

RCHC COVID-19 Dashboard

This project is supported by the Health Resources and Services Administration (HRSA) of the U.S. Department of Health and Human Services (HHS) under grant number H2QCS30258, Health Center Controlled Networks, for \$1,950,000. This information or content and conclusions are those of the author and should not be construed as the official position or policy of, nor should any endorsements be inferred by HRSA, HHS or the U.S. Government.

Promising Practice Context

Having reliable valid data is essential to managing health center and RCHC operations during a pandemic. In the beginning months of the COVID-19 pandemic many of RCHC's member health centers had implemented a COVID-19 Risk of Severe Illness score and symptom surveillance reports. Some health centers had developed dashboards that reflected the current operations in response to COVID-19.

In response to COVID-19 pandemic and in support of the work at our member health centers, RCHC has aggregated data from its health centers and collaboratively created a network-wide COVID-19 dashboard. The dashboards would be published at both the health centers and consortia to allow for each health center to act on their own data, for health centers to collaborate to solve problems through RCHC, for health centers and RCHC to identify and address health disparities, and for RCHC to use for advocacy for health centers.

DESCRIPTION

RCHC implemented its network-wide analytics platform in 2017 and is currently aggregating data for 13 of 15 PHCs. One feature of RCHC's aggregate data platform, Relevant, is that it provides dashboards for quality measures that allow each health center to compare their performance against other health centers, the aggregate and network goals.

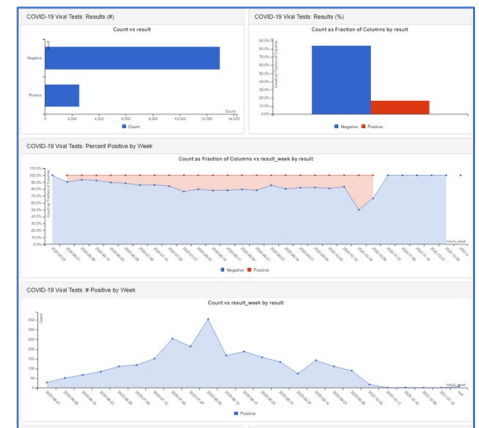
Dashboard Development Process

- 1. Prototype** - A dashboard prototype was developed using one health center's data and instance of Relevant.
- 2. Data Governance** - The prototype was brought to the Data Standards and Integrity Council. The council decided what data elements would be included on the final dashboard. The council also approved any new data definitions that were needed to build new data elements in the aggregate data warehouse.
- 3. Co-Development** - RCHC worked closely with Relevant to design the final dashboards.
- 4. Deployment** - RCHC and Relevant worked to implement the new data elements, reports and final dashboards in health center and RCHC's instance of Relevant.



INCLUDED DATA ELEMENTS

- Surveillance and exposure rates
- In-person vs virtual care visits
- COVID-19 testing rates
- Time to test returns
- Test positivity rates across health centers including breakdown by:
 - Age group
 - Race
 - Ethnicity
 - Sex
 - Sexual Orientation
 - Insurance Status
 - FPL
 - Zip Code
 - Farm worker status
 - Housing status



OUTCOMES – USES OF DASHBOARD

Health Center

- Tracking symptoms and COVID cases
- Understanding rates of in-person vs virtual care
- Testing rates, time frame for results and positivity rates for testing
- Looking for disparities - Identifying populations for targeted interventions
- HRSA and grant reporting

RCHC

- Communication with local and state health officials – telling the story of what our health centers are experiencing and what their needs are
- Identifying areas where RCHC could provide support to health centers. ex: transitioning to video from phone visits
- Looking for common trends or issues that would be helpful to collaborate on across the network
- Grant reporting