



## Enabling Services Health Information Exchange at Hawaii Community Health Centers

—Pacific Innovation Collaborative Enabling Services Project

The Pacific Innovation Collaborative Enabling Services (PIC ES) Project utilizes electronically collected patient health information to determine if enabling services improves health outcomes for patients living with diabetes.

The project, funded by the Department of Health & Human Services Health Resources and Services Administration, is a partnership between three Hawaii community health centers (CHCs), a Hawaii-based health insurance plan, and AAPCHO.

The PIC ES project allows project sites to monitor enabling services, or non-clinical

services such as case management assessment, outreach, translation and transportation, and determine if these services improve the health of patients living with Type 1 or Type 2 diabetes.<sup>1</sup> Recent studies suggest that enabling services are critical in improving health outcomes. Enabling services however, though provided by community health centers daily are typically not recorded or evaluated, and therefore are typically under-funded if funded at all.

Through an electronic patient monitoring system and newly developed decision support tool, clinic and enabling support staff at each project site can readily access a patient's medical record, as well as review the overall steps and processes required in helping the patient manage his/her diabetes. Prior to this electronic patient monitoring system, providers often maintained hardcopy files that were not centralized or easily monitored.

Key features of the decision support tool include: 1.) reports indicating a patient need (e.g. medication; follow-up appointment with a specialist, etc.); 2.) a decision support tree, or flow chart that allows staff to monitor its processes and steps in managing a patient's diabetes and care; and 3.) automatic alerts.



<sup>1</sup> For a full list of definitions, visit AAPCHO's website at <http://enablingservices.aapcho.org>.



## PROJECT YEARS

The project consists of four phases spanning two years:

- Phase 1: Planning (June - December 2010)
- Phase 2: Infrastructure Building (January - February 2011)
- Phase 3: Implementation (March - August 2011)
- Phase 4: Evaluation (September 2011 - May 2012)

## PROJECT MEASURES

The PIC ES project examines enabling services provided to patients with either Type 1 or Type 2 diabetes in the following areas:

- Case Management Assessment
- Case Management Treatment
- Case Management Referral
- Eligibility Assistance/Financial Counseling
- Health Education/Supportive Counseling
- Interpretation
- Outreach
- Transportation

For a full list of definitions, visit AAPCHO's website at <http://enablingservices.aapcho.org>.

## PROJECT IMPACT

- More effective and efficient delivery of health care through physician/patient reminders, alerts, and reports.
- Quicker provider response time.
- More comprehensive and timely monitoring of patient status and provider processes.
- More effective tracking of enabling services.
- Increased health center capacity to implement and integrate Health Information Technology and Electronic Health Records.

## PROJECT NETWORK

- AlohaCare (Honolulu, HI)
- AAPCHO (Oakland, CA)
- Kalihi-Palama Health Center (Honolulu, HI)
- Waianae Coast Comprehensive Health Center (Waianae, HI)
- Waimanalo Health Center (Waimanalo, HI)

## AAPCHO RESOURCES

For further information AAPCHO's research on enabling services and health information technology, refer to the resources below. These resources can be found on the AAPCHO website at [www.aapcho.org](http://www.aapcho.org).

- "Enabling Services at Community Health Centers - A Critical Component in Building Sustainable Health Homes" (2010)
- "Highlighting the Role of Enabling Services at Community Health Centers: Collecting Data to Support Service Expansion & Enhanced Funding" (2010)
- "Impact of Enabling Services Utilization on Health Outcomes" Fact Sheet (2009)
- "Pacific Innovation Collaborative (PIC)" Fact Sheet (2011)
- "Incentivizing the Outcome: Paying for Population Health at Hawaii Federally Qualified Health Centers" Pay-for-Performance Project Fact Sheet (2011)