



# Demonstrating the Value of Enabling Services through Data Collection

April 24, 2013

---

# PRESENTERS

Hui Song, MPH

RESEARCH MANAGER, AAPCHO

Tuyen Tran, MPH

PROGRAM COORDINATOR, AAPCHO

Association of Asian Pacific Community Health Organizations-AAPCHO- is a national association established in 1987 with a mission to improve the health status and access of Asian Americans, Native Hawaiians and other Pacific Islanders.



AAPCHO

# PRESENTATION OVERVIEW

- Importance of Enabling Services (ES) and data collection
- AAPCHO's Enabling Services Accountability Project (ESAP)
- Development of a training of trainers curriculum and resources to assist health centers in the implementation of AAPCHO's ES data collection protocol



AAPCHO

# Enabling Services (ES) and Data Collection

What are Enabling Services and why are they important?

# WHAT ARE ENABLING SERVICES?

- Non-clinical services that are provided to health center patients that promote, support and assist in the delivery of health care and facilitate access to quality patient care (NCHC/MGMA Report, 2000).

For example: Transportation, case management, health education, outreach



What are some of the Enabling Services (ES) does your health center provide?

Does your health center collect ES data?

# WHY ARE ENABLING SERVICES IMPORTANT?

- Facilitate health care access and improve outcomes
- Reduce racial and ethnic disparities in health
- Key components of quality care and Patient-Centered Medical Homes
- Integral in expanding access under health care reform

# WHY ARE ENABLING SERVICES IMPORTANT: PCMH



**The Team**

**The Whole Person**

Administration

Clinical Providers

Outreach and Enabling Services



The Person's Community

Behavioral Health

Physical

Mental



Emotional

Social

Source: Health Outreach Partners





AAPCHO

# AAPCHO'S Enabling Services Accountability Project (ESAP)

# ENABLING SERVICES ACCOUNTABILITY PROJECT (ESAP)

Charles B. Wang Community Health  
Center NY, NY

International Community Health Services  
Seattle, WA



Kalihi-Palama Health Center Honolulu,  
HI

Waianae Coast Comprehensive Health  
Center Waianae, HI



# WHY COLLECT ENABLING SERVICES DATA?

- Advocate for sustainable funding
- Highlight value of enabling services
- Bring attention to the need for comprehensive services
- Increase capacity to track enabling services for grants, research and funding accountability
- Assist CHCs in allocating time and resources more effectively
- Recognize the importance of having enabling services staff



# PATIENT CENTERED MEDICAL HOMES

- PCMH- Access & Communication

  - Eligibility assistance/financial counseling

  - Interpretation

  - Transportation

  - Outreach

  - Health Education

*Corresponding  
AAPCHO's ES  
categories*

- PCMH- Care Management/Patient Self-Management Support

  - Health Education

  - Case Management

- PCMH- Referral Tracking/Performance Reporting&Payment

  - Enabling services coding and tracking



# ESAP SITES RESULTS: OPERATIONAL BENEFITS

- Placed value on ES staff as part of healthcare team, justifying need for more
- Volume of managed care enrollment services demonstrated need for external managed care staff and allowed CHC staff to perform more case management
- Volume of Micronesian interpretation services supported the need for hiring more Micronesian interpreters instead of using contract services
- Helped board and management to direct resources appropriately while improving care and achieve cost savings

