

# Outcome and Data Tracking

A key member of the leadership team is the Data Champion. They will ensure that the clinic leadership is committed to tracking clinical outcomes, lead the process for determining what clinical outcome measurements the clinic will collect and report, as well as choose and implement an electronic health record. The Data Champion should be well versed in both medical clinic operation and information technology.

Reporting on health status outcomes helps the Board and staff to tell the story of the impact of the clinic on the patients served. Not only should the clinic be able to report the number of individuals served and the corresponding number of visits offered, but also the impact on patient health. This means being able to record, track, and report on various clinical protocols like blood pressure, blood glucose levels, or preventive measures implemented. Various electronic tools can be used to record this information, from simple Microsoft Excel worksheets, to a fully operational electronic health record (EHR).

ECHO recommends that clinics start from day-one using an EHR, and determining what data needs to be collected early in the development process will aid in the selection of the correct system for the clinic. One helpful tool that some clinics have used is an application developed by the University of Washington: the Chronic Disease Electronic Management System, CDEMS, is a low-cost, effective tool for implementing a consistent standard of care, and documenting and measuring the outcomes of patients with chronic health conditions. The program is flexible and easily modified to meet the specific needs of clinics. For more information on CDEMS, visit:

<http://publichealth.hsc.wvu.edu/ohsr/services/chronic-disease-electronic-management-system-cdems/>

Measuring and reporting health status outcomes may seem like an overwhelming task, but we encourage the team to pick one or two health indicators and begin tracking those. Once a system is in place to make that process easier, more indicators can be added to the list. Simple patient information and satisfaction surveys can be implemented to gather feedback on clinic services, which can lead to changes and improvements. Tracking your patients' use of the local emergency

room can lead to powerful data to share with the local hospital system, but you have to ask the question and record the answer to be able to report the outcome.

ECHO asks clinics which we help to facilitate to complete an annual survey of clinic activity. See the appendix for a copy of the latest survey. The information collected to complete the survey can be used to inform the Board of Directors, community partners and funders on the activities of the clinic.