

Aliados Health: Health Informatics Analytics Guide



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Aliados Health

Authored by: Colleen Petersen



Aliados Health

Access | Equity | Advocacy | Innovation

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Aliados Health Analytics Contacts

The Aliados Health analytics team focuses on supporting the work prescribed by the Data Standards and Integrity Council as well as work needed by Aliados Health for grants and other funded programs. Additionally, support is provided for data integration projects, such as Managed Medical Care data, Geomapping, and Outreach to patients.

Analytics general inbox: AliadosAnalytics@aliadoshealth.org

Analytics Resource webpage: <https://aliadoshealth.org/population-health/data-analytics-and-governance/>

Analytics Team: (*starting January 3, 2023 emails will be @aliadoshealth.org)

Colleen Petersen (cpetersen@aliadoshealth.org) – Health Informatics Dept Director

Keira Dagy (kdagy@aliadoshealth.org) – Analytics Program Manager

Margo Garlicka (mgarlicka@aliadoshealth.org) – Data Analyst

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Malea Villarreal (mwillarreal@aliadoshealth.org) – Administrative Coordinator

Analytics Consultants:

Danielle Oryn – Chief Medical Informatics Officer

Ben Fouts - Epidemiologist

Submit a Ticket:

Aliados Health Staff and Health Center Analytics Leads can submit tickets for a new report or data or access to Aliados Health’s aggregated Relevant instance.

To submit a ticket

<https://app.smartsheet.com/b/form/295e635297a742b3ad93f63abfe49391>

Data Governance and Peer Groups:

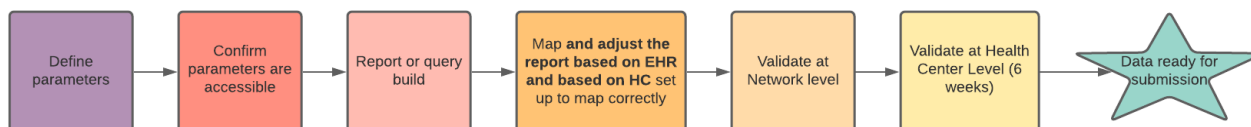
Data Standards and Integrity Council (DSIC): The DSIC is a board appointed council that is made up of a voting representative from each participating health center. This DSIC meets bi-monthly to provide data governance for all Aliados Health analytics work. [DSIC Charter \(coming after 2023 update approved\)](#). The meeting is open to all member health center participants including non-voting health center representatives.

Data Workgroup: This ad-hoc learning group meets monthly on the 2nd Tuesday, as needed, and focuses on how the reports work and on validation of reports.

Relevant Peer Group: This peer support and sharing group provides a venue for Aliados Health health center Relevant users to interact with a representative from Relevant. There may be shared product updates and opportunities to give feedback on the product directly to the vendor. The group also shares experiences, challenges and lessons learned in a round table format. The group meets bi-monthly.

Programmers Group: This is a bi-monthly peer support and sharing meeting of health center coders, analysts, programmers that is hosted by Aliados Health and led by its participants. This is an open sharing opportunity to learn about what other health centers are building and to ask and answer each other's' questions.

What goes into report or query building?



Each report or query is unique. It takes time to fully define parameters, build the initial queries, adjust them to each EHR and complete our data validation process. Not all data requires six weeks of validation with the health centers, but, when making data requests please plan ahead so that your request can be completed on time.

Standard Report Sets:

Preface: Depending on the measure, it is frequently advised that final data for reporting shouldn't be pulled in the first week after the measurement period ends because EHR data like results from labs, images, visit notes, etc. continues to be entered for visits during the measurement period. However, validation of the data from earlier visits can be done at this time and is an ongoing process for both RCHC and the health centers.

Uniform Data Set (commonly known as the UDS):

<https://bphc.hrsa.gov/datareporting/reporting/index.html>

This is a set of Federal measures and responses that Federally Qualified Health Centers (FQHCs) are required to report annually based on the calendar year. The report is required to be submitted by February 15 each year, with a window of review with Federal project officers and edits allowed until March 30. UDS clinical measures generally align with CMS electronic clinical quality measures ([eCQMs](#)).

California Department of Health Care Access and Information (HCAI), formerly the Office of Statewide Health Planning and Development (OSHPD): The HCAI measure set is the annual (calendar year) reporting that all health center sites submit for the State of California by site. The measure set is primarily made up of operational, demographic and financial measures.

Learn more about HCAI here: <https://hcai.ca.gov/>

Access health center data (by individual site): <https://reports.siera.oshpd.ca.gov/>

Quality Improvement Program (QIP):

Partnership HealthPlan is the Managed MediCal Health Plan for seven of the counties (Siskiyou, Solano, Sonoma, Marin, Napa, Yolo and Mendocino) represented by Aliados Health/Aliados Health HCCN health centers. Health Centers in Sonoma County have a joint contract with Partnership HealthPlan, however, all of our FQHC's in the seven counties report on the QIP measure set to Partnership HealthPlan. Clinical measures in the QIP program focus primarily on the NCQA Healthcare Effectiveness Data and Information Set (HEDIS) measure definitions (<https://www.ncqa.org/hedis/>) . For

details on this program:

<http://www.partnershiphp.org/Providers/Quality/pages/pcpqiplandingpage.aspx>

Performance Improvement Program (PIP):

The PIP program is managed by the Aliados Health Network with a measure set that includes 4-5 clinical measures with set improvement thresholds and two Access and Care reporting measures. Current program requirements can be found under PIP in the Aliados Health website resources: <https://aliadoshealth.org/population-health/data-analytics-and-governance/#toggle-id-2>

PHMI:

Some Aliados Health and Aliados Health HCCN health centers are participating in the data pilot in 2022-23. This data includes measures reported by the UDS and by the Managed Care denominator sets that align with HEDIS measure definitions.