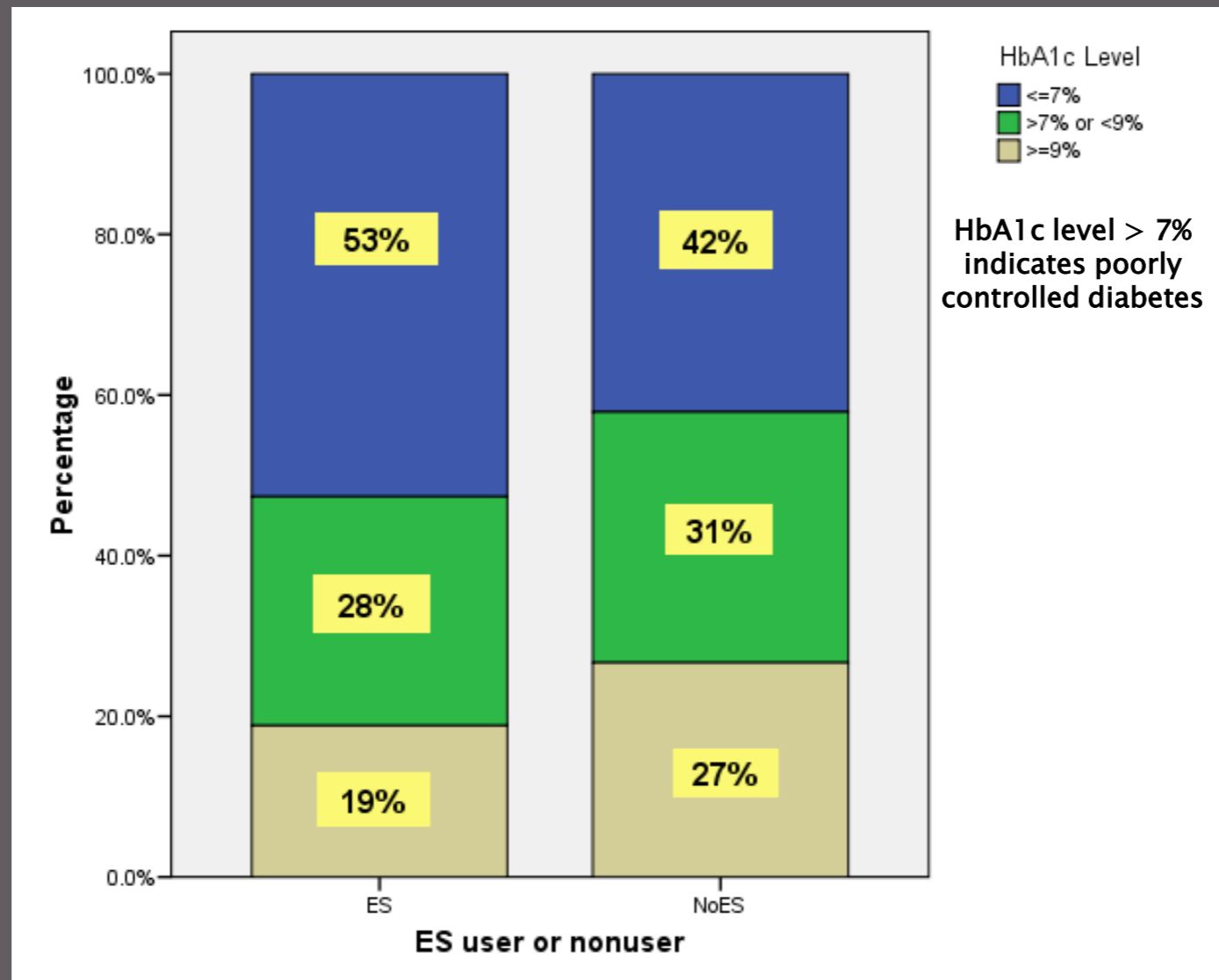


AAPCHO

# ESAP: HEALTH OUTCOMES

# ESAP SITE RESULTS: IMPROVED