



NEWSLETTER



A catalyst in the transformation of the delivery of healthcare

MESSAGE FROM THE CEO

Dear OCHIN Family:

Winter is a time for slow simmering sauces, warm beverages and hibernating to escape chilly weather. This winter OCHIN hasn't had any time to hibernate, and 2010 is off to a fast and very good start.

In December, OCHIN's executive management, senior leadership and staff attended a four-day retreat to prepare for a management restructure that's already under way. The reset, as we're calling it, is designed to build internal capacity to support future growth. You may have noticed that Jane Norman, a consultant with national and international information technology (IT) operations expertise, is working with us to strengthen our internal infrastructure. OCHIN has experienced rapid growth over the last 10 years. To keep pace with the industry and provide support to every collaborative member, we're hard at work building a new operations system.

As we move into the new-year, the OCHIN executive team is very interested in hearing from you. Our committee structure provides many opportunities for inclusion, but please don't wait for a committee meeting to share your ideas. Feel free to call us anytime. We're here to serve the collaborative, and welcome the opportunity to interact with you and your staff.

As we ride out the remainder of the winter months of snow, rain and some cloudy days, we at OCHIN thank you for everything you've done to make the days brighter for the people you serve in your clinics.

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Vision and Mission statements

The OCHIN board of directors and staff participated in a series of strategic visioning processes that produced our three-year strategic plan and revised vision and mission statements.

The new vision and mission statements reflect our commitment to the future, and they build on 10 years of hard work in the health information technology arena. As we celebrate our first 10 years of success, we remain committed to meeting the ever-changing needs of the medically underserved.



Thank You Multnomah County – Completed Upgrade!

The Epic upgrades are well under way. The Multnomah County Health Department (MCHD) has completed its upgrade, and we thank them for having been our beta site. As a collaborative, OCHIN staff and members share the responsibility of bringing our talents to the table to provide quality technology that can help providers improve patient care. Joy Allen, MCHD's Clinical Systems Program Manager provided us with a recap of the outstanding efforts of staff members who helped to make the upgrade a success.

Tevor Gamble and Aric Christensen worked very long hours to put together Web-based trainings for the upgrade that were used by over 400 MCHD employees and will be shared with the OCHIN collaborative. The trainings were high quality and allowed staff to have just-in-time information about changes to Epic as a result of the upgrade. In addition, Tevor and Aric coordinated with OCHIN trainers so that trainings could be shared and have a similar look and feel between the organizations.

Zita Borgen provided a significant amount of testing and documentation that provided information for the trainings. In addition, Zita coordinated efforts to have Multnomah County Site Specialist staff on-site, at over 20 clinical sites, at least once during the first few days of the upgrade.

Margaret Sundre coordinated user security updates with OCHIN analysts so that MCHD users had appropriate security for the upgrade. In addition, Margaret single-handedly managed the Multnomah County help desk phones so that MCHD Epic users had just-in-time support for the upgrade and allowed the other site specialist staff to complete trainings, documentation and testing.

Joy said, "It was impressive to watch the teamwork between the Multnomah County Site Specialist team and their OCHIN partners." Thank you MCHD for paving the way for the rest of the collaborative.

OCHIN Welcomes New Members Reinhart, Westside and Neighborhood

Reinhart Clinic – Oregon

The Reinhart Clinic is a federally-designated rural health clinic in the north Tillamook County coastal town of Wheeler. The clinic's service area is a federally-designated Health Professional Shortage Area (HPSA), which means it has an "acute shortage of health care providers," and is also a federally-designated Medically Underserved Area (MUA), which means it lacks the resources "to meet the medical needs of the resident population".

Though organized in 1996 as a tax-exempt Oregon nonprofit corporation, the clinic is the successor of a medical practice reaching back to 1913, when the grandfather of the clinic's Medical Director established a medical practice in Wheeler. Over the ensuing 90 years, three generations of Rinehart family physicians have cared for three generations of north Tillamook County residents. More at www.rinehartclinic.org

Westside Healthcare Association, Inc. – Wisconsin

Since 1999, Westside Healthcare Association has been providing quality health care to people of all ages. Its mission, vision and values align perfectly with OCHIN's spirit of service and collaboration.

Mission: To improve the health and quality of life of the community by providing culturally competent services that address identified needs.

Vision: As a thriving, trusted focal point in the community we serve, Westside Healthcare Association is working to build neighborhood assets and eliminate health disparities.

Values:

Compassion – We work to alleviate the suffering of others without judgment.

Service – We provide friendly, respectful assistance.

Quality – We hold ourselves accountable for excellence.

Empowerment – We facilitate participation in decision-making.

More at www.wha-milw.org

Neighborhood Family Practice - OHIO

For the past 30 years, Neighborhood Family Practice has served Cleveland as a community health center dedicated to partnering with the community to achieve good health for everyone. They offer quality primary health care for people of all ages including pediatric, nurse-midwifery care, family planning and behavioral health services. They also provide discounted prescriptions, referrals to specialists and mammograms.

