



2007 In Review: CHI Accomplishments

The four core functions around which the work of CHI has been organized are consistent with its organizational mission and fulfill the anticipated activities spelled out in the first five-year business plan.

- I. SERVING AS AN INFORMATION CLEARINGHOUSE FOR HEALTH AND HEALTH CARE DATA** - CHI staff engaged in a variety of activities and projects in 2007 as part of their continuing effort to enhance and expand the institute's capacity to provide resources that are responsive to constituent needs. These activities included:

Web site

- Launched new CHI Web site which includes a data center where users can find health care indicators about Colorado, its counties or other regions, or create customized profiles for downloading or printing in table, graph or map format.
- From June 4 to December 4, the new site had 14,448 visits from 7,706 unique visitors. This is an average of 2,408 visits per month compared to a 1,200 visits-per-month average in 2006. A total of 10,881 visits came from 81 cities and towns in Colorado. Over 3,500 visits came from outside of Colorado.
- Launched new Workforce Web site with support from a contract with The Colorado Trust. The Workforce site includes indicators, data resources, publications, studies and initiatives, and other information on the physician, nursing, oral health, mental health, pharmacy and allied health professions.
- Launched new Safety Net Web site. Supported by The Colorado Health Foundation, this site also features indicators and other resources about related topics and information on providers, users, the workforce and financing of safety net efforts across the state and elsewhere.
- Posted more than 70 data indicators for the Workforce and Safety Net that can be sorted, downloaded, printed in customized reports.

Information requests

- Responded to more than 180 information requests from organizations and individuals across the state (and some from other states) including legislators, state agencies, foundations, media, colleges and universities, advocacy groups, special programs, hospitals, health districts, policy centers and institutes, local health agencies, health clinics and the 208 Commission.
- Quoted by, mentioned in or linked to by numerous health-related organizations and agencies, including AcademyHealth, Colorado Nurses Association, Colorado Center for Nursing Excellence, Grantmakers in Health, ClinicNet, Western Interstate Commission on Higher Education, Colorado State University Extension Service, Colorado Medical Society, National Federation of Independent Businesses, Colorado School of Public Health Initiative, Bell Policy Center and the Piton Foundation.

Data collection

- Executed data-sharing agreements with eight Community Health Centers, four ClinicNet members and 24 School-based Health Centers to obtain and analyze data on safety net clinic users, staffing and financing.

- Developed data collection tool for safety net clinics to submit clinic-specific data to CHI as part of the Safety Net Monitoring and Indicators System; collaborated with stakeholders to develop, pilot test and refine the tool.

2. CONDUCTING HEALTH AND HEALTH CARE-RELATED RESEARCH AND POLICY ANALYSIS – CHI staff engaged in a variety of activities and projects to respond to health policy-related topics facing public and private Colorado policymakers. Highlights included:

Safety net

- Published and distributed report summarizing rural health clinics' data-reporting capabilities based on CHI's primary data collection efforts.
- Published primer on Colorado's health care safety net, focusing on providers, users and funding.
- Published a policy brief on the need for a statewide emergency department database.
- Researched and analyzed the demographic, health care access and health status indicators for Southwest Colorado. Published results in a series of maps, graphs and tables with narrative describing important trends in this region of the state for decisionmakers to consider when evaluating health policy options.
- Analyzed for the Colorado Children's Healthcare Access Program (CHP+) enrollment "churn" of children moving in and out of Medicaid and CHP+ and the extent of medical homelessness of children who are continuously enrolled in Medicaid in the Metro Denver area.
- Conducted surveys of county Medicaid eligibility technicians and outreach and enrollment workers regarding the impact of the Deficit Reduction Act on the eligibility and enrollment process for public programs. Published two papers summarizing the results of these surveys.
- Convened a multi-state working group to share and improve safety net monitoring activities and methods. Coordinated and hosted quarterly conference calls of this group.
- Developed community-level indicators and conducted key informant interviews of safety net providers as part of case studies of select communities.
- Worked with the Community Health Partnership in Colorado Springs to develop evaluation metrics for its HealthTrack system, including conducting a quarterly analysis of uninsured patients registered with HealthTrack in El Paso County.
- Launched "Faces of the Safety Net," brief Web profiles describing the patient profiles and staff of safety net clinics by telling their unique stories in word and pictures.

Health care reform

- Created and distributed glossary of common health care terms used frequently in discussions about health reform.
- Published *Health Care Vision 2007 and Beyond*, a history of health reform in Colorado since the early 1990s.
- Completed a quality initiative study for the Denver Metro Chamber of Commerce on business-lead quality initiatives in communities around the country.