HEALTH OUTCOMES

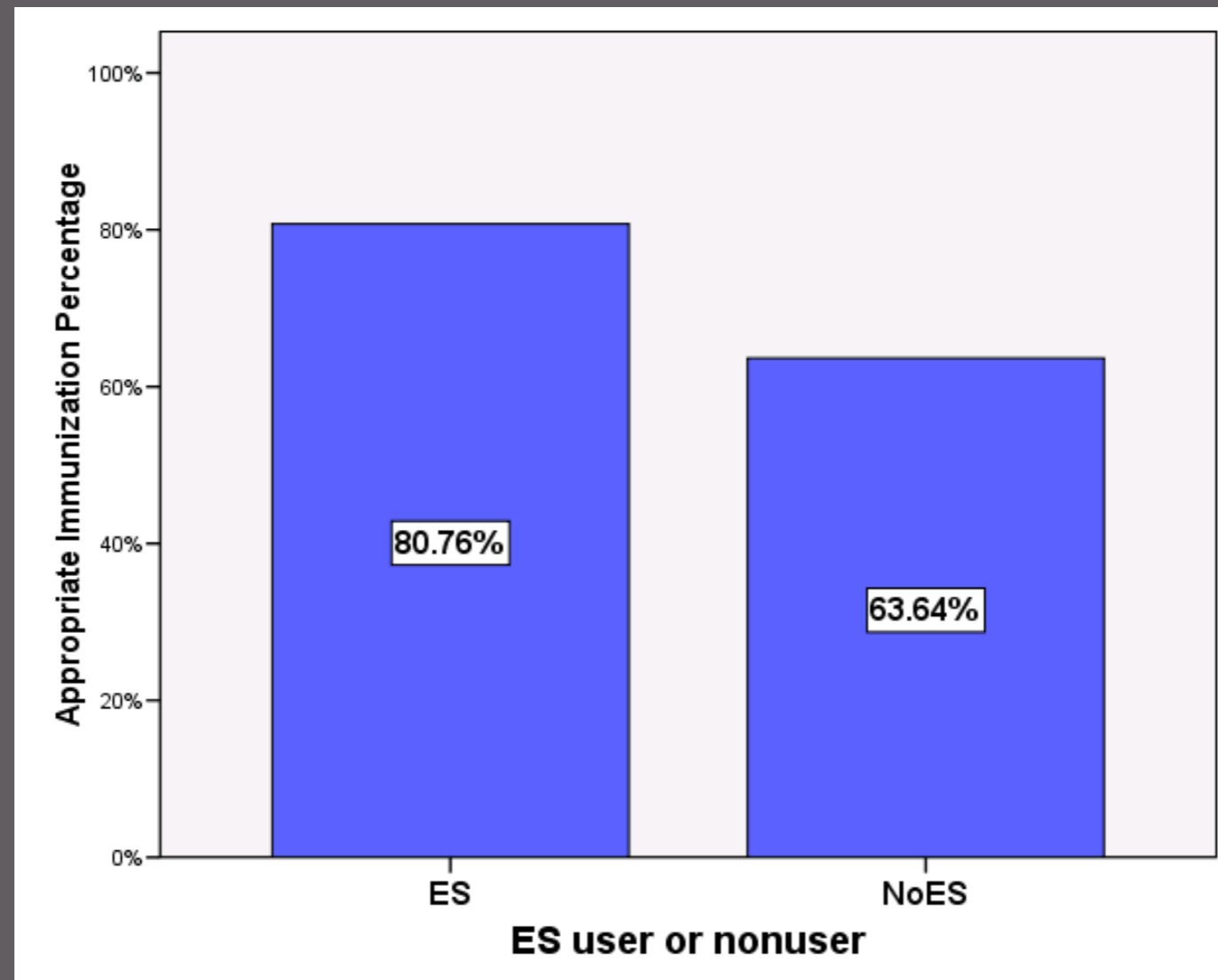
- ES users have better outcomes for diabetes



