



## Carolina Collaborative Community Care, Inc. (4C) Menu of Enhanced Provider Services

Carolina Collaborative Community Care (4C) is an NCQA accredited organization that offers care management and disease management services in Cumberland and surrounding counties. 4C also offers enhanced provider services to healthcare providers and practices in an effort to provide comprehensive support and collaboratively ensure the well-being of patients in our community.

### Practice Operation Supports

#### Electronic Medical Record (EMR) Support

##### **Optimizing EMR Utilization to meet Practice Business Needs**

###### **EMR Data Entry and Fields**

Dilemma: Many EMRs have unique repositories for structured data that can be extracted by data search engines only from these places. If the data is not there it is not available for extraction and use as a reporting data element. This occurs even if the data are “in” the EMR and can be found but not by the extraction engine. Solution: Review the features of each provider unique EMR for storage and placement of unique data elements commonly used for both external agency reporting and internal practice reporting. Many EMRs have user groups but participating requires provider and office time.

###### **EMR Reporting**

Understanding each unique EMR includes understanding reporting capacity and its concurrence with the common external reporting engines often used by outside vendors with whom the practice is aligned. Optimizing practice reporting capacity to align with the most common agencies and companies allows validation of their reporting results and could be used as a practice asset.

##### **Practice QI for Billing**

Understanding and optimizing the practice specific EMR reporting platforms has been a major selling point of IT vendors of entities supporting Clinically Integrated/Aligned Networks (CIN/CAN), however one weakness is the timeline to change management implementation. We would partner locally to optimize this time for change implementation through our leveraged relationships and our local presence.

#### IT & Security

##### **HIPAA**

HIPAA training is mandatory, as it is an administrative requirement under the HIPAA Privacy Rule and an administrative safeguard of the HIPAA Security Rule. This training provides instruction on HIPAA & Confidentiality and how to remain compliant.

###### **Annual Training**

Annual training is done in a group environment to provide a refresher for the organization and provide a forum for open discussion regarding updates and potential scenarios.

###### **New Hire Training**

New Hire Training is done in a individual or small group setting. It provides instruction on HIPAA, Confidentiality, and policies and processes specific to the new employer.



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### **System Survey for Compliance**

A Security Risk Assessment is done using the tool created by the Office of the National Coordinator for Health Information Technology (ONC), in collaboration with the HHS Office for Civil Rights (OCR). Once completed, you will be provided recommendations based on the survey, to help better ensure compliance with HIPAA.

### **Policies and Procedures**

As an ongoing practice quality improvement effort, we do have available assistance for developing practice specific HIPAA policies and procedures. If you need help with developing policies and procedures related to HIPAA, please see the Quality Improvement (QI) listing below.

### **IT Services**

IT Infrastructure and Security surveys are an integral part of any organization, especially in the healthcare field. This can provide crucial information regarding upgrades to systems and processes to help prevent potential catastrophes.

#### **Data Security**

The Data Security evaluation focuses on the type of data your organization uses and maintains, how it is stored and secured, and any recommendations based on the findings.

#### **Physical Office IT Protections**

Physical Security is just as important as data security. This survey reviews the physical practices and processes that are in place to protect the IT infrastructure and data, as well as the employees within the organization. Recommendations are made based on the findings.

#### **System Surveys**

System surveys evaluate the actual hardware and software within the organization, from servers, computers and firewalls, to wireless access points and password policies. Recommendations are made based on the findings.

## **Annual HR Trainings**

### **Workplace Harassment Training**

When harassment occurs in the workplace, the cost of a hostile work environment, to the employers and the business are huge. Our Workplace Harassment Prevention training is an important part of what we offer in order to provide well-rounded views on the various types of harassment to include sexual harassment. Our harassment training helps create a clearer understanding of what is inappropriate behavior in the workplace.

### **Cultural Competency Training**

The more different cultures work together; the more cultural competency training is essential to avoid problems. The lack of cultural competency can lead to miscommunication, conflict, and reduced productivity. To be considered culturally competent, your staff should be aware of their own cultural identities and be able to respect the cultural differences of everyone around them (in particular, the people they work with).

### **Office Safety Training**

A safe and healthy workplace not only protects workers from injury and illness, it can also lower injury/illness costs, reduce absenteeism and turnover, increase productivity and quality, and raise employee morale. Without the proper *workplace safety* measures in place, a company puts its employees, customers, brand reputation and revenues in danger.



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### Dealing with Challenging People

This *course* offers successful tactics for interacting with *challenging people* and *handling* tough situations. It will introduce the concept of how to communicate with credibility and confidence, handle difficult people and how to take positive steps to turning problem relationships around.

### Quality Improvement (QI) Assistance

**Our Quality Improvement services aim to provide your team with analysis of current levels of functioning and how to make desired changes that will impact growth, efficiencies, and improved quality of care. Problem-solving to this degree will inspire enhanced team work, further define various roles, and often result in decreasing costs while increasing effectiveness, sustainability, and staff morale.**

**Much work with your team centers on defining and finessing practice *activities*, existing *policies and procedures*, as well as clarification of *processes*. This can include:**

- Workflow Review to increase role and time efficiencies, as well as decrease duplication
- Develop and implement tools to aid in tracking for optimized care, to include use of flags/triggers and filters to identify trends and stratify risk
- Data retrieval, review of metrics, and identification of care gaps
- Determine realistic solutions for trial based on capacity
- Development of PDSAs to test change and determine if process is to be adopted, adapted, or abandoned
- Evaluate satisfaction and sustainability based on specific feedback and use of surveys
- Engage multidisciplinary team for consultation based on needs
- Ensure awareness of available referral and resource options, as well as steps to initiate appropriate connections

### Project Management

#### Project Management Services

Our Project Management Services will support your team with planning, implementing, and closing projects. We will assist your team with communicating more effectively and efficiently, and you'll discover new best practices for your company as it relates to orchestrating successful projects.

Practice/Provider Name: \_\_\_\_\_

Practice/Provider Contact (phone and/or email): \_\_\_\_\_

Optimal Day and Time for Practice Visit (if desired): \_\_\_\_\_

4C Staff Member Received: \_\_\_\_\_ Date: \_\_\_\_\_