HRSA
Health Resources & Services Administration

# RAPID

## Reporting Assistance and Process Improvement Discussion

## Session 1

Vision: Healthy Communities, Healthy People

# About Us

Let’s take a moment to get to know each other!

# Required UDS Reporting

Health Center Compliance Manual Chapter 18:

The health center has a system in place for overseeing the operations of the Federal award-supported activities to ensure compliance with applicable Federal requirements and for monitoring program performance. Specifically:

- The health center has a system in place to collect and organize data related to the HRSA-approved scope of project, as required to meet HHS reporting requirements, including those data elements for Uniform Data System (UDS) reporting; and
- The health center submits timely, accurate, and complete UDS reports in accordance with HRSA instructions and submits any other required HHS and Health Center Program reports.

Meaning, it is each health center's responsibility to have the capabilities to collect and report the information required.

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# Clinical Quality Measures in the UDS

## THE IDEAL

Measures set a base expectation for patient care, in the form of quality measures are based on US Preventative Services Task Force (USPSTF) or other evidence-based recommendations, across clinics, areas, patient populations, etc. that ideally brings all care toward high quality, equitable care.

## THE REALITY

Measures might be more accurately described as measuring the *documentation* of patient care and whether *that documentation* aligns with measures that indicate high value care.

Require work across many levels-- addressing patient hesitation/ barriers, addressing staff hesitation/ barriers, addressing capacity, awareness, and structural barriers for all involved.

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# Roadmap for Today

**PART 1:**
**Introductions**

**PART 2:**
**Identify the problem statement**

**PART 3:**
**Review 5 year trends**

**PART 4:**
**Review additional information available in EHBs**

**PART 5:**
**Action items to complete prior to next session**

**Session 1, May 2023**: Understand your Own UDS Reporting

Session 2, June 2023: Understanding your Measure of Focus

Session 3, July 2022: Working Towards Your Goal

Session 4, Aug. 2022: Making and Sustaining Progress on Your Goal

SME Session: Data Strategy

SME Session: Workflow Mapping

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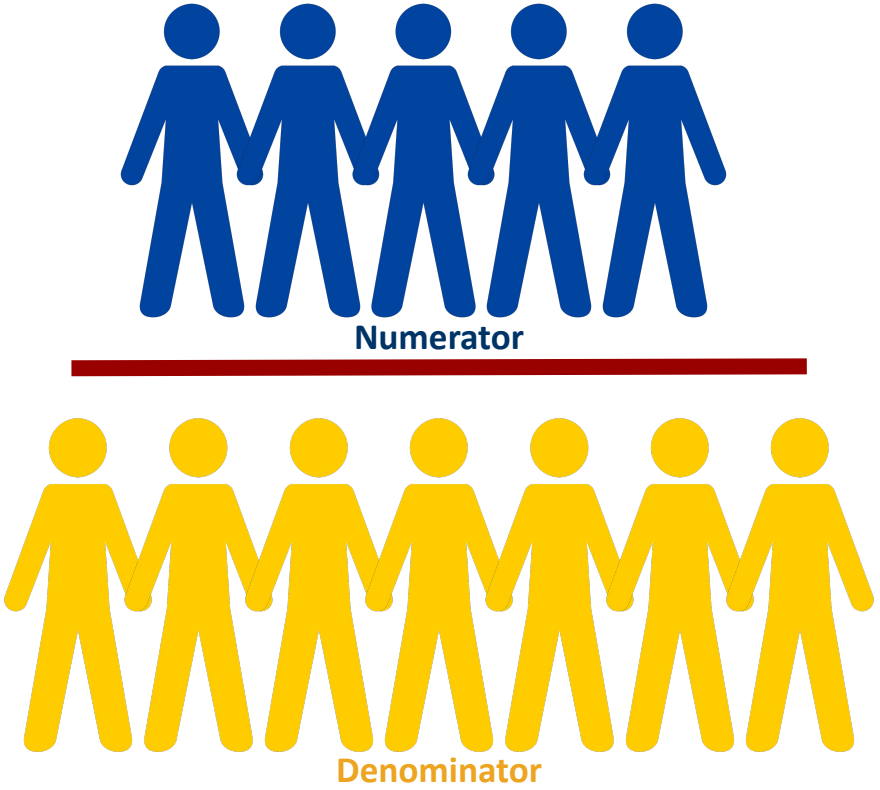
# Cervical Cancer Screening CMS124v11

Percentage of women 21-64 years of age who were screened for cervical cancer using either of the following criteria:

- Women age 21-64 who had cervical cytology performed within the last 3 years
- Women age 30-64 who had cervical human papillomavirus (HPV) testing performed within the last 5 years



# Part 2

# Problem Statement

# What is the problem we are trying to solve?

| | | |
|---|---|---|
| **We are** | Who are we? | **We are** a health center that serves… |
| **Trying to** | What are we trying to achieve? | **Trying** to increase the number of patients who receive… |
| **but** | What are the problems or barriers that are hampering progress? | **But** we have a hard time…. |
| **because** | Describe the reason the problems or barriers persist (the root cause) | **Because** we often don't…. |
| **Which makes us feel** | Describe the concerns or emotions this brings about | **Which** makes us feel like we… |

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# First parts of problem statement

## We are…

**Chat in a very brief explanation of your health center.**
Examples: We are a healthcare for the homeless clinic… OR We are a small, rural health center… OR We are a large, multi-site health center.

