2019 Annual Report

OCHIN

A driving force for health equity

Dear Members and Colleagues,

2019 was another exceptional year for the OCHIN Collaborative. You grow increasingly sophisticated and are adopting more tools and driving for improved outcomes faster than ever in communities that need it the most. Supporting you in these efforts is critical, and I am proud to work alongside you. As the Collaborative continues to expand, national awareness of OCHIN is increasing, and our impact is being felt in more communities across the U.S.

Fourteen new organizations went live on our hosted EHR during the fiscal year, and 10 more are contracted to go live in the coming months, bringing our first hosted members in several new states. Additionally, we are now the largest Health Center Controlled Network in the country.

Our growth is important because it allows us to deliver our mission to more communities and help improve access and care for more people who need it. The larger we are as a Collaborative, the stronger our collective voice on national policy; the more resources we can bring to bear to help you support your patients; the more power we have to drive down costs; and the better we are positioned to lead the path toward a nation that cares for everyone.

We are serving more patients, and we continue to push boundaries and innovate in service to the Triple Aim. We are using technology for good, moving and using data to improve care and outcomes. And we are working to meet complex patients where they are and make it easier to get the care they need with robust broadband networks and virtual care tools.

Together we are transforming health care. OCHIN's Research team continues to expand and deepen its expertise and conduct groundbreaking studies on the safety net that inform care delivery and policy. We are really seeing the impact of our policy focus and advocacy on the national stage as well, and policy makers and agencies are increasingly looking to OCHIN for our expertise.

I am proud of all we have accomplished together to increase access, provide quality care, and improve health. As we continue to build on our collective success, I am confident we are on a path to ever greater impact in the years ahead.

Thank you for everything you do.

Sincerely,

Abby Sears, CEO

Our Members

To improve health and access to care for all communities, OCHIN provides technology, expertise, and research that empower community health organizations—including community health centers, public health departments, corrections facilities, school-based health centers, and more—to deliver high-quality care for populations that have been historically underserved.
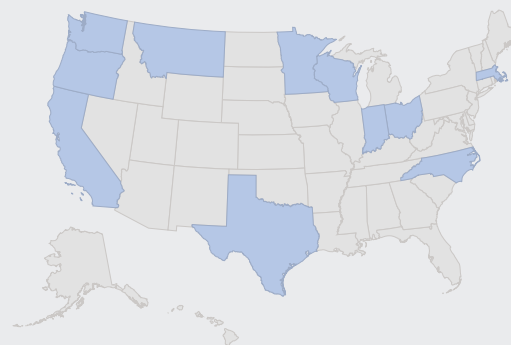
400+ Organizations using OCHIN services and support in 47 states
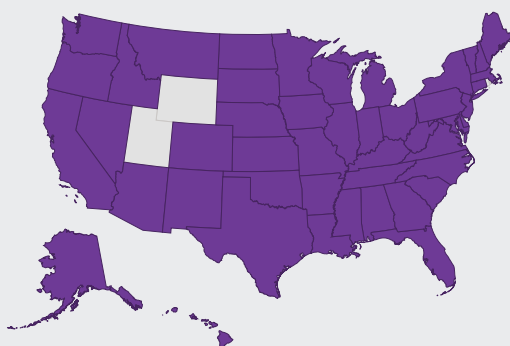
112 OCHIN Epic organizations in 21 states
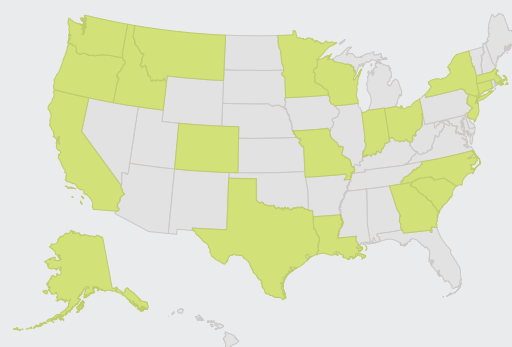
157 OCHIN Broadband organizations with 459 connected sites in 11 states

