

**“In the modern era, you’re no longer a shoe store—you’re a digital services company that happens to sell shoes.”** — Frank Opelka, MD, CMIO, American College of Surgeons

## WHY

### do NACHC’s Clinical Informatics Programs Add Value?

The healthcare industry is moving ahead with value-based delivery systems that use technology, data, and electronic tools as core components of care. Throughout the industry, including at community health centers (which comprise the US health safety net), data quality is inadequate to accurately represent and drive health care. Health information technology tools currently fail to support care teams and patients, missing critical opportunities to address health disparities, quality care gaps, and reduce costs of care. Health centers are not optimally resourced or staffed, but they are poised to become leaders with real-time, data-driven, quality care. NACHC’s Clinical Informatics programs can help develop the skills and tools needed for health centers to excel in the next generation of data-driven, technology-enabled patient-centered care.

## WHAT

### does NACHC’s Clinical Informatics Division Aim to Do?

NACHC sees a brighter future enabled by leadership in evidence-based training, informatics infrastructure enhancements, and health center workforce development for digitally-enabled, patient-centered, value-based health care. We also leverage our partnerships to produce regulatory and industry improvements that lead to more functional technology in health centers.

## WHO

### benefits?

Community Health Center administrators, quality assurance staff, IT staff, care teams, patients, PCAs, HCCNs, industry, and federal partners.

## HOW

### will NACHC Advance Health Centers Within the Data and Technology Space?

NACHC’s current strategy includes seven major components:

#### **Data Governance**

The NACHC Data Governance Council and website include samples of NACHC’s data sharing agreements, data use agreements, and contracts, plus training and education programs for health centers and staff. NACHC works internally and externally to document, consolidate, and improve data governance.

#### **Data Quality**

NACHC participates in public health and quality improvement initiatives with public and private partners, using clinical and non-clinical data from health IT systems at health centers. NACHC offers training to help health centers to evaluate data quality, normalize and map data, improve data gaps, and identify patterns that suggest disparities or quality issues to resolve.

## **Interoperability and Data Reuse**

NACHC is an active contributor to and user of the Office of the National Coordinator (ONC) for Health IT's US Core Data for Interoperability (USCDI) and Interoperability Standards Advisory (ISA). NACHC works to elevate and address comments from health centers and partner organizations. We build data models and publish maps and data dictionaries to help improve industry-wide interoperability standards and terminology support for health centers.

## **Quality Measures and Analytics**

NACHC works with ONC and HRSA's Bureau of Primary Care effort to modernize the Uniform Data System (UDS) by providing information, testing and technical assistance for health centers. NACHC also works with CMS, NCQA, the CDC, OPA, and other partners to develop, validate and support clinical quality measures and patient-reported outcomes measures. NACHC also offers training on data quality for quality measurement.

## **Technology Tools and Capabilities**

NACHC builds and offers technological solutions based on emerging regulatory requirements and health IT standards. This includes tools that can be used in any EHR platform to support care or improve patient information and access at health centers. NACHC uses Human-Centered Design to create and evaluate the use of these tools with health center staff and patients. NACHC commits to open-source development and has been working with EHR vendors to streamline and share content within the EHR marketplace.

## **Human-Centered Design and Usability**

NACHC supports the Training & Technical Assistance Division on content and technical challenges for EHR User Groups and advocates for better product design with EHR companies. NACHC is creating a health center toolkit for EHR Optimization to improve clinical effectiveness and reduce clinician burden. NACHC's Human-Centered Design Framework can be used by health centers to design their own products and programs.

## **Informatics Training and Workforce**

In 2023, NACHC's Informatics Team collaborated with ONC's Public Health Informatics Grantees to support training programs that would build the workforce for health center informatics and technology. This effort includes partnering with academic institutions, particularly designated Minority Serving Institutions (MSI). NACHC will host a website to connect students and new graduates to internships and job opportunities around the country and partner to bring health center staff into these and similar training programs with partners.

**Learn how to maximize the information technology solutions for your health center - today.**

Join NACHC's Informatics Community to continue the conversation and carve your path to the future—email [informatics@nachc.com](mailto:informatics@nachc.com)

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