relevant

health center **intelligence**

👋 Welcome to Relevant.

We're here to help improve
patient health and clinic operations.

Our tools are built specifically for health centers, because that's where we come from.

We're excited to talk with you.

ABOUT RELEVANT

What we do

Relevant provides a data, reporting, and population health platform for health centers. We pull data from your EHR and other sources, clean it up, and help you turn it into action with dashboards, reports, and clinical tools.

Here's a sampling of what you can do with Relevant:

- Close gaps in care
- Improve clinical quality
- Maximize incentive dollars
- Simplify UDS reporting
- Integrate claims data
- Track productivity
- Recover open A/R
- Identify high-risk patients
- Reduce no-shows
- Send text messages

OUR HISTORY

Relevant was founded in 2015 by a team with decades of experience working in health centers. Today, our platform is used by more than 75 FQHCs, HCCNs, and PCAs across the country, including several recent winners of the HIMSS Community Health Davies Award.[1] A recent KLAS analysis gave Relevant the highest score among population health vendors for FQHCs.[2]

1 bit.ly/elrio-opendoor-davies
2 bit.ly/klas-relevant

ABOUT RELEVANT

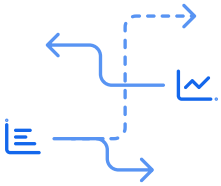
How we're different

Simple and easy to use

Our platform doesn't feel like typical healthcare software: pages load fast, the design is simple and intuitive, and users find it easy to get started.

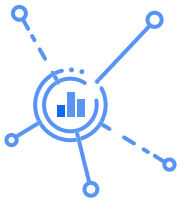
Works out of the box

Right away, you'll find standards-based quality measures, recommended care gaps, and a suite of operational reports meeting common health center needs.



A platform, not just a product

Create your own measures, reports, care gaps, and dashboards. Start by tweaking a standard option, or build from scratch. Do it yourself, or get help from our team.



One source of truth

Combine data from your EHR, payers, dental or care management platforms, and more. Users across the organization have one place to go for consistent, validated, self-serve reports and analysis.

Data warehouse included

We expose our backend data warehouse, giving additional power and flexibility to technical users. Run queries, hook up tools like Tableau or R, and more—your team won't outgrow the platform, and it won't lock you in.