## Trying to…

**Chat in a very brief explanation of what you are trying to achieve around this measure.**
Examples: Trying to improve the number of patients whose chart shows that they received…

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# First parts of problem statement

## But…

**Chat in a a brief synthesis of the barriers that have prevented you from achieving what you're trying to do.**
Examples: But we rarely receive the needed historical or specialty records OR But we don't have a great outreach/ recall process.

## Because…

**Chat in the reason the problems or barriers persist (the root cause of the barriers).**
Examples: Trying to improve the number of patients with

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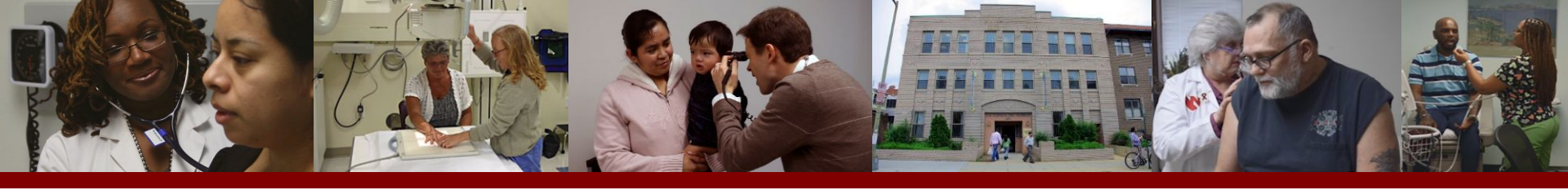
# Action Item 1

You will **write your own problem statement** using the template we just discussed. You'll submit this with your other action items between this session and session 2.



# Part 3

# Review 5 Year Trends

# Reason to Review Reports and Historical Data

**Look at the bigger picture.** Looking at the actual information that HRSA has helps situate the health center's experience/ outcomes. Also assists with seeing your own larger trends.

Goal setting relies on context (what progress or rate is likely achievable?) May be monitoring monthly, but are benchmarks used? Are comparisons made?

**DATA IS THE CURRENCY OF ADVOCACY.** Standardized, reputable, reliable data is essential to communicating the importance and value of the work being done.

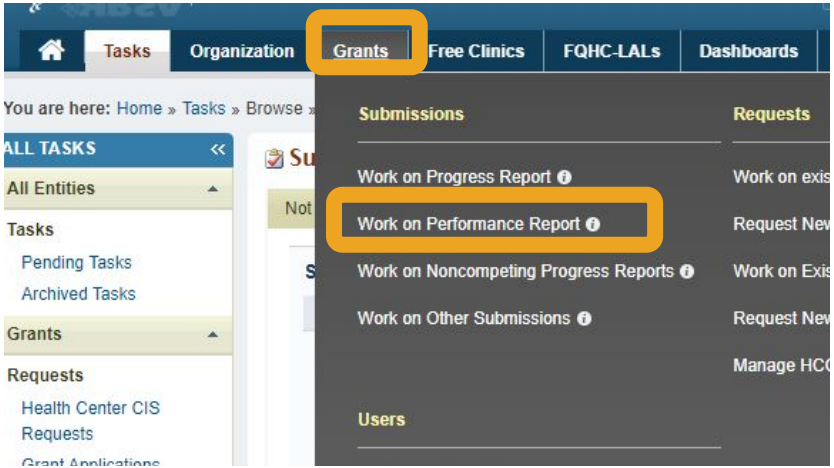
# Many Reports and Insight Available!

## Information on HRSA site and UDS Mapper

Available to the public on HRSA site and UDS Mapper site.

## Reports in the Electronic Handbooks

Available to health centers, PCAs, and other health center program stakeholders.




HRSA Health Center Data & Reporting Site: https://data.hrsa.gov/tools/data-reporting/program-data/national
UDS Mapper Website: http://www.udsmapper.org/, EHBs: https://grants.hrsa.gov/2010/WebEPSExternal/Interface/common/accesscontrol/login.aspx

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# data.HRSA.gov: New Look, New Options

Health center, state, and national profiles.

## Health Center Program UDS Data

View national, state/territory, and health center UDS data profiles for Health Center Program awardees and look-alikes.

**National** view of demographics and services **by special population grant**.

## Special Populations Funded Programs

View UDS data from health centers that receive grant funding to serve special populations through the Health Care for the Homeless, Migrant Health Centers and Public Housing Primary Care programs.

**National** view of patient demographics

## Patient Characteristics Snapshot

View a national summary of UDS data on poverty level, insurance status, and race and ethnicity of patients served by Health Center Program awardees and look-alikes.

Comparison between states and territories on key statistics.

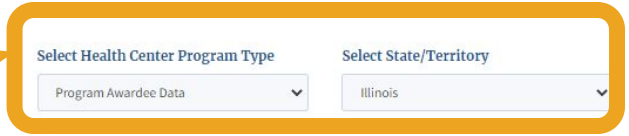
## Data Comparisons

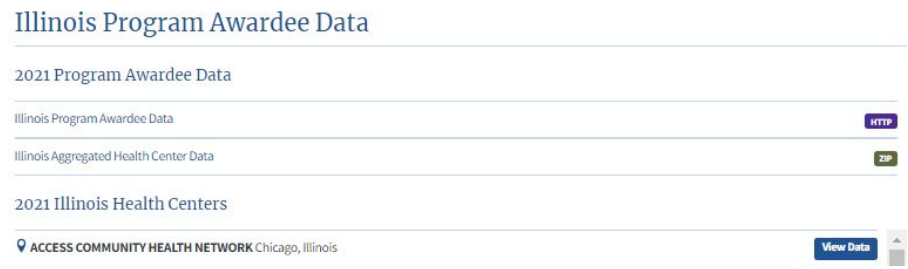
View how one state/territory compares to the national average or to another state/territory on key UDS data points: total number of patients served by service category, target populations, and other patient characteristics.