CPCA Data Pilot:

Aliados Health HCCN is collaborating with CPCA on a data pilot to share aggregated data for 7 APM measures and demographic data that is defined by the UDS population.

Managed Care Accountability Set (MCAS) measures:

Aliados Health is looking to roll out the DHCS MCAS measures in Relevant to the health centers by early 2023. [Medi-Cal Managed Care Quality Improvement Reports](#)

APM:

Aliados Health is supporting the health centers using Relevant in development of APM measure sets.

Dated 6/202:

APM Quality Category	Measure Name	Measure Abbreviation	Measure Steward	Equity Metrics	Required Measure (if sufficient N)
Prevention - Adult	Cervical Cancer Screening	CCS	NCQA		
Prevention - Adult	Colorectal Cancer Screening	COL	NCQA	X	X
Prevention - Adult	Breast Cancer Screening	BCS	NCQA		
Prevention - Adult	Chlamydia Screening in Women	CHL	NCQA		
Prevention - Peds	Child and Adolescent Well Care Visits	WCV	NCQA	X	X
Prevention - Peds	Well-Child Visits in the First 15 Months. Children who turned 15 months old during the measurement year: Six or more well-child	W30-6+	NCQA		
Prevention - Peds	Well-Child Visits for Age 15 Months–30 Months. Children who turned 30 months old during the measurement year: Two or more well-	W30-2+	NCQA		
Prevention - Peds	Childhood Immunization Status (CIS 10)	CIS	NCQA	X	
Prevention - Peds	Immunization for Adolescents	IMA	NCQA	X	
Prevention - Peds	Fluoride Varnish		DQA		
BH Integration	Pharmacotherapy for Opioid Use Disorder	POD	NCQA		
BH Integration	Depression Screening and Follow-Up for Adolescents and Adults	DSF-E	NCQA		X
BH Integration	Depression Remission or Response for Adolescents and Adults	DRR-E	NCQA		
Chronic Care	Comprehensive Diabetes Care: HbA1c Poor Control (>9.0%)	CDC-H9	NCQA	X	X
Chronic Care	Controlling High Blood Pressure	CBP	NCQA	X	X
Chronic Care	Asthma Medication Ratio	AMR	NCQA		
Patient Experience of Access and Care	Provider Rating	Tool of choice			Not associated with risk
Patient Experience of Access and Care	Timeliness of receipt of requested appointment	Tool of choice			Not associated with risk
Maternity Care	Prenatal and Postpartum Care (Postpartum Care)	PPC-Pst	NCQA	X	X
Maternity Care	Prenatal and Postpartum Care (Timeliness of Prenatal Care)	PPC-Pre	NCQA	X	
Maternity Care	Prenatal depression screening and follow-up	PND-E	NCQA	X	
Maternity Care	Postpartum depression screening and follow-up	PDS-E	NCQA	X	

2023 MCAS: <https://www.dhcs.ca.gov/Documents/MCQMD/MY2022-RY2023-MCAS.pdf>

Financial Reporting:

Aliados Health supported the build of an AR Aging report with Relevant which is available to health centers and has undergone some upgrades in 2022. Other financial reports may be found in the Relevant library or the Report on Reports in the Aliados Health instance that can be vetted by the health center and copied into their instance.

Aliados Health Programs:

There are a variety of program-related data available, such as the number of patients using the EHR portal, how many PRAPARE reports have been completed, and clinical measures programs such as the PHASE and STATINS programs available, as well as the start of ACES/PEARLS reports which are pending rollout of the form.

Operations reports:

Coming soon

Toolkit resources:

Aliados Health Measure Comparison Document:

This document compares standard measure sets which may be based on eCQM, HEDIS or a custom report definition (UDS/QIP/PIP/ECDS/MCAS/APM/PHMI):

https://aliadoshealth.org/wp-content/uploads/2023/01/Comparison_annual_reports_v20.xlsx

Data Standards and Integrity Council Topical Index:

Decisions made by DSIC: <https://aliadoshealth.org/population-health/data-analytics-and-governance/#toggle-id-1>

Aliados Health Analytics Academy:

The section on the website includes recordings from past year's SQL trainings, but as of Fall 2021, it also includes the start of a library for Relevant front-end users, including providers. <https://aliadoshealth.org/population-health/data-analytics-and-governance/#toggle-id-3>

Accessing Relevant

Before you access:

Relevant contains protected health data and access is managed by user roles based on use case. On the Aliados Health aggregate, health center users may sign a user agreement to receive access to the provider level. For access to your health center instance, that is set up internally at your health center.

Passwords may not be shared and access must be made in a confidential setting. Aliados Health users are expected to follow the protocols set forth in the Aliados Health security package.

