It was a ‘New Day in Health Care’ at 16th Annual Educational Session

The 16th annual gathering of HCN’s extended family truly was a “sweet 16” with a record 400 attendees meeting for three days of educational sessions, planning and fellowship amid the relaxed tropical atmosphere of Marco Island.

The scope of the retreat’s educational opportunities continues to grow, with Board and committee meetings and sessions on customer service and corporate compliance held on Friday before the official kick-off. Chair of the HCN Board Col. Brodes Hartley, Jr. welcomed attendees to the festive kick-off reception and dinner, unveiling the 2010 theme of A New Day in Health Care.

The Saturday program featured an important keynote address by Ruben King-Shaw, Jr. of Manasa Equity Partners. Mr. King-Shaw is the former Secretary of the Florida Agency for Health Care Administration (AHCA) and served as Deputy Administrator of the Centers for Medicare and Medicaid Services for President Bush from 2001-03. He is a key national spokesperson and policy advisor on Medicare and Medicaid reform and community-based health care programs.

His address focused on how health care reform will impact community health, including anticipated benefits, increased funding, better pricing, lower taxes, an expanding Medicaid population and improved models of care. Future challenges include increased competition and oversight, new demands on community health centers, managing costs, increased risks and technology integration.

Panel discussion topics included health information technology, implementation of the Microsoft Amalga system at HCN, a report from Prestige Health Choice and the power of advocacy. Please turn to page 2.

The keynote address was provided by Ruben King-Shaw, Jr. on Saturday morning.

Message from the President and CEO

Promising Partnerships Bring New Opportunities for HCN

Since the start of the year, we have forged dynamic new partnerships allowing us to better serve our participants and extend the level of our services.

As I reported in early 2010, we partnered with the Health Foundation of South Florida and other organizations to receive a $8.5 million grant to coordinate the South Florida Regional Extension Center (SFREC) to promote the use of health information technology to health care providers in Miami Dade, Broward and Monroe Counties. Lisa Rawlins is the Executive Director of the SFREC (see page 3) and we are moving forward with our education, training and technical support programs for health care providers.

We are also partnering with The Children’s Trust and Microsoft to implement the Amalga data system across the Network. With our vast level of patient medical and dental records, the unique inclusion of school-based care and our national reach, we are considered a “Lighthouse” example for Amalga, which will enable the secure sharing of health information data at the point of patient care. Physicians, school nurses and caregivers will have one-click access to a total view of a patient’s health status, medical history, lab results and medical prescriptions.

These two examples show how partnerships are leading us into the future as a stronger, more diverse Network.

Kevin Kearns
President & CEO

Make Your Plans Today!

HCN’s 10th ANNUAL AWARDS BENEFIT
To Help Support the Jessie Trice Health Promotion Program
- A NEW DAY IN COMMUNITY HEALTH -
SEPTEMBER 21, 2010
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**HCiOS Expands Services to Children**

Health Choice Network (HCN) and its collaborative HCiOS partners, The Children’s Trust and Miami Dade County Health Department, are busy with new programs and initiatives to improve care to students, including:

- A new Database Reporting System pilot program is already underway in 14 Health Connect schools.
- Transitioning health care suites to Intergy EHR, with all 79 Health Connect schools expected to be with Intergy by September 2010.
- As of June 2010, the 79 HCiOS schools have provided services to 61,501 students (80.95 percent of all students) and provided H1N1 immunizations and screenings to 79,552 students.
- Borinquen Health Care Center and Community Health of South Florida are participating in a DentaQuest Oral Health Pilot Program, providing 2,575 oral health procedures to 455 students.
- A HCiOS poster presentation at the National Association of School Based Health conference in Washington, D.C. was awarded a 2nd place prize.

**HCN’s 16th Annual Educational Session**

*Continued from Page 1*

for community health centers. Strategic breakout sessions were then held to focus on the topics that had been discussed. Attendees also visited vendor exhibits.

Customer service continues to be key topic this year and speaker Jake Poore, President of Integrated Loyalty Systems, delivered an entertaining and thoughtful presentation on Sunday morning: A Leader’s Role in Creating an Exceptional Experience.

**Prestige Health Choice Adds Integrated Care Management Program**

Prestige Health Choice, HCN’s provider service network, has launched a comprehensive patient case management program in its Florida service areas. This innovative program actively engages the member in their care process through follow-up, education, intensive case management and even a CareKit that allows the patient to play a larger role in staying healthy. The kits, containing self-assessment materials and guides, are customized to specific disorders such as hypertension and diabetes. The program also relies on a close relationship with the participating health centers.

“We are working closely with our community health centers to identify those patients who may need specific assistance from our nurse advocates,” said Rogelio Fernandez, Director of Care Integration for Prestige.

Nurse advocates are a key element of the program, working directly with patients in the field after discharge to provide additional levels of care and assistance. They also act as liaisons with the health centers, helping to arrange appointments, transportation and providing patient follow-up services.

**Lisa Rawlins Named Executive Director of South Florida Regional Extension Center**

Lisa Rawlins, a health care executive and state government administrator, has been named executive director of the recently-formed South Florida Regional Extension Center (SFREC). The SFREC was established in 2010 through a $8.5 million Department of Health & Human Services grant to promote the use of HIT to health care providers in Miami Dade, Broward and Monroe Counties through education, training and technical support.

