RAPID

Reporting Assistance and Process Improvement Discussion
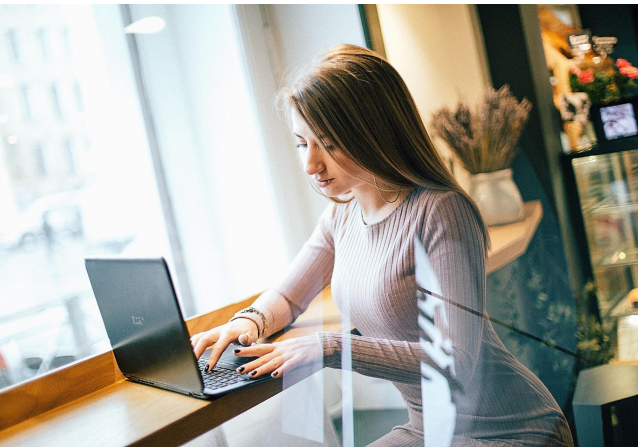
Session 1

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 Preventive 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.
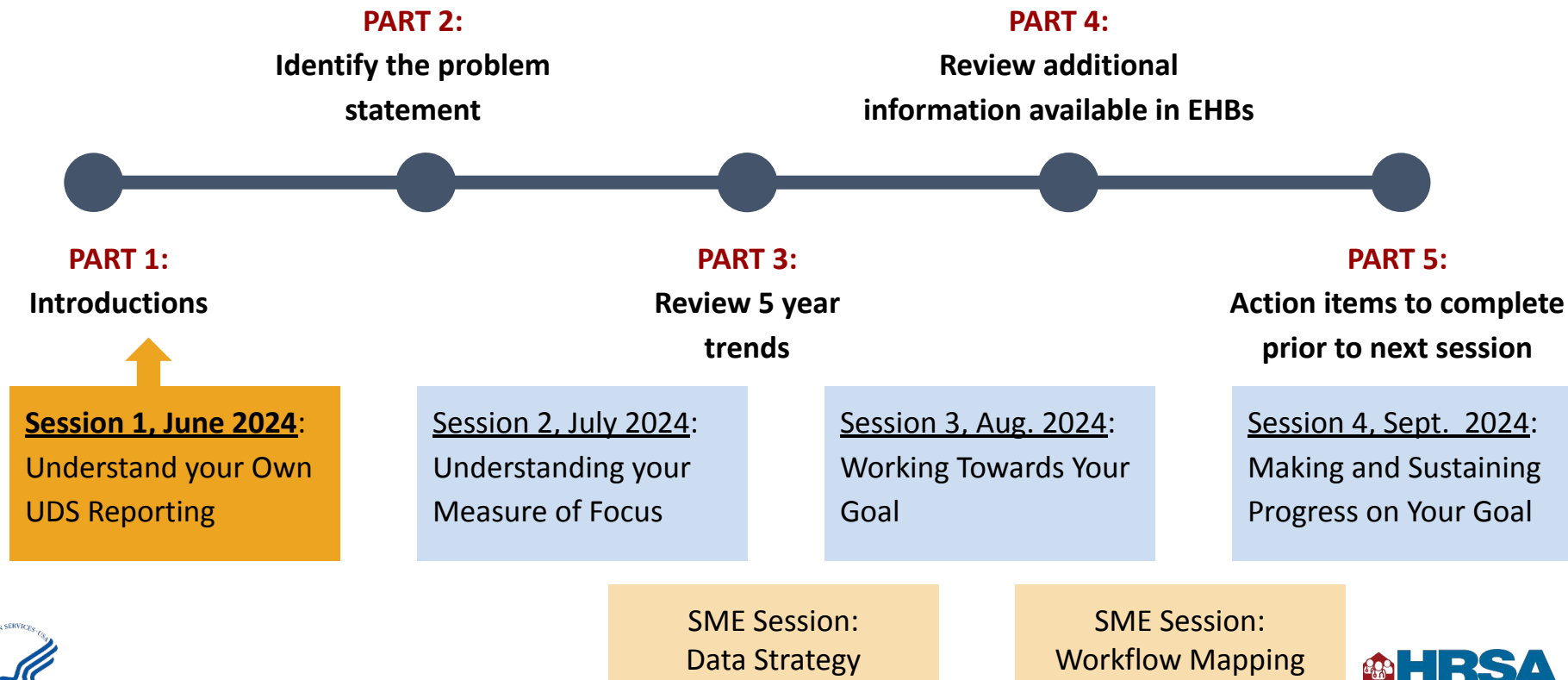
THE REALITY

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 2:
Identify the problem statement

PART 4:
Review additional information available in EHBs

PART 1:
Introductions

PART 3:
Review 5 year trends

PART 5:
Action items to complete prior to next session

Session 1, June 2024: Understand your Own UDS Reporting

Session 2, July 2024: Understanding your Measure of Focus

Session 3, Aug. 2024: Working Towards Your Goal

Session 4, Sept. 2024: Making and Sustaining Progress on Your Goal

SME Session: Data Strategy

SME Session: Workflow Mapping

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Breast Cancer Screening CMS125v12

Percentage of women 50-74 years of age who had a mammogram to screen for breast cancer in the 27 months prior to the end of the Measurement Period.