Included here is a copy of the table with protocols for sharing data from the Aliados Health staff user agreement:

Audience	Method	Aliados Health as an aggregate	By Health Center or Site	Provider Level	PHI Level
Aliados Health/HC Members	Live-on screen	Yes	Yes	Yes	Yes – follow HIPAA/OHCA
	Printed/Sent by email/recorded	Yes	Yes	Blinded	Blinded*
External collaborative partners – Board approved (Contract/grant approval)	Live-on screen	Yes	Yes	No	No, with few exceptions AND BAA
	Printed/Sent by email/sent by grant report	Yes	Yes, if required by grant, otherwise only if blinded	No	No
External partners/guests-not pre-approved by Board	Live-on screen	Yes	No	No	No
	Printed/Sent by email	Yes	Blinded only	No	No

How to access:

https://aliados.relevant.healthcare/sessions/new?return_to=%2F (Please note that this change is in progress and for a short time, the link will continue to include rchc instead of aliados).

If you forget your password, there is a link to help you with that on the web page.

If you are a new user, contact Colleen (cpetersen@aliadoshealth.org) to sign a user agreement.

How recent is the data?

Currently, data is refreshed nightly at the health center level. Data at Aliados Health is an additional day behind the health center data. For health centers transitioning to OCHIN Epic, data will continue to be refreshed nightly, however, it is a longer process

so much of the data will be 2 days behind with exception of the data extraction for appointment data which is anticipated to continue to be from the night before.

Access Levels:

Approved health center and approved Aliados Health staff have access to filter to the provider level in the aggregate. Aliados Health analysts who are approved and have appropriate HIPAA training have access to the patient level to build and run required reports and measures. Access and usage are tracked for compliance as required in the Aliados Health security compliance manual. (Compliance for access in health center instances is managed by the health centers).

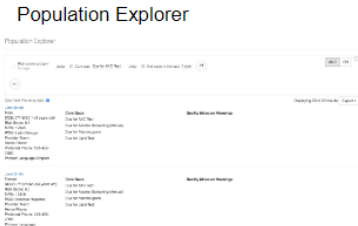
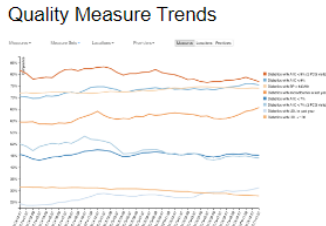
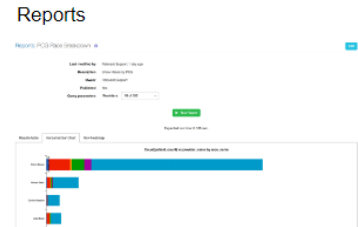
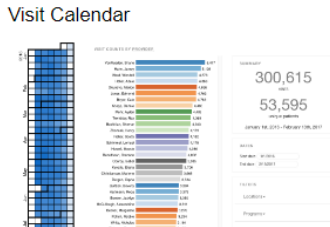
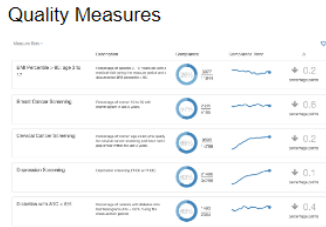
Health Center Access:

Please contact your local analytics administrator at your health center for access to your health center specific instance of Relevant.

Relevant Data Warehouse Manual

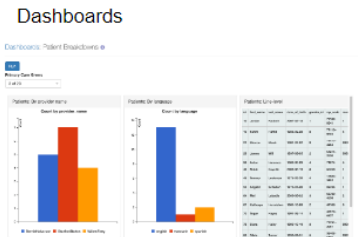
Aggregate home page:

The Aliados Health aggregate home page includes 7 tiles:



UDS Report - 2020

Measure Category	Measure ID	Measure Description	Number of Patients	Number of Reports	Number of Measures
14	14-000000-000000-00	14-000000-000000-00	100-10.0	100-10.0	100-10.0
15	15-000000-000000-00	15-000000-000000-00	100-10.0	100-10.0	100-10.0
16	16-000000-000000-00	16-000000-000000-00	100-10.0	100-10.0	100-10.0
17	17-000000-000000-00	17-000000-000000-00	100-10.0	100-10.0	100-10.0
18	18-000000-000000-00	18-000000-000000-00	100-10.0	100-10.0	100-10.0
19	19-000000-000000-00	19-000000-000000-00	100-10.0	100-10.0	100-10.0
20	20-000000-000000-00	20-000000-000000-00	100-10.0	100-10.0	100-10.0



Quality Measures: Quality Measures use standard measure definitions typically from eCQMs or HEDIS, but may also be defined by a specific program. Some measures appear multiple times because they have varying definitions (e.g. Controlling High Blood Pressure has a QIP (HEDIS) version and a UDS (eQCM) version. Look for the definition and year description in the measure title of the measure. Also note that as some measures are reported based on prior year definitions pending final definitions for the new year or for consistency throughout a program period.

What can you find in the quality measures?

For the provider video on using quality measures, go to <https://vimeo.com/590115010>



When you click into the quality measures tile you will find a list of measures.

