

# DRVS User Group

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MARCH PEER MEETING

MARCH 27, 2024



# Agenda

March DRVS User Group Peer Meeting



Introductions/DRVS Overview



What's New in DRVS/Things to Consider



TOC Module/Documenting Follow Ups



Fall Risk Screening



Peer Discussion



Upcoming Events



Q&A



**MPCA**

# Azara Healthcare



## Our History

- Large investment in a formal partnership with Mass League (MA PCA)
- Specialty in large scale data reporting & analytics for safety net providers

## Customers and Patients

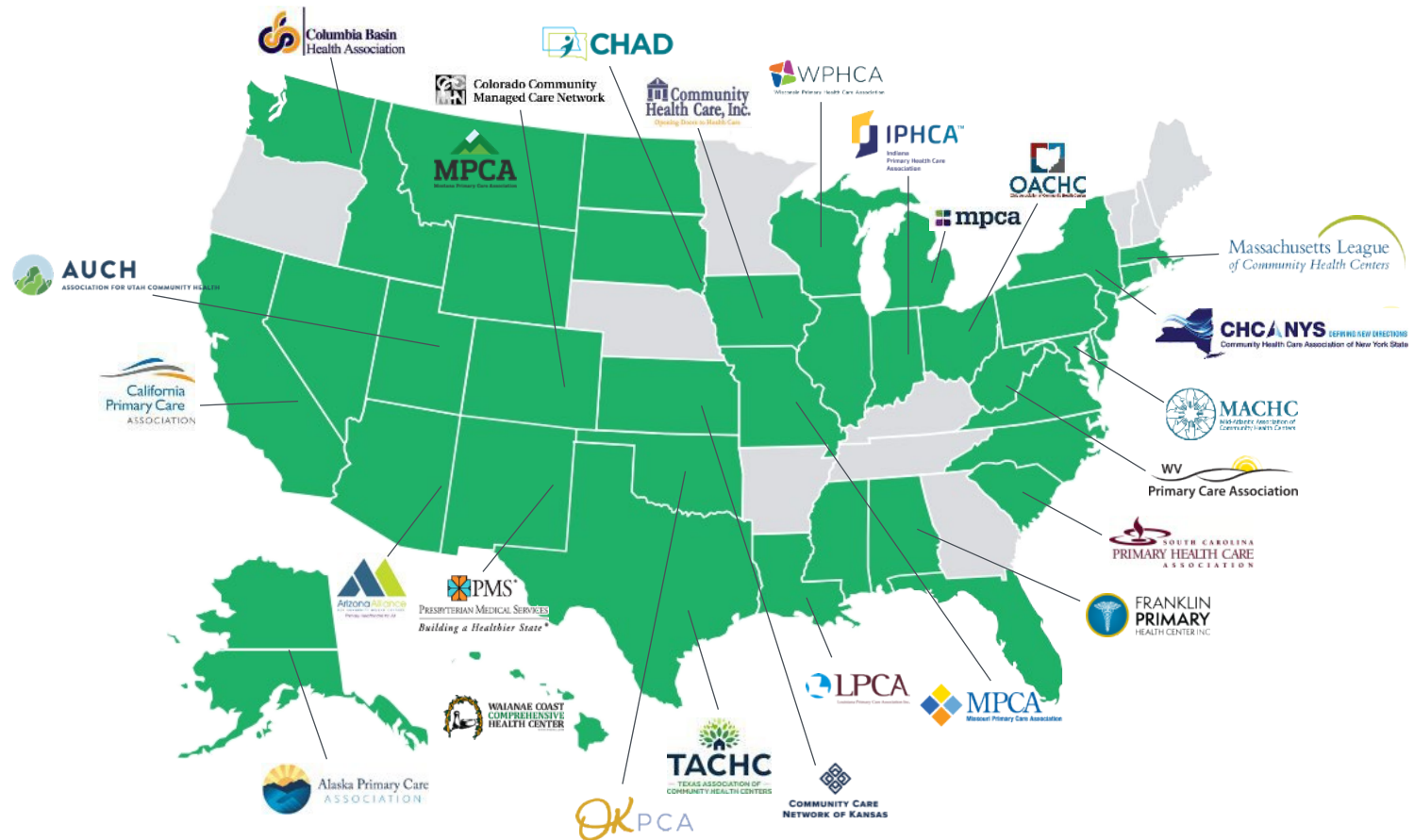
- Data on 25 million+ patients
- Over 500 FQHCs live