Numerator

Denominator

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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…

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…

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 Health Center Program GeoCare Navigator

Available to the public on HRSA site and UHealth Center Program GeoCare Navigator site.

Reports in the Electronic Handbooks

Available to health centers, PCAs, and other health center program stakeholders.
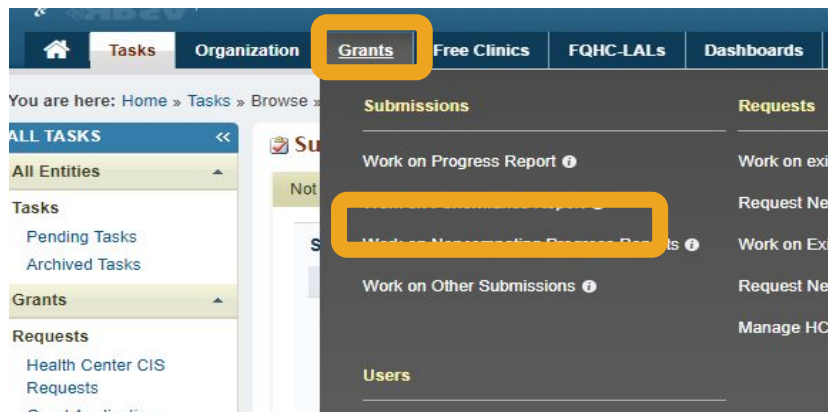
HRSA Health Center Data & Reporting Site: https://data.hrsa.gov/tools/data-reporting/program-data/national
Health Center Program GeoCare Navigator Website: https://geocarenavigator.hrsa.gov/ EHBs:
https://grants.hrsa.gov/2010/WebEPSExternal/Interface/common/accesscontrol/login.aspx

data.HRSA.gov: Many Options

Health center, state, and national profiles.

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

Health Center Program UDS Data

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

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

Comparison between states and territories on key statistics.

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.

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

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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

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](#).

Scroll down!

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 Look-Alike: HC	Electronic Handbooks (EHBs)
UDS Health Center Trend Report	August	HC	Awardee: HC, S, N Look-Alike: HC, N	EHBs
UDS Summary Report	August	HC	Awardee: HC, S, N Look-Alike: HC, N	EHBs
UDS State and National Rollup Reports	June	HC, Public	Awardee: S, N Look-Alike: N	EHBs, HRSA website
Grantee and Look-Alike Profiles	August	Public	Awardee: HC, S, N Look-Alike: HC, N	HRSA website
Grantee Comparison Data Views	August	Public	Awardee: HC, S, N 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

Health Center Tables and Data Files

Accessing Prior Year Data and Reports

- The UDS is the *Performance Report* for your H80 grant (or LAL grant).

- Hover over **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

Other reports will be available this summer!

Health Center Tables for CY2023

- **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-ish Each Year

Several Options for Format/ Views

- **Scroll down on this page if you just want to view an individual table in the page itself**

- **Download XML or Excel data file:** A data file of finalized calendar year data that can be used for customized review of data

- These 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

Review and Report List Page

▸ H80CS002942023/v2: Cabin Creek Health Center, Inc., Dawes, WV

Reports

Report Name	Description	Action
UDS Data File in XML	Submitted Raw UDS Data File in XML format.	Download
UDS Data File - Excel Format	Download a copy of your health centers' submitted UDS Performance Report in an excel format including data in all tables and forms.	Download
UDS Health Center, State, National Summary Report	The Summary Report is a 'dashboard' report intended to describe each health center in a statistical manner. Calculations of key measures are derived from their own organization's current reporting on the UDS. The measures are broken out into two main categories: 1) Demographic and Clinical Data (Patients, Visits, Staffing and Clinical Information) and 2) Fiscal Information (Costs and	Not Available

Or scroll down to where you can click on any individual table for the year.

Available from EHBs in June-ish Each Year

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Do you download prior year data each year?

If so, when and what do you do with it? What value does it provide?
What is it's value beyond what you have in your own reports?

Action Item 3

Access or download your **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

1 Structured **similarly** to the UDS tables

2 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

3 **Compiles and aggregates annual data:** Reported by health centers at national, state, and grant (HCH, MHC, PHPC) levels

4 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

- Reflects what is 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 24 through 64 (a)	Estimated Number of Patients Tested	Estimated % of Patients Tested
11.	MEASURE: Percentage of women 24-64 years of age who were screened for cervical cancer	7,783,533	4,278,162	54.96%
Line	Breast Cancer Screening	Total Female Patients Aged 52 through 74 (a)	Estimated Number of Patients with Mammogram	Estimated % of Patients with Mammogram
11a.	MEASURE: Percentage of women 52–74 years of age who had a mammogram to screen for breast cancer	3,534,508	1,851,976	52.40%

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	16,251,419	11,636,325	71.60%

