



On behalf of Family HealthCare Network and all of our team members, we would like to welcome you and give you a brief introduction to who we are and what we do here!





Clinical Quality Measures

Clinical Quality Measures (CQMs) are tools that help us measure and track the quality of healthcare services. Utilizing both NCQA and HRSA measures continue our mission of providing quality care.

We have developed Dashboards that provide current data for selected performance and outcome measures.

There is also CQM Job Aid to provide a breakdown of each measure.



Create an Environment of Excellence for Patients CQM's 2020

- Childhood Immunizations
- Adult Weight Screening & Follow Up
- Weight Assessment/Counseling for Children
- Tobacco Use Assessment & Cessation Intervention
- Screening for Clinical Depression Follow Up
- Cervical Cancer Screening
- Diabetes HbA1c >9%



Create an Environment of Excellence for Patients CQM's 2020

- Hypertension: Controlling High BP
- Chlamydia Screening
- Asthma Medication Ratio
- Well Child Visits
- Adolescent Well Care Visit
- Post Partum Care
- Breast Cancer Screening
- Sealants/Caries Risk

For more information please refer to the 2020 CQM Job Aid



Expected General Workflows

- **Clinical Quality Measures (CQMS)**

- CQMS will vary by provider specialty. Please refer to the 2020 CQM Job Aid for more details on each measure and how to meet the measure in Epic. Medical Assistants also assist with meeting some of these measures.

In Epic you will find **Health Maintenance Alerts** and orange **Health Reminder Alerts** that will be patient specific:

Health Maintenance	
08/02/1984	VARICELLA (1 of 2 - 2-dose childhood series)
08/02/1994	TD (ADULT)
08/02/1994	TDAP (ADULT)
08/02/1998	HIV SCREEN
08/02/2014	AMB CERVICAL PAP 31-65
09/01/2020	INFLUENZA (Season Ended)
08/02/2048	PNEUMOCOCCAL: 65+ YEARS (1 of 2 - PCV13)

Smoking Status Required
Depression Screening Required
Weight and nutrition counseling required.

Accessing Family HealthCare Network Templates-Login

In order to access FHCN templates please ensure you select the provider job title and department with “FHCN” in the name. Doing this will also ensure you see the orange Health Reminder Alert shown in the previous slide. Please see examples below.

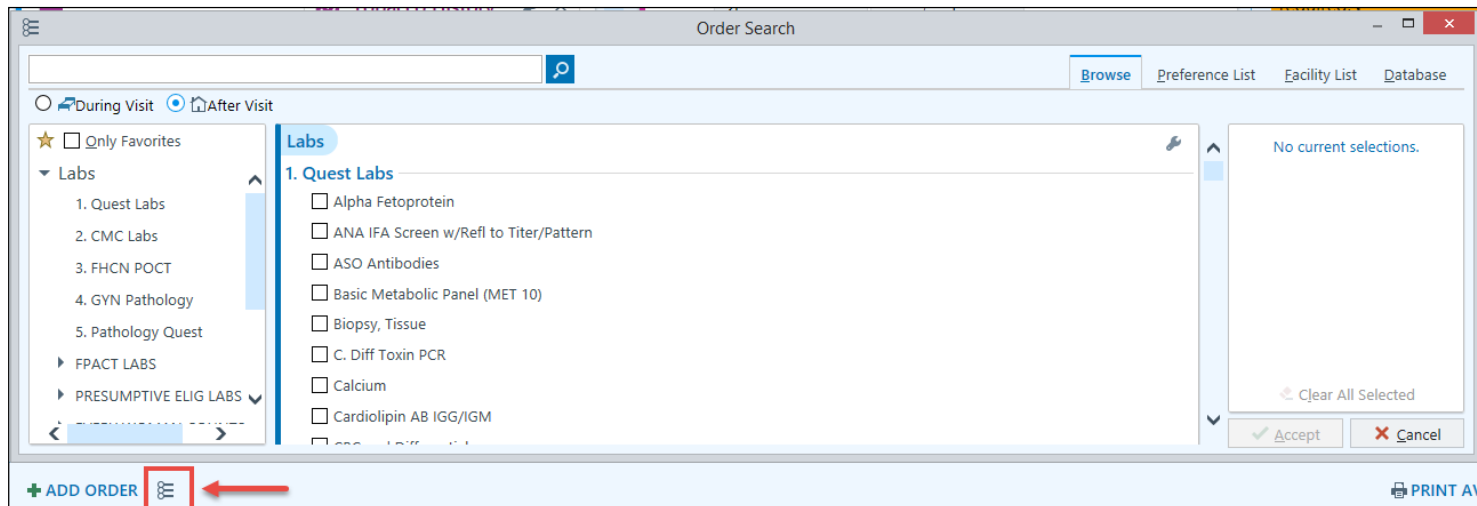
The screenshot displays the Epic HyperSpace login screen. The Epic logo and 'HYPERSPACE August 2020' are visible at the top left. A search box for the job title contains 'FHCN Resident [T210820]'. A 'Continue' button is highlighted in red. A 'Record Select' window is open, showing a search for 'fhcn' and a list of records. The first record, '80000030 ADV LUNG INF FHCN', is highlighted in blue and has a red box around it. The 'Department' field in the main interface also contains 'fhcn' and is highlighted with a red box.