Data source: 2007 ESAP sites ES and clinical data

# ESAP SITE RESULTS: IMPROVED HEALTH OUTCOMES

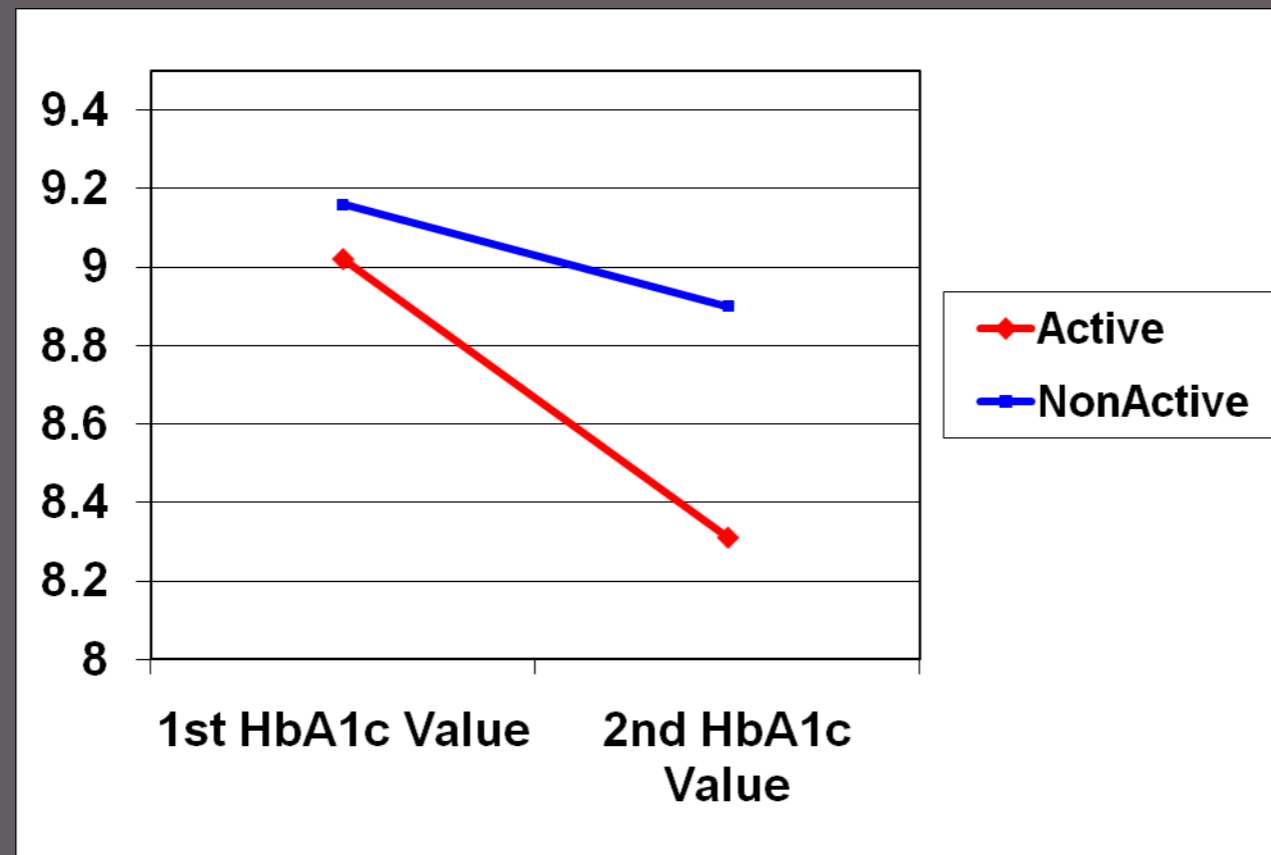
- ES users have better outcomes for appropriate child immunization measures than non-users



