

Excellence and Innovation Grantees

2014



Multi-Organization Grants: \$600,000–\$825,000

Grantees*	Regions	Category	Project Description
Community Health Center of Cape Cod (4) <ul style="list-style-type: none"> • Brockton Neighborhood Health Center • Island Health Care • Manet Community Health Center 	Southern	Shared Services	Four health centers in the Southern region have identified an innovative shared services model for telephonic services . They will share telephone services and develop standardized protocols for calls across the four centers to improve patient no-show rates.
Harbor Health Services (10) <ul style="list-style-type: none"> • Brockton Neighborhood Health Center • Community Health Connections, Fitchburg • Edward M. Kennedy Community Health Center • Family Healthcare Center at SSTAR • Family Health Center of Worcester • Holyoke Health Center • Joseph M. Smith Community Health Center 	Statewide	Shared Services	Ten health centers will establish a statewide user group for health centers that use the NextGen EHR. The project will establish an infrastructure for centers to jointly plan projects, identify opportunities to pool and share resources, and share best practices , allowing for benefits of joint purchasing, planning and efficiencies of scale.
Joseph M. Smith Community Health Center (6) <ul style="list-style-type: none"> • Bowdoin Street Health Center • Dimock Community Health Center • Fenway Community Health Center • Outer Cape Health Services • South Cove Community Health Center 	Greater Boston	Data and Decision Support	Six health centers will create a central repository of information from disparate data sources for quality, utilization and costs data that ties together EHR and claims data. It will enable the CHCs to better manage quality trends, costs, performance benchmarks and better position CHCs to evaluate and manage risk arrangements.
Lynn Community Health Center (2) <ul style="list-style-type: none"> • North Shore Community Health 	Northern	Data and Decision Support	Two health centers have proposed a business intelligence solution to develop shared infrastructure and capacity to utilize data in a more dynamic way, one that will enhance data reporting systems and will produce real-time, actionable information on the cost of services , allowing the centers to lower costs while improving care.

* Lead health center in bold; number of participating health centers in parentheses

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Individual Grants: \$275,000–\$500,000

Grantees	Regions	Category	Project Description
Brockton Neighborhood Health Center	Southern	Engagement and Communication	Brockton Neighborhood Health Center will redesign their telephonic communication workflows to improve appointment scheduling, medication refills, triage, and overall patient satisfaction.
Brookside Community Health Center	Greater Boston	Operational Improvement	Brookside Community Health Center will embark on a practice process redesign to implement 'fast-tracked,' same-day mental health referrals. The redesign would free up clinicians, allowing them to focus on therapeutic services that will result in increased patient volume, increased staff productivity, and more timely patient referrals.
Edward M. Kennedy Community Health Center	Central	Engagement and Communication	Edward M. Kennedy Community Health Center will implement a patient portal that will be integrated into its EHR and will enable its patients to schedule appointments, refill medications, access lab results, access medical records, and communicate securely with providers. This patient portal will be supported by multi-lingual Portal Educators to increase patient adoption. The project will increase operational efficiencies by decreasing call volume, cancellations, and no-shows.
Fenway Community Health Center	Greater Boston	Data and Decision Support	Fenway Community Health Center will implement a process to collect electronic patient-reported outcomes (ePRO), an innovative concept in a CHC setting. The ePRO often captures information that may otherwise be missed and results in better patient engagement, improved workflow efficiency, reduced data entry errors, decreased clinical paper burden, reduced administrative burden, increased access to real-time data within medical records, and the ability to collect a range of patient measures.
Harbor Health Services	Greater Boston	Engagement and Communication	Harbor Health Services will implement a population health management program with their NextGen EHR module that integrates patient outreach, care coordination, and workflow management according to patient risk and disease severity. This innovative project will help the center to readily identify and outreach to patients that need follow up and preventive care and will result in increased patient satisfaction and health outcomes.
Lowell Community Health Center	Northern	Data and Decision Support	Lowell Community Health Center will develop a clinical informatics function to transform its clinical and operational information into actionable activities supported by clinical leaders who will pursue the new Clinical Informatics Board certification. The development of comprehensive clinical reports and an outcomes dashboard will enhance the quality and efficiency of care.



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Development Grants: \$75,000

Grantees	Regions	Category	Project Description
East Boston Neighborhood Health Center	Greater Boston	Data and Decision Support	East Boston Neighborhood Health Center would like to enhance its data and decision support efforts.
Greater Lawrence Family Health Center	Northern	Engagement and Communication	Greater Lawrence Family Health Center would like to implement a patient portal using patient ambassadors .
Community Health Programs (3) <ul style="list-style-type: none"> Community Health Center of Franklin County Hilltown Community Health Centers 	Western	Shared Services	Three health centers are working together to identify efficiencies and shared savings through combining certain services and/or functions.
South Boston Community Health Center (8) <ul style="list-style-type: none"> Boston Health Care for the Homeless Program Codman Square Health Center Dorchester House Multi-Service Center Greater Roslindale Medical & Dental Center Mattapan Community Health Center South End Community Health Center Upham's Corner Health Center 	Greater Boston	Data and Decision Support	Eight health centers would like to use quality navigators to develop tailored reports and conduct outreach activities building off an existing cloud-based reporting system.

Excellence and Innovation Summary

Two-year grants beginning in 2014

Multi-Organization Grants

- Ranging from \$600,000 to \$825,000
- 4 grantees representing 20 health centers

Individual Grants

- Ranging from \$275,000 to \$500,000
- 6 grantees representing 6 health centers

Development Grants

- \$75,000 each
- 4 grantees representing 13 health centers

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