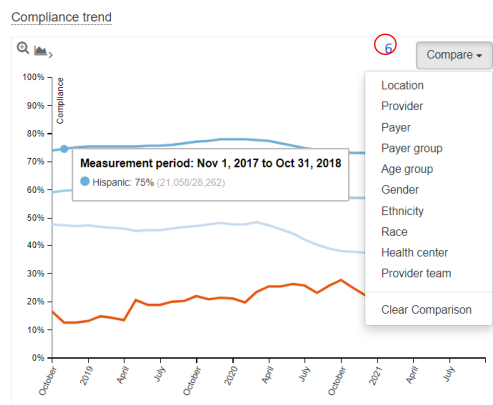
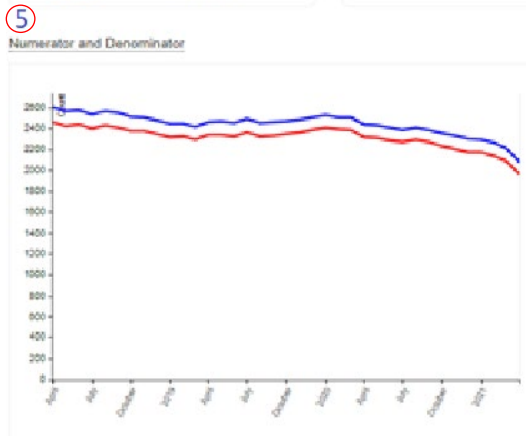
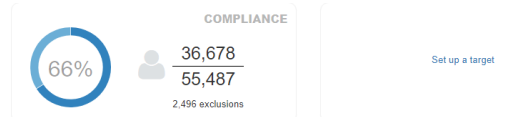
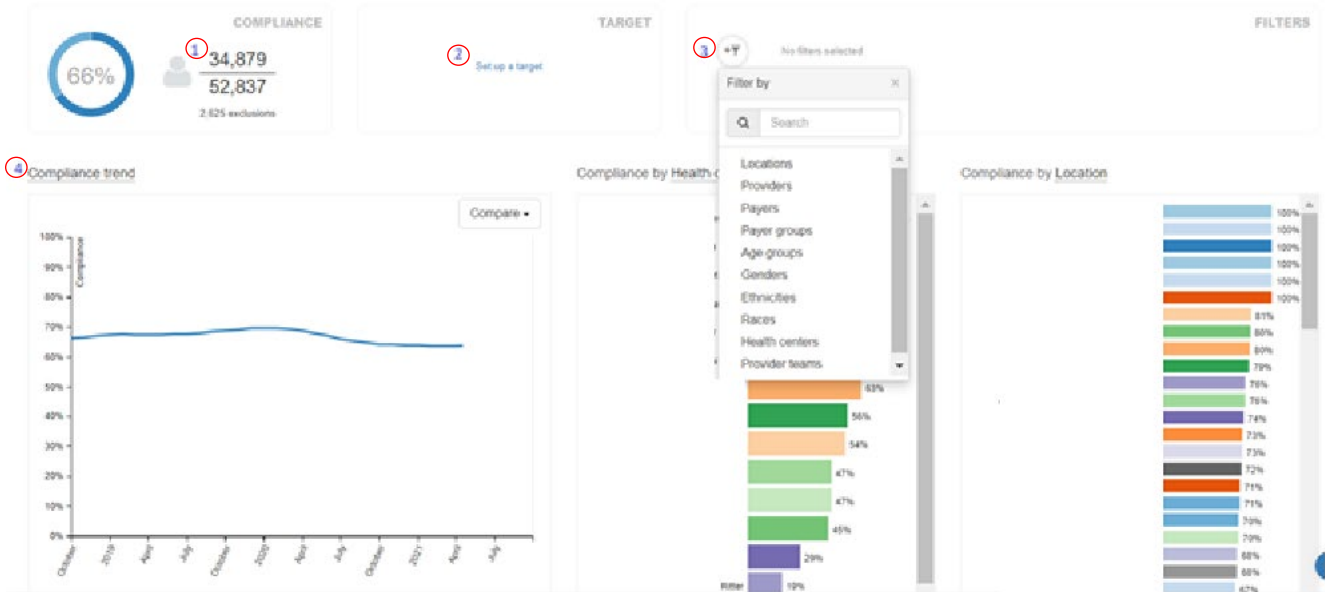
¹ Measurement period can be changed to the current or past 12 month periods (rolling year). Click on the time span to change.

² If you click on Measure, you will have the option of searching for the measure you need either by search box or by alphabetical order.

³ Measure sets are predetermined by your organization based and you can click on this option to find the measure set you are looking for (e.g. UDS, QIP...)

⁴ The RCHC aggregate does not currently have favorite measure sets set up, but your organization may. If the blue heart is marked when you log in and your organization has favorites set up, these are the measures that they would like you to focus on. You can unclick on the blue heart to see all measures.

⁵ You can click on the down arrow under compliance data filter to view performance by any of the filters listed in the screen shot above.



Selecting a specific quality measure will take you to more detail on that measure.

¹ When logged into your health center instance, you can click into the numerator or denominator to get more detail and check specific patients. Please follow your organizations PHI policies if exporting the data.

² Organizations can set a target goal for any measure. Aliados Health does not yet have any targets set in the aggregate.

³ There are multiple filters available, see the above diagram. For example: to filter by provider, add a Filter then choose the Providers name from the drop down to review just their information.

⁴ The compliance trend line looks back at the prior year (each period marker is a rolling year). If you click on “Compliance trend” you can increase for a closer view, or you can click on the points along the line to get the specifics of each rolling year period.

⁵ You can click on “compliance trend” and switch to two lines – a comparison view of numerator and denominator. This may be helpful if you are looking for information on why a trend line has had a change, helping to determine if it is coming from the numerator or the denominator.

⁶ From the single trend line performance view, you also have the option to click on compare and choose to break out the lines from a variety of filter options. In the view above, it is broken out by ethnicity with lines for Hispanic, non Hispanic, refused to report and unmapped.