## Key Relationships

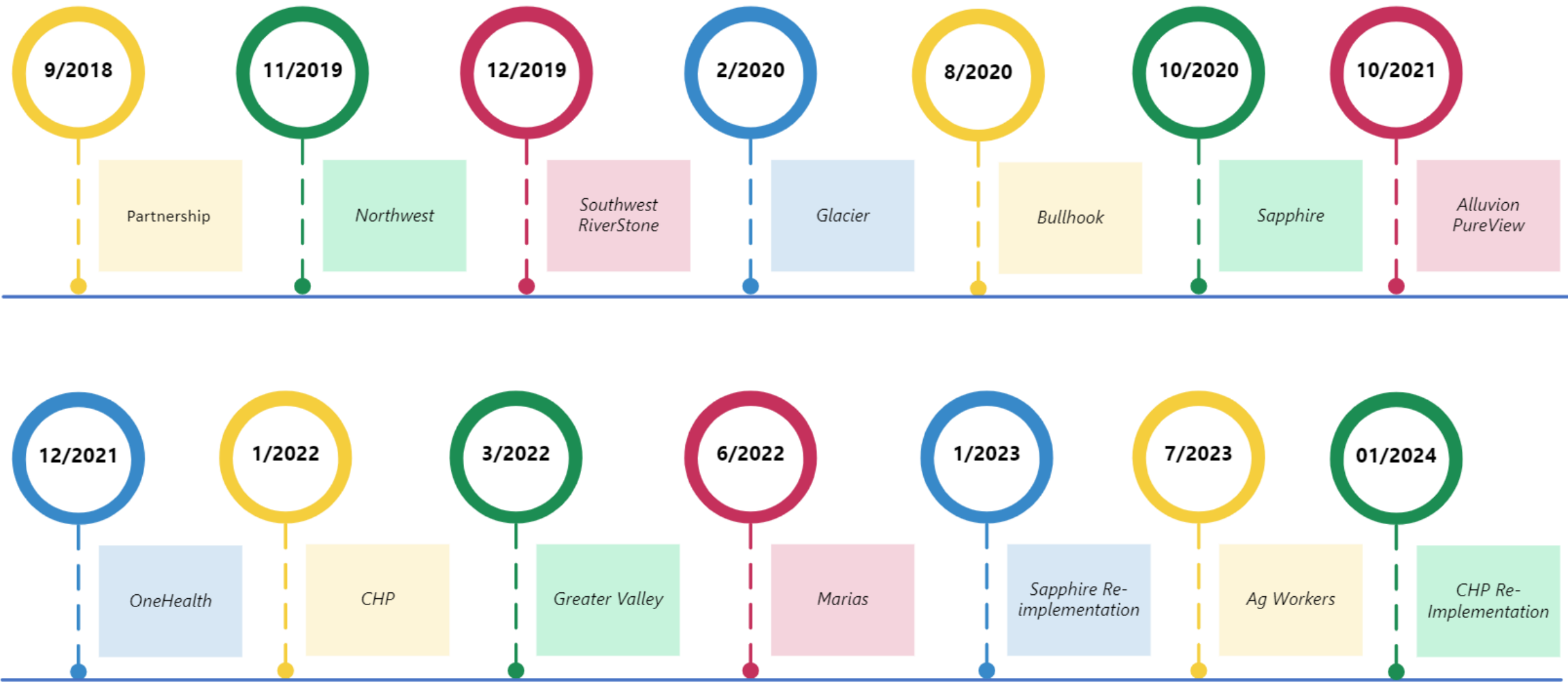
- 19 PCAs
- 23 Networks
- 40 States

## Focus on Safety Net Populations

- Set up specifically to deliver DRVS to the Safety Net marketplace using a Software as a Service (SaaS) model



# Montana DRVS Implementation Timeline



# MPCA DRVS Implementation Overview

Center	Core DRVS	SDOH	Controlled Substance	Risk	TOC	Payer Integration			APO	Dental
Alluvion	10/2021				X				X	
Bullhook	08/2020		X		X				X	
Community Health Partners	01/2022+01/2024				X					
Glacier	02/2020		X		X					
Greater Valley	03/2022		X		X				X	
Marias	06/2022		X						X	
Migrant	07/2023		X							
Northwest	11/2019		X		X					
One Health	12/2021		X		X					
Partnership	09/2018		X		X					
PureView	10/2021		X		X					
Riverstone	10/2019		X		X					X
Sapphire	10/2020+01/2023		X		X					
Southwest	12/2019		X		X					X