Data source: all ESAP sites ES and clinical data

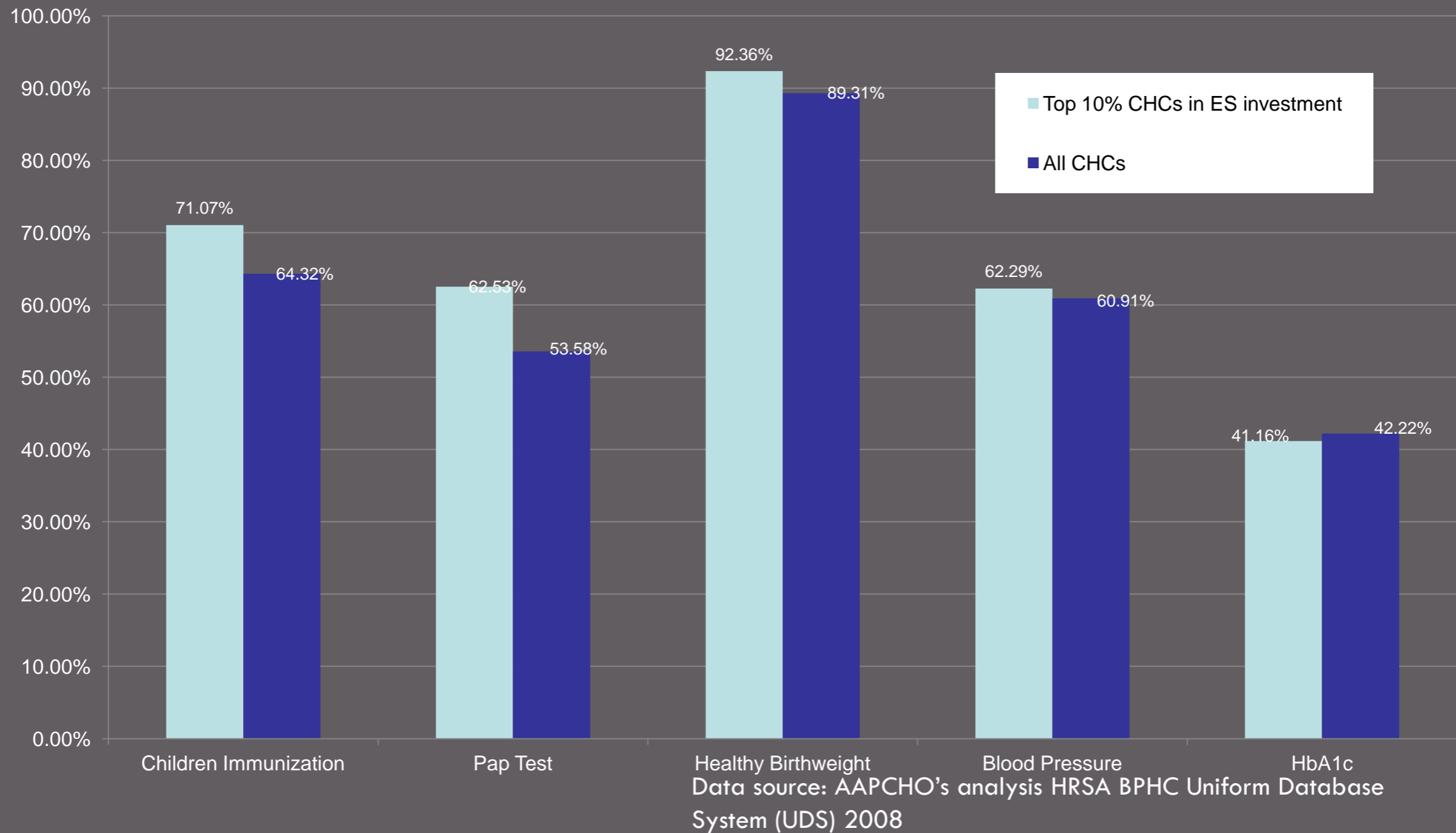
# ESAP SITE RESULTS: IMPROVED HEALTH OUTCOMES

- Increased use of enabling services, specifically culturally proficient health education, can lead to improved blood sugar levels for diabetic patients



Data source: 2002-2005 WCCHC ES and clinical data

# INVESTMENT IN ENABLING SERVICES IS ASSOCIATED WITH BETTER HEALTH OUTCOMES





AAPCHO

# Training of Trainers

## Curriculum Development

# ESAP GOALS THAT LED TO CURRICULUM DEVELOPMENT

- Develop standard data collection protocol and database for ES at health centers nationally
- Facilitate research and expansion opportunities to other health centers and networks:

*National Association of Community Health Centers*

*National Healthcare for the Homeless Council*

*Health Outreach Partners*

*California Primary Care Association...*



# STANDARD DATA COLLECTION CATEGORIES

ENABLING SERVICES CATEGORIES	Code
Case Management Assessment	CM001
Case Management Treatment and Facilitation	CM002
CM Referral	CM003
Financial Counseling/ Eligibility Assistance	FC001
Health Education/Supportive Counseling *Individual *Group	HE001
Interpretation	IN001
Outreach	OR001
Transportation	TR001
Other	OT001

