALTH INNOVATION CHALLENGE

SPONSORED BY THE ROBERT WOOD JOHNSON FOUNDATION

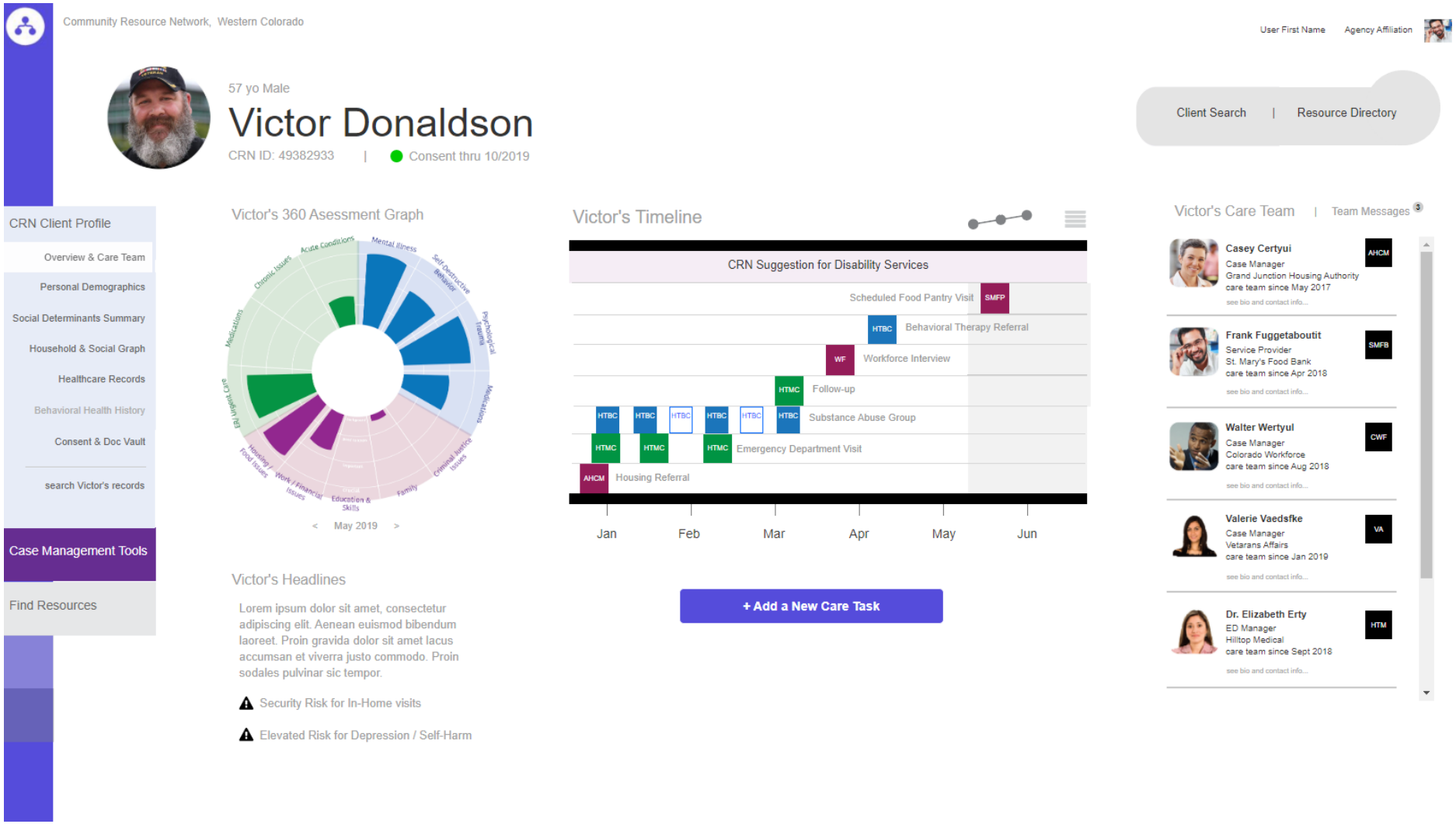
2019

CRN Community RESOURCE N·E·T·W·O·R·K

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



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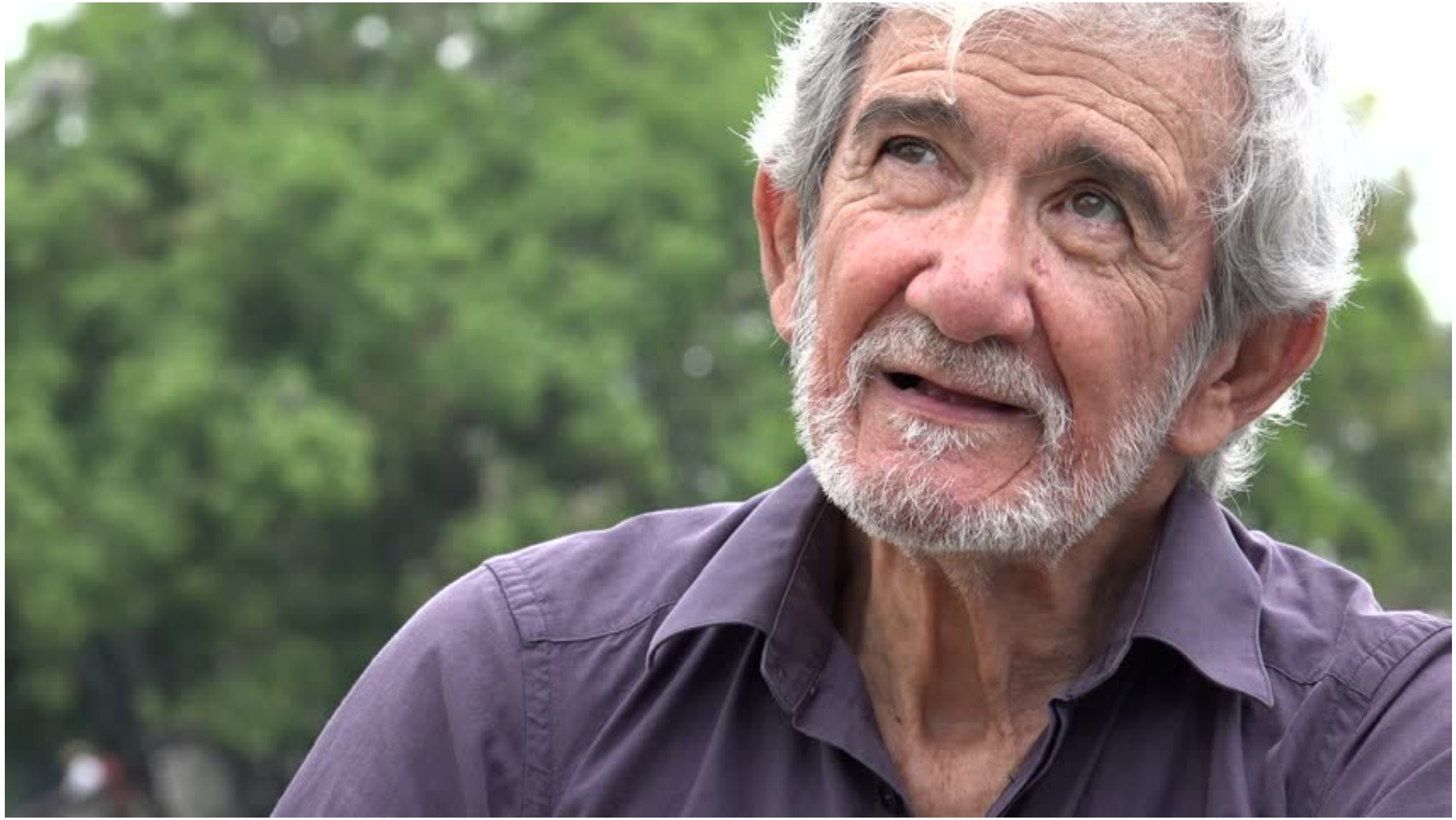
The Problem- *Bill's story*



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Community Resource Network

Connects the teams

Creates a whole-person picture

Expedites help for those at risk

Optimizes well-being

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