THQLink Partnership Provides Health IT Services to Community Health

Health Choice Network’s new partnership service organization, THQLink, is reaching out to assist our nation’s healthcare safety-net so they can provide the best possible patient care. THQLink was formed this year by HCN, the National Association of Community Health Centers (NACHC), OCHIN of Oregon and the Alliance of Chicago. The combined three health center controlled networks (HCCN) serve 12 percent of the country’s Federally Qualified Health Centers in 27 states.

THQLink provides consulting and information technology tools to help community health centers improve quality and cost through efficient and effective use of health IT. THQLink also develops and implements a robust data aggregation and analytics platform to measure outcomes, share best practices and improve health.

Services include meaningful use, operations, readiness and workflow assessment; health information exchange, data warehousing, medical home requirements, conversion needs, patient portal implementation, training and technical assistance and fiscal and business office functions.

MESSAGE FROM THE CEO

Insuring that Patients Will Choose Community Health

Our nation’s health care system is in a state of transition – with its final appearance yet to emerge. However, there is one reality that is already certain: all patients will soon have more health care options from which to choose.

For our community health centers to thrive in the years ahead, we must raise the level of our care to compete in what will be a very open marketplace. We must insure that among all of the available health care choices, patients will select health centers based on the overall merits of our high quality, accessible health care.

Fortunately we are already a step ahead of the competition. Health Choice Network has already built a strong foundation in areas that will set us a part from other providers, including the Patient-Centered Medical Home, implementing the electronic health record and achieving meaningful use, storing, accessing and utilizing our health data, improving fiscal outcomes through revenue cycle management, improving customer service and patient satisfaction, recruiting, training and retaining the best available employees and developing partnerships with other organizations and managed care plans to better prepare for changes in health care reimbursement structure.

Throughout this year we have made significant measurable progress in these critical areas. Still, challenges await.

We must continue to push forward and strive for excellence in all aspects of our patient care and business services, health IT and community and industry partnerships.

Together we are better.

Kevin Kearns, President and CEO

SAVE THE DATES

HCN 19th Annual Educational Session, June 7-9, 2013, Marco Island, FL

HCNFL 13th Annual Awards Benefit, September 18, 2013, Miami, FL
2012 Educational Session

Health care leaders from throughout the nation attended HCN’s 18th Annual Educational Session and Health Care Quality Institute (HCQI).

*Raising the Value of Community Health Through Quality Care* was the theme of the three day event that included workshops, breakout sessions, networking events, health IT demonstrations and vendor displays.

Top industry speakers from Microsoft, Harris Corp., National Association of Health Care Centers and the Studer Group provided presentations on trends and policies impacting community health, health care reform, health IT, strategic initiatives, health information exchanges, organizational leadership skills and the role of community health in the future of health care. Topics covered at the HCQI included Best Practices in Patient Flow and Change Management.

The 2013 Educational Session will be held June 7-9 at Marco Island, FL.

Journey to Excellence

Health Choice Network’s Journey to Excellence will soon complete its second year of intensive training and transformation aimed at reshaping the way Health Choice Network and its members serve patients and customers.

This summer more than 275 Journey Leaders from HCN and five member centers attended the seventh Leadership Development Institute, with the theme of *Strengthening Our Leadership Muscle*. The event included team building exercises and staff members examples of best practice in organization accountability.

There was also an evaluation of results to date and Center leaders reported on tactics, evidenced-based data on employee performance, standardized behaviors, communication and patient satisfaction. The next Leadership Development Institute will be held in December 2012.
HCNFL Annual Awards Benefit

The 12th Annual Health Choice Network of Florida awards benefit recently raised more than $100,000 to help fund preventative programs that address health disparities in minority communities. The event attracted more than 300 health care leaders from throughout the region to provide support of outreach, education and screening services for vulnerable populations through successful initiatives such as the Jessie Trice Health Promotion Program.

Honorees include Miami Dade Schools Superintendent Alberto M. Carvalho, University of Miami Miller School of Medicine Professor and Department Chair E. Robert Schwartz, M.D. William O’Leary, Executive Director of Health Policy for Microsoft, Steven R. Nomandin, President of AMD Global Telemedicine. The benefit luncheon was preceded by a reception and Community Health Care Roundtable. Guest speaker for the event was Gary Puckrein, President and CEO of the National Minority Quality Forum.

