

## RHIO Board Meeting Minutes

January 26, 2021

**ATTENDEES:** A.M. Cook- Lifespan, L. Becker – PCORI, Sr. C. Wagner, P. Robinson-URMCR, Benn- Excellus, K. Johnson – Catholic Family Ctr., J. Flaitz – Paychex, J. Glynn – RRH, W. Norwood – Common Ground, L. Acosta – Castillejo – MCMS, C. Cameron – MVP, K. Carter- CCSI, J. Eisenstein – RHIO, A. Richardson – RHIO, A. Warner- RHIO, D. DiNoto- RHIO, E. Bielski – RHIO, O. Harary – RHIO, T. Kothari – RHIO

**ABSENT:** M. Mendoza – Monroe Cty. Dept. of Public Health, A. Hale – Rochester Chamber

Convened: 4:03 pm

Ann Marie asked for a motion to approve the minutes from the previous meeting. Motion to approve made by Roger Benn, Seconded by John Glynn, All in Favor, None Opposed, So Moved.

### Closing Out 2020

#### Performance Based Funding Metrics

- ORE & Physician data contribution – Made goal
- 99% Uptime on Heartbeat Monitor – Made goal
- NYeC User Survey – Low participation, problematic survey, failed metric  
Question: Is the red on the chart related to the survey and low participation?  
Answer: the last line is usage and customer satisfaction. The median went down by 10 point and even though we are above the median we didn't get money for this metric as we didn't go above our total metric last year. So we lost about \$300K. Jill is speaking with Val to see if they can encourage NYeC to reconsider the way they are evaluating this metric. Was not just Rochester RHIO, appeared to be across other QEs as well.

### Planning for 2021

- Goals for Senior Leadership planning process for 2021:
  - Create annual KPIs that provide each staff member at least one measure where they can see the impact of their efforts
  - Performance Based Contracting Goals
  - Employee Security and Policy Awareness
  - Expansion of Communications Content Bank
  - Meridian Business Development targets

- Develop technical project plan – include priority level, start/end target dates and assign a project manager
- Prepare for QE Certification Process (April/May) with focus on improving “maturity” scores i.e. putting Board Minutes and our Audit results on our website
- Budget awareness planning on all levels
- Staff engagement and return to office

#### COVID-19

- Covid-19 testing data – daily updates
  - Sent to providers via alerts, data forwarding
  - Public health access to counties view RHIO Provider Portal, for view/download
  - Added to patient Explore+ data
  - Additional data returned to DOH for planning and analysis
  - All labs now required to send results directly to RHIOs – will improve quality
- Covid-19 vaccination Data – plan to replicate above
  - Coordinate with Finger Lakes Vaccination Hub
- Patient Consent for telehealth
  - Under emergency – allowing verbal consent
  - After emergency – new policy to operationalize informed telehealth consent

Adjourned 4:35 pm