

# News from the Collaborative

## November Featured Content



### Network for Regional Healthcare Improvement: A new tool developed in partnership with MASS Design on how to establish, improve, and add services to Off-Site COVID-19 Testing Centers

Between March 20th and August 10th, 2020, the Network for Regional Healthcare Improvement (NRHI) and its member and research partners, Qualidigm, conducted qualitative research on off-site COVID-19 testing centers (OSCTCs) in more than twenty states across the country. Many **NRHI members** supported the work by serving as advisors and connecting the research team with OSCTC leaders in their communities.

Phase I (March-April 2020) was a rapid assessment of the then promising practices for off-site testing for COVID-19. A summary of the findings has been **published** in Healthcare: The Journal of Delivery Science and Innovation and the **full report** has been released. The major considerations were organized in an easy-to-follow **infographic** and disseminated broadly to support sites looking to establish or improve testing centers.

During Phase II (June – August 2020), the research focused on questions addressing access to testing among vulnerable populations, the alignment of OSCTCs with public health entities, community-based organizations, and other health systems to effectively address the testing needs, limitations, and opportunities across the population. After an extensive qualitative analysis, the findings were organized in a comprehensive **Off-Site Testing Toolkit**.

## Insights from the HCGC Blog



### HCGC Releases Latest Regional Quality Transparency Report

**Innovations and Lessons Learned Amidst Pandemic**

*by Carrie Baker, President & CEO*

Central Ohio providers continue to be open and transparent with one another about how they perform on specific quality measures with an eye on improving health and healthcare delivery across the region. HCGC is pleased to release our second Quality Transparency report of 2020 with data on nine clinical quality measures from 13 healthcare organizations representing over 223 primary care practice sites that are caring for more than 881,234 patients across Central Ohio. Our Quality Improvement Learning Group (QILG) has hosts quarterly work sessions for practices and quality improvement system leaders to evaluate regional performance, set goals, and align improvement activities at a system and practice level.

Since 2014, the report has been released twice a year, providing benchmarking, trends and important insights to help as practices strive for continuous improvement. Over the years, HCGC has increased the number of practices from just over 80 reporting in 2014, to 223 in the most current iteration of the report. The number of quality measures has also increased as a result of the collaborative work of the QILG.

For the first time, and amidst a global pandemic, contributors reported data on telehealth services provided by their practices. While several preventative screening targets were predictably under target, this report demonstrates that central Ohio providers rose the challenge of using innovation to provide access to care at the height of the COVID-19 pandemic. On average, **practices performed over 1,000 telehealth appointments with patients** during this reporting period. This data demonstrates that **providers in the region prioritize the safety and healthcare of their patients**. Providing telehealth services to patients allows for a continuum of care, while ensuring the safety of central Ohio patients from preventable exposure to the coronavirus.

[View the Entire Post and Access the Report](#)

## Patient Centered Outcomes Research Institute Featured Article



### Does a Video Chat Referral Process Help Families with Children Who Have Medicaid to Initiate Mental Health Care?

Nearly 80 percent of children who have Medicaid and mental health problems don't get the care they need. To begin care, families must go through a complex referral process that can be hard for them to finish.

In this study, the research team developed a video chat referral process to help families with children who have

Medicaid get mental health care. In this new process, health centers took a more active role in helping families start the referral process. The team wanted to learn if more families got through the referral process after video chat referrals than families who had usual referrals.

Read more on PCORI's website



## Articles of Interest & Upcoming Partner Events

[Center for Community Solutions: This World AIDS Day](#)

[How the Coronavirus Pandemic Is Changing Philanthropy](#)

[HPIO Releases Ohio addiction policy scorecard: Children, youth and families](#)

[Diseases of Despair claim more than 1.9 million years of Ohioans' lives over 10-year period](#)

[NRHI: Collaboratives in Action: Responding to COVID-19](#)



## Monthly Meeting Resources

Following each Monthly Meeting and Regional Learning Session, the agenda, speaker information, slide deck and other relevant resources are uploaded to the HCGC website for your reference. [View resources.](#)

For a Calendar of Events visit:  
<http://www.hcgc.org/events.html>

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