



Happy New Year Best Wishes for a Happy and Safe 2007

Data Status

2004 AGGREGATE REPORT

THE 2004 AGGREGATE REPORT HAS BEEN DRAFTED and submitted to HRSA for review. We hope to distribute this report to all SCN members within the next few weeks.

2005 INDIVIDUAL CENTER REPORTS

DATA FROM 2005 IS BEING ANALYZED and we expect to begin report production before the end of this month.

REPORT FEEDBACK

THE SCN TEAM IS DEDICATED to producing quality reports that reflect your center's data accurately. **Your** comments are important to us. Please examine the reports and send feedback, as well as suggestions for improvements that may be incorporated into future editions to SCN@mphi.org.

2006 DATA

DATA FROM THE FIRST HALF of 2006, due November 1, 2006, has been received from all but three centers. Thanks to all who have submitted their data. Great teamwork! Please send your invoice after each submission to: Lynn Breer; Michigan Public Health Institute; 2440 Woodlake Circle, Suite 100; Okemos, MI 48864. Please reference the SCN Project Number C-38807-18.

DENTAL SERVICES AND PROVIDER DATA

DURING ANALYSIS OF THE 2004 DATA, it was discovered that many centers did not include information on their dental services. Please include dental services data and accurate provider data to ensure an accurate representation of your center.



Announcements

PRACTICE MANAGEMENT SURVEY

Thanks to all centers that completed the SCN Practice Management Survey. The SCN team conducted this survey to gain a better idea of the state of practice management systems among SCN health centers. If you have not yet completed your survey, please do so soon. You may request another copy of the questions by sending an email to SCN@mphi.org.

Site Visits

SCN TEAM MEMBERS JOSH ADAMS AND RAY KALUSH spent the last week of November on the road visiting four East coast SCN participants.

BALTIMORE COMMUNITY CARE (BCC) - BALTIMORE, MARYLAND

BCC submits SCN data from 3 health centers, Family Health Centers of Baltimore (FHC), Health Care for the Homeless (HCH), and Park West Health System (PWHS). The first stop on Monday, November 27 was at FHC with Dr. Lawrence Johnson, SCN Coordinator and President/CEO of PWHS; and Greg Williams, CFO at FHC. Many of the FHC sites are relatively small doctor offices. They are all connected electronically using Healthpro, and Dentrix for dental billing. During review of their 2004 Individual Center Report, it was determined that their provider information indicates the person who provided services during the encounter, including interns, rather than the supervising physician and inflated the number of providers.

PWHS was the first destination on Tuesday to meet with Dr. Johnson; Randy Parker, CFO; and Prince James, IT. It was quite interesting to see the row-houses located near their offices! PWHS provides services at three sites that are also tied into a Healthpro system. They would really like to change software, but are still searching for funding.

Next stop was HCH to meet with Carla Flaim, MIS Coordinator; Mary Jean Herron, CFO; and Dr. Jeff Singer, President/CEO. HCH started in 1985, and have moved to several progressively larger buildings, with another move to a newly renovated building in the very near future! Previously, they had an in-house practice management system, but recently switched to GE Centricity. Carla is very talented at getting information out of these systems, and has been very helpful in sending the SCN data.

PHILADELPHIA DEPARTMENT OF PUBLIC HEALTH, AMBULATORY HEALTH SERVICES (PDPH) - PHILADELPHIA, PENNSYLVANIA

Wednesday, Nov 29th was spent with Warner Tillack, Director of the Division of Information & Reimbursement Systems; and Jessica Robbins, Epidemiologist and SCN Coordinator, at their office in downtown Philadelphia. PDPH is a

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'look alike' center serving the poor and the working poor within the city, with several sites around town. The center employs translators for African, Asian and Russian several days a week for selected clinics.

Known as the 'free clinic' in Philadelphia leads to problems obtaining insurance information. Another problem with the data is the large number of free flu shots given each year. This is especially prevalent in the age group over 65 years, who often come in only for the immunization. This tends to cause an understating of that group's diagnoses since no other data is collected from them. About a third of the

center's patients are walk-ins. Coupled with the huge number of missed appointments, it can be quite a challenge to get through some days.

PDPH has a proprietary practice management system, maintained by an independent vendor, to handle appointments, billing, lab and pharmacy. The city supplies the interconnectivity for the system. Warner says they are understaffed and are always looking for good people.

COMMUNITY INTEGRATED SERVICES NETWORK OF PENNSYLVANIA (CISNP) - WORMLEYSBURG, PENNSYLVANIA

Wednesday afternoon took the SCN team to CISNP to meet with Michael Stone, CEO. They have many rural Health Centers, six of which are within the SCN. The main software is GE Centricity and Dentrrix. Virtual Officeware is the main vendor and does most of the data extractions. This makes it easier for us to get data, as most of the SCN centers can be addressed by one vendor. They cover a wide area in Pennsylvania, and Mike says they have more centers joining the network. Many of the sites 'do it all' by providing primary

care, dental, optometry, obstetrics, pediatrics and mental health. The people they serve are mostly residents of rural Pennsylvania, but they do have significant numbers of migrant and Amish patients.

Mike found the individual center reports interesting and informative. He asked if it is possible to have a combined report for all of CISNP to compare their data with all of the other centers enrolled in the SCN. Issues with the data were discussed, including the need to submit dental data, large numbers of local procedure codes and some missing provider data. We each went away with some work to do.

COMMUNITY HEALTH CARE, INC. (CHCI) - BRIDGETON, NEW JERSEY

The last stop of the week was at CHCI on Thursday, Nov. 30, with Tracy Slotter, MIS Director, at her office in Millville, NJ. After several days of travel, Josh and Ray appreciated meeting in Millville which was easier to get to and closer than Bridgeton. They also discovered the reason it has been difficult to reach Tracy by cell phone. Her office is in a former radiology lab and is lead-lined! No bars on her cell phone here!

CHCI has Medical Manager and all of their delivery sites have dedicated lines to the main computer. They are in the process of implementing Nextgen as their EMR system and hope to 'go live' in January of 2007. They supply a variety of services including four school-based clinics, pre-natal services, dental practice and migrant health services. They participate in the Health Disparities Collaborative and have many fund raising activities. Tracy's ability to write special reports in the RPG language helps to garner grants.

Tracy found the 2004 Individual Center Report interesting, but needed more time to research the questions it brought up since she had only received it that morning. It did prompt a commitment to send dental data to us for inclusion in future reports. Tracy also expressed interest in another SCN conference.

Special Thanks

Thanks to the SCN members who sent comments about their center's use of the newsletter. We appreciate hearing from you and welcome the feedback, including suggestions for additional content.

Stay Connected

Was this newsletter forwarded to you? Send your contact information to SCN@mphi.org and we'll add you to the distribution list. Please make sure we have your current email address and phone number.

From the Centers

This section is reserved for SCN participants to share news, special activities and events about your health center. This section may also be used to ask questions of other members. You are invited to submit articles or questions to SCN@mphi.org.

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