Screenshot from https://data.hrsa.gov/tools/data-reporting

# Access State and Health Center Data Profiles

1. Select **program type**
2. Then select **State/ Territory**
3. Then scroll down and select either [State] **Program Awardee Data** to see the state or continue to scroll down to your health center, and click view data there.





# Health Center Program Grantee and LAL Profiles

Profiles **each state's** and **each health center's** performance

- Five years of data trends
- Service area maps
- Clinical and quality care award badges
- Program requirements (non-compliance conditions)

Shows **FIVE(!) years of data** for selected categories

- Age and race/ethnicity
- Patient characteristics
- Services
- Clinical data
- Cost data

Also, by UDS Table!

Access health center program profiles on https://data.hrsa.gov/tools/data-reporting/program-data

# Missouri Health Center Program Uniform Data System (UDS) Data

Clinical Data section includes:

- Patients with Medical Conditions
  - Calculated from Table 6A as a % of adult medical patients
- Quality of Care Measures in three areas:
  - Perinatal Health
  - Preventative Health Screening & Services,
  - Chronic Disease Management

Details on the calculations for all of this can be reviewed here.

## Expanded Summaries for 2021 UDS Data Tables

- View Full 2021 State Report
- Table 3A: Patients by Age and by Sex Assigned at Birth
- Table 3B: Demographic Characteristics
- Table 4: Selected Patient Characteristics
- Table 5: Staffing and Utilization
- Table 5: Selected Service Detail Addendum
- Table 6A: Selected Diagnoses and Services Rendered
- Table 6B: Quality of Care Measures
- Table 7: Health Outcomes and Disparities
- Table 8A: Financial Costs
- Table 9D: Patient Related Revenue
- Table 9E: Other Revenues
- Table EHR: Health Center Health Information Technology (HIT) Capabilities
- Table ODE: Other Data Elements
- Table WFC: Workforce

| Clinical Data | 2017 | 2018 | 2019 | 2020 | 2021 |
|---|---|---|---|---|---|
| **Preventive Health Screening & Services** | | | | | |
| Cervical Cancer Screening | 52.49 % | 54.73 % | 53.25 % | 49.59 % | 47.32 % |
| Number of Cervical Cancer Screening Patients | 53,766 | 59,148 | 56,843 | 53,078 | 53,252 |
| Breast Cancer Screening | | | | 39.85 % | 35.88 % |
| Number of Female Patients Aged 51 through 73 who had a mammogram to screen for breast cancer | | | | 18,513 | 18,735 |
| Screening for Depression and Follow-Up Plan | 74.87 % | 75.26 % | 80.77 % | 75.09 % | 74.36 % |
| Number of Patients Screened for Clinical Depression and if Positive had a Follow-Up Plan Documented | 173,475 | 181,515 | 193,169 | 183,091 | 175,828 |

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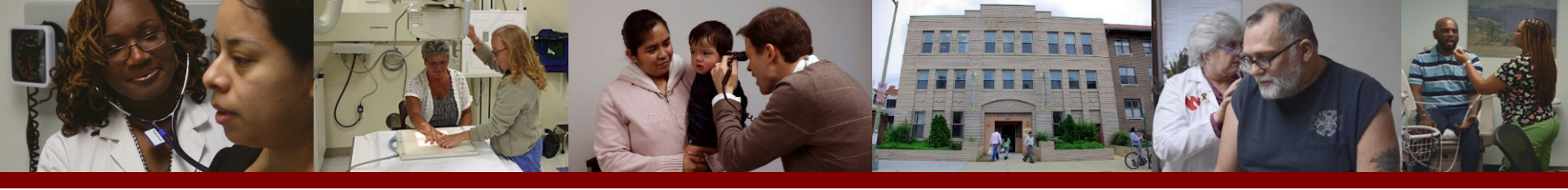
# Action Item 2

Access the data profile for both **your state** and **health center** on the HRSA Health Center Program UDS Data site. You'll use that information to answer a couple of questions before Session 2.



## Part 4

# Review Additional Information in the EHBs

# Availability of UDS Data and Reports

| UDS Report | Timing | Available To | Level Available* | Source |
|---|---|---|---|---|
| Finalized Health Center Tables and eXtensible Markup Language (XML) Data Files | June | HC | Awardee: HC<br>Look-Alike: HC | Electronic Handbooks (EHBs) |
| UDS Health Center Trend Report | August | HC | Awardee: HC, S, N<br>Look-Alike: HC, N | EHBs |
| UDS Summary Report | August | HC | Awardee: HC, S, N<br>Look-Alike: HC, N | EHBs |
| UDS State and National Rollup Reports | June | HC, Public | Awardee: S, N<br>Look-Alike: N | EHBs, HRSA website |
| Grantee and Look-Alike Profiles | August | Public | Awardee: HC, S, N<br>Look-Alike: HC, N | HRSA website |
| Grantee Comparison Data Views | August | Public | Awardee: HC, S, N<br>Look-Alike: HC, N | HRSA website |
| UDS Health Center Performance Comparison Report | August | HC | Includes all levels | EHBs |