# What's New in DRVS & Things to Consider



# Azara Support Portal Upgrade

A screenshot of the Azara support portal navigation menu. At the top, there is a dropdown menu for "All Centers", a notification bell icon, a question mark icon, and a "TW" button. Below this, there are four main menu items: "Help Documentation" with a document icon and an external link icon; "Visit Support Portal" with a computer monitor icon and an external link icon; "Email Support" with an envelope icon and the email address "support@azarahealthcare.com"; and "Call Support" with a telephone icon, the phone number "781-365-2213", and the hours "Monday-Friday 7AM-6PM EST".

A login form for the Azara support portal. The form is titled "Azara" and contains the instruction "Enter your email to log in or sign up". Below this is a text input field labeled "Email address" with a vertical cursor. At the bottom of the form is a green button labeled "Next".

A screenshot of the Jira login page. At the top is the Jira logo. Below it is the text "Log in to continue". There is a text input field for "Enter your email" and a blue "Continue" button. Below the button is the text "Or continue with:" followed by four social login options: "Google" (with the Google logo), "Microsoft" (with the Microsoft logo), "Apple" (with the Apple logo), and "Slack" (with the Slack logo). At the bottom of the login section are the links "Can't log in?" and "Create an account". Below the login section is the Atlassian logo and the text "ATLASSIAN" and "One account for Jira, Confluence, Trello and more." At the very bottom, there are links for "Privacy Policy" and "User Notice", and a note: "This page is protected by reCAPTCHA and the Google Privacy Policy and Terms of Service apply."

# No Show Appointments Measure

## New “Zip Code” Filter

- A “Zip Code” filter is now available in the “No Show Appointments” measure
- This filter has been added so that users can determine if the distance that patients must travel to the practice has an impact on their no show rate