# STANDARD DATA COLLECTION PROTOCOL

## AAPCHO Enabling Services Encounter Form

Note: Fields in Red are optional

Service Date	Provider ID	Patient ID	Patient DOB	Patient Gender <input type="checkbox"/> M <input type="checkbox"/> F	PL Zip Code									
Encounter Type (check only one):		<input type="checkbox"/> Face to Face	<input type="checkbox"/> Telecommunication	<input type="checkbox"/> Off-site										
Appointment Type (check only one):		<input type="checkbox"/> Scheduled	<input type="checkbox"/> Walk-in											
Group or Individual (check only one):		<input type="checkbox"/> Group		<input type="checkbox"/> Individual										
<b>B. Payor Source at time of service (check)</b>														
A. Managed Care <input type="checkbox"/> Y <input type="checkbox"/> N		B. Sliding Fee <input type="checkbox"/> Y <input type="checkbox"/> N												
<b>C. Carrier at time of service (check only one)</b>														
<input type="checkbox"/> Medicaid		<input type="checkbox"/> Medicare		<input type="checkbox"/> Other Public including Non-Medicaid CHIP										
<input type="checkbox"/> Private		<input type="checkbox"/> Self-pay		<input type="checkbox"/> Other (please specify):										
<b>D. Ethnicity (check only one)</b>														
<input type="checkbox"/> Hispanic or Latino <input type="checkbox"/> All others including unreported <input type="checkbox"/> Not used														
<b>E. Primary Language (check only one)</b>			<b>F. Race (check only one)</b>											
<input type="checkbox"/> English	<input type="checkbox"/> Mandarin	<input type="checkbox"/> Vietnamese	<input type="checkbox"/> Asian Indian/ South Asian	<input type="checkbox"/> Native Hawaiian	<input type="checkbox"/> White									
<input type="checkbox"/> Cantonese	<input type="checkbox"/> Samoan	<input type="checkbox"/> Visayan	<input type="checkbox"/> Chinese	<input type="checkbox"/> Guamanian/ Chamorro	<input type="checkbox"/> Black/ African American									
<input type="checkbox"/> Hmong	<input type="checkbox"/> Spanish		<input type="checkbox"/> Filipino	<input type="checkbox"/> Samoan	<input type="checkbox"/> American Indian/ Alaskan Native									
<input type="checkbox"/> Japanese	<input type="checkbox"/> Tagalog	<input type="checkbox"/> Other (please specify):	<input type="checkbox"/> Japanese	<input type="checkbox"/> Other Pacific Islander	<input type="checkbox"/> Mixed - AAPI									
<input type="checkbox"/> Khmer	<input type="checkbox"/> Tibetan		<input type="checkbox"/> Korean		<input type="checkbox"/> Mixed - Other									
<input type="checkbox"/> Lao	<input type="checkbox"/> Thai		<input type="checkbox"/> Vietnamese		<input type="checkbox"/> Other (Please specify):									
<input type="checkbox"/> Laotian	<input type="checkbox"/> Tongan		<input type="checkbox"/> Other Asian											
<b>Check if applicable:</b>														
<input type="checkbox"/> Cannot read/write primary language														
<input type="checkbox"/> Service provided in language other than English														
Specify language: _____														
<b>F. Place of Birth (check only one)</b>			<b>G. Job Type (check only one)</b>											
<input type="checkbox"/> U.S.	<input type="checkbox"/> Laos	<input type="checkbox"/> Africa	<input type="checkbox"/> General Enabling Services Provider	<input type="checkbox"/> Administrator/Clerk/ Facility Staff	<input type="checkbox"/> Physician (MD or DO)									
<input type="checkbox"/> Pacific Islands	<input type="checkbox"/> Philippines	<input type="checkbox"/> Latin, Central, or South America	<input type="checkbox"/> Case Manager	<input type="checkbox"/> Community Health Worker	<input type="checkbox"/> Physician's Assistant									
<input type="checkbox"/> China	<input type="checkbox"/> South Asia		<input type="checkbox"/> Eligibility/Financial Worker	<input type="checkbox"/> Counselor/Therapist (certified or licensed)	<input type="checkbox"/> Social Worker (certified or licensed)									
<input type="checkbox"/> Taiwan	<input type="checkbox"/> Thailand	<input type="checkbox"/> Other Place of Birth (Please specify):	<input type="checkbox"/> Health Educator	<input type="checkbox"/> Dental Personnel	<input type="checkbox"/> Traditional Healer									
<input type="checkbox"/> Japan	<input type="checkbox"/> Vietnam		<input type="checkbox"/> Counselor/Therapist	<input type="checkbox"/> Medical Assistant	<input type="checkbox"/> Other (please specify)									
<input type="checkbox"/> Korea	<input type="checkbox"/> Other Asian Country		<input type="checkbox"/> Interpreter	<input type="checkbox"/> Nurse (NP, RN, LVN, Midwife)										
<input type="checkbox"/> Cambodia	<input type="checkbox"/> Europe		<input type="checkbox"/> Outreach Worker	<input type="checkbox"/> Nutritionist										
			<input type="checkbox"/> Transportation Provider	<input type="checkbox"/> Pharmacist										
			<input type="checkbox"/> Volunteer											
<b>H. ENABLING SERVICE</b>														
Case Management – Assessment	CM001	MINUTES (Circle one or specify in Other if > 120 minutes)										Other		
Case Management – Treatment and Facilitation	CM002	10	20	30	40	50	60	70	80	90	100	110	120	
Case Management – Referral	CM003	10	20	30	40	50	60	70	80	90	100	110	120	
Financial Counseling/ Eligibility Assistance	FC001	10	20	30	40	50	60	70	80	90	100	110	120	
Health Education/ Supportive Counseling	HE001	10	20	30	40	50	60	70	80	90	100	110	120	
Interpretation Services	IN001	10	20	30	40	50	60	70	80	90	100	110	120	
Outreach Services	OR001	10	20	30	40	50	60	70	80	90	100	110	120	
Transportation	TR001	10	20	30	40	50	60	70	80	90	100	110	120	
Other: describe services below	OT001	10	20	30	40	50	60	70	80	90	100	110	120	