"We're seeing the collaboration of patient care and the patient record. The impact is that our patients are getting very prompt, fast, complete medical and mental health treatment. Before, they didn't have all this information at their fingertips, so our patients are 100% benefitting from our relationship with OCHIN."
—Lori Ramsey, EHR Analyst/Operations and Policy Analyst, Oregon Youth Authority, Salem, OR

Highlights and Impacts

$5M
in training and technical assistance to OCHIN HCCN health centers

$3.8M
FCC Healthcare Connect subsidies to members

412
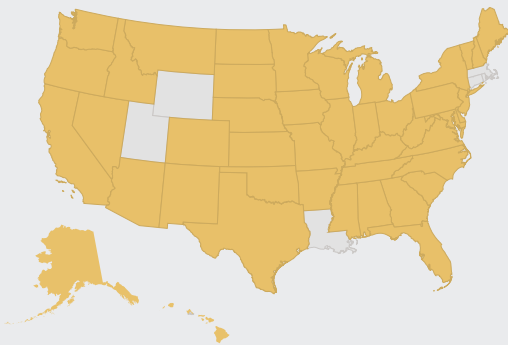UDS Quality Improvement Awards totaling $11.3M

96%
HCCN members hold PCMH recognition

2,292
providers in the OCHIN Collaborative met Meaningful Use Stage 3 in 2019

66 Organizations using OCHIN NextGen services in 44 states and Washington, D.C.

35 Research partners in 15 states and Washington, D.C.
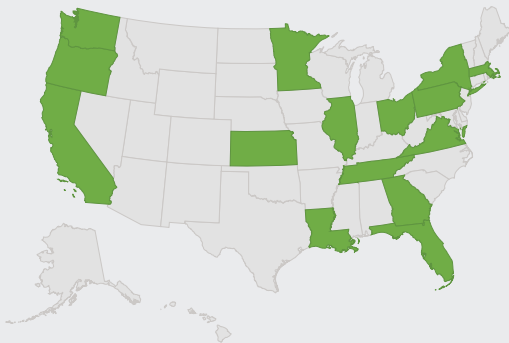
Epic Awards

EPIC CONNECT ACCREDITATION

OCHIN is only the fourth organization to achieve this accreditation

GOLD STARS LEVEL 10

OCHIN is the first organization to achieve Level 10 under current standards

HONOR ROLL

OCHIN's Magna Cum Laude level distinguishes us as a leader in patient care

The Patients We Serve