%	ID	Department	Center	Specialty	Location	Service Area
1	80000030	ADV LUNG INF FHCN		Pulmonology	FHCN DISEA...	FAMILY HEA...
	80000010...	ANTICOAGULATION FHCN		Internal Medicine	FHCN ACC	FAMILY HEA...
	80000020...	BREAST SUR FHCN		Elective surgery	FHCN SURGI...	FAMILY HEA...
	80000010...	CARDIOLOGY FHCN		Cardiology	FHCN ACC	FAMILY HEA...
	80000030...	CHRONIC LUNG FHCN		Pulmonology	FHCN DISEA...	FAMILY HEA...
	80000010...	DERMATOLOGY FHCN		Dermatology	FHCN ACC	FAMILY HEA...
	80000030...	DEVICE CLINIC FHCN		Cardiology	FHCN DISEA...	FAMILY HEA...
	80000010...	DIABETES FHCN		Diabetes Services	FHCN ACC	FAMILY HEA...
	80000030...	DIAL ACCESS DMC FHCN		General Surgery	FHCN DISEA...	FAMILY HEA...
	80000020...	DIAL ACCESS SUR FHCN		General Surgery	FHCN SURGI...	FAMILY HEA...
	80000030...	ELECTIVE DMC FHCN		Elective surgery	FHCN DISEA...	FAMILY HEA...
	80000020...	ELECTIVE SUR FHCN		Elective surgery	FHCN SURGI...	FAMILY HEA...
	80000020...	ENDO SUR FHCN		Endocrinology	FHCN SURGI...	FAMILY HEA...
	80000010...	ENDOCRINOLOGY FHCN		Endocrinology	FHCN ACC	FAMILY HEA...
	80000020...	ENT SUR FHCN		Otolaryngology	FHCN SURGI...	FAMILY HEA...
	80000010...	FAMILY PRACTICE FHCN		Family Medicine	FHCN ACC	FAMILY HEA...
	80000010...	GASTRO FHCN		Gastroenterology	FHCN ACC	FAMILY HEA...
	80000030...	HEART FAILURE FHCN		Cardiology	FHCN DISEA...	FAMILY HEA...
	80000010...	HEMATOLOGY FHCN		Hematology	FHCN ACC	FAMILY HEA...



Expected General Workflows

- **Introduction to FHCN's Preference List**
 - Each department has a unique preference list created in Epic to display FHCN specific orders available to you.
 - This may include in-house medications, referrals, labs, etc.
- From the visit you will click on the Preference list Icon:

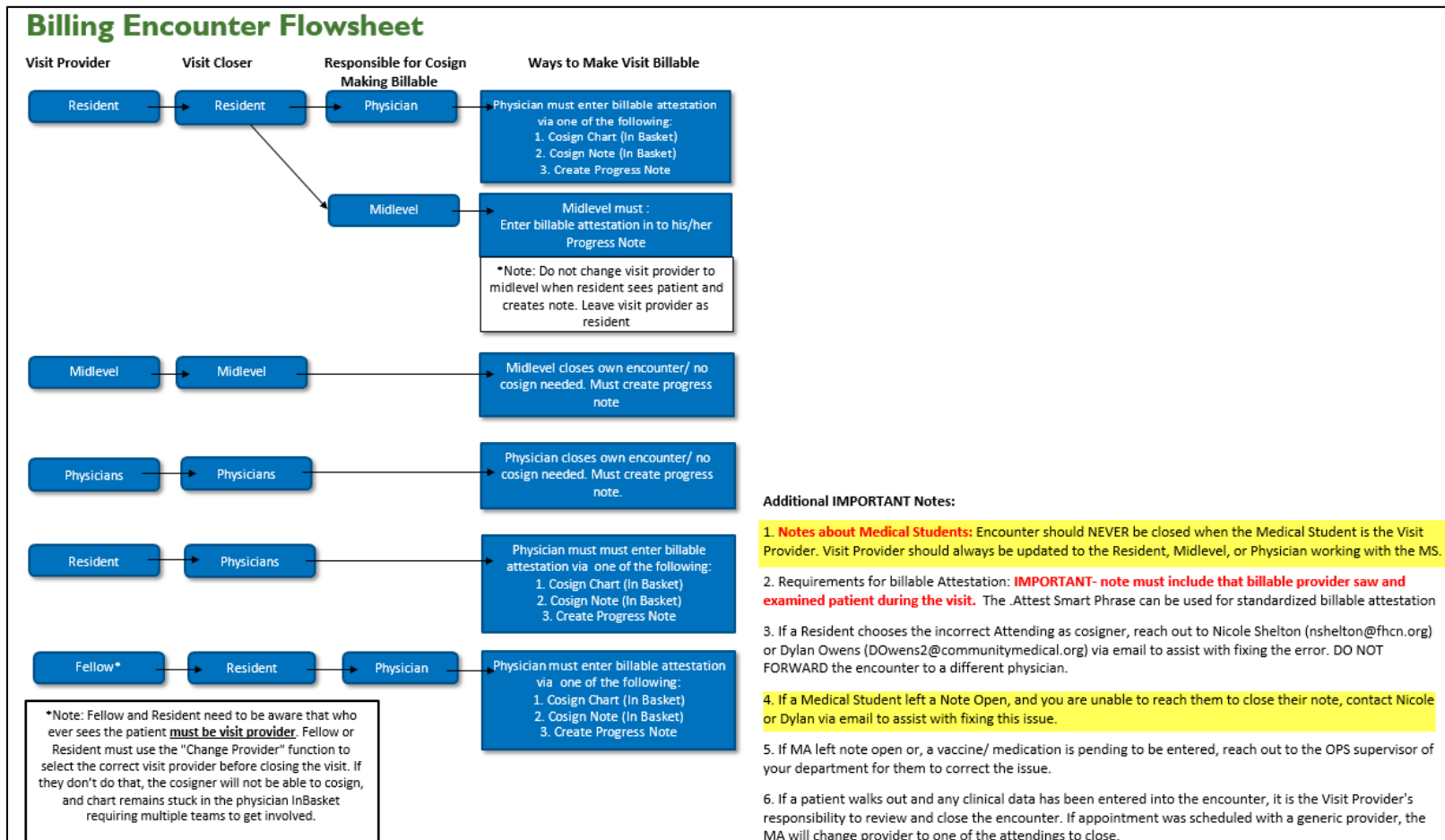




Lab Matrix- Ensures labs are routed to the correct Lab Company

<i>Resulting Agency</i>	<i>Status and Class when Specimen Collected in Clinic</i>	<i>Status and Class when Specimen Collected by Lab</i>	<i>Status and Class when specimen is Future Order</i>	<i>Standing Orders</i>
Softlab	Future Clinic Collect	Future Lab Collect	Future (Expected Date in the Future) Lab Collect	Standing Lab Collect Manual Release
Pathology Associates	Normal Clinic Collect	NA	NA	NA
Quest	Normal Clinic Collect	Normal Lab Collect	Normal (Expected Date in the Future can be added to comments) Lab Collect	Standing Lab Collect Auto Release
Quest Pathology	Normal Clinic Collect	NA	NA	NA

Please review the areas highlighted in yellow that are specific to med students





Need Assistance? Please call or email us.

IS helpdesk: help@fhcn.org or ext. 3577

Training department (Gabriel Yanez or Merrissa Madrigal):

trainingdistribution@fhcn.org or ext. 3212

Our office is in the second floor, right across from the Internal Medicine department in the Ambulatory Care Center building.