*** HC = Health Center; S = State; N = Nation**

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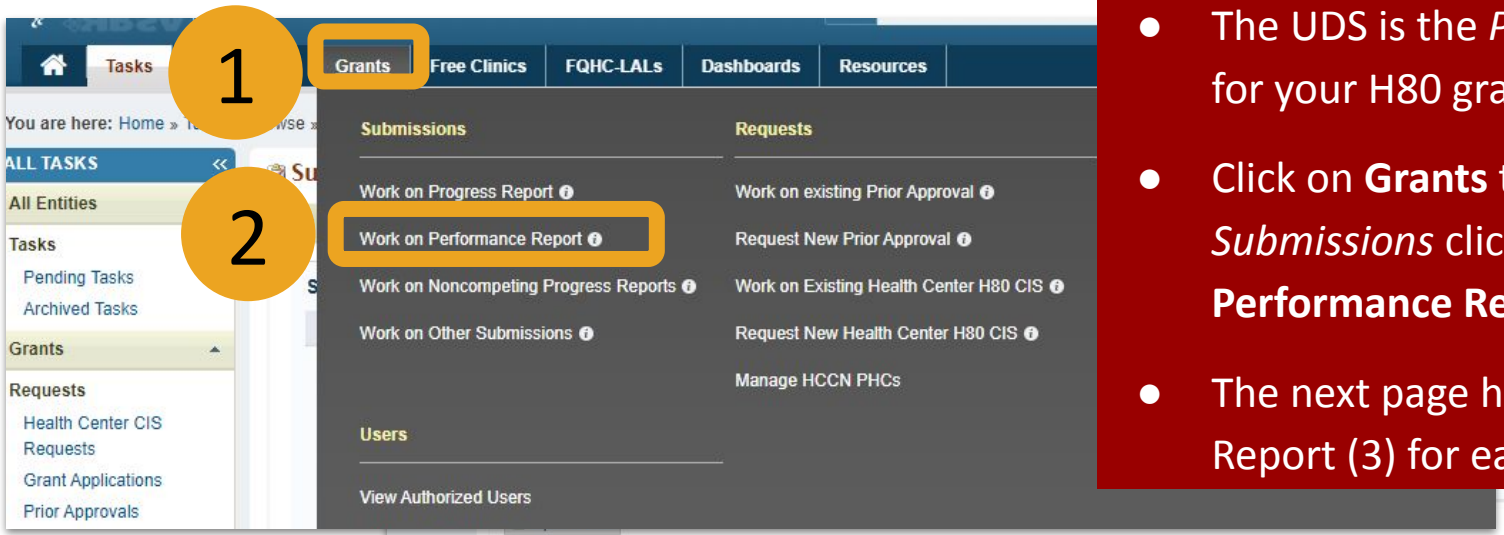
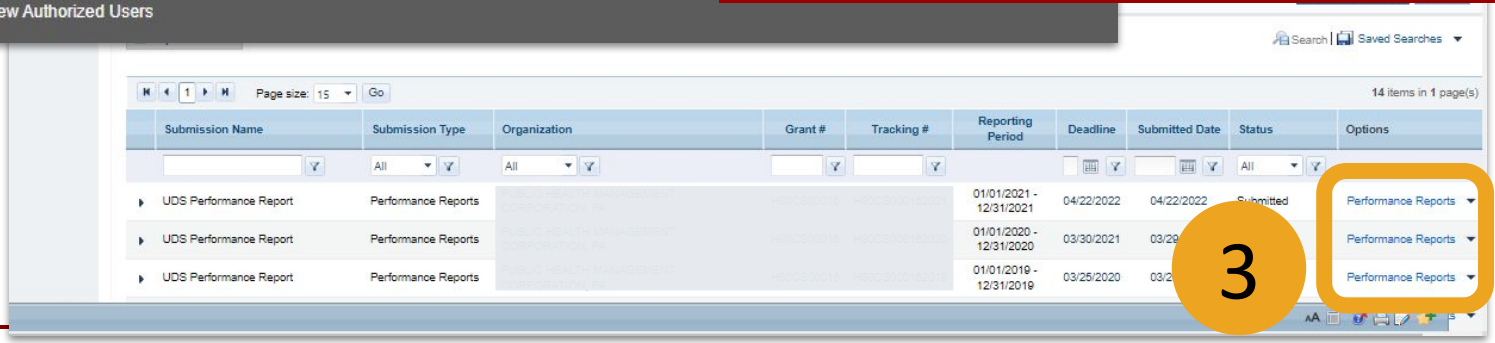
# Health Center Tables and XML Data Files