Ms. Rawlins has more than 15 years experience in health policy with the state of Florida and the private sector, including serving as the director of the Florida Center for Health Information and Policy Analysis at the Agency for Health Care Administration (AHCA).

Primary health care providers within the three-county region wanting to enroll or learn more about SFREC and the benefits of transitioning to an electronic health record are encouraged to visit the website: www.southfloridarec.org.
Alex Romillo Named Top CIO

Chief Information Officer and Senior Vice President Alex Romillo was named top chief information officer in the annual Technology Leaders of the Year awards, hosted by the Greater Miami Chamber of Commerce.

Blake Hall Wins NACHC’s Betsey K. Cooke Advocacy Award

Blake Hall, Director of Planning and Development for Community Health of South Florida, has been awarded the 2010 Betsey K. Cooke Advocacy Award by the National Association of Community Health Centers (NACHC). The award is named for HCN’s founding CEO Betsey Cooke, and was presented by Marc Wetherhorn (L) National Advocacy Direction of NACHC.

Also, CHI President and CEO Col. Brodes Hartley Jr., recently received the Claude Pepper Community Builder Award, presented by United HomeCare Services.

BCFHC’s Gala Recognizes “Stars”

Broward Community & Family Health Centers (BCFHC) hosted its 8th Annual Meeting & Recognition Dinner. The U.S. House of Representatives Majority Whip Congressman James E. Clyburn was keynote speaker and was introduced by Congresswoman Debbie Wasserman Schultz.

Helen B. Bentley Family Health Center Gala

Helen B. Bentley Family Health Center celebrated its 40th Anniversary in grand style at their 12th Annual Meeting and Inaugural Gala. Miami Native Sons & Daughters were honored for their achievements and in the medical field. The event benefited the Center’s Building Fund expansion and addition of new services including urgent care and a day care facility.

(L-R) Honorees: Dr. Nelson L. Adams, Dr. George Battle, Dr. George Simpson, Dr. Jacqueline R. Simmons, Dr. Kenneth Gibson, Dr. Thomas Garvin (not pictured: Dr. Dazelle Simpson)

Congressman Named Community Health Hero

United States Congressman Mario Diaz-Balart (R-Florida) was recently presented with the National Association of Community Health Centers (NACHC) 2010 Distinguished Community Health Superhero Award. Presenting the award was Health Choice Network Board of Directors Chair Brodes Hartley Jr.

Utah HCN’s Center Receives Grant

Wasatch Homeless Health Care Center, in Salt Lake City, Utah, recently received a Health Center-Controlled Network grant to support its health services. Wasatch is one of five members of the Utah Health Choice Network.

Providence Community Health Center Joins HCN

Providence Community Health Center (PCHC) is now a member of HCN. PCHC has 11 sites in the Providence, Rhode Island area and offers comprehensive care to more than 35,000 patients a year, providing pediatric, dental, school-based, an STD clinic and urgent care. Merrill Thomas is the CEO and their website is www.providencechc.org.

HCN Updates

Lizzy Endemano Named Employee of the Year

Information technology implementation specialist Lizzy Endemano has been named the 2010 HCN Employee of the Year. Lizzy has been with HCN for two years and has played a pivotal role in guiding participating health centers as they implement the Intergy EHR system. Lizzy serves as a project manager, working closely with health center staff and coordinating education, installation, conversion and the all-important “go live.” The complete process can take a year or more.

“I’m surprised and honored,” Lizzy said. “It is really a team effort.”

Alex Romillo Named Top CIO

Chief Information Officer and Senior Vice President Alex Romillo was named top chief information officer in the annual Technology Leaders of the Year awards, hosted by the Greater Miami Chamber of Commerce.

Kevin Kearns Named To State Board

Tom Arnold, the Secretary of the Florida Agency for Health Care Administration, named Health Choice Network CEO Kevin Kearns to serve on the Intergovernmental Transfers (IGT) Technical Advisory Board. The Board will study the impact of IGTS on the Medicaid environment.

HCN Receives HCCN Grant

Health Choice Network has received a Health Center Controlled Network (HCCN) grant that will fund new EHR implementation, network infrastructure enhancement and develop meaningful use tools and resources. The first project will involve new EHR implementation at three participating Centers in Missouri, Rhode Island, and West Virginia, impacting 125,607 patients and 82 medical providers.
Centers Benefit from 2010 IT Upgrades

The past year has been truly pivotal in the decade-long journey to upgrade our core systems, including Practice Management, Electronic Health Record, Dental Electronic Health Record and Dental Imaging software.

It has been our privilege to provide the latest in health care technology to the patients we serve. Key to our success has been our centers, who have embraced the opportunity to revisit the current workflow processes, standard operating procedures and staffing models so they can achieve the highest available levels of health care and patient service.

**Intergy Implementations:**

**Florida**
- Tampa Family Health Center
- Broward Community Family Health Center
- Borinquen Health Care Centers
- Premier Health Center EHR
- Genesis Community Health Center
- Helen B. Bentley Health Center

**Dentrix**
- Choptank Community Health Systems

**Dexis Image:**
- Community Health of South FL
- Family Care Health Center
- Choptank Community Health Systems
- Tampa Family Health Center
- Family Health Centers of SW FL

**Post go-live center revisits:**
- La Casa Family Health Centers - New Mexico
- La Clinica de Familia - New Mexico

**Participating Centers**

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**Patrons**
- Sage Software Healthcare Division
- H. Lee Moffitt Cancer Center and Research Institute
- South Florida Hospital and Healthcare Association