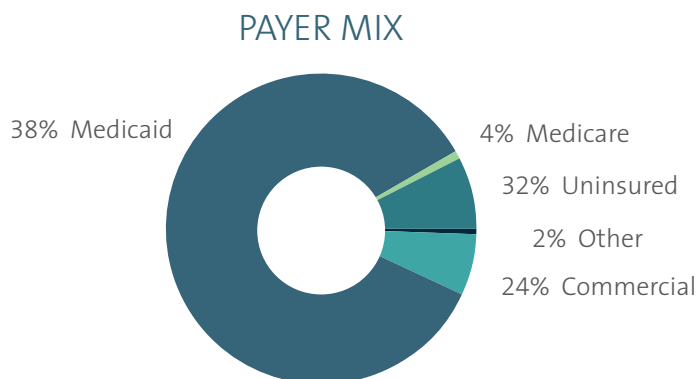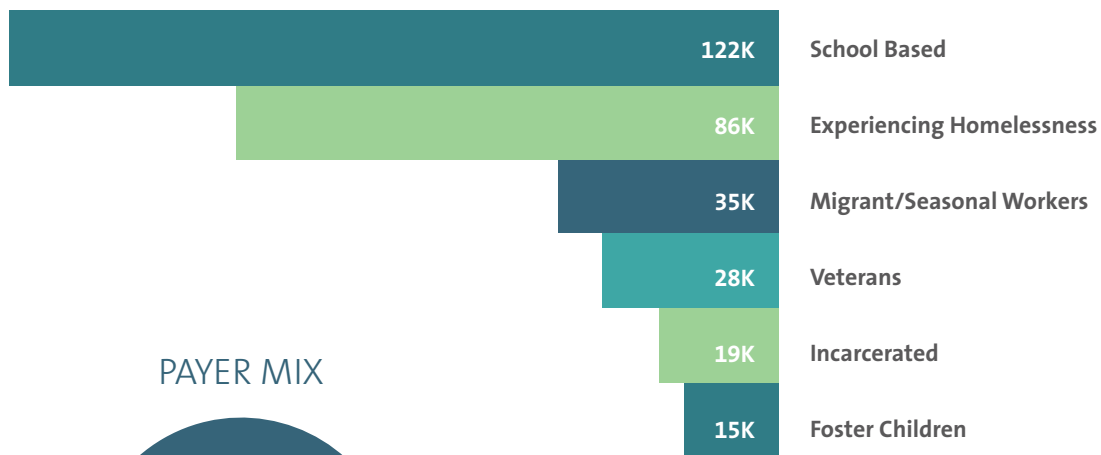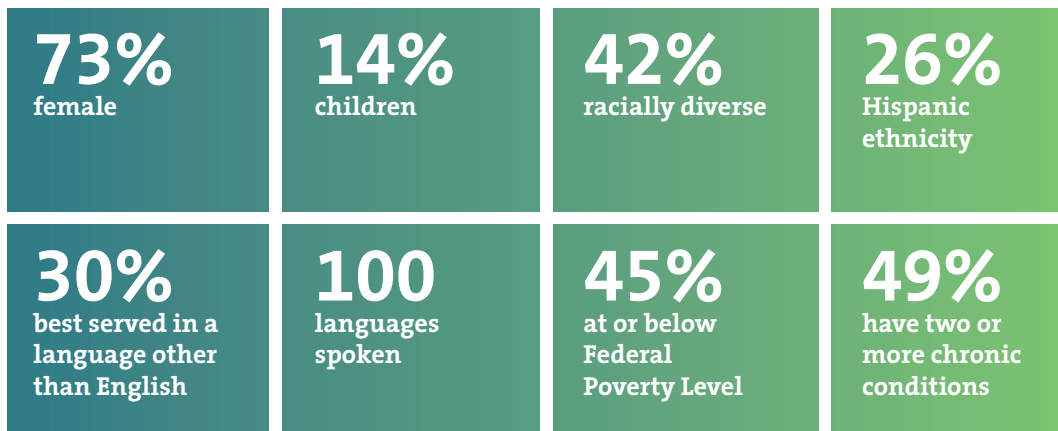The movement toward health equity is critical to building a healthier future for every community. OCHIN is helping providers improve access and health outcomes for the nation's most complex patients facing barriers to care and good health.

Across EHR platforms, our members' patient population includes over **5 million** patients seen in the last three years.

73% female	**14%** children	**42%** racially diverse	**26%** Hispanic ethnicity
30% best served in a language other than English	**100** languages spoken	**45%** at or below Federal Poverty Level	**49%** have two or more chronic conditions

122K	School Based
86K	Experiencing Homelessness
35K	Migrant/Seasonal Workers
28K	Veterans
19K	Incarcerated
15K	Foster Children

PAYER MIX

38% Medicaid
4% Medicare
32% Uninsured
2% Other
24% Commercial

Improving Access and Care for Complex Patients

The patients OCHIN members care for are more complex and face more social determinants of health (SDH) than the general population. OCHIN's groundbreaking research is uncovering how community-level factors, in addition to clinical complexity, impact health outcomes.

Using our integrated tools, OCHIN members, as of August 2019, have conducted over 290,000 SDH screenings of more than 200,000 patients. Providers can use this information to make more informed care decisions and refer patients to community resources that can help them lead healthier lives.