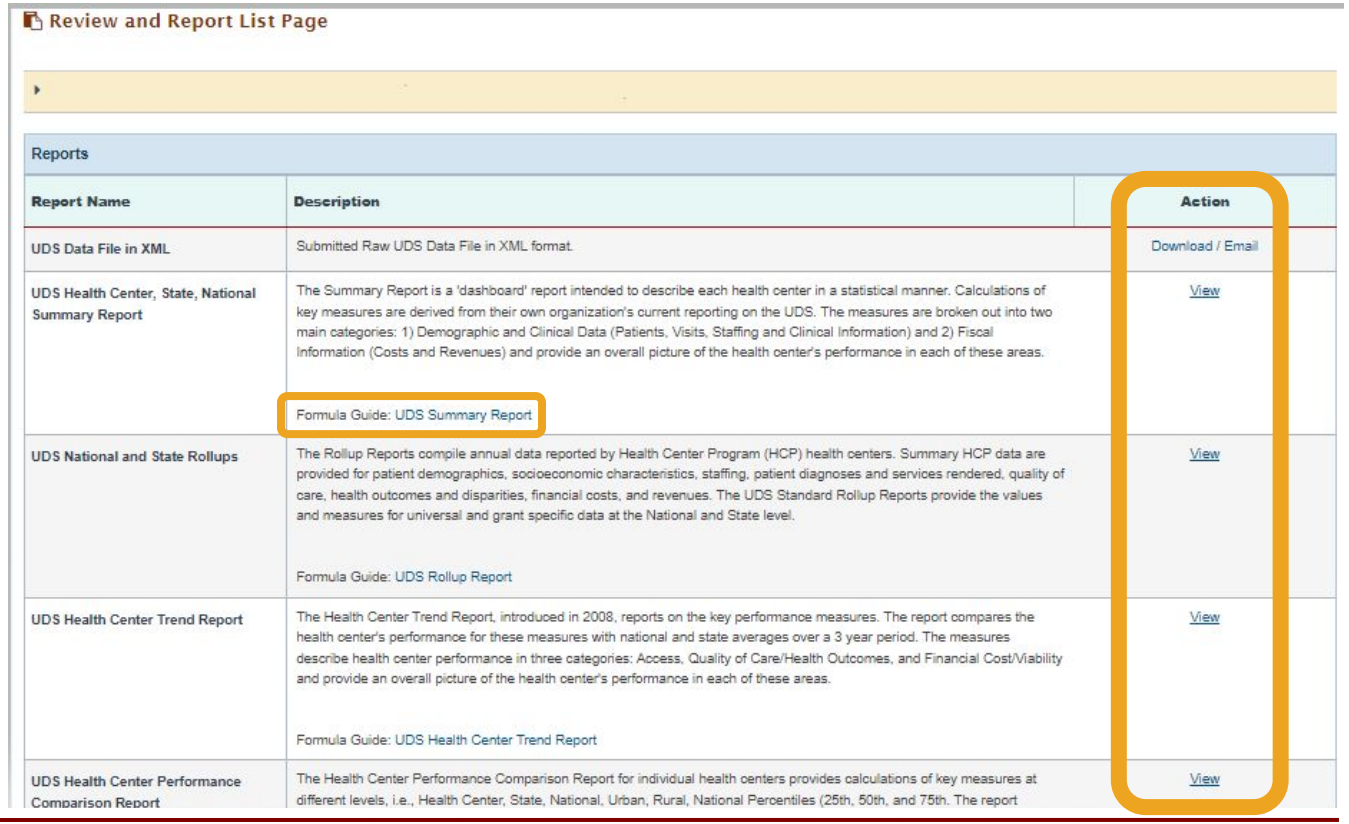
# Accessing Prior Year Data and Reports




- The UDS is the *Performance Report* for your H80 grant (or LAL grant).
- Click on **Grants** tab (1), then under *Submissions* click on **Work on Performance Report** (2).
- The next page has the Performance Report (3) for each year.

# Review and Reports List Page



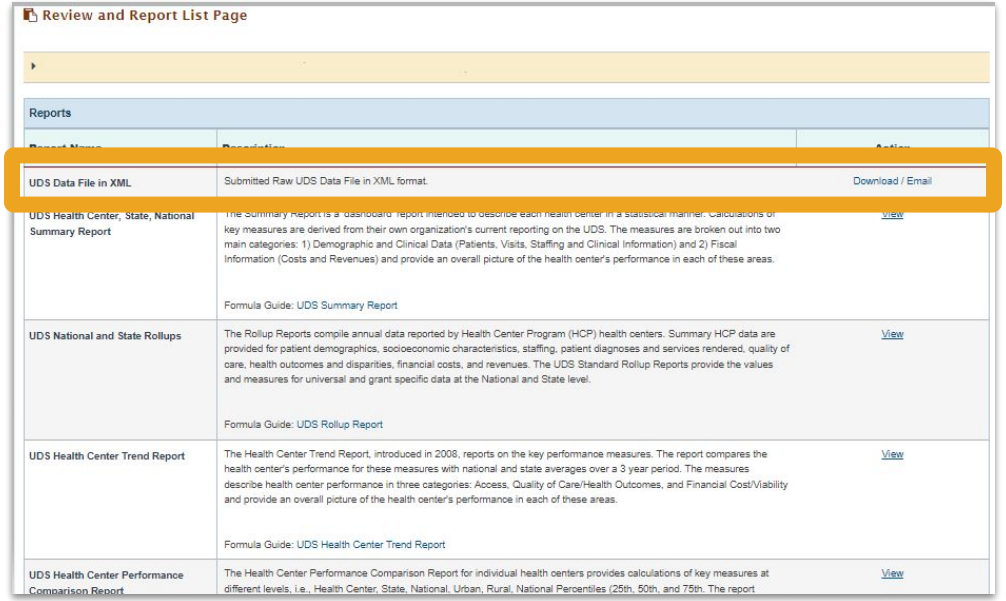
# Health Center Tables for CY2022

- One calendar year of health center data for each of the 11 UDS tables and three forms
  - Patient demographics, staffing, services provided, clinical processes and outcomes, patients' use of services, costs, and revenues
  - Forms:
    - Appendix D: Health information technology (HIT) capabilities; Appendix E: Other Data Elements; Appendix F: Workforce
- UDS tables are used to:
  - Evaluate health center performance for one calendar year to identify accomplishments and opportunities for quality improvement
  - Document the operation and performance of health center(s)
  - Calculate metrics relevant to each health center

**Available from EHBs in June Each Year**

# Several Options for Format/ Views

- **Scroll down on this page if you just want to view an individual table.**
- **Download or email XML data file:** A data extract file of finalized calendar year data that can be imported into external programs (e.g., Excel) for customized review of data
- The XML data are:
  - Used to aggregate your data with that of other health centers to provide state and national snapshots
  - Available to Health Centers and to PCAs, to analyze data for communities and states




Available from EHBs in June - Currently available for 2021!