Health care workforce

- Published *Colorado Physician Workforce Survey Findings and Technical Notes*.
- Completed 43 key informant interviews to identify work-related health policy issues for licensed practical nurses (LPNs). Developed and cognitively tested an LPN Workforce questionnaire with 23 LPNs in a variety of clinical settings and, on November 29, sent the questionnaire to a stratified random sample of 2,500 LPNs in Colorado.
- Began research on identifying options for improving oral health in rural settings.
- Began research on pharmacist workforce status in nation and Colorado in preparation for analysis of pharmacist survey findings.

Special projects

- Completed the analysis for the *2007 Colorado Health Report Card* and *Understanding the Numbers: Indicator Details and Promising Practices* in cooperation with The Colorado Health Foundation.
- Participated in identifying the metrics and the production of the Metro Denver Health and Wellness Commission report, *Metro Denver 2007: A Report on the Health and Wellness of our Community*.
- Worked with Total Long Term Care to develop evaluation metrics for a proposed pilot project.

3. CONVENING STAKEHOLDERS AND DISSEMINATING HEALTH AND HEALTH-RELATED INFORMATION IN FORMS AND FORMATS THAT INFORM HEALTH POLICY DECISIONMAKING –

Using a variety of strategic communication strategies, CHI staff engaged in a range of activities to promote the availability and use of CHI resources, support project-related work and promote the mission of CHI to inform health and health care policy with objective, unbiased information.

Special events

- Convened the 2007 Colorado Safety Net Symposium which brought together more than 200 people representing rural health clinics, faith-based or other nonprofit clinics, FQHCs, mental health clinics, dental clinics, hospitals, foundations, state and local government agencies, county/regional agencies, advocacy groups, clinicians and others (e.g., health technology, universities, community-based organizations, health policy organizations, school-based health centers, employers, family medicine residency programs, consultants, researchers, HMOs, insurance firms, school districts, state associations, health law firms).
- Co-sponsored Culture of Data conference focused on the use of and understanding of health disparities data.
- Convened a series of three Health Care Reform 101 roundtables to provide background information and a discussion forum for legislators and legislative staff regarding important health care reform issues to be discussed during the 2008 legislative session (21 legislators and 14 legislative staff attended at least one of the sessions).

Presentations

CHI staff gave presentations on a variety of health policy issues to organizations including the following:

- *AcademyHealth* – Strategies and results from the Safety Net Indicators and Monitoring System
- *Boulder County Commissioners' Forum* – Policy perspective on state initiatives
- *Center for African American Health* – Colorado's vulnerable populations

- *Colorado Asian Health Education and Promotion* – Health care and insurance issues for Asian-Pacific communities
- *Colorado Association of Local Public Health Officials* quarterly meeting – Colorado public health workforce profile
- *Colorado Community Health Network* – Progress on the CHI safety net monitoring system
- *Colorado Consumer Health Initiative* – Health care coverage in Colorado and CHI Safety Net Monitoring update
- *Colorado Department of Health Care Policy and Financing* – New CHI Web site
- *Colorado Department of Health Care Policy and Financing* – Presentation to HCPF staff and country eligibility technicians and outreach workers about the findings from the DRA Survey
- *Colorado General Assembly Health Care Task Force* – Workforce shortages and their implications for policymakers; also, cost drivers in the health care marketplace
- *Colorado General Assembly Health Care Task Force* – Cost drivers in the health care marketplace
- *Colorado General Assembly Joint Budget Committee* – 2007 Colorado Health Report Card
- *Colorado Healthcare Strategic Management Association* – 2007 Colorado Health Report Card
- *Colorado Department of Human Services* – Presentation to Regional Managers about CHI's information clearinghouse function.
- *Colorado Rural Health Center* – CHI Safety Net Monitoring update
- *Colorado State Auditor's Office* – Medicaid churn
- *Culture of Data planning committee* – access to data on the Internet
- *Denver Post* editorial board – 2007 Colorado Health Report Card
- *Government Researchers Association* – Health care reform in Colorado
- *Governor's Nurse Workforce and Patient Care Task Force* – findings from Colorado Registered Nurse Workforce Survey
- *Dental Aid Board of Directors* – Presentation to the board about the safety net and broader health policy issues in Colorado.
- *Aging Affinity Group of Colorado Grantmakers in Aging* – Presentation on the findings of the SB 173 Long term Care Reform Committee
- *Healthcare Financial Management Association* – Health care safety net and the uninsured; barriers to health care for rural patients and providers
- *Jim Hertel* breakfast group – 2007 Colorado Health Report Card
- *Metro Denver Chamber of Commerce Health Committee* – 2007 Colorado Health Report Card
- *Metro Denver Chamber of Commerce Health Committee* – Update on the auto no-fault white paper.
- *Metro Denver Health and Wellness Commission* – 2007 Colorado Health Report Card
- *S.B. 208 Commission* – Insurance coverage and access to care in Colorado (12/2006).
- *State Health Policy Center Collaborative* – CHI's Web data resources
- *The Colorado Health Foundation* – 2007 Colorado Health Report Card