ZIP CODE

All Zip Code

Search

Clear Filters

00025

00057

00080

00082

00084


00481

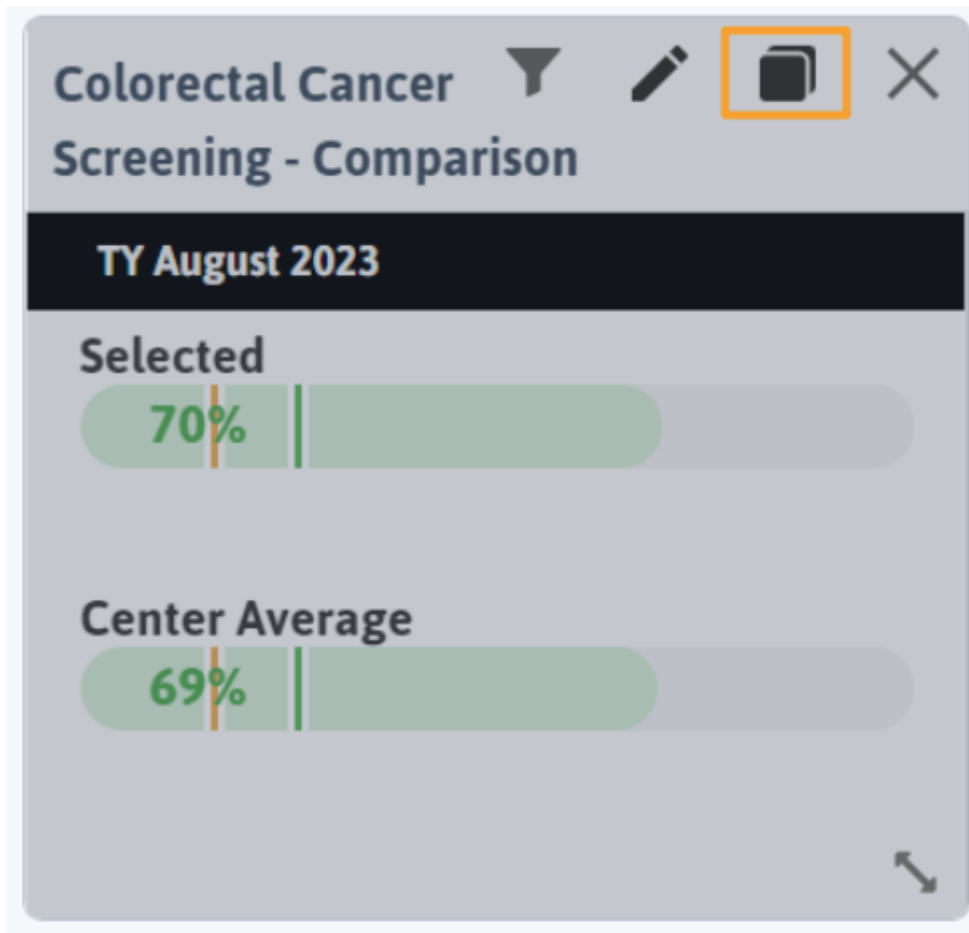
00575



# Dashboard Widget Option Update: “Copy Widget” Option Now Available!



- Users are now able to make a copy of a widget on a dashboard while in edit mode
-  When a user clicks on this icon, an exact copy of the current widget will be created and added to the upper left-hand corner of the dashboard



# Dashboard Widget Format Update:

## “Crosstab” Now Available for Mini Scorecard Widget!



FEATURE

What's New in DRVS ?  
DASHBOARD

FILTER ^

+ Add Filter ? Update

PERIOD: TY August 2023

CENTERS: All Centers

RENDERING PROVIDERS: All Rendering Provid...

UDS 2023 CQM Scorecard - Rendering Providers' Individual Performance

RENDERING_PROVIDER	CHILDHOOD IMMUNIZATION STATUS (CMS117V11)	CHILD WEIGHT ASSESSMENT (CMS155V11)	BMI SCREEN & FOLLOW-UP 18+ (CMS69V11)	DEPRESSION REMISSION AT TWELVE MONTHS (CMS159V11)	DEPRESSION SCREENING & FOLLOW-UP (CMS2V12)	TOBACCO USE: SCREENING & CESSATION (CMS138V11)	COLORECTAL CANCER SCREENING (CMS130V11)	CERVICAL CANCER SCREENING (CMS124V11)	B...
Augustine, Greg	0.0%	54.1%	96.5%	0.0%	85.6%	81.7%	75.0%		
Bar, Samuel	0.0%	29.4%	96.2%	0.0%	90.5%	83.5%	81.8%		
Black, Ronda	0.0%	55.6%	91.1%	0.0%	86.5%	77.2%	71.0%		
Branchburg, Tom	0.0%	87.1%	92.1%	0.0%	78.0%	82.0%	92.9%		
Bridgewater, Bill	0.0%	50.0%	92.3%	20.0%	86.1%	77.9%	76.0%		
Cote, David	0.0%	60.6%	89.5%	0.0%	84.6%	82.0%	92.9%		
Crane, Vince	0.0%	44.4%	86.7%	0.0%	85.7%	72.5%	63.6%		