ENCOUNTER INFORMATION

PATIENT INFORMATION

PROVIDER INFORMATION

ENCOUNTER INFORMATION



# RESEARCH & EXPANSION OPPORTUNITIES



<http://enablingservices.aapcho.org>

# TRAINING OF TRAINERS: PARTNERS

**NATIONAL HEALTH CARE**  
*for the HOMELESS COUNCIL*

*Breaking the links between poor health and homelessness*



AAPCHO



**Health Outreach Partners**

ADVANCING GRASSROOTS COMMUNITY HEALTH MODELS



AAPCHO

# TRAINING CONTENTS OVERVIEW

- Module 1- Introduction to Enabling Services
- Module 2- Defining Enabling Services
- Module 3- Preparing for Implementation
- Module 4- Implementation
- Module 5- Data Collection, Analysis and Dissemination

Purpose of training:

Provide *knowledge, skills and tools* necessary to assist Health Center Program grantees in implementing AAPCHO's Enabling Services Data Collection protocol

# PRE-IMPLEMENTATION REQUIREMENTS

- Clinic provides enabling services (complete needs assessment)
- Senior leadership and management support of data collection project
- Commitment to learning the data collection process and to collect appropriate and accurate data
- Workflow and documentation of services needs to be clear and consistent with staff



# IMPLEMENTATION

- Factors that influence the implementation

**ES Structure** + **Data Systems** + **Existing Processes**

# IMPLEMENTATION: CHC STAFFING

- Recommended roles:
- Project manager/coordinator for overall project implementation
- Data analyst
- Supporting staff: administrative and data entry
- Enabling services- additional time for data recording dependent on project integration into daily workflow
- ~1 minute additional time in daily workflow for documentation

# IMPLEMENTATION TIMELINE

Activity	Approximate Timeframe	Available Resources
Complete enabling services needs assessment	1 week	Fact sheets, FAQs, Needs assessment tool
Presentation to key staff to obtain buy-in	1 month	ES project introduction ppt
Develop enabling services encounter form	1 week	Sample encounter forms
Prepare enabling services database	1 month	Sample database, File layout manual
Train enabling service staff to collect data	1 month	Fact sheets, Implementation training protocol, Handbook for enabling services data collection
Train data analysts to enter, code, and clean datasets	1 month	Handbook for enabling services data collection
Complete enabling services implementation readiness assessment	3 weeks	Implementation readiness assessment tool
Implement pilot data collection	4 months	Handbook for enabling services data collection, Handbook quick reference card
Evaluate data entry	3 weeks	Data evaluation tool
Evaluate implementation process	1 week	Implementation evaluation tool
Analyze data	2 weeks	Sample Analysis & Report
Report data	1 week	Sample Analysis & Report
<i>Total Approximated Timeframe</i>	<i>11 months</i>	

# NEXT STEPS

- NWRPCA Spring Conference May 20, 2013: Sneak Peak content
- Give us your feedback
- Resource available on AAPCHO's website:  
<http://enablingservices.aapcho.org>
  
- Email/Call us!

# THANK YOU!

For questions, please contact:

Tuyen Tran

[ttran@aapcho.org](mailto:ttran@aapcho.org)

510-272-9536 x 103

Hui Song

[hsong@aapcho.org](mailto:hsong@aapcho.org)

510-272-9536 x 119





AAPCHO

THANK YOU.