



ANNUAL REPORT 2020

RHODE ISLAND QUALITY INSTITUTE

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LETTER FROM THE CEO

It has certainly been a year like no other. We are fortunate to seldom experience epidemics, let alone pandemics, and the work of organizations like the Rhode Island Quality Institute (RIQI) is never more important. I am so grateful to my dedicated team who, amidst being forced to abruptly work remotely, more than rose to the occasion. Every single RIQI team member contributed and remained engaged as we worked to achieve our planned goals for the year in addition to supporting the community needs in response to the COVID-19 pandemic. I could not be prouder.

Our focus this year has been to upgrade our core infrastructure and processes to enable our vision *to enable the best health care in Rhode Island through connecting data*. As the State of Rhode Island's designated Regional Health Information Organization, our mission is focused on *improving health and health care by providing trusted data and information*. I am pleased to share our progress and continued successes towards achieving this vision and mission, which are organized around the pillars of the RIQI 2025 Strategic Plan:

(1) Sustainability; (2) Innovation; (3) Engagement; and (4) Impact.

The highest quality of care, provided at the lowest possible cost, leading to the best health outcomes remains the overall goal for all of us working in the healthcare ecosystem. Achieving these aims, alongside the aims to return joy to healthcare practitioners and addressing healthcare inequities, motivate all that we do at RIQI. We challenge ourselves to identify solutions to address the barriers to achieving these aims, and the results shared in this report reflect our impact.

An annual report is not just a summary of our accomplishments. It is the foundation for our future. It is the result of achieving and, in most cases, exceeding our goals for the year. This year, our annual report demonstrates the dedication and perseverance of a team working to achieve greatness during the most uncertain of times. The result has been a consecutive year of exceeding of financial goals, which sets the foundation for a planned balanced budget next year. I believe that our accomplishments from this year are a harbinger for even greater accomplishments in the years to come.

I look forward to the next year, and further realizing our collective goal to make health care in Rhode Island the very best experience for healthcare teams, their patients, and all those who coordinate care.

Sincerely,

Neil Sarkar, PhD, MLIS, FACMI
President & Chief Executive Officer



"This year, our annual report demonstrates the dedication and perseverance of a team working to achieve greatness during the most uncertain of times."

MISSION, VISION & VALUES

Our **MISSION** is to improve health and healthcare by providing trusted data and information.

Our **VISION** is to enable the best health care in Rhode Island through connecting data.

Our **SIGNATURE INITIATIVE** is Data Driven Population Based Medicine.

Our **CREDO** is Equal Data Access to Address Health and Healthcare Inequity.

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We advance the notion of equitable healthcare for all Rhode Island communities by leveraging our rich data set to assist our partners address health disparities. We serve up data in a way that is meaningful and useful to all. Our focus is to support our state partners and the community health centers in Rhode Island that provide healthcare to people of color and the minority population. We listen and assess their needs for data and develop a plan to provide and improve the data to meet their short- and long-term goals. By addressing health disparities through data, we improve healthcare by providing robust, quality data that helps clinicians to provide evidence-based care and interventions to: reduce health inequity, improve quality, and develop measurement tools to assess their progress.

RELIABILITY - We consistently deliver on promises and commitments to each other and the community.

TRANSPARENCY - We are open, honest, and clear in our action and communication.

INNOVATION - We have a clear vision that inspires a culture of creative thinking to provide solutions that are impactful to our team and community.

ACCOUNTABILITY - We take responsibility for our actions and results and commit to the success of each other.

MAKING A DIFFERENCE - We work together as a team, using the power of our combined skills to make health and health care safer, better, and more equitable.

RIQI SERVICES

HIE SERVICES	DESCRIPTION
CurrentCare	Rhode Island's health information exchange.
CurrentCare Viewer	Grants clinical care team access to patient data in CurrentCare.
EHR Integration	CurrentCare data available within select clinician EHRs.
Alerts	Secure Direct email notifications sent to healthcare organizations in near real-time when their patients are admitted to, discharged from, and/or transferred within a participating hospital or skilled nursing facility, or when they have had an ambulance visit. The three types of alert notifications are Facility-Identified Alerts, CurrentCare Alerts, and Care Management Alerts.
CurrentCare for Me	Grants patients access to personal healthcare record.
Designee Services	Ability to assign an individual access to CurrentCare for Me record to help coordinate care.