Add Widget - Mini Scorecard

NAME: UDS 2023 CQM Scorecard - Rendering Providers' Individual Performance

REPORT: UDS 2023 CQMs

REPORT FORMAT: CrossTab

REPORTGROUPING: Rendering Providers

Cancel

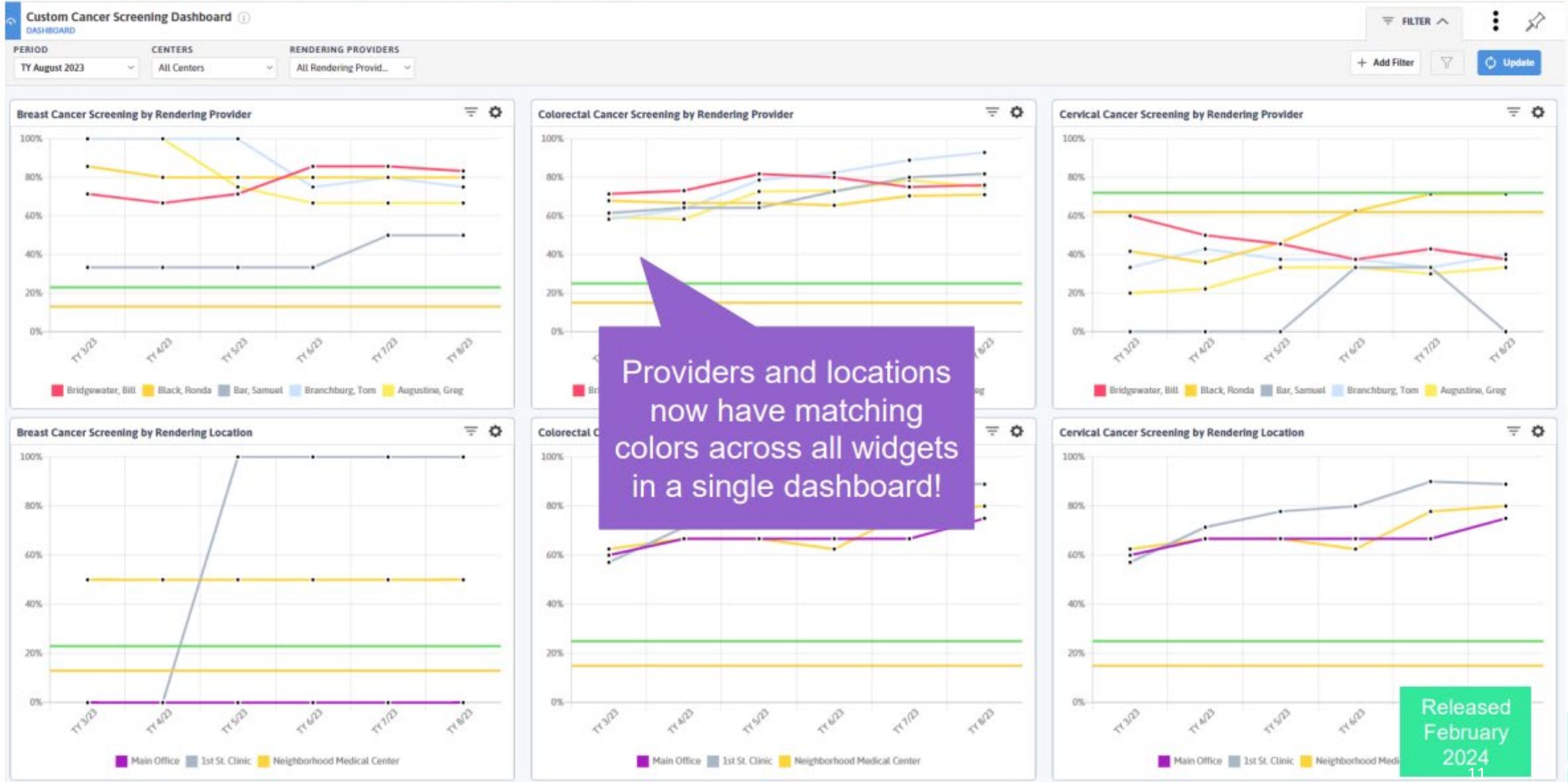
Released February 2024

- The mini scorecard widget on dashboards now has an additional report format option for “CrossTab”
- Users can also apply a grouping on the mini scorecard widget with the “Report Grouping” option

# Dashboard Widget Color Update: Providers & Locations



FEATURE



# Things to consider.....

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- Disable DRVS User Accounts for employees no longer employed at your health center
- Payer Integration Force Match Administration
- Data Hygiene is a continuous process
  - Have you changed workflows?
  - Have you updated templates, structured data fields, order sets, smart forms, etc. in your EHR? (Anything new or changed)
  - Have you added a new immunizations or lab test?
  - Have you added new providers, departments, visit types or service lines?
  - Review unmapped items at least once a month

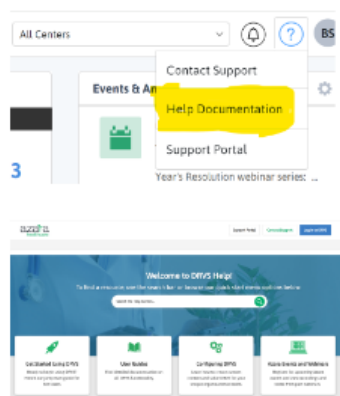




## Azara DRVS Training and Resources– New Health Center Staff



### DRVS HELP PORTAL



DRVS help documentation is available by clicking on the question mark located in the upper right corner of DRVS (near your initials). You must be logged into DRVS to access the help documentation.

<https://drvshelp.azarahealthcare.com/home>

#### **Recommendations for New Users:**

- **Getting Started** with DRVS – course takes 1-2 hours and is a great overview of DRVS functionality and how to easily navigate DRVS.
- **User Guides** provide detailed information on all DRVS functionality. Recommend new staff dive into the user guide for sections of DRVS that they will be using the most.

Users can also search out other information on the DRVS support portal to learn more about how DRVS can support their role at the health center.

