HCCN

Health Center Controlled Network

YEAR 3 EXECUTIVE SUMMARY
AUGUST 1, 2024 – JULY 31, 2025

WPHCA's Health Center Controlled Network (HCCN) supported Community Health Center (CHC) goals and priorities through individualized and group-level training and technical assistance (T/TA)

In Year 3 WPHCA provided:

820 hours of individualized training and technical assistance

2,458 hours of group training and technical assistance

35 group training and technical assistance events

WPHCA's HCCN invests in subject matter expertise through contracted consulting resources. In Year 3, WPHCA's HCCN provided over **1,023 hours** of consulting resources for CHCs.

WPHCA's HCCN currently contracts with the following consulting resources:
- Data & Reporting Consulting: Mitch Scoggins (Quality Data Consulting)
- PCMH Expertise: Karen Taubert (Comagine)

WPHCA's HCCN met 100% of our 3-Year HCCN Goals set by HRSA!

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- **Artificial Intelligence (AI)**: With AI increasingly incorporated into patient care, WPHCA has monitored vendors and provided a forum for users to share experiences with ambient technology. WPHCA has also developed an AI risk evaluation tool that enables CHCs to discuss potential challenges associated with AI use in a transparent manner.

- **Patient Centered Medical Home (PCMH)**: In addition to offering tailored support, Karen Taubert delivered a presentation to Quality Improvement and PCMH leaders regarding National Committee for Quality Assurance (NCQA) care locations. She also assisted CHCs with their annual renewals and the ongoing maintenance of PCMH recognition.

- **Uniform Data Systems (UDS)**: WPHCA provided data validation support to CHCs and assisted with preparation for UDS. CHCs participated in regular meetings to discuss data, measures, and mapping reviews for reporting accuracy.

- **Value-Based Care**: WPHCA matched payer member rosters to CHC patients in Azara, created payer-specific cohorts (e.g., Anthem Medicare and Medicaid), built a dashboard with relevant measures, set default filters to these cohorts, and trained CHCs on dashboard use.

- **Digital Patient Engagement & Digital Health Tools**: WPHCA is closely monitoring proposed regulations regarding updates and reimbursement policies for digital patient engagement. In the summer of 2025, CHC staff delivered a presentation on their Remote Patient Monitoring (RPM) initiatives.

- **Data Utilization**: WPHCA and CHC staff systematically compared electronic health records (EHR) data with information stored in Azara Data Reporting and Visualization System (DRVS), ensuring consistency in data outcomes. The OCHIN Reporting Analyst PLN remains an interactive and purposeful meeting, offering reporting support from Mitch Scoggins and facilitating structured peer-to-peer discussions. Additionally, WPHCA delivered a comprehensive presentation on Dashboards & Reporting.

- **Strengthening Cybersecurity & Patient Privacy**: In May 2025, WPHCA conducted the largest cybersecurity tabletop exercise to date, attended by 97 staff members representing 12 CHCs. WPHCA personnel subsequently met with individual CHCs to serve as accountability partners and assess any further support requirements. WPHCA collaborated with all remaining CHCs to implement multi-factor authentication for Azara DRVS, our population health management tool.

- **Interoperability and Data Exchange**: WPHCA maintains ongoing collaboration with state and national partners to remain abreast of developments in interoperability and the broader HIT landscape, foster strategic partnerships, and engage recognized experts and innovations. These insights are implemented through targeted group and individual training as well as technical assistance initiatives.

- **Data Management & Analytics**: WPHCA will support Health Centers by advancing a clear data strategy that enables real-time, teamwide use of Azara and data visualization to drive quality, operations, and integrated care.

- **Interoperability & Data Sharing**: WPHCA will strengthen interoperability by integrating external data into EHRs and quality reporting, enhancing exchange with payers, hospitals, WISHIN, and community partners to improve outcomes and demonstrate value in care.

- **Data Modernization**: WPHCA staff will collaborate closely with Health Center personnel to guarantee the production of accurate data outputs.

- **Enhancing Cybersecurity Support**: WPHCA will strengthen cybersecurity by maintaining ongoing preparedness and ensuring Health Centers can learn how to identify, mitigate and resolve third-party vulnerabilities.

- **Digital Health Tools**: With advancements in AI, WPHCA will maintain continuous dialogue regarding the management of digital health solutions. WPHCA will improve patient experience by expanding access through digital tools like online scheduling, after-hours telehealth, e-consults,

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