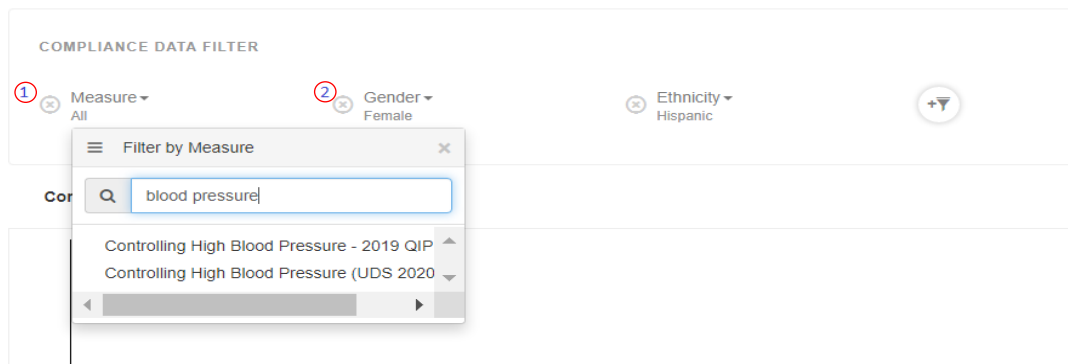
Health centers instances and Aliados Health approved staff with appropriate HIPAA training can filter to the patient level by clicking into the numerator or denominator.

① When you select a measure, the information symbol next to the name will provide you with additional information such as what measure definition is being used, exclusions, numerator and denominator definition and the SQL code and configuration.

Quality Measure Trends

Quality Measure trends can be used to compare multiple measures in one place either with the entire population or with a defined (filtered) population.

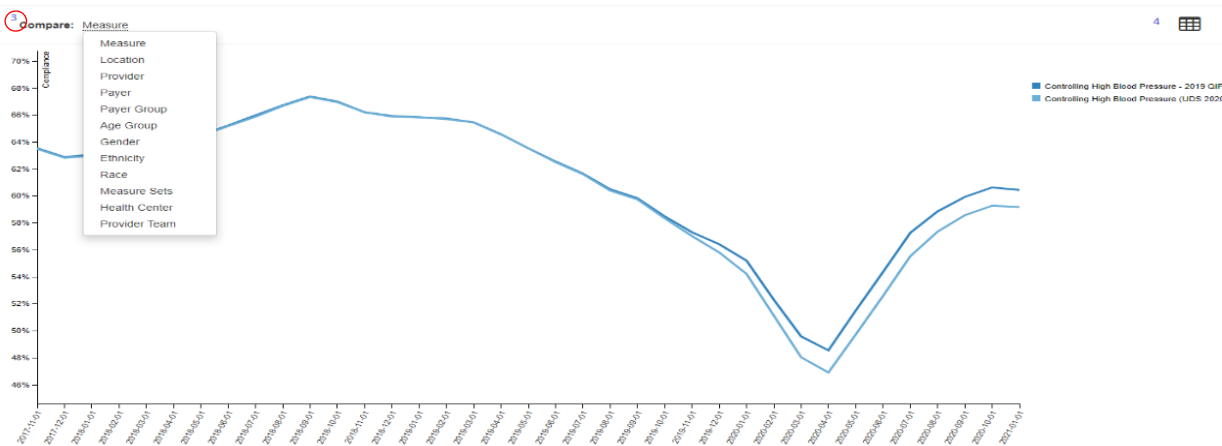
Quality Measure Trends



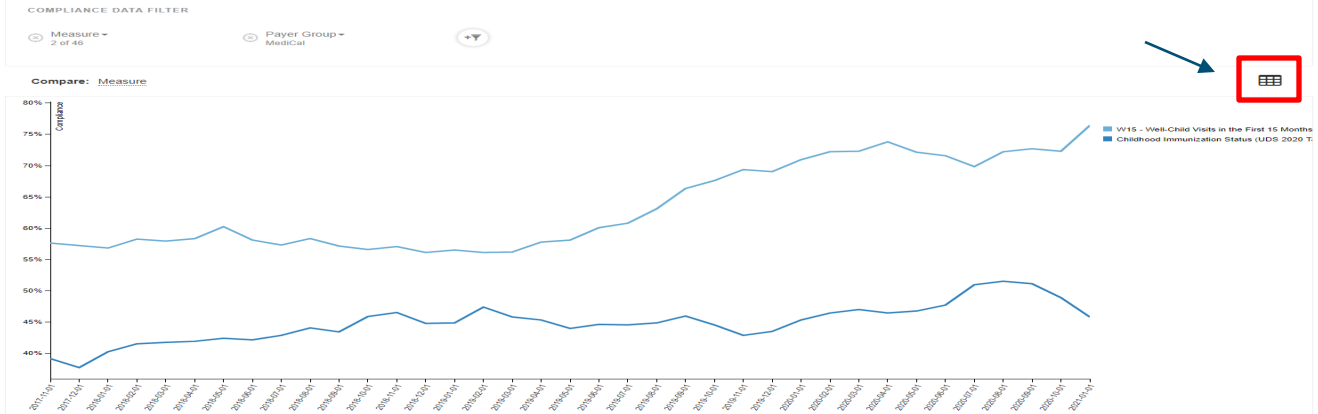
In quality measure trends, you can


- 1 Choose which measures you want to compare or review as a group either by search or scrolling through the list of measures in the drop down arrow, and
- 2 Choose a selection of filters to define your population
- 3 Choose what you want to compare on the graph itself (see 3 in the screen shot below)