## Do you download prior year data each year?

If so, when and what do you do with it? What value does it provide?

# Action Item 3

Access or download your **2022 UDS data *for the measure of focus* on Table 6B**. You will use this to compare to your own prior years and state averages, which you'll then use to answer some questions.

# UDS Rollup Report

# UDS Rollup Report

- Structured **similarly** to the UDS tables
- All data elements reported on each of the UDS tables and forms are used
  - Patient profile
  - Staffing full-time equivalent (FTE), staff tenure, and utilization
  - Clinical profile
  - Financial profile
  - HIT and Other Data Elements forms
- **Compiles and aggregates annual data:** Reported by health centers at national, state, and grant (HCH, MHC, PHPC) levels
- Calculates **averages** (for some tables)

Typically available in EHBs and on HRSA data site in Summer

# Value of the UDS Rollup Report

- Comparable with health center's own data to place data in context
- Helpful for **calculating additional variables** that may not be provided in standard available reports
- Provides **insights** into services and rates at state or national level
- Reported to Congress to meet **legislative and regulatory requirements**
- Evaluated by stakeholders (HRSA, health centers, researchers, and others) as a one-year snapshot of Health Center Program performance

# UDS Rollup Report Snapshot: Table 6B

| Section D - Cervical and Breast Cancer Screening | | | | |
|---|---|---|---|---|
| Line | Cervical Cancer Screening | Total Female Patients Aged 23 through 64 (a) | Estimated Number of Patients Tested | Estimated % of Patients Tested |
| 11. | MEASURE: Percentage of women 23-64 years of age who were screened for cervical cancer | 7,564,301 | 4,084,322 | 53.99% |
| Line | Breast Cancer Screening | Total Female Patients Aged 51 through 73 (a) | Estimated Number of Patients with Mammogram | Estimated % of Patients with Mammogram |
| 11a. | MEASURE: Percentage of women 51–73 years of age who had a mammogram to screen for breast cancer | 3,420,020 | 1,719,755 | 50.28% |

| Section L – Depression Measures | | | | |
|---|---|---|---|---|
| Line | Preventive Care and Screening: Screening for Depression and Follow-Up Plan | Total Patients Aged 12 and Older (a) | Estimated Number of Patients Screened for Depression and Follow-up Plan Documented as Appropriate | Estimated % of Patients Screened for Depression and Follow-up Plan Documented as Appropriate |
| 21. | MEASURE: Percentage of patients 12 years of age and older who were (1) screened for depression with a standardized tool *and*, if screening was positive, (2) had a follow-up plan documented | 15,995,448 | 11,200,559 | 70.02% |

This is a national-level example, you can also access your state or health center-specific rollup.

Provides **% of patients who meet the measure** in the final column.

Provides estimated **Raw Numbers** for Numerator, because some are reported by samples.

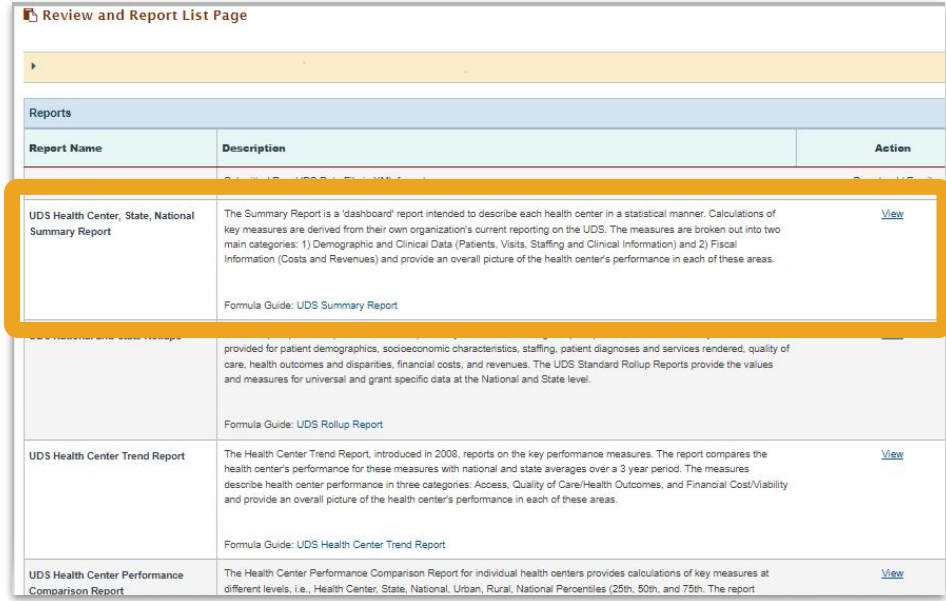
Table 7 Rollup provides clinical quality detail as well.

Rollups are in UDS table format with additional information added to the table.