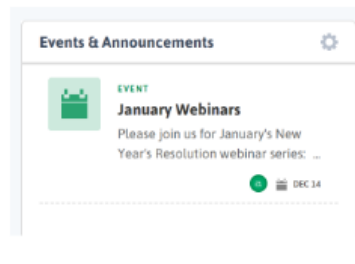
### PEER LEARNING



Join the MPCA HCCN team and others from the health center network for a monthly DRVS peer learning call held on the 4<sup>th</sup> Wednesday of each month at 11:00.

Register [here](#).

### EVENTS AND ANNOUNCEMENTS



From the DRVS home screen, view the events and announcements section for upcoming webinars and learning opportunities. Quickly register for events by clicking on the announcement and completing the registration. DRVS holds several webinars throughout the month, and they are a great opportunity to learn more about how to use DRVS.

### CONTINUOUS LEARNING



From the DRVS Help you can register for upcoming AZARA webinars and view recordings and slides from past webinars

<https://drvshelp.azarahealthcare.com/webinars-2>



# TOC Module/Follow Ups

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- BSCC has identified the issue with missing diagnosis codes from the sites sharing that information, and they are working on a resolution. They were enabled due to 42 CFR concerns- but they have found a way to re-enable for most facilities.

## Mapping | Follow Up Phone Call



Required for follow up phone call measures to work.

### Structured Data

- Follow Up Call – Follow up phone call for an inpatient or emergency visit episode of care
- Examples of data that can be used includes
  - Visit type
  - Specific template
  - Other structured data to indicate type of call.

To get Follow up Phone Call mapped, send a screenshot of where recorded and patient example to Azara support.

# Falls Risk/Screening

Do you currently screen for fall risk?

Have you verified the DRVS Mapping?

- Admin
- Mapping
- Structured Clinical Data

The screenshot shows the 'Mapping Administration' interface. At the top, there is a 'Mapping Category' dropdown menu set to 'Structured Clinical Data'. Below this, there is a 'Mapping Summary' section with a 'Mapped DRVS Values' counter showing '81'. A search bar contains the text 'fal'. Below the search bar, a list of mapped DRVS values is displayed, with 'Falls Screen' selected and checked. The interface includes navigation icons and an information icon.

## Falls Screening for Future Fall Risk (CMS 139v12)

Endorser: N/A  
Steward: NCQA

Percentage of patients aged 65+ years of age who were screened for future fall risk during the measurement period.

### Numerator:

Patients who were screened for future fall risk at least once during the measurement period, as mapped to either of the following structured clinical data elements

- Falls Screen
- TUG Assessment
- Stay Independent
- Fallen Past Year
- Falls Screen Full Assessment

### Denominator:

Patients aged 65 years and older with a visit during the measurement period.

- Age  $\geq$ 65 at the start of the measurement period
- Qualifying visit (see Technical Specifications) in the last 12 months

### Exclusions:

Patients with hospice care for any part of the measurement period

[Technical Specifications](#)



PERIOD

CENTERS

RENDERING PROVIDERS

TY February 2024

13 selected

All Rendering Provid...