We are also finding innovative ways to improve access to care for patients in rural and medically underserved areas, and those with limited mobility and other access challenges. OCHIN is expanding broadband networks to communities that need it, advocating for and securing funding for health centers, and helping safety net providers use virtual care tools like telehealth and eConsults to deliver high quality and timely health care to patients, wherever they are.
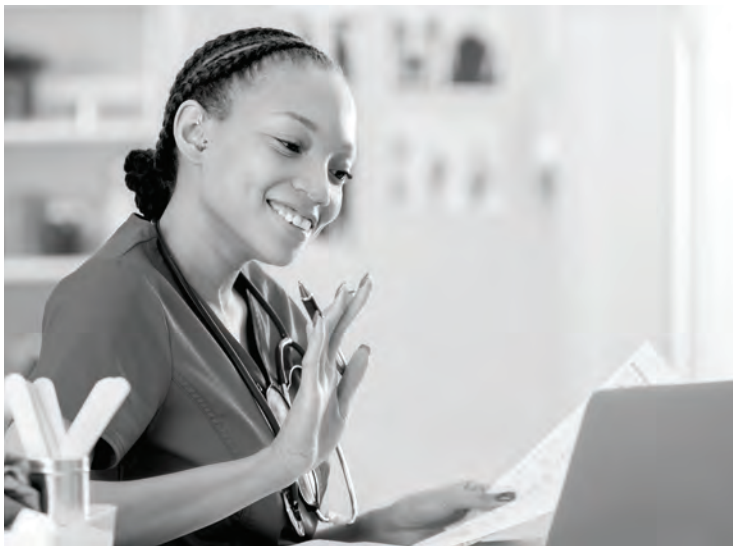
PATIENT STORY: VIRTUAL CARE

Shasta Community Health Center, Redding, CA

Thirteen-year-old Maurice suffers from cerebral palsy that can cause him seizures that require specialty care to manage. In Maurice's hometown of Redding, California, pediatric medical specialists who accept Medicaid are hard to come by. Getting the care he needs once required air transportation or his grandmother to drive him 160 miles to Sacramento. Now through telehealth at Shasta Community Health Center, with support from OCHIN's California Telehealth Network and California Telehealth Resource Center, Maurice can regularly see a pediatric neurologist in Sacramento, in partnership with his pediatrician in Redding, Dr. Deepika Saini, to get the care he needs and control his seizures without the hours of travel and associated expense. Maurice's grandmother and caretaker Bobbie says, "I look at telemed as a God blessing for anyone that has a special needs child—or any child."

Moving and Using Data to Improve Care

FY2019 Highlights

34.3M

clinical summaries exchanged

7.1M

exchanges with non-Epic partners

54%

growth in non-Epic clinical exchange

906%

increase in non-Epic exchange partners

1.2M

transactions through the nationwide Carequality framework

24

connections to state immunization registries (8 bidirectional)

30K

exchanges with the Social Security Administration

12K

exchanges with the Department of Veterans Affairs

When a provider has a complete view of a patient's health and care at their fingertips—without having to leave the EHR—they can deliver better coordinated care and face less administrative burden. That's why OCHIN moves data to wherever it's needed, across the spectrum of care, and creates meaningful analytics to support better informed decision making to improve care outcomes.

A Leader in Using Data for Better Outcomes

The OCHIN Collaborative has exchanged over 113 million clinical summaries since 2010—over 34 million in the past year—to organizations on a variety of EHR platforms. To open up pathways to even more data in our system, OCHIN rolled out the Healthy Planet population health management tool this year, which will bring in claims data, new risk models, social determinants of health, and more into the EHR.

OCHIN also continues to increase data exchange with organizations on non-Epic platforms as we forge new partnerships and more institutions come onto national HIE frameworks. For example, we exchange over 1,000 records with the VA and over 2,000 with the SSA, on average, every month so veterans, the elderly, and those with disabilities receive more timely and appropriate care.

Jane Pauley Community Health Center, Indianapolis, IN

Dr. John Fleming, Chief Medical Officer at OCHIN member clinic Jane Pauley Community Health Center in Indianapolis, saw a patient who had recently been hospitalized. The patient, a cross-country truck driver, fell ill while on the road in Washington state.

When he got home to Indiana, he followed up with his primary care provider, Dr. Fleming, and brought with him a bundle of papers from his hospital visit for the doctor to look over. Recognizing that the papers looked like something out of his OCHIN Epic EHR, Dr. Fleming was able to quickly access details of the patient's hospital visit—without having to pick up the phone or even leave the EHR.

OCHIN's integrated platform communicates with thousands of institutions from coast to coast, sharing pertinent patient information at the point of care so providers can make informed determinations on the spot for greater care coordination and higher quality outcomes.