# UDS Summary Report

# UDS Summary Report

- Provides a calendar year summary and analysis of health centers' UDS data using measures calculated across tables
- Includes comparisons
  - Health center **raw values** and **averages**
  - Health centers compared to **state** and **nation**
- Presents data in **six** categories
  - Patients, Visits, Staffing, Quality of Care Indicators/
    Health Outcomes, Costs, and Revenue, and Adjustments
- Formula Guide is available in the EHBs




Typically available in the EHBs in August

# Value of the UDS Summary Report

- Report includes data from each of the 11 UDS tables and 3 forms
- Used to compare health centers' data with national and state averages
- Inclusive of both raw values and percentages
  - Percentages - Often more useful than raw numbers when comparing the health center to the state or the nation

**UDS Summary Report - Health Center/State/National - 2021**
Health Center - Universal

| | Health Center | | State | | National | |
|---|---|---|---|---|---|---|
| **PATIENTS** | | | | | | |
| Total Patients | 31,387 | | 409,362 | | 30,193,278 | |
| **Number/Percent of Patients by Services** | | | | | | |
| Medical | 30,856 | 98.31% | 348,679 | 85.18% | 25,759,024 | 85.31% |
| Dental | 2,014 | 6.42% | 75,855 | 18.53% | 5,701,053 | 18.88% |
| Mental Health | 1,765 | 5.62% | 59,873 | 14.63% | 2,659,308 | 8.81% |
| Substance Use Disorder | 27 | 0.09% | 2,801 | 0.68% | 285,666 | 0.95% |
| Other Professional | 285 | 0.91% | 23,011 | 5.62% | 889,979 | 2.95% |
| Vision | 440 | 1.40% | 3,828 | 0.94% | 769,234 | 2.55% |
| Enabling Services | 3,035 | 9.67% | 35,566 | 8.69% | 2,241,480 | 7.42% |
| **Number/Percent of Patients by Special Populations** | | | | | | |
| Total Agricultural Workers or Dependents | 2 | 0.01% | 2,536 | 0.62% | 1,015,162 | 3.36% |
| Homeless | 37 | 0.12% | 12,774 | 3.12% | 1,294,327 | 4.29% |
| School-Based Health Center | 1,420 | 4.52% | 24,555 | 6.00% | 767,053 | 2.54% |
| Health Center Located In or Immediately Accessible to a Public Housing Site | 30,920 | 98.51% | 177,961 | 43.47% | 5,714,900 | 18.93% |
| Veterans | 32 | 0.10% | 2,150 | 0.53% | 388,939 | 1.29% |

Raw Value

Percentage

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# UDS Summary Report Snapshot, continued

| | Health Center | | State | | National | |
|---|---|---|---|---|---|---|
| **PATIENTS** | | | | | | |
| **Number/Percent of Patients by Sexual Orientation** | | | | | | |
| % Gay + Lesbian + Bisexual + Something else | 518 | 5.18% | 11,051 | 4.97% | 761,904 | 4.25% |
| % Straight | 9,489 | 94.82% | 211,283 | 95.03% | 17,149,031 | 95.75% |
| % Don't know + Choose not to disclose | 1,418 | 4.52% | 20,282 | 4.95% | 3,548,976 | 11.75% |
| % Unknown | 19,962 | 63.60% | 166,746 | 40.73% | 8,733,367 | 28.92% |
| **Number/Percent of Patients by Gender Identity** | | | | | | |
| % Male | 4,203 | 36.74% | 113,471 | 40.50% | 8,930,485 | 40.92% |
| % Female | 7,204 | 62.97% | 165,503 | 59.07% | 12,808,491 | 58.69% |
| % Transgender + Other | 90 | 0.78% | 2,169 | 0.77% | 347,471 | 1.57% |
| % Choose not to disclose | 27 | 0.09% | 2,122 | 0.52% | 919,039 | 3.04% |
| % Unknown | 19,863 | 63.28% | 126,097 | 30.80% | 7,187,792 | 23.81% |

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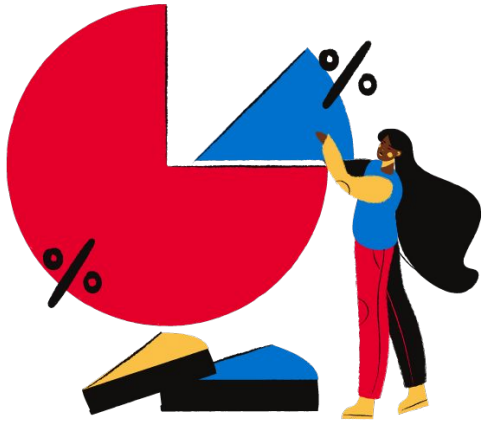
## What is the value of the information from the Summary Report that we just reviewed?

# UDS Health Center Performance Comparison Report

# UDS Health Center Performance Comparison Report

- Provides a calendar-year summary and analysis of **health centers' UDS data** and performance
- Provides two sets of data
  - Quality of care indicators/health outcomes
  - Cost of care indicators
- Presents several levels of comparisons
  - Healthy People 2020 + 2030 goals (where available)
  - Averages for various comparison groups
  - Percentiles for financial data
  - Adjusted quartile ranking per clinical measure



Typically available from EHBs in August

# Value of the UDS Health Center Performance Comparison Report

The performance measures:

- Report quality of care/health outcome and cost measures
- Are used to **compare against national benchmarks** and performance of **health center peers**
- Show health centers' HRSA-generated **adjusted quartile rankings** for clinical measures
- Include national percentile references for cost data