NON-HIE SERVICES	DESCRIPTION
Care Management Tools	Dashboard, Alerts, Data File, and ADT Interfacing system, which notifies healthcare teams when all of their patients go to hospitals, Emergency Departments (EDs), and skilled nursing facilities in Rhode Island.
Data Analytics & Reporting	Includes public health reporting, NCQA quality and care coordination reporting, and research-related grant projects.
Prescription Drug Monitoring Program Integration	RIQI facilitates connections between treating organizations and the State of Rhode Island's Prescription Drug Monitoring Program (PDMP), allowing clinicians to access PDMP information from within their own workflow, without requiring a separate login.
Emergency Department Smart Notifications (EDSN)	Notifications summarize relevant data and utilize predictive models to inform ED clinicians about a patient's risk of opioid use disorder or opioid overdose with the goal of supporting informed clinical decision making at the point of care.
Know My Health (KMH)	A secure website designed by RIQI in collaboration with the State of Rhode Island, which allows collaboration between providers and their patients on pilot projects.
Rhode Island Behavioral Health Open Beds (RI BHOB)	The Department of Behavioral Healthcare, Developmental Disabilities, and Hospitals (BHDDH), in partnership with RIQI, maintains Rhode Island Behavioral Health Open Beds (RI BHOB) to provide public information about bed availability for mental health and substance use disorder services.

2020 HIGHLIGHTS

COVID-19

RIQI seamlessly transitioned to a fully remote organization in March of 2020 due to the COVID-19 pandemic. Staff demonstrated their resiliency, compassion, and dedication to RIQI's mission, community, and to each other.

In April 2020, Data, Quality & Analytics (DQA) went live with new COVID-19 enhancements to the RIQI Care Management Dashboard, including

- Adding a new data type (labs) to the Care Management dashboards. Previously, the dashboards only displayed encounter information.
- Adding new lab data feeds and expanding existing feeds to receive full panel data for COVID-19 Care Management purposes.
- Modifications were made to Care Management dashboards and data extracts, including COVID-19 test history, risk factors, possible encounter flag, and new charts and drilldown reports for detailed lab information.
- Flagging Low Acute COVID Facility (Field Hospital) encounters from hospitals in dashboards and extracts.
- Built and maintained an outbound data feed to report CVS Health COVID-19 test results to RIDOH.

The following resources explain COVID-19 available in our products:

- [CurrentCare Viewer](#)
- [CurrentCare for Me](#)
- [Care Management Dashboard](#)



COVID-19 Care Management Dashboard

Regional Health Information Organization (RHIO) Contract

The RHIO contract for 2020 was successfully completed with submission of 95% of deliverables within the year. Highlights include a data connection with the Federally Qualified Health Center, Thundermist (which uses an eClinicalWorks EHR), a proof of concept for standardized Transitions of Care data tools, and a statewide consolidated problems list. In addition, 285 hours of public health reporting was provided to the state.

The match rate for inbound data to patients participating in the HIE has been improved to 88%, up from 53% in 2018 and 76% in 2019, due to an improved matching method for inbound data.

The return on investment (ROI) for 2020 was \$26.3 million from a \$7 million investment. This ROI was based on cost savings associated with Hospital Alerts and Care Management Services that resulted in avoided inpatient and emergency department encounters, as well use of CurrentCare Viewer to avoid imaging and lab orders.

Medicaid Accountable Entity (AE) Dashboard

The Medicaid AE Dashboard enhancements went live in Q1 2020. The enhancements delivered exciting changes designed to improve care coordination for Medicaid Accountable Entity Members. The enhancements delivered the following features:

- Inclusion of Medicaid AE members attributed to an AE organization who are not in the existing Care Management panel.
- Addition of a new section called “Medicaid AE organization attribution” made available in all dashboard drill-down reports. This column indicates if an AE’s member is attributed to another AE.
- Addition of a new “Population Medicine Dashboard” containing metrics for all active members.



Population Medicine Dashboard

Quality Measures

The Data Quality and Analytics (DQA) team completed “Allowable Adjustments” certification of 13 HEDIS measures identified as most critical by a local payer. We also provided data to that payer for HEDIS reporting to NCQA. With this certification, RIQI is well positioned to provide HEDIS data to other clients for care management or quality reporting purposes.

Large Panel Processing

Significant technical improvements to panel ingestion infrastructure resulted in faster panel processing and removed a 160,000-member limit on panel sizes. This improvement enabled two significant go-lives for stakeholders with over 160,000 member panels.