Here is an example comparing the QIP (HEDIS definition) of the Blood Pressure control measure to the UDS (eCQM) definition for the Hispanic female population:



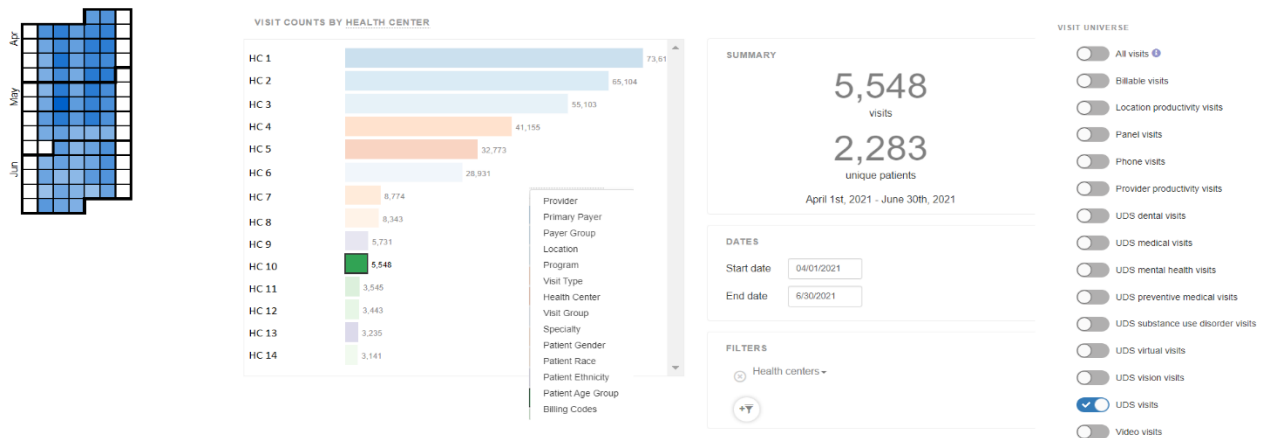
Below is another example of looking at a set of measures based on a particular diagnosis or population. This graph compares the measures-Well Child Check by 15 months and Childhood Immunizations by 2 years of age for children with MediCal.



The table icon  in the top right corner just above the graph can be clicked on to review the population by line with options to just look at compliant or non-compliant patients. If care teams find discrepancies in the records of the health center instance, these can be reported from that page through the Relevant system.

Visit Calendar:

The visit calendar reflects patient counts and visits in a heat map grid on the left-side of the webpage, along with a summary chart in the middle of the page.



In the view above, we are looking at visit counts by health center, but this category can be switched to provider, visit type, or others by clicking on the link following “visit counts by” (see the list inset above for current aggregate filter options).

You can view all options within a category together, or you can click on the specific option in the summary chart (like a single health center, provider, etc) to view counts by that filtered option. There is also a Filters box on the right-side of the webpage as

well as a Dates box that allows you to specify a range of dates to summarize.

Options on this page:

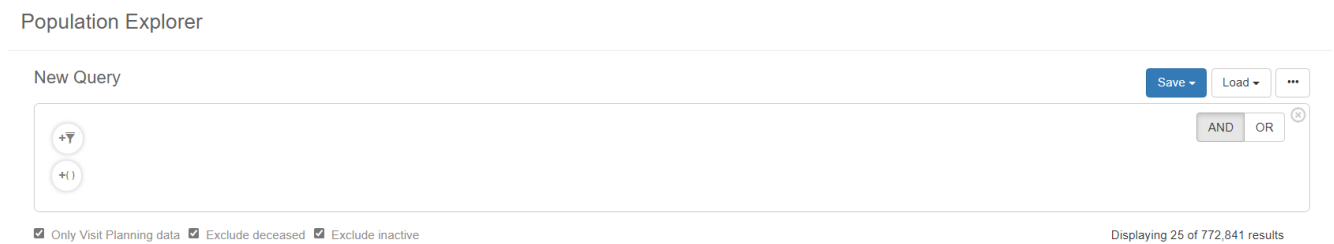
- Filter by 14 visit or patient characteristics
- Filter by 14 defined visit universes
- Filter by visit date range with a start and end date

Once filters are added, look at the heat map on the left to determine busy/slow days and the chart in the middle for summary visit counts.

Again, you have the option to dive deeper by clicking on the visit count or the unique patient count to get to the line level data (in the aggregate, line level data is restricted).

Population Explorer:

Population Explorer allows you to set up rules and filters to pull a specific population of patients. Because this is direct line data on patients, this area is restricted at the aggregate level, but can be used by care teams at the health centers in their own instance.

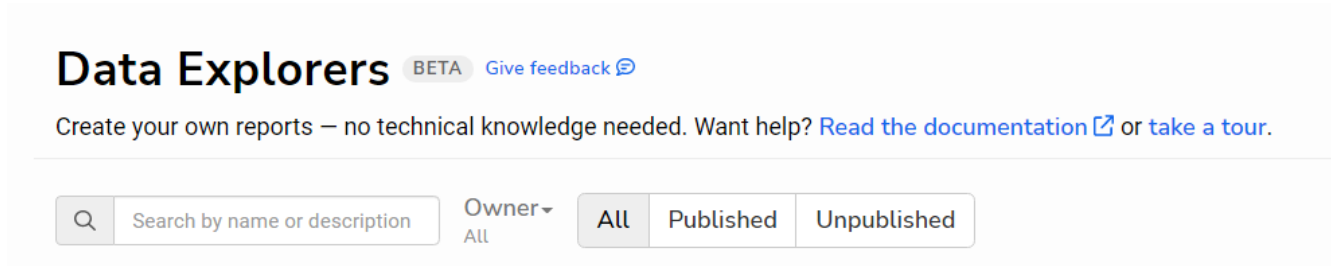


Filters in the Population Explorer include:

Care gap	Gender
Care gap set	Age group
Quality measure warning	Primary location
Population	Not seen in the last
Provider team	Latest visit after
Primary care giver	Latest visit before
Primary insurance	Had completed visit between
Primary insurance group	Has upcoming appointment between
Race	COVID risk level
Ethnicity	Health Center

Data Explorers:

Want to write a report, but don't know code? Data Explorers allows you to pull in various pieces of data and combine it without knowing code and Relevant has included documentation on how to use it right there on the tile.



UDS 2022:

This tile is only as good as the data that is validated at the health centers and when the reports are finalized for the year. It reflects aggregated totals that are laid out in similar fashion to the UDS tables: zip codes, 3A (age groups), 3B (demographic tables), 4 (patient characteristics tables), 5 (FTE, visit and patient counts), 6A (diagnoses), 6B (prenatal care and clinical measures) and 7 (birth data, hypertension and diabetes tables). UDS data is based on calendar year, so the 2022 tables only reflect from January 1 of the specified year to the current date of that same year. If you wish to use data from these tables, please check in with the Health Informatics Department to see if the tables are finalized for that year.

Reports

Custom reports can be built by Relevant, by Aliados Health, and by the health center programmers. Aliados Health does not handle **custom** report build for health center instances.

Reports are based on Postgres SQL, so it is necessary to have some degree of technical training to build the reports. Aliados Health provides beginner SQL training for new users to help them understand how to read the language and understand the detail that is written into the reports (see Aliados Health Analytics Academy in resources above).

One of the key areas that has been a challenge for many years is how to share what is built between the many health centers so that everyone is not recreating the wheel. This information is now accessible to all of the health centers through key reports in

the Aliados Health aggregate. They can be found by the search function in the report tile or by scrolling through the list of reports with the drop down arrow (Aliados Health built reports are directly listed in this list, not in the reports below). In most cases, there will be some editing needed to align with your health centers EHR set up, but you will not need to recreate the whole report:

- Report on Reports – this gives a view of the name and description of the custom reports that each participating health center in the Aliados Health group built. Ideally, a health center would look for reports from another health center that uses the same EHR. However, most reports based on the Relevant Production Database use a standard table structure and many reports based on the Relevant Staging Database can be modified to work, depending on the set-up of the Transformers at your health center. Aliados Health will continue to look for ways to improve sharing now that there is a large database of custom report SQL available.
- SQL from Health Center Reports – You can also search for a report here directly, but normally this report is used to fetch the SQL for a specific report you found on the Report on Reports. Once you locate the report you want, you can copy and paste the SQL into your own Relevant instance (make sure to capture SQL from the various tabs).
- In similar fashion to the Report on Reports and SQL from Health Center reports, you can also look for:
 - Care Gaps (Care Gaps at Member Health Centers and SQL from Health Center Care Gaps)
 - Custom Measures (Custom measures at member health centers, SQL from Health Center Custom Measures)
 - Transformers (Transformer SQL from health centers)
 - Importers (Importer SQL from health centers)

Dashboards:

Dashboards are another available tile on the Relevant tool where multiple reports can be pulled together for display and review in one place. Dashboards are created from the output of specific reports. In the Aliados Health aggregate, dashboards are from

Aliados Health reports. In the health center instances, dashboards come from that health center's reports.

Some key dashboards in the Aliados Health instance include:

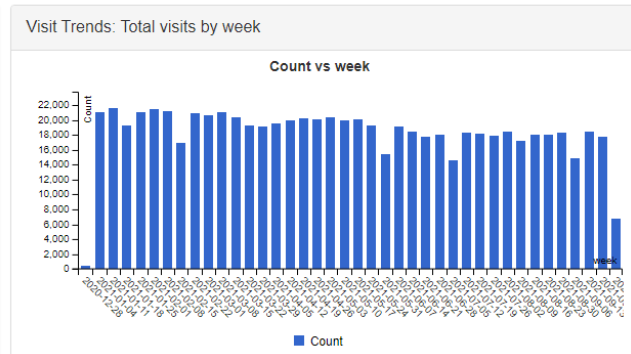
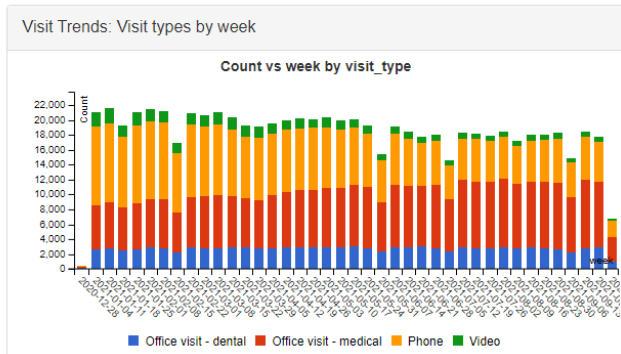
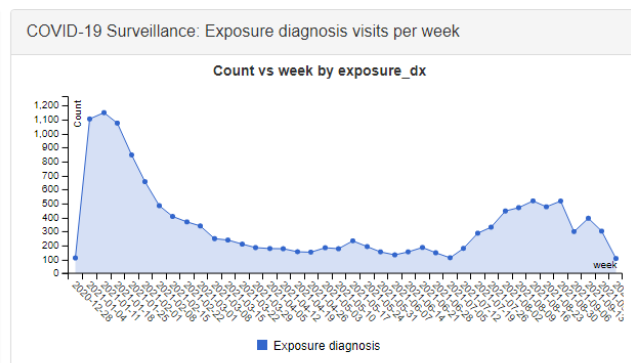
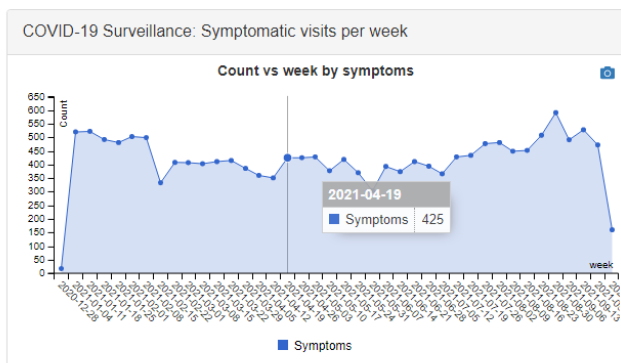
- COVID-19 Immunizations (this data is limited by what the health center inputs or receives from CAIR)
- COVID-19 (this is the testing and demographics dashboard)

There are also various other program-based dashboards

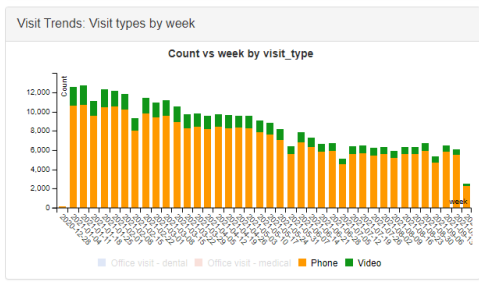
Example of the COVID-19 (testing) dashboard: The example below is just a few of the many graphs in this dashboard. The dashboard has parameters that can be adjusted by the user to include a specific measurement period and to reflect a sub-section of the health centers.

Additionally some graphs have interactive features, such as the count vs week by visit type where you can select to only see certain segments such as just phone and visit by clicking or unclicking the options on the horizontal axis:

Start date: End Date: Health Center(s):



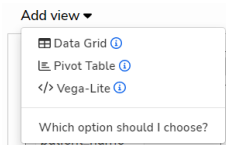
After unclicking Office visit – dental and Office visit-medical, you are left with the results of phone and video visits:



Vega-lite:

Users with appropriate roles in Relevant and coding training in JSON can access Vega-Lite in reports. Vega-lite is a tool to create interactive graphics with the data and may allow for mapping as well. To access Vega-lite:

- Open a report
- Click on edit
- Run the report
- Then when you go to add a view, the Vega-lite option is available.



Aliados Health HCCN will offer a training for use of Vega-lite at the annual Analytics Academy, Spring 2023. Other resources to get started:

On this link there are many example charts. For beginners it is the best place to start with <https://vega.github.io/vega-lite/examples/>

Following is the link for actual documentation where we can learn grammar we use while creating charts <https://vega.github.io/vega-lite/docs/>

Relevant Library:

Users can access the Relevant library in the drop down menu at the top. Reports can be vetted at the health center and imported into the system. They can also be sorted by tag (functionality) and other filters.

Additional Health Center tools and tiles in Relevant:

TOOLS:

- **Risk Scores:** All health centers have access to the Relevant COVID risk score in their Relevant tool. Health centers can have multiple risk scores in their system. One common risk score is the Charlson Comorbidity index (CCI) which health centers can contract to have added to their Relevant tool (there is no expense to add it, but there is a licensing fee based on patient count that health centers pay annually to cover the licensing of using the risk score. All HCCN health centers using the Relevant tool have access to the CCI Risk Index through the HCCN for November 2022-July 2023. Non-HCCN health centers are welcome to contact the Aliados Health Analytics team to learn how to add it to their instance.
- **Transformers and Importers:** These tools are used by programmers within the analytics system to do common transformation and standardization tasks.
- **Care Gaps:** Health centers can build care gaps in Relevant to use for patient care during visit planning and to recall patients for health services to bring them into compliance with measure goals.
- **Outreach texting tool:** Relevant has developed an initial phase of one-directional texting for patient outreach to be used in conjunction with the Relevant analytics tool. This tool was piloted in July 2021 and is now available for contracting at an additional cost. There is similar functionality on this tool to allow for setting populations from within the Relevant data and one-time or recurring campaigns.
Aliados Health has contracted to have this upgraded for bi-directional structured texting in early 2023 that would allow up to two sets of back and forth responses between health center and patient in any texting message flow and with pre-determined response options.

Health Center additional tiles for front end users:

- **Visit Trends** – trend line on visits by site with input from the user for measurement period.

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- **Visit Planning:** please see the video for providers and care teams on visit planning in the Aliados Health website: <https://vimeo.com/590072729>
 - **Claims Trends** – includes views by locations, providers, payers, and payer groups in varying measurement periods.
 - **A/R Aging** – aging report
 - **Panel Explorer** – helps define and review panels of patients and can be reviewed by provider.