Improving Outcomes

The power of the OCHIN Collaborative lies in our ability to share knowledge and evidence-based best practices at scale across our national network. Members learn important strategies and skills from each other and from OCHIN experts, and leverage those learnings and capabilities to improve care quality and health outcomes for all of the communities served.

The Power of the Network

OCHIN has been a HRSA-funded Health Center Controlled Network (HCCN) for over 10 years. As an HCCN, we provide training and technical assistance to help health centers use technology and our extensive expertise to improve care delivery and outcomes for their patients. In July, OCHIN completed a three-year HCCN grant cycle, during which we delivered over $5 million in assistance to member health centers and helped them achieve better performance on clinical quality measures.

In FY2019, OCHIN kicked off a new round of HCCN funding, and we are now the largest network in the nation, supporting 96 health centers in 14 states with over 2 million patients.

OCHIN HCCN Health Center Highlights

72%
exceeded Healthy People 2020 Hypertension Control target

50%
exceeded three or more Healthy People 2020 Clinical Quality Measures

"We don't have to operate in isolation. We can see what others are doing and take their ideas and bring them to scale in our organization. Everyone helps with decision-making and achieving outcomes. Working with OCHIN has been a hard learning curve, but it's the best decision we ever made to be in this collaboration."
—Kim Schwartz, CEO, Roanoke Chowan Community Health Center, Ahoskie, NC

2019 Learning Forum Highlights

383 members in attendance (34% more than 2018)

93 organizations represented (18% more than 2018)

75 sessions on reporting, patient engagement, quality improvement, billing, and more

South Boston Community Health Center, Boston, MA

South Boston CHC was an early participant in OCHIN's Provider Builder program. Dr. Thomas Schuch, a pediatrician and South Boston's Chief Information Officer, has used the abilities and skills gained through the program to implement a number of customizations and alerts in the OCHIN Epic EHR that have improved the clinic's childhood immunization and HPV vaccination rates. As a result of these efforts and coordinated activities in the clinic, South Boston has seen a 49% improvement in Childhood Immunization and 50% improvement in HPV Immunization rates. Dr. Schuch says "having actionable data at the right time and place, so the care team can take the right action, leads to long-term sustained performance improvement that extends beyond typical all hands on deck QI efforts."

Empowering Providers

OCHIN's Provider Builder program, now in its third year, and Clinical Content Builder program, launched this year, have seen a lot of growth. These programs empower clinicians at member organizations to do more in their EHR to implement changes to support quality improvement and better patient outcomes. These Builders share their learnings—and when applicable, their EHR customizations—to benefit the entire Collaborative. The program also improves usability and satisfaction and has the power to reduce provider burden.

In 2019, we expanded our Provider Builder program beyond physicians to allow nurses, dentists, behaviorists, and medical assistants to participate as Clinical Content Builders. We've seen participation in these programs nearly double Collaborative-wide, and more clinics and patients are reaping the benefits.

Transforming Care

OCHIN is a national leader in transforming health care delivery and informing policy. Our research, in collaboration with our members and partners, and our national and state advocacy efforts and technology projects are improving access and outcomes. Our learnings and innovation are impacting the national stage—and the lives of individuals across the country.

OCHIN Research and Innovation

33
Active research projects in FY2019

$6.3M
Awarded in FY2019

35
Research partner organizations nationwide

42
Participating member organizations

20
Publications in leading scientific journals

65
Presentations and posters

This year, the OCHIN-led ADVANCE Clinical Research Network secured funding for a third phase from PCORnet, the National Patient-Centered Clinical Research Network. ADVANCE maintains one of the largest and richest databases for primary care delivery in community health centers.

5.2M patients in ADVANCE database

145 health systems

26 states

1,249 clinics

Impacting Policy for Better Access and Care

OCHIN is increasingly part of major national conversations as policy makers and agencies seek our expertise as leaders in technology, information exchange, health equity, research, telehealth, and more. We submitted over 25 sets of comments to state and federal agencies this year on topics including national standards around interoperability, expanding funding for broadband and reimbursement for virtual care, value based pay, reducing provider burnout, and opioid and substance abuse management.