Rhode Island Behavioral Health Open Bed (RI BHOB) System

In partnership with the Department of Behavioral Healthcare, Developmental Disabilities, and Hospitals (BHDDH), we developed and now maintain [RI BHOB System's](#) to provide public information about bed availability for mental health and substance use disorder services. The goal of the system is to efficiently collect and distribute bed availability information, reducing patient delays in accessing appropriate emergency, crisis stabilization, inpatient, and recovery services.



Available Beds Recovery Housing About FAQs Contact

[REPORTING LOGIN](#)

This page allows for filtering of columns by clicking the drop-down arrow inside the box above each column. You can also sort ascending/descending by clicking the double arrows to the right of each column name.

The appearance of "--" in a listing indicates that a numerical entry is not applicable for this bed type, or information isn't collected.

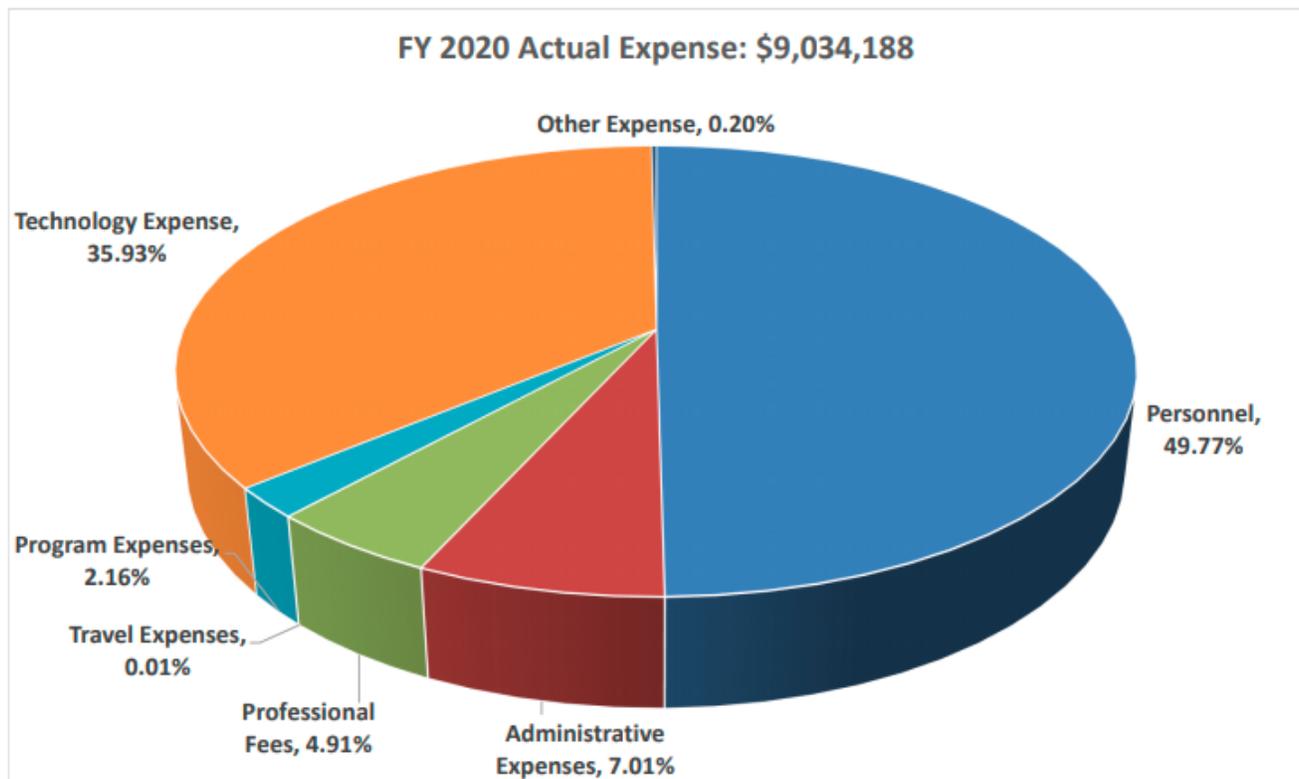
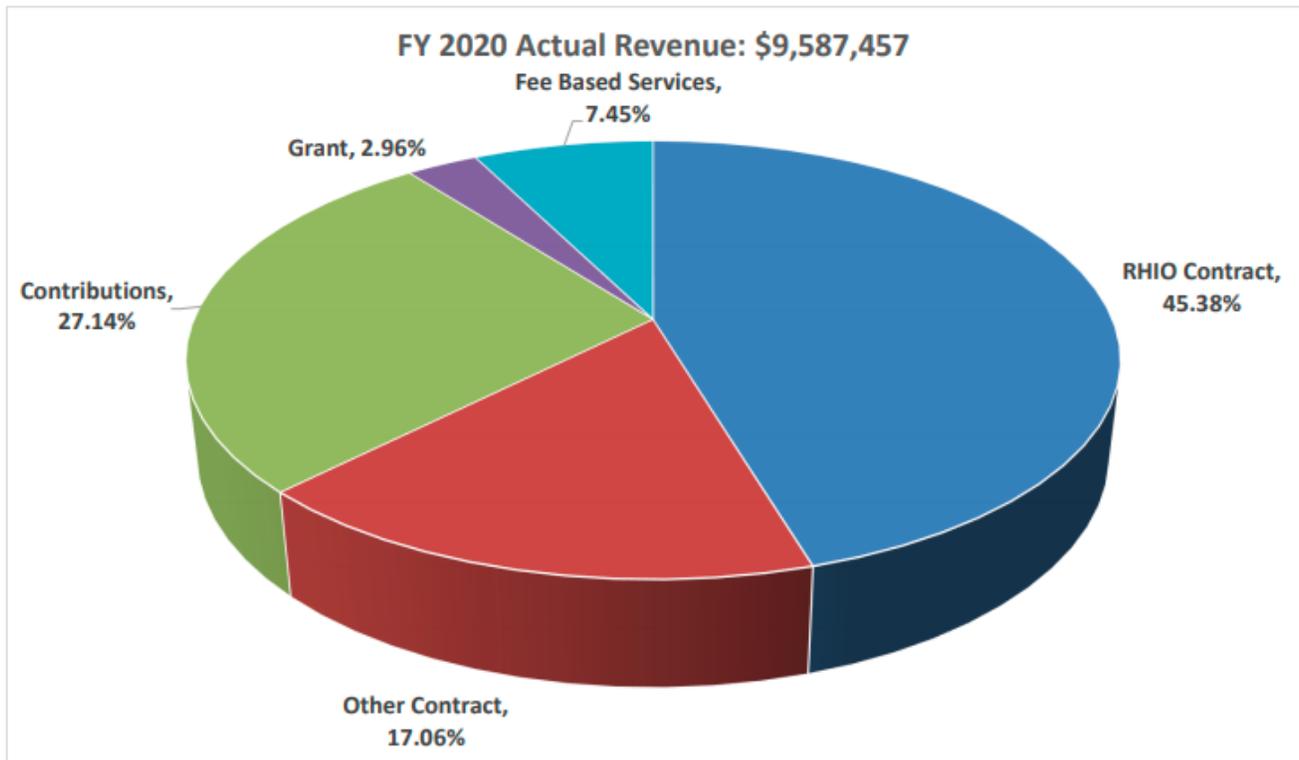
For a description of each bed type and service, see the [About page](#). For more information about a particular provider organization, click the name of the organization in the "Provider" column.