- *The Colorado Trust* – Health care workforce
- *University of Colorado Leadership, Education and Advocacy Development Scholarship program* – How to write a white paper
- *Washington State Health Policy Conference* – New people/New ideas/New roles: Employers and states as purchasers of Health

Facilitation/Participation

- Convened and facilitated meetings of the Section 317 Vaccine Purchase Workgroup at the Colorado Department of Public Health and Environment.
- Convened and facilitated meetings of H.B. 07-1374 Long-Term Care Transitions Working Group. Based on recommendations from participants, drafted final report that was submitted to the Department of Health Care Policy and Financing on 11/30/07.
- Periodically convened Project Advisory Councils associated with the Health Professions Database and Safety Net Monitoring projects.
- One of five state policy centers selected by the National Health Policy Forum to convene an expert panel on evaluation strategies for health policy institutes.
- Facilitated statewide CORHIO Steering Committee meetings and continued to serve as a neutral convener and provide staff support until CORHIO was launched as its own 501(c) 3 in January 2007. CHI continues to serve as fiscal agent for the new corporation.
- Participated in Culture of Data planning committee.
- Convened stakeholders and provided staff support to discuss health information security measures including how to implement protections and safeguards in an interoperable environment as part of federally funded Health Information Privacy and Security Project.
- Served as member of University of Colorado's 2008 Business Economic Outlook Education and Health Services Work group.
- Provided technical assistance and review of the Colorado Rural Health Center's loan repayment survey.
- Provided meeting space throughout the year to 15 community and legislative groups as a community service.
- Facilitate H.B. 07-1347 Immunization Advisory Committee [Ongoing].
- Serve as technical resource to the Advisory Committee on Covering All Children created by S.B. 07-211. [Ongoing].
- Serve as member of the Health Care Utilization Project Steering Committee, Agency for Healthcare Research and Quality [Ongoing].
- Serve as member of the Colorado Department of Public Health and Environment's Emergency Medical System (EMS) Practice Subcommittee, EMS Personnel Committee of the State Emergency Medical and Trauma Services Advisory Council [Ongoing].
- Serve on State Health Policy Center Collaborative knowledge transfer workgroup [Ongoing].
- Chair the Metro Denver Health and Wellness Commission Insurance Committee [Ongoing].
- Member of the Colorado Medical Assistance Advisory Committee [Ongoing].

Information dissemination

- Published six issues of CHI HealthTalk, a bi-monthly electronic newsletter created to provide news on CHI's activities and other news related to health and care in Colorado and across the nation (increased subscriptions by 50 percent over 2006).
- Created and distributed two monthly "Watch List" reports to notify constituents of the latest postings on the Workforce and Safety Net Web sites.
- Created interactive Health Conference Calendar on Web site to allow local organizations to post upcoming events and see what other meetings are planned across the state.
- Issued nearly two dozen news releases and e-mail blasts to constituents and media informing them of new materials, upcoming meetings and other news from CHI.
- Quoted or mentioned in more than 50 news articles around the state and nationally.
- Spotlighted more than 80 reports, events and other relevant information on CHI, Safety Net and Workforce home pages to help constituents acquire facts and news about health care from within Colorado and across the country.
- Posted around 120 HealthStats, Safety Net Stats and Workforce Stats to the Web site to provide users with facts and graphs they can print or download into presentations and publications.

4. BUILDING CHI'S ADMINISTRATIVE INFRASTRUCTURE

- Established and implement HIPAA policies and procedures with CHI staff.
- Finalized the CHI Operations Manual.
- Developed Standard Operating Procedures for data entry and data set management functions.
- Updated CHI's financial and human resources practices to conform with those recommended by the Colorado Nonprofit Association.
- Developed proposed bylaws revisions to conform with new board structure beginning in 2008.