+ Add Filter

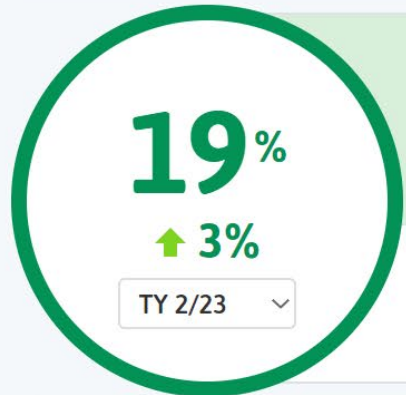


Update

MEASURE ANALYZER

DETAIL LIST

VALUE SETS



**3,421 / 17,899**

14 Exclusion(s)

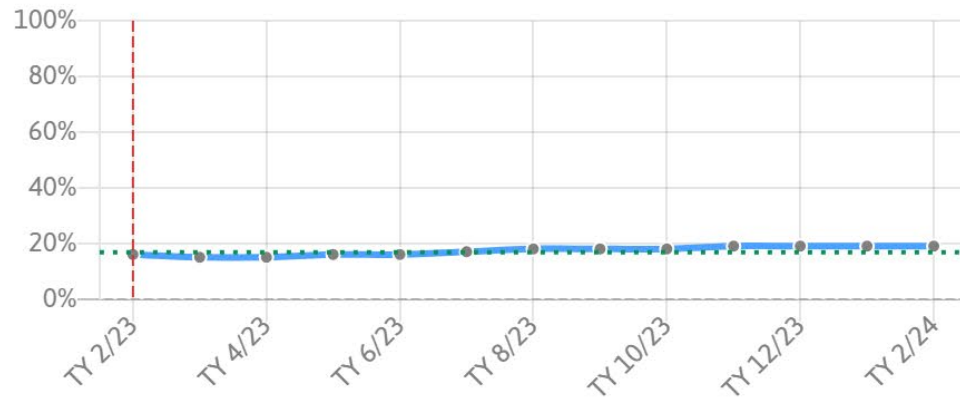
**14,478** Gaps   **0** To Target

M...	Center Avg	<div style="width: 16.7%;"><div style="background-color: red;"></div></div>	<b>16.7%</b>
	Network Avg	<div style="width: 19.0%;"><div style="background-color: green;"></div></div>	<b>19.0%</b>
	Best Center	<div style="width: 66.0%;"><div style="background-color: green;"></div></div>	<b>66.0%</b>