STATUS	PROVIDER	BED TYPE	SERVICE	SETTING	AVAILABLE	FILLED	WAITING	UPDATED
All	All	All	All	All				
	AdCare	Monitored Detox (ASAM 3.7)	Substance Use	Community	0	19	--	7/18/2021 4:04 PM
	AdCare	Residential Treatment	Substance Use	Community	0	35	6	7/12/2021 1:02 PM

Enrollment Website Enhancements

The underlying technology for the CurrentCare and CurrentCare for Me online enrollment website was updated, giving our web presence a new look-and-feel and more user-friendly experience. Spanish and Portuguese versions of the enrollment site were also created for non-English speaking community members.

FINANCIAL STATEMENTS



KEY PERFORMANCE METRICS

The following metrics consist of both strategic and financial measures to manage performance.

Primary Measure	Measure Definition	2020 Results
1.1.1 Clinical product use days	Monthly CurrentCare Viewer or Care Management logins / view	4,873
1.1.2 Number of unique patients records made available for clinical care over a 3-month period	Number of unique patients whose records were retrieved via CurrentCare Viewer or Cross Document Exchange or for whom a Hospital Alert or Care Management Alert sent over a 3-month period	162,917
1.1.3 Inbound CurrentCare connectivity across targeted settings	Number of inbound data sources integrated into CurrentCare by targeted setting	544
1.1.4 Outbound CurrentCare connectivity across targeted settings	Total number of provider sites by targeted care setting receiving data from CurrentCare	363
1.2.1 Number of individuals actively enrolled in CurrentCare	Number of individuals actively enrolled in CurrentCare	545,621