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

1 Provides a calendar year summary and analysis of health centers' UDS data using measures calculated across tables
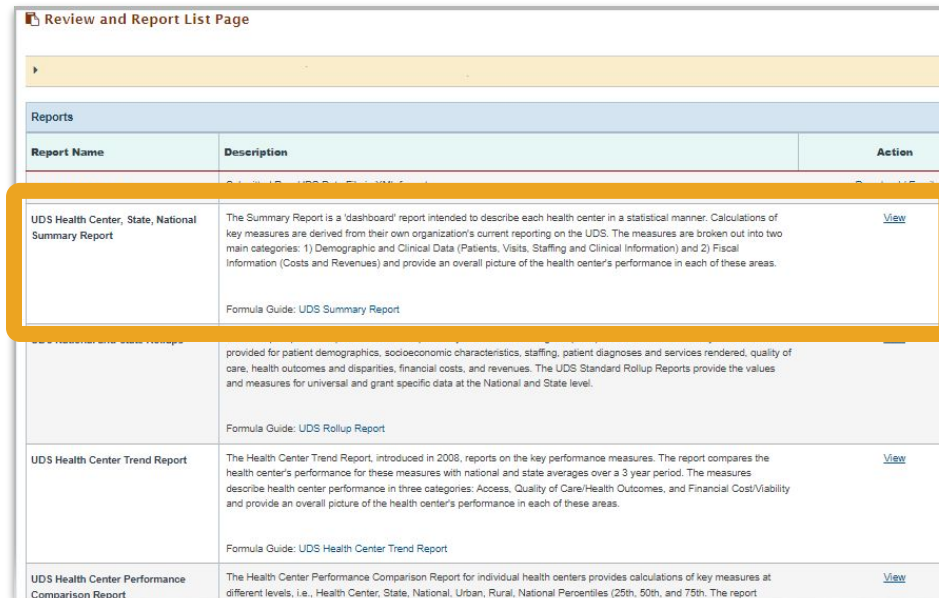
2 Presents data in **six** categories

- Patients, Visits, Staffing, Quality of Care Indicators/
  Health Outcomes, Costs, and Revenue, and Adjustments

- Includes option for comparisons
  - Health center compared to **state** and **nation**

3 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

Compare health centers' data with national and state averages, side by side

Inclusive of both raw values and percentages for some tables

Percentages are often more useful than raw numbers when comparing the health center to the state or the nation

	Health Center		State		National	
PATIENTS						

. . .

VISITS						
Number/Percent Visits						
Total Visits		110,184		790,646		132,535,752
Medical	80,086	72.68%	548,524	69.38%	87,280,040	65.85%
Dental	14,135	12.83%	103,287	13.06%	15,449,941	11.66%
Mental Health	14,241	12.92%	111,316	14.08%	16,022,483	12.09%
Substance Use Disorder	-	-	8,362	1.06%	1,765,153	1.33%
Other Professional	798	0.72%	2,155	0.27%	3,549,102	2.68%
Vision	-	-	3,558	0.45%	1,178,520	0.89%
Enabling Services	924	0.84%	13,444	1.70%	7,290,513	5.50%
Total Clinic Visits		97,388		725,048		114,990,713
Medical	74,280	76.27%	529,313	73.00%	78,935,048	68.64%

Raw Value   Percentage

UDS Summary Report: Clinical Quality Measures

	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%

Above is prior data. 2023 UDS data will be available in reports soon!

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

1 Provides a calendar-year summary and analysis of **health centers' UDS data** and performance

2 Provides two sets of data

- Quality of care indicators/health outcomes
- Cost of care indicators

3 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
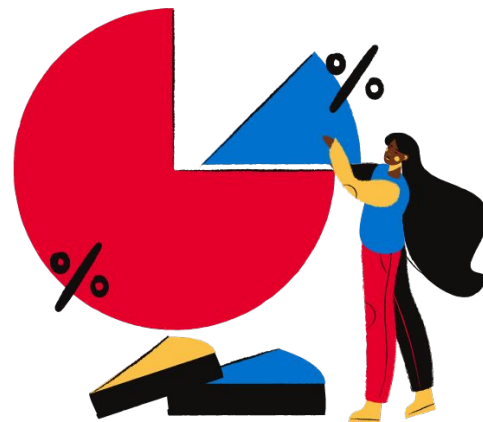
Typically available from EHBs in August

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

This report is uniquely useful for seeing how your health center compares to peers.

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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]	CO	National	Rural	Size 10,000-19,999	Sites[1] 11-15	Special population Agricultural Workers[2] Below 25%	Special population Homeless[3] Below 25%	Health Center Adjusted Quartile[5]
				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

Health Center Program

This Information Informs Rankings and Badges

» **Uniform Data System (UDS) Health Center Adjusted Quartile Ranking**
https://bphc.hrsa.gov/datareporting/reporting/ranking.html

» **Community Health Quality Recognition (CHQR) Overview**
https://bphc.hrsa.gov/initiatives/advancing-health-center-excellence/community-health-quality-recognition-chqr-overview

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.

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 CY2023 performance 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.

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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 GeoCare Navigator

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

GeoCare Navigator

- Assistance with the online service area mapping tool
- https://geocarenavigator.hrsa.gov/

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