# UDS Health Center Performance Comparison Report: Quality of Care Indicators/Health Outcomes

Individual health center performance

Healthy People 2020/ 2030 Goals

Average for comparison groups

Adjusted Percentiles

| | Health Center | Healthy People 2020 Goals[4] | Healthy People 2030 Goals[6] | Averages | | | | | | | |
|---|---|---|---|---|---|---|---|---|---|---|---|
| | | | | CO | National | Rural | Size | Sites[1] | Special population Agricultural Workers[2] | Special population Homeless[3] | Health Center Adjusted Quartile[5] |
| | | | | | | | 10,000-19,999 | 11-15 | Below 25% | Below 25% | |
| | | | | n = 19 | n = 1373 | n = 568 | n = 405 | n = 201 | n = 1339 | n = 1296 | |
| QUALITY OF CARE INDICATORS/HEALTH OUTCOMES* | | | | | | | | | | | |
| Preventive Health Screenings and Services | | | | | | | | | | | |
| Childhood Immunization Status* | 38.51% | - | - | 45.44% | 38.06% | 36.26% | 36.98% | 39.36% | 37.70% | 38.04% | 2 |
| Cervical Cancer Screening* | 57.82% | 93.00% | 84.30% | 57.17% | 52.95% | 47.30% | 51.38% | 53.95% | 52.90% | 53.13% | 2 |
| Breast Cancer Screening | 28.44% | - | - | 47.21% | 46.29% | 46.84% | 46.48% | 48.19% | 46.16% | 46.36% | 4 |
| Weight Assessment and Counseling for Nutrition and Physical Activity for Children and Adolescents* | 58.63% | - | - | 71.17% | 68.72% | 65.12% | 67.81% | 70.44% | 68.89% | 68.79% | 3 |
| Body Mass Index (BMI) Screening and Follow-Up Plan* | 72.06% | - | - | 58.78% | 61.32% | 64.30% | 63.46% | 64.10% | 61.21% | 61.49% | 2 |
| Tobacco Use: Screening and Cessation Intervention* | 68.53% | - | - | 90.14% | 82.34% | 81.81% | 81.45% | 84.32% | 82.21% | 82.50% | 4 |
| Colorectal Cancer Screening* | 38.26% | 70.50% | 74.40% | 41.07% | 41.93% | 43.08% | 42.63% | 43.55% | 42.14% | 42.17% | 2 |
| HIV Screening | 20.54% | - | - | 37.04% | 38.09% | 22.05% | 34.66% | 38.74% | 38.45% | 37.77% | 3 |
| Screening for Depression and Follow-Up Plan* | 63.94% | - | 13.50% | 71.82% | 67.42% | 66.02% | 66.28% | 70.37% | 67.53% | 67.52% | 3 |

# What can you (or do you) do with this information?

How may these four categories of data play into your work? How would you/ could you use them in your work?

# Adjusted Quartiles

- **Adjusted quartiles**: Ranking a health center's clinical quality measures compared to other health centers
- Health center characteristics in calculation:
  - Percent of uninsured patients
  - Percent of patients who are racial/ ethnic minority
  - Percent of patients experiencing homelessness
  - Percent of agricultural worker patients
  - Electronic health record (EHR) status
- **Quartile rankings:** 1 (highest 25 percent) to 4 (lowest 25 percent)

For more information on adjusted quartile for your health center, go to:

- https://bphc.hrsa.gov/datareporting/reporting/ranking.html

For more on the reimagined QIA, now called **Community Health Quality Recognition (CHQR)**, go to:

- https://bphc.hrsa.gov/programopportunities/fundingopportunities/quality/index.html

# Part 5
# Wrapping Up:
## Action Items Prior to Our Next Session

# Complete Action Items Before Next Session

## Develop your problem statement in one sentence using the following template:

We are a health center that serves [*describe area and patient population*] trying to [*describe the improvement you are trying to make on the measure of focus*] but [*describe the problems or barriers holding back that improvement*] because [*describe the root cause of the barriers or the underlying cause that the challenge persists*] which makes us feel [*how your health center feels about this problem*].

## Pull your reports to see your recent performance and trends

Log into the  EHB to access recent data and reports.

Visit the Health Center Program Uniform Data System (UDS) Data Overview for national, state, and health center trends.

HRSA Health Center Program

# Submit Action Items before Next Session

**Complete 5 question Google Form with Action Items.**

- Select your health center.
- Select the measure we're working on.
- Share your problem statement.
- Share your CY2022 compliance rate on our measure of focus.
- Share whether your current rate is above or below the national average.
- Share whether you have been trending up or down and by how much.

HRSA Health Center Program

# Next Session

Review measure in detail, deep diving specifications.

Review FAQs for our measure, discuss the answers and how additional information can be found.

Mapping your current process to identify opportunities for improvement.

# Accessing UDS Data

- Reports and information accessible only to health centers: Through EHBs using your secure log-in.
- BPHC Training Website: https://bphc.hrsa.gov/data-reporting/uds-training-and-technical-assistance
  - Tools and resources to assist in UDS reporting, including training modules, fact sheets, UDS Manual, Webinar schedule, etc.
- Publicly available UDS data: On HRSA website
  - National Data
  - State Rollups and Profiles
    - ✔ Remember, you can access your health center data by selecting your state then scrolling down to fond your health center and clicking View Data
  - Comparison Data Views
- Service area data: Through UDS Mapper

# Assistance Available

### UDS Support Center

- Assistance with UDS reporting content questions
- 866-UDS-HELP (866-837-4357)
- udshelp330@bphcdata.net

### HRSA Call Center

- Assistance with EHBs account and user access questions
- 877-Go4-HRSA (877-464-4772), Option 3
- http://www.hrsa.gov/about/contact/ehbhelp.aspx

### Health Center Program Support

- Assistance with EHBs electronic reporting or EHB account issues
- 877-464-4772, Option 1
- http://www.hrsa.gov/about/contact/bphc.aspx

### UDS Mapper

- Assistance with the online service area mapping tool
- http://www.udsmapper.org/contact-us.cfm