NFP is committed to providing services regardless of a patient's ability to pay, and they always treat people with compassion, dignity and respect. In addition, NFP strives to offer culturally sensitive services and community outreach through programs such as "We Are The Uninsured" and partnerships with local social service providers. More at www.nfpmedcenter.org

Meet the CFO Sean Whitely Ross



Just over a year ago, OCHIN hired Sean Whitely Ross as Chief Financial Officer. Sean's work history includes six years with PriceWaterhouseCoopers as an audit manager of public and private companies specializing in the Technology and not-for-profit industries. Sean was also the Controller of a publicly traded software company in Portland, Oregon and spent the last six years as Vice President of Finance and Corporate Treasurer at SmithBucklin Corporation, an ESOP-owned organization and the world's largest provider of management services for not-for-profit and trade organizations. Sean received his bachelor's degree in Business from Brigham Young University, a Master's Degree in Taxation from San Diego State University and is a licensed CPA. We got a chance to ask Sean some get to know questions and here's what he said:

What do you do in your spare time?

"My wife and I are currently expecting our sixth child (four boys, two girls) so spare time at our house is fairly nonexistent. Having said that, I am an avid reader and a huge movie fan. I recently finished a 700 page history of the NBA (Go Blazers!) and I enjoyed Sherlock Holmes, which my wife and I went to see over the holidays. We live in West Linn, Oregon where my wife grew up. I have sixteen nieces and nephews that live in West Linn as well so there are always lots of recitals, birthdays and family get-togethers."

Meet the CFO *(continued)*

Why do you like working at OCHIN?

"I know it may sound corny but one of the reasons I enjoy working here is that OCHIN's mission and that of its' members is something that I can be proud of when my kids ask me the perennial question: "Dad, what does OCHIN do? I am trying to raise my children to have a social conscience and look for how they can help to make the world a better place. I think OCHIN and its membership are doing critical work in the community that makes a real difference. OCHIN consists of very dedicated professionals whose energy and enthusiasm is very contagious. There are times that long hours are required to get everything done and the OCHIN environment and staff makes this job a real joy."

If you have not met Sean, please stop in and see him on the 9th floor in the Portland office.

CMS ISSUES INTERIM FINAL RULES (IFR) AND DEFINITION OF MEANINGFUL USE OF CERTIFIED ELECTRONIC HEALTH RECORDS (EHR) TECHNOLOGY

In January 2010 the federal government issued two sets of regulations designed to prepare physicians and hospitals to receive payments for electronic medical records implementation and usage.

Both rules were posted in the *Federal Register* on Jan. 13 and are open for public comment for 60 days. OCHIN has provided comment through The National Association for Community Health Clinics (NACHC) who will be providing comment along with many other industry leaders.

The proposed rule issued by the Centers for Medicare & Medicaid Services (CMS) outlines provisions governing EMR incentives and defines meaningful use of the technology.

A separate, interim final regulation issued by the Office of the National Coordinator for Health Information Technology sets initial standards and certification criteria for the use of approved EMRs. **The Medicaid EHR incentive portion of the program will provide incentive payments to eligible professionals and hospitals for efforts to adopt, implement, or upgrade certified EHR technology or for meaningful use in the first year of their participation in the program and for demonstrating meaningful use during each of five subsequent years.**

You can see the CMS proposed rule and fact sheets a http://www.cms.hhs.gov/Recovery/11_HealthIT.asp

The Oregon Health Information Technology Regional Extension Center Program

OCHIN, Inc. recently secured \$13.2 million in federal stimulus funding to help over 3,000 Oregon primary care providers install and use Electronic Health Record (EHR) systems to improve the quality and reduce the cost of patient services.

As Oregon's Regional Extension Center, OCHIN will work collaboratively with stakeholders throughout the state to provide and coordinate technical assistance and field support services to ensure that target providers meet the federal definition for "meaningful use" of their EHR system – required to receive up to \$64,000 in federal incentives per provider.

To achieve its goals, the center will leverage the proven abilities of its two lead partners – OCHIN, the lead applicant, and the Oregon Health & Sciences University, the foundational partner. The center will also benefit from the combined experience of several independent provider associations, rural research networks, academic institutions, and technical partners.

Oregon's long-term vision for the center is to use HIT as a catalyst to transform the delivery of primary care services to benefit patients across the state.

The center will capitalize on Oregon's sophisticated institutional knowledge of EHR implementation to accelerate the rate at which non-adopted providers come online and achieve "meaningful use".

In addition to bringing EHR technologies to these providers, the center will participate in the development of interoperable health IT and Health Information Exchange (HIE) systems and services to provide clinicians, health systems, and policy-makers the information pivotal to advancing the state of Oregon's healthcare systems and infrastructure.

The center will also collaborate closely with universities and community colleges to develop workforce-training programs designed to prepare more Oregonians for careers in this high growth sector of our economy.

Tom Kuhn, OCHIN's Director of Grants provided this article.