HCNFL Members Receive Level 3 Medical Home Designation

The National Committee on Quality Assurance (NCQA) has recognized 13 primary care locations from five HCNFL member centers as Level 3 Patient Centered Medical Homes (PCMH) – NCQA’s highest designation. These are the first primary care practices to receive this recognition in Florida. The program is supported by the Health Foundation of South Florida. The centers include:

- Borinquen Medical Centers of Miami Dade
- Broward Community and Family Heath Centers
- Community Health of South Florida
- Jessie Trice Community Health Center
- Miami Beach Community Health Center

Ten more sites are completing Phase 1 applications in 2012
- As many as 40 sites are undergoing recognition through 2013

Awards & Acknowledgements

- Borinquen Medical Centers of Miami-Dade recently received a three-year accreditation from the Accreditation Association for Ambulatory Health Care. They are also celebrating their 40th anniversary in 2012.
- HCN Board Chair and CEO of Community Health of South Florida Brodes H. Hartley, Jr., was recently named an Outstanding Alumni of Florida A & M University.
- John M. Allen, DDS, MPH, Dental Director at Health Care Center for the Homeless (HCCH) was awarded the “Oral Health Hero 2012” Award recently at a recent meeting of the Florida Dental Hygiene Association.

HCN OF NEW MEXICO

- La Casa Family Health Center is currently providing general dental care to thousands of students at six schools within the Clovis Municipal Schools district in eastern New Mexico. Services include cleanings, x-rays, fluoride treatments and sealants. La Casa is also celebrating its 30th year of service.
- La Clinica de Familia (LCDF) celebrated National Breast Cancer Awareness Month in October by promoting a popular Bra Decorating Contest fundraiser. The public was encouraged to support the effort by voting for their favorite bra at $1 per vote. The funds raised were donated to the Anita Salas Foundation, which provides financial assistance to New Mexican women for diagnostic, treatment or physician services.

RHODE ISLAND

Providence CHC Opens New Center

Providence Community Health Centers has opened a new 41,000 square foot health center that can care for up to 13,000 patients per year. The Prairie Avenue facility has 45 primary care exam rooms, a walk-in clinic and a behavioral treatment center. It was built within a former printing plant and is part of a larger $42 million redevelopment effort in South Providence.
MEMBERS

HEALTH CHOICE NETWORK OF FLORIDA
Agape Network
Banyan Health Systems
Bayview Center for Mental Health
Borinquen Medical Centers of Miami Dade
Broward Community and Family Health Center
Camillus Health Concern
Care Resource
Citrus Health Network
Community Health Centers of Pinellas
Community Health of South Florida
Foundcare
Family Health Centers of Southwest Florida
Family Medical and Dental Centers
Fellowship House
Florida Community Health Centers
Genesis Community Health
Health Care Center for the Homeless
Helen B. Bentley Family Health Center
Institute for Child and Family Health
Jessie Trice Community Health Center
Miami Beach Community Health Center
New Horizons Community Mental Health Center
Northeast Florida Health Services
Premier Community HealthCare Group
Suncoast Community Health Centers
Tampa Family Health Centers

HEALTH CHOICE NETWORK OF NEW MEXICO
Ben Archer Health Center
La Casa Family Health Center
La Clinica de Familia
El Centro Family Health
La Familia Medical Center

HEALTH CHOICE NETWORK OF UTAH
Carbon Medical Service Association
Enterprise Valley Medical Center
Green River Medical Center
Wasatch Homeless Health Care Center
Wayne Community Health Center

HAWAII
West Hawaii Community Health Center

KANSAS
Flint Hills Community Health

MARYLAND
Choptank Community Health System

MISSOURI
Family Care Health Centers

NORTH CAROLINA
CommWell Health Services

OREGON
OCHIN

RHODE ISLAND
Providence Community Health Centers

TEXAS
Total Healthcare Center

WEST VIRGINIA
Valley Health Systems

PATRONS
Commonwealth Purchasing Group