TY 2/24

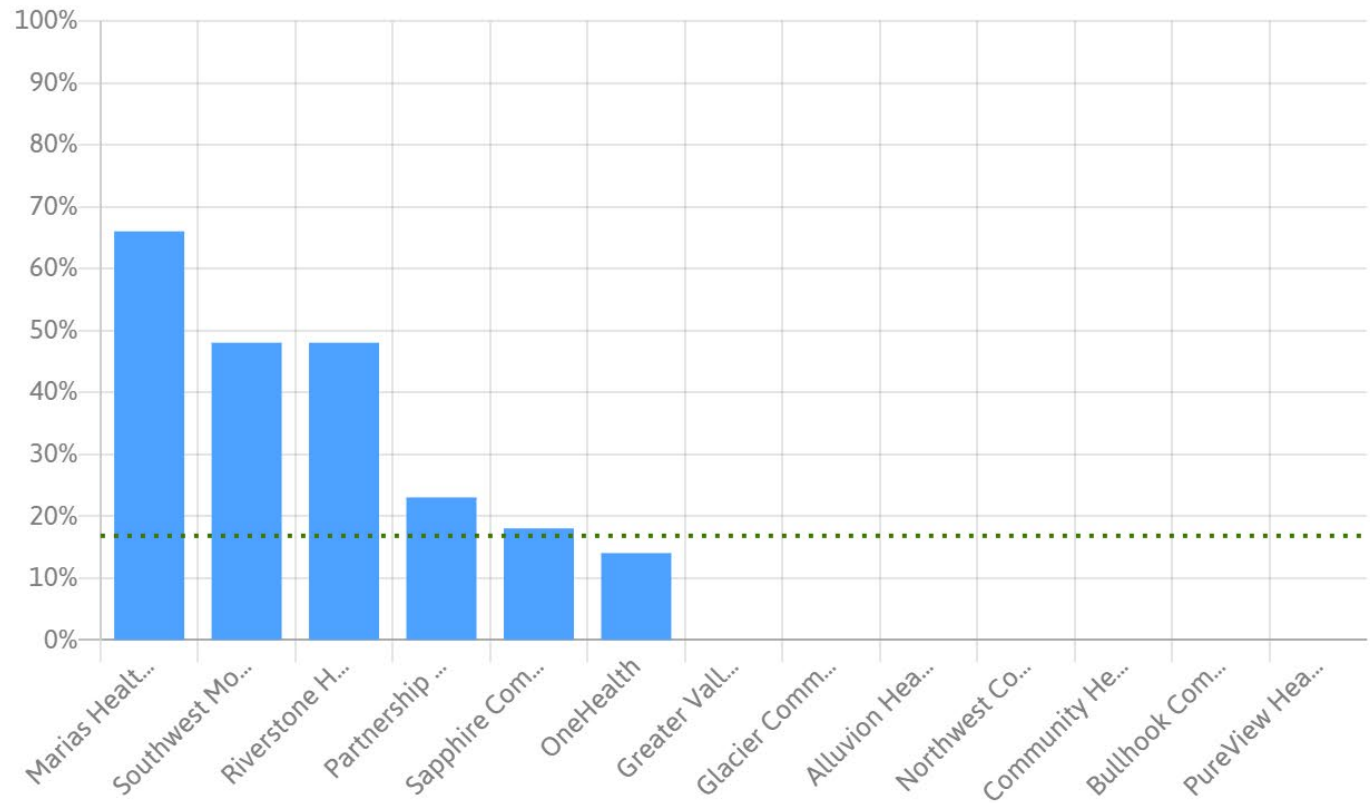
GROUP BY

None



Comparison

GROUP BY Center





# Peer Discussion

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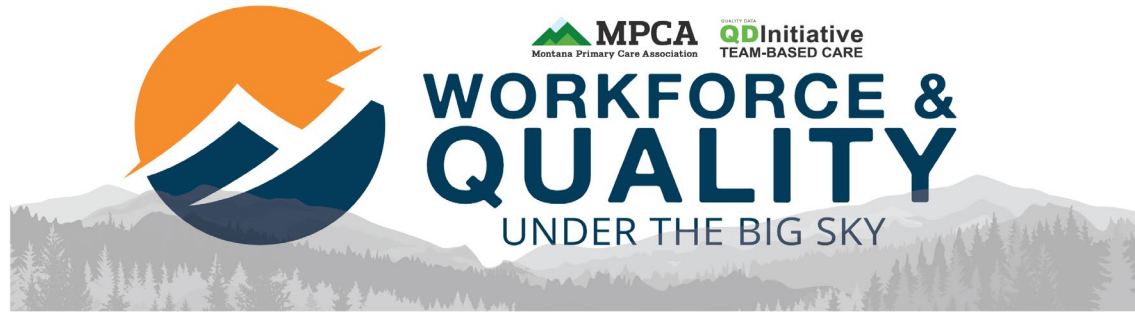
What is top of mind for you with DRVS in your organization? Examples:

- Data validation
- Training

Successes using DRVS

What have you learned about DRVS you think would be helpful for others to know?





## Save the Date: May 22<sup>nd</sup> and 23<sup>rd</sup> in Anaconda

The combined Workforce and Quality training will convene care teams from Montana health centers to strategize, collaborate, share best practices, and support workforce development, quality improvement, health equity, and patient-centered care in our health centers.

**Who should attend?** This summit is appropriate for care teams: CEOs, COOs, HR leaders, clinical leaders, quality/compliance directors, and those who lead workforce and quality efforts.

For more information, please contact Anna Smith, Director of Workforce ([asmith@mtpca.org](mailto:asmith@mtpca.org)) or Courtney Buys, Director of Quality ([cbuys@mtpca.org](mailto:cbuys@mtpca.org)).

**QD Initiative**

A Collaborative Approach to Improving Outcomes



# Health Information Technology Forum

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**June 12, 2024 – June 13, 2024**  
**Holiday Inn, Great Falls Convention Center**  
**1100 5<sup>th</sup> Street South**  
**Great Falls, MT 59405**

The annual face-to-face meeting for health information technology is back! Join the Montana HCCN team to gather, network, learn and discuss hot topics. Sessions will cover topics such as Cybersecurity, AI and AI Adoption, and Digital Health Strategy.

The event will kick off with lunch and networking on Wednesday, June 12 at 12:15 p.m. and we will wrap up on Thursday, June 13 at 2:00 p.m.

Attention eCW users, eCW Day 2024 is scheduled for June 12<sup>th</sup> from 8:15-12:15 at the same location. Please note, separate registration is required for eCW Day. [Register](#)



# HCCN Upcoming Events

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- **Telehealth Webinar: Crossing The Chasm of Innovation - One Health's Journey to Operationalize its Telehealth Strategy**
  - April 9 | 11:00 a.m. [REGISTER](#)
- **Care Message Demonstration**
  - April 10 | 10:00 a.m. [REGISTER](#)
- **Health IT Security Webinar: Prioritizing Security Measures and Consequences of Inaction**
  - April 22 | 11:00 a.m. [REGISTER](#)
- **DRVS User Group: Behavioral Health Tools in DRVS**
  - April 24 | 11:00 a.m. [REGISTER](#)



# Azara DRVS April Webinars

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Healthcare Delivery & Operations through the Risk Framework - Thursday, April 4th 2pm ET

[Register](#)

Risk Module Lunch N' Learn - Tuesday, April 9th 1pm ET

[Register](#)

Best Practices for Providing Well Visits Through the Years - Thursday, April 11th 2pm ET

[Register](#)

The Secret Life of a DRVS Super User - Thursday, April 18th 2pm ET

[Register](#)



# Questions?

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