

# azara2025

USER CONFERENCE APR 29–MAY 1 | BOSTON, MA

## Serving Those Who Served | Transforming Veteran Care with Population Health Tools

**Jessica Dailey Haas**  
MSN, RN, C-ONQS  
WVPCA

**Emma Knapp**  
MPH, PCMH-CCE  
Azara Healthcare



# Speakers



**Jessica Dailey Haas**  
MSN, RN, C-ONQS

Director of Clinical  
Transformation,  
West Virginia Primary Care  
Association/ HCCN  
[Jessica.haas@wvpca.org](mailto:Jessica.haas@wvpca.org)



**Emma Knapp**  
MPH, PCMH-CCE

Sr. Clinical Improvement  
Specialist,  
Azara Healthcare  
[Emma.knapp@azarahealth  
care.com](mailto:Emma.knapp@azarahealthcare.com)

# Agenda



1

West Virginia  
Primary Care  
Association

2

DRVS Tools

3

Q & A



## Serving Those Who Served: Transforming Veteran Care with Population Health Tools

West Virginia Primary Care Association/ HCCN



# My Why

## Father

Retired (24 yr)  
Veteran of the  
United States  
Army and a  
combat  
Veteran of the  
1st Gulf War.

## Grandfather

Last Pearl  
Harbor  
survivor in WW  
(1921-2021).

## Special Friend

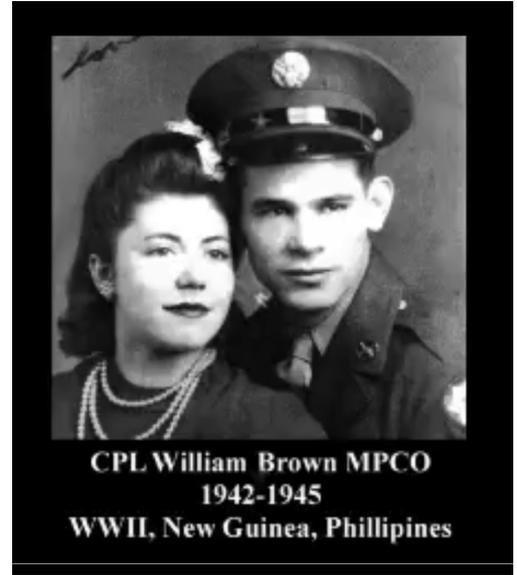
Ronnie  
Capron-  
United States  
Air Force  
(2 tours in  
Vietnam).



**WEST VIRGINIA  
PRIMARY CARE  
ASSOCIATION**

**One Mission. One Vision. One Voice.®**

**Our WHY**



CEO & President Sherri Ferrell - Grandfather and Father

Veterans of WWII and the Vietnam War

# WV CHC Veteran Outreach



**Coplin Health Systems**

481 followers

1d · 🌐

At [Coplin Health Systems](#), we are honored to support our veterans and their families - not just in healthcare but in community connection and appreciation 🙌

Our Behavioral Health team has spearheaded our newest endeavor to celebrate and support our area veterans with resources, fun, and camaraderie. 🎉

Join us at Spencer's Landing in Vienna, WV, for the Summer Salute Veterans Event - a day filled with food trucks, live music, family activities, and more. It's our way of giving back to those who have given so much. We hope to see you there!

📌 [#VeteransEvent](#) [#Coplin4YourCommunity](#)  
[#HonoringOurVeterans](#)



**Summer Salute Veterans Event -  
Coplin Health**



**Coplin Health Systems**

479 followers

7h · 🌐

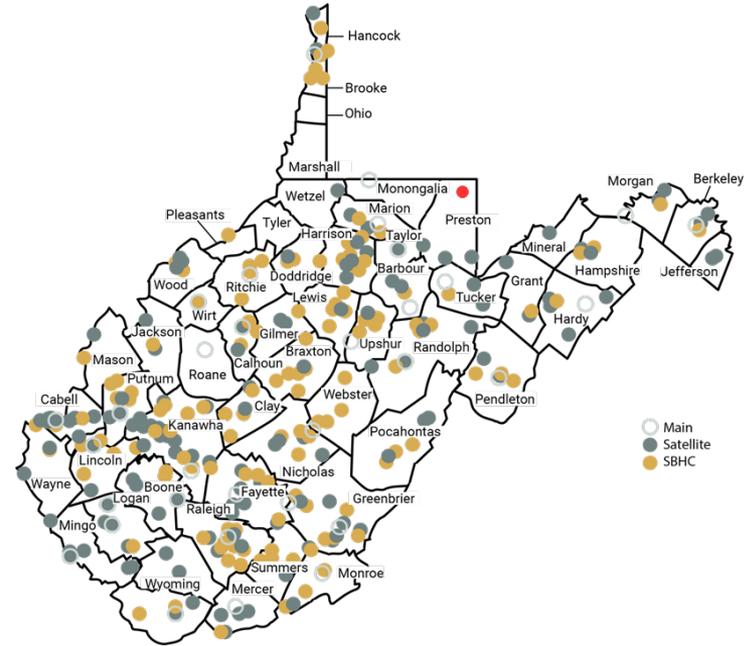
Last week, our team (including some who are veterans themselves) had boots on the ground at the Welcome Home Vietnam Veterans Day and Resource Fair 🇺🇸 🙌 We were honored to share insight into the services, education, and resources Coplin Health Systems can provide to our area [#Veterans](#). If you or someone you know is a veteran and looking for healthcare, behavioral health support, or community resources, our dedicated team is ready to help ❤️  
[#Coplin4YourCommunity](#) [#QualityCare](#)  
[#WelcomeHomeVeterans](#) [#VietnamVeterans](#)  
[#ParkersburgWV](#)



# Who We Serve | WV CHC Network

- **28 West Virginia-based FQHCs**
- **2 Maryland-based FQHCs** with sites serving WV communities
- **3 Look-Alike Organizations**
- **1 Rural Health Center**
- **Over 515 Service Locations**, including ~237 School-Based Health Sites
- **Serving 543,000+ patients** – that's **1 in 3 West Virginians**

**WVPCA is the largest organized independent primary care network in the state.**

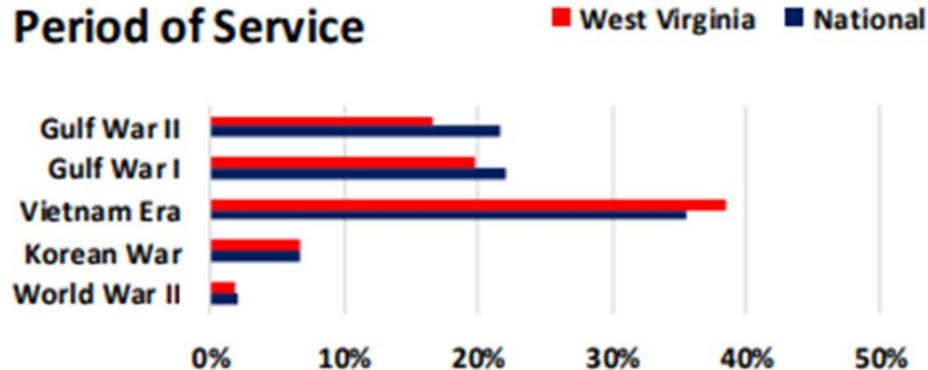


# Veterans in West Virginia

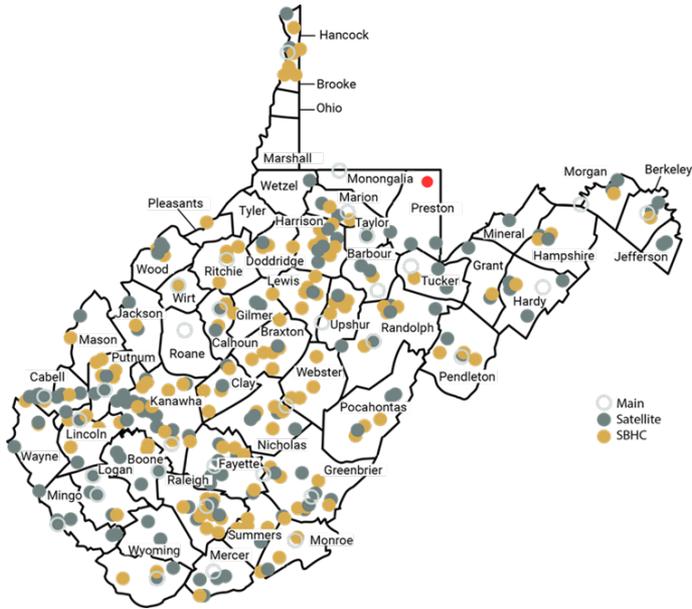
**11,773 Veterans**

Serviced in Community Health Centers across the state  
according to 2023 UDS WV data.

*An **increase** of >500 Veterans from 2022.*



# Access to Care for Veterans (WV)



# Bringing Awareness



# NACHC Veteran Interest Group



## Recommended Wording for Veteran Status Screening Question

UDS Table 4: Selected Patient Characteristics, Line 25 (Total Veterans)

Prepared: October 2023

Gina Capra, MPA

NACHC Veterans Interest Group Lead  
Senior Vice President

## Veteran Status Screening Question: Wording Matters!

Improved accuracy in Veteran Patient Characteristic is proven when using the recommended wording

### RECOMMENDED (SHORT VERSION)

*Have you served in the United States military, armed forces, or uniformed services? (yes/ no)*

### RECOMMENDED [ADD ON to SHORT VERSION]

*This includes: Air Force, Army, Coast Guard, Marines, Navy, Space Force, National Guard, Reserves, or the US Public Health Service and National Oceanic & Atmospheric Association. (yes/ no)*

### NOT RECOMMENDED Are you a Veteran?

**RATIONALE:** The US Department of Veterans Affairs (VA) has conducted research that shows individuals do not always consider themselves a “Veteran” for a variety of reasons (ie: unsure what a “Veteran” is; misunderstanding that it’s a “VA-designation” or applied only to individuals with honorable discharge).

As a result, VA recommends simply asking “Have you Served”, with the wording provided above.

# Veteran Focused Discussion

- Hypertension Workgroup- Monthly (Using AMA BP Metrics)
  - 15% improvement in the past 2 months for the repeat blood pressure measure as a network
- Referral Management Workgroup
- Chronic Care Management Workgroup
- Veterans- Vulnerable population
  - Defining the UDS 2024 screening question
  - military environmental exposure training
  - GWI awareness
  - SALUTE ECRI Veteran Form
- HIT User Group- Best Practices and workflows
  - Greenway
  - Athena
  - Azara
- Quality Peer Group- Peer Discussion Group
  - Improve clinical quality measures and share best practices (Average 14 FQHC monthly)
- Nursing Administration Group- Peer Discussion group for NA (Average 7 FQHC)
- Risk Management Group- Patient Safety and Risk Discussion Quarterly
- Colorectal Cancer Screening/Education- WV CCRT
- School-Based Health- Peer Group
- Behavioral Health- Peer Group

# Resources For Providers

**Gulf War Illness Research: *Health Measures and Outcomes***

---

**Overview**

- **Case Definitions for Gulf War Illness**
- **Symptom Assessment in Gulf War Veterans**
- **Other Health Measures of Importance**



## Kansas Case Definition

Viewing posts in all categories | page 4

[Add a new post](#)



Jessica H

Medical Journals and Research

01 Jul

### Understanding Gulf War Illness for providers

Please see the attached provider education material for Gulf War Illness. Please allow this to be part of the network's ongoing improvement efforts in improving the healthcare of specific vulnerable population in our state of WV. (Veterans)

Best,

Jessy



gulf-war-illness-for-providers.pdf



# Promote Training

Jessica HCCM 22 Aug

Veteran Class- Learn about Agent Orange Exposure and related health conditions

Veteran Class: Agent Orange: What you need to know

Join VA's virtual class, *Agent Orange: What You Need to Know*, and learn about Agent Orange exposure, related health conditions, benefits, and information for Blue Water Navy Veterans. This free class takes place on Thursday, September 26, from 1:30 p.m. – 3:00 p.m. ET. You can attend through your personal computer, smart phone, or tablet.

To learn more about this class and sign up, see the class flyer at [https://www.warrelatedillness.va.gov/WARRELATEDILLNESS/education/local-offerings/support/Agent\\_Orange\\_flyer.pdf](https://www.warrelatedillness.va.gov/WARRELATEDILLNESS/education/local-offerings/support/Agent_Orange_flyer.pdf).



Jessica HProvider training 26 Sep

Agent Orange- What to know- VA educational webinar

Patient hand outs

Resource guide

Slides from webinar

-  WRIISC\_HOME\_AgentOrangeVirtualVeteranClass\_9.26.24\_final.pdf
-  Agent\_Orange\_Resources\_for\_Vets\_9.26.24.pdf
-  Agent\_Orange\_Info\_Sheet.pdf



# Partnership

Provide rural providers with training specific to Veterans.



The screenshot shows the ACPM website with a navigation menu and a banner image of two people. The main heading is "Level 1 and Level 2 Military Environmental Exposures Certifications". Below this, it lists "Military Environmental Exposures (MEE) Certifications" and features logos for the VA and the U.S. Department of Veterans Affairs.

ACPM

About ▾ Membership & Partners ▾ Education & Events ▾ Initiatives ▾ Advocacy ▾ Publications ▾ News ▾

[Home](#) > [Education & Events](#) > Military Environmental Exposures Certifications

## Level 1 and Level 2 Military Environmental Exposures Certifications

Military Environmental Exposures  
(MEE) Certifications

**VA** |  **U.S. Department of Veterans Affairs**  
Veterans Health Administration

# 1. Hypertension Workgroup

## 2024 Hypertension Workgroup Network AMA BP

UDS Controlling HTN Network Level

**72.7%**

% HTN Pts with BP <140/90

PRIMARY 72% SECONDARY 71%

AMA BP HTN Repeat Netwo

**35%**

Result

PRIMARY 50% SECONDARY 40%

AMA BP HTN followu

**20%**

Result

PRIMARY 50% SECONDARY 40%

Network AMA BP Scorecard 20

MEASURE	RESULT	NUM	DENOM	EXCL	GAP	2TGT
AMA MAP BP - HTN-Repeat Blood Pressure Measurement	34.7%	1,416	4,082	38	2,666	625
AMA MAP BP - Uncontrolled HTN Follow-Up	19.5%	321	1,644	17	1,323	501
AMA MAP BP - HTN-Medication Intensification	10.4%	378	3,647	36	3,269	717
Improvement in Blood Pressure	45.4%	363	799	6	436	

Started at **69.8%**

Veteran Status Filter- Applied with "Yes" selected

# DRVS Tools

## WVPCA- Diabetic Workgroup Quality

**DM Foot exan** ⚙️

	RESULT
DM Foot Exam	9%

**A1c Cascad** ☰ ⚙️

A1C LEVEL	RESULT	NUMERATOR
>=9%	9.5%	1,949
0% to 6.99%	27.5%	5,623
7% to 7.99%	12.8%	2,614
8% to 8.99%	6.7%	1,371
No A1c	43.4%	8,879

**A1c Cascade in African Americ:** ☰ ⚙️

A1C LEVEL	RESULT	NUMERATOR
>=9%	10.1%	75
0% to 6.99%	30.1%	224
7% to 7.99%	10.9%	81
8% to 8.99%	4.3%	32
No A1c	44.7%	333

### A1c Cascade In Veterans

☰ ⚙️

A1C LEVEL	RESULT	NUMERATOR
>=9%	12.8%	164
0% to 6.99%	42.6%	547
7% to 7.99%	18.1%	233
8% to 8.99%	10.5%	135
No A1c	16.0%	205

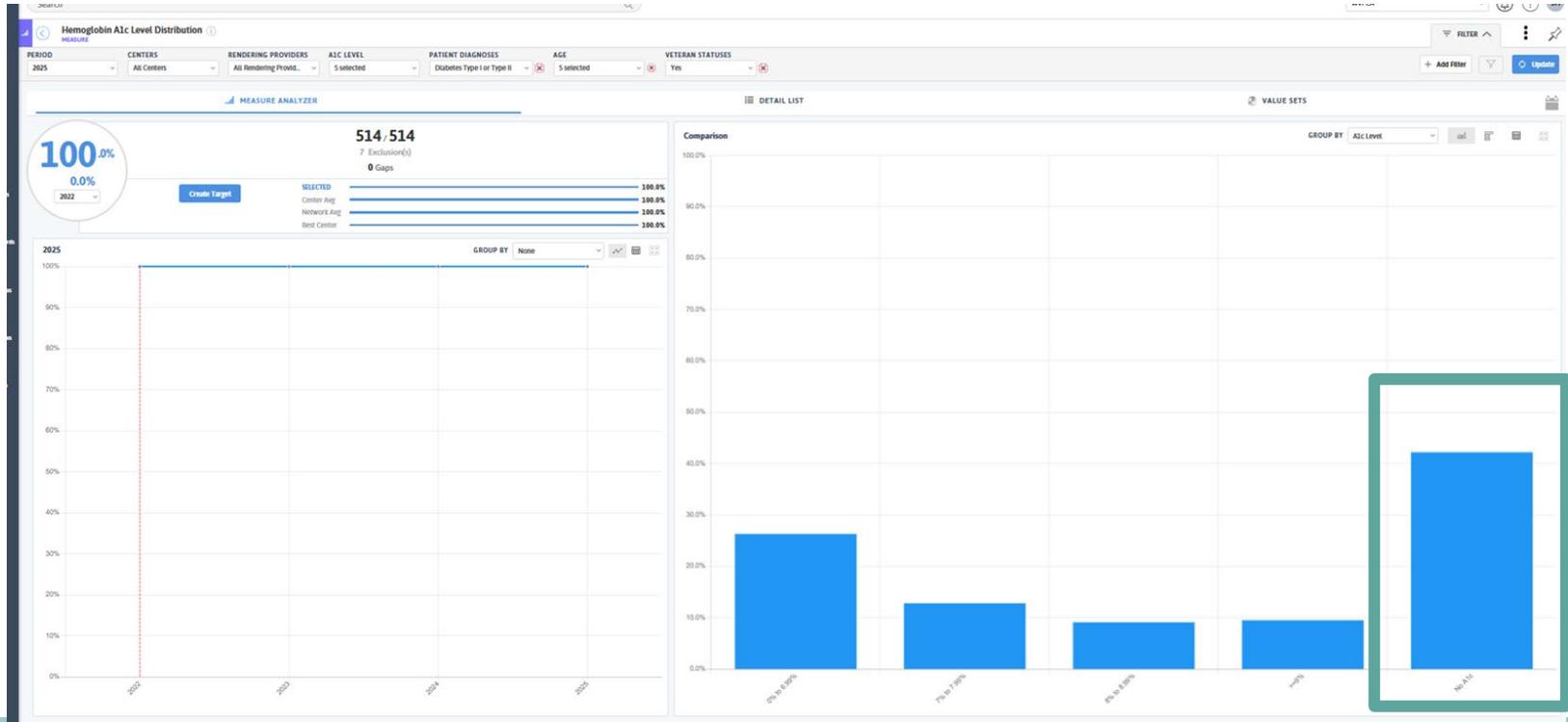
**RESULT** **% TOTAL** ⚙️

%	100%
---	------

**NUMERATOR** **GAP** ⚙️

8,240	12,200
-------	--------

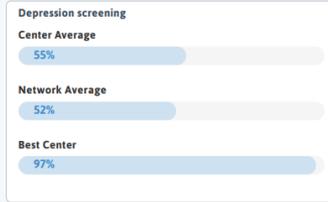
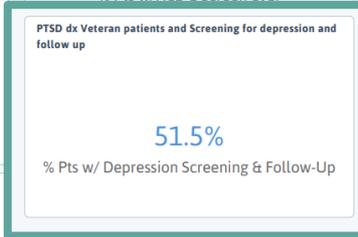
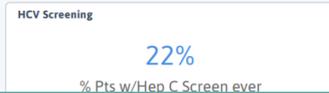
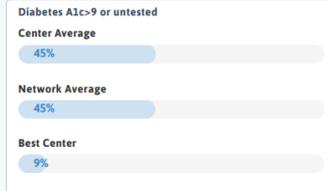
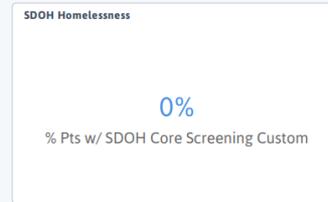
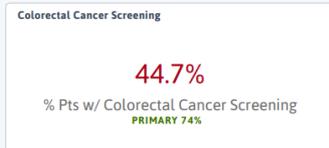
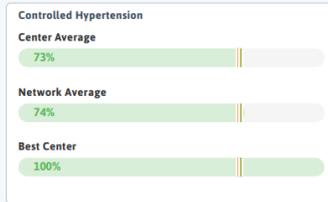
# Data Drill Down – A1c



# Network Veteran Dashboard

Veterans Focused Network Measure

Run on 4/2/2025 12:07:58 PM




**Screening for Depression and Follow-Up Plan (CMS 2v13)** ⓘ

MEASURE

PERIOD	CENTERS	RENDERING PROVIDERS	VETERAN STATUSES	PATIENT DIAGNOSES
2025	All Centers	All Rendering Provid...	Yes	Post-traumatic stres...

# Looking Ahead

---



# ECRI SALUTE Program

[Click for Resources](https://home.ecri.org/pages/ecri-salute-program-veteran-resources)

<https://home.ecri.org/pages/ecri-salute-program-veteran-resources>

Be the Expert on You

## For Those Who Have Served in the Military



You are an important part of the care team. Your healthcare provider wants to be sure that they can safely address your health needs, including those that are a result of your military service. Thank you for taking an active role in your health and thank you for your service.

### Preparing for Your Visit

Your provider needs your help to make a safe diagnosis and care plan. Please answer these five questions before your visit.

#### 1. Why are you here today?

- New problem  Follow-up  Medicine refill  
 Something else

#### 2. Has there been a change in how you are feeling since your last visit?

- No  Yes

If yes, When did it start?

- Days  Weeks  Longer

How does it affect you?

#### 3. Have you seen anyone else about your health?

- No  Yes

If yes, whom did you see?

#### 4. Do you have questions about...

- Medicines?  Tests?  Treatments?  
 Something else?

#### 5. What are you worried about?

### During Your Visit

During the visit, your healthcare provider will discuss these important questions with you. Your responses will help them understand how they can support your health.

#### Screening Questions

? When and where did you **serve** in the military?

? What was your **occupation** in the military?

? Do you have any **illnesses** related to your military service?

- New  Chronic

? Did you **experience** anything while serving that has impacted your health?

- Physical health  Mental health

? Were you **exposed** to any toxins while serving in the Armed Forces?

- Open burn pits  Airborne hazards  
 Gulf War-related exposure  Agent Orange  
 Radiation  Contaminated water at Camp Lejeune  
 Other

? Were you **exposed** to any blast caused by an improvised explosive device (IED)?

- Yes  No

? Since your transition from military to civilian life, have you had feelings of **not being valued or respected** by those around you or in your community?

- Yes  No

Adapted from the AHRQ Toolkit for Engaging Patients to Improve Diagnostic Safety

# Signage

---



[This Photo](#) by Unknown Author is licensed under [CC BY-NC](#)

# Key Points



Veterans are a unique population who may require additional testing and specialized medical evaluations due to their service-related exposures, combat experience, and pre-deployment health screenings.



Encourage everyone to explore the ECRI Salute Program (Honor Roll) to support and recognize veteran-focused healthcare initiatives.



Ensure you ask the right questions to address veterans' unique health needs effectively.



Stay informed about combat-related exposures and illnesses, including Gulf War Syndrome and Agent Orange exposure.

# Contact

---



Jessica (Jessy) Dailey Haas, MSN, RN, C-ONQS  
Director of Clinical Transformation  
West Virginia Primary Care Association/HCCN

[Jessica.haas@wvpca.org](mailto:Jessica.haas@wvpca.org)

1-304-544-4281

Honoring my Father



# Azara Healthcare



# Veteran Healthcare Landscape



9M+ Veterans rely on VA healthcare across United States.



41% of VA-enrolled veterans live in rural areas, facing accessibility challenges.



FQHCs are **critical bridge** for veteran healthcare nationally.

# Key Veteran Health Concerns



## Mental Health

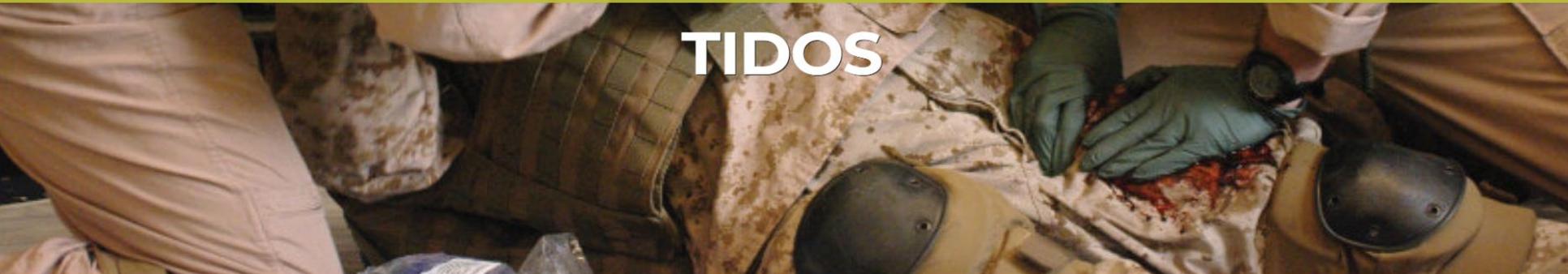
PTSD,  
Depression,  
Suicide Risk,  
Substance Use

## Chronic Conditions

Obesity, Diabetes,  
Cardiovascular  
Disease

## Non-Clinical Health Related Needs

Housing,  
incoming,  
transportation  
barriers



## TIDOS

### The Trauma Infectious Disease Outcomes Study

TIDOS is a pretty unique project that has been funded since 2011. TIDOS is a collaboration between a research group at the Department of Defense and our research group here at the St. Louis VA run by our local Principal Investigator, [Dr. Jay McDonald](#).

Over the years, TIDOS enrolled over 1,000 military personnel after severe combat trauma. They enrolled them once they got back to Walter Reed and San Antonio Military Medical Center and then followed them forward through time. The military follows them through their time in DoD care, and then shares their identifiers with us and then we look to see when they enter VA care. So, when they enter VA care, we call them to consent them and collect their VA data and share it back with the DoD. Then, we put all our data together in a huge database and try to understand how the early elements of care they got in the field or early on after injury, affect their long-term outcome, with the ultimate goal of improving the early care in the field of combat trauma.

# The Role of FQHCs in Veteran Care



**>400,000 veterans**

Received care at FQHCs in 2023.

**Critical services offered**

Mental health screenings, chronic disease management, primary care.

# How DRVS Supports Veteran Health



---

Identifying veterans in patient populations.

---

Tracking care journeys, prioritizing at-risk veterans.

---

Monitoring mental health, physical conditions & non-clinical health related needs.

*(e.g., PTSD, PHQ-9, GAD-7, hypertension, transportation, housing)*



# DRVS Functionality for Veteran Care

Patient Visit Planning (PVP) Report & Alerts.

Flags overdue screenings (PHQ-9, alcohol assessment).



2:49 AM Monday, September 23, 2024

Visit Reason: High BP Depar 

<b>Duran, Kaye</b> MRN: 1100223 DOB: 10/26/1976 (47)	<b>Sex at Birth:</b> F (She/Her/Hers) <b>GI:</b> Female <b>SO:</b> Choose not to disclose	<b>Phone:</b> 857-015-2312 <b>Lang:</b> Spanish <b>Risk:</b> Low (7)	<b>Portal Access:</b> 03/24/2023 <b>Cohorts:</b> tri state high risk	<b>PCP:</b> Gunther, Eric <b>Payer:</b> BCBS <b>CM:</b> Kellen McDonnell
--	---	--	---	--

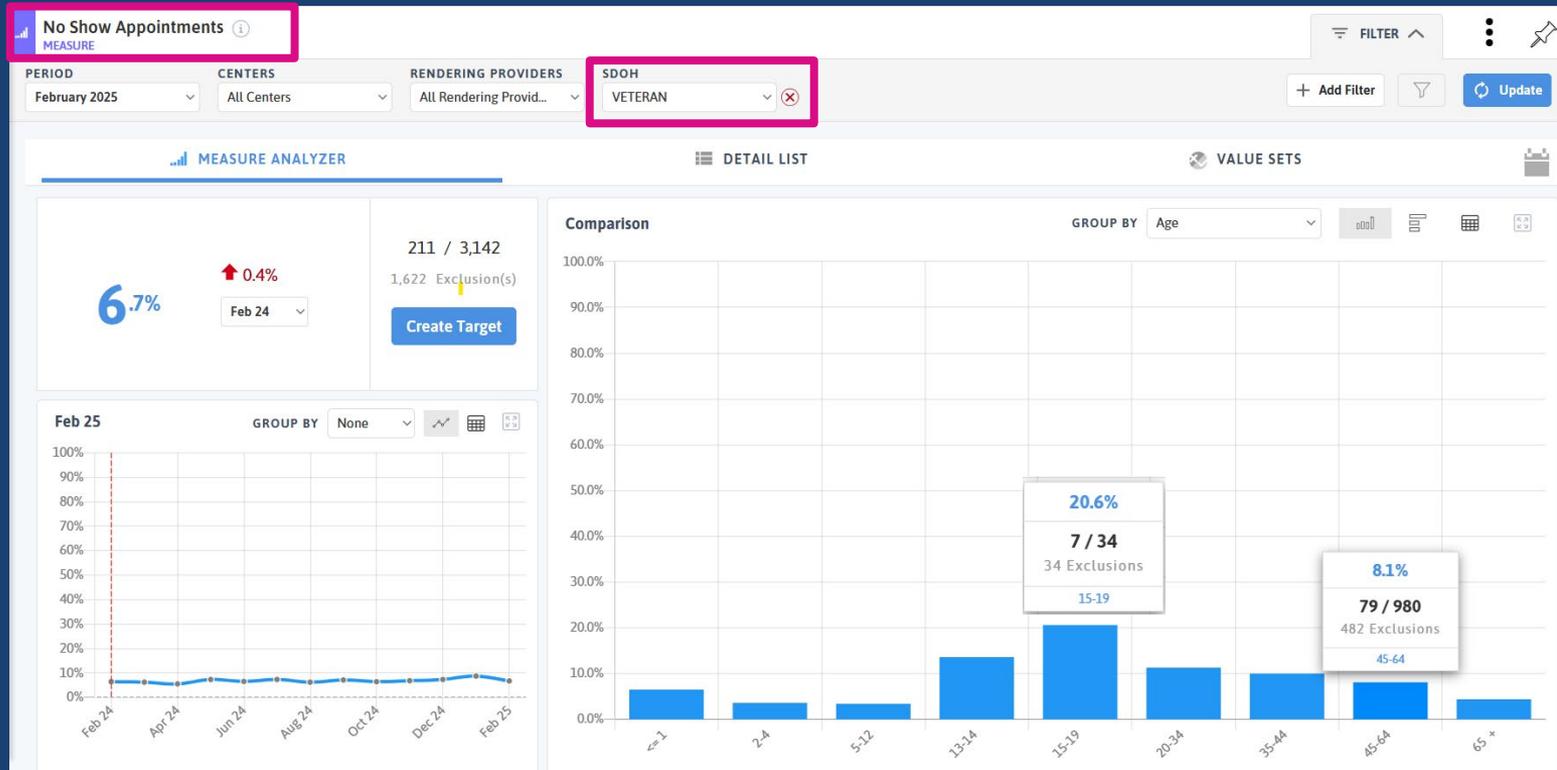
<b>DIAGNOSES (3)</b>		
ASCVD	HIV	IVD
<b>RISK FACTORS (4)</b>		
ANTICOAG	MSM	SMI
TOB		
<b>SDOH (6)</b> 		
CLOTHING	HOUSING	LANGUAGE
RACE	UTILITY	<b>VETERAN</b>
<b>RAF GAPS DIAGNOSIS CATEGORIES (1)</b>		
Diabetes		

ALERT	MESSAGE	DATE	RESULT	OWNER
Pap HPV	Missing			
Depression Screen	Overdue	3/24/2023	Positive	Front Desk
Tobacco Scr	Overdue	3/24/2023	Y	Front Desk
BMI & FU	Overdue			
BP	Overdue	3/24/2023	145/77	MA

demo

# DRVS Functionality for Veteran Care

Identify veterans for follow-up or care management.



# DRVS Functionality for Veteran Care

Monitor physical & behavioral health together.

**Veteran Health**  
REGISTRY @JUST EMMA.KNAPP@AZARAHEALTHCARE.COM

VISIT DATE RANGE: 03/13/2024-03/13/2025  
CENTERS: All Centers  
RENDERING PROVIDERS: All Rendering Provid...

**Apply Veteran Cohort**

**VETERAN STATUSES**  
All Veteran Statuses

**Or Add Veteran Status Filter**

**Clear Filters**

I choose not to answer this question  
 No  
 Yes

MRN	DEPRESSION SCREENING	GAD-7	PHQ								
MRN	DATE	TYPE	RESULT	PTSD SCREEN	DATE	SCORE	DATE				
1103497											
1103498	7/11/2024	PHQ-9 Depression Screen	Positive	7/11/2024			7/11/				
1103499	1/31/2025	PHQ-9 Depression Screen	Positive	1/31/2025			1/31/				
1103500	3/21/2025	PHQ-9 Depression Screen	Positive	3/21/2025			3/21/				
1103501	7/24/2024	PHQ-9 Depression Screen	Positive	7/24/2024			7/24/				
1103503	3/13/2025	PHQ-9 Depression Screen	Positive	3/13/2025			3/13/				
1103504	9/19/2024	PHQ-9 Depression Screen	Negative	8/16/2024			9/19/				
1103505	11/11/2024	PHQ-9 Depression Screen	Positive	11/11/2024			11/11				
1103506	1/12/2025	PHQ-9 Depression Screen	Positive	1/12/2025			1/12/2025	22	1/12/2025	122/72	122
1103507	2/2/2025	PHQ-9 Depression Screen	Positive	2/2/2025			2/2/2025	17	2/2/2025	131/66	131
1103508	7/7/2024	PHQ-9 Depression Screen	Negative	7/7/2024			7/7/2024	4	3/19/2025	120/76	120

# Impact of Data-Driven Insights



Improving **care coordination** between VA & FQHCs.



Ensuring **timely** mental and physical health interventions.



Improving **health disparities** for rural & underserved veterans.



# Wrap Up



# Nurturing Veteran Health



Continue **advocacy**  
for veteran health  
equity.

Leverage **data-**  
**driven** solutions to  
improve outcomes.

Strengthen  
**collaboration** between  
FQHCs, VA, &  
community providers.

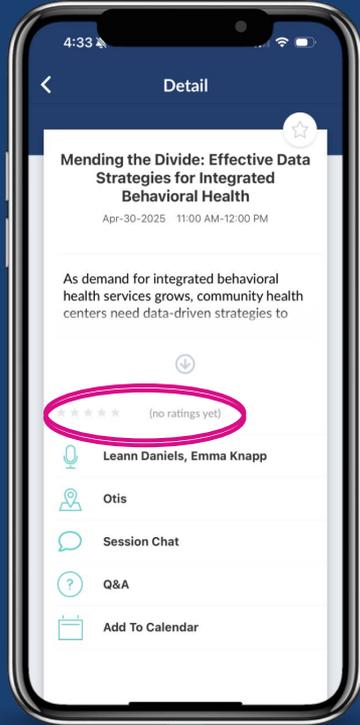
# Questions?



# We want to hear from you!

Click on the session from your agenda in the conference app.

Click the stars in the center of your screen to rate and provide feedback.



Quick and Easy



Provide brief feedback or ideas



Rate the session and the speaker(s)



Help us continue to improve

# Achieve, Celebrate, Engage!



## ACE'd it? Share your DRVS success story and become an Azara ACE!

Show your organization has used DRVS to **A**chieve measurable results, **C**elebrate improvement in patient health outcomes, and effectively **E**ngage care teams and/or patients. Stories should showcase how DRVS helped your organization overcome a challenge, the tools and solutions used to drive improvement and details of the successes that resulted from your initiatives. ACEs should be able to provide examples that quantify quality improvement, cost savings, operational efficiency or patient health improvement.

### Benefits:

- Azara will help tell your story and provide a client-branded version for your use
- Potential to create a 2-4 minute video or hour-long Azara-hosted webinar
- Potential to be featured at next year's Azara User Conference
- Win Azara swag!

Submit your success story by completing the form [at this link](#).

azara  
healthcare

ACE Program



# azara2025

USER CONFERENCE APR 29-MAY 1 | BOSTON, MA

# Thanks for attending!