Our efforts in 2019 have helped advance telehealth and eConsult proposals that improve reimbursement for safety net providers to drive more equitable health care delivery.

We also supported a strong bipartisan bill in Congress to reform 42 CFR Part 2 to allow providers access to substance use information that is critical to safe whole-patient care. We continue to work with the Department of Health and Human Services and other partners to update this crucial rule.

Winding Waters Community Health Center, Enterprise, OR

Rose was struggling with the mounting pressures of balancing a new marriage, a full time job, raising an eight year old, and a new pregnancy. She took pride in the fact that she could handle anything, a product of the rough and tumble landscape of eastern Oregon, but the overwhelming exhaustion and flood of emotions were taking a toll, and she feared they were becoming more than she could take.

She took part in the MiND-I Collaborative Care Model at Winding Waters CHC as part of an OCHIN study with the University of Washington. Through this program for perinatal women, which partners primary care providers, care managers, and consulting psychiatrists using shared care plans and EHR tools to meet the needs of the patient, Rose received the support and care she needed. She delivered a beautiful baby girl last year and remains engaged in the program, which has her feeling much better and enjoying raising the next generation of strong eastern Oregon women.

297K

patients using the
MyChart patient portal

22%

increase in active
MyChart users in FY2019

Engaging Patients for Better Outcomes

Empowering patients to be more active in their care leads to greater trust in clinicians and improves patient experiences and clinical outcomes. This year OCHIN adopted the national OpenNotes model Collaborative-wide, and our members' clinicians are sharing visit notes with their patients through the OCHIN Epic MyChart patient portal.

"The use of OpenNotes will help foster increased patient engagement and shared decision-making, improve adherence and patient safety, and enhance relationships between providers and patients. We appreciate that OpenNotes makes health care more transparent to our patients and their families. Our patients benefit from OpenNotes every day."
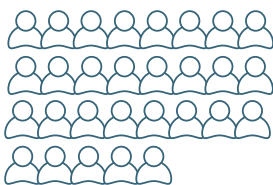
> —Leslie Cockerham, MD, Vice President of Medical
> Affairs, AIDS Resource Center of Wisconsin,
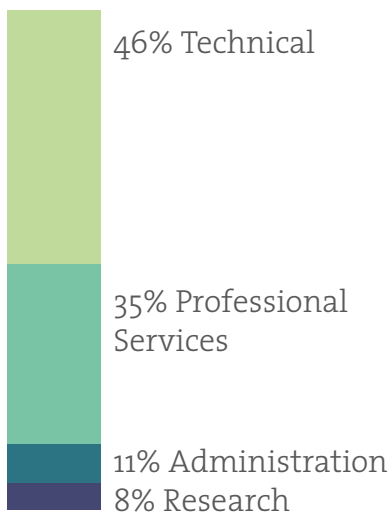> Milwaukee, WI

Workforce

427 employees

66% female staff

30 states

29 high school & college interns

Staff Functions

46% Technical

35% Professional Services

11% Administration

8% Research

Board of Directors

Financials

OCHIN's growth allows us to improve access and health in more communities, strengthens our collective voice, and better positions us to lead the path toward health equity.

	2018	2019	CHANGE (2018-2019)	%
REVENUE				
Implementation fees	7,681,407	16,300,022	8,618,615	112%
Member service fees	42,763,888	47,536,377	4,772,489	11%
Grants and contract revenue	12,984,294	14,033,566	1,049,272	8%
TOTAL REVENUE	63,429,589	77,869,965	14,440,376	23%
EXPENSES				
Salaries and benefits	34,152,926	41,304,317	7,151,391	21%
Maintenance and support	13,063,541	13,979,096	915,555	7%
Administration	15,704,262	19,543,259	3,838,997	24%
TOTAL EXPENSES	62,920,729	74,826,672	11,905,943	19%
CHANGE IN NET ASSETS	508,860	3,043,293	2,534,433	498%
NET INCOME MARGIN	1%	4%		

OCHIN's Growth

Bar chart — Revenue (Millions):
- FY14: $28M
- FY15: $35.2M
- FY16: $43.9M
- FY17: $59.2M
- FY18: $63.4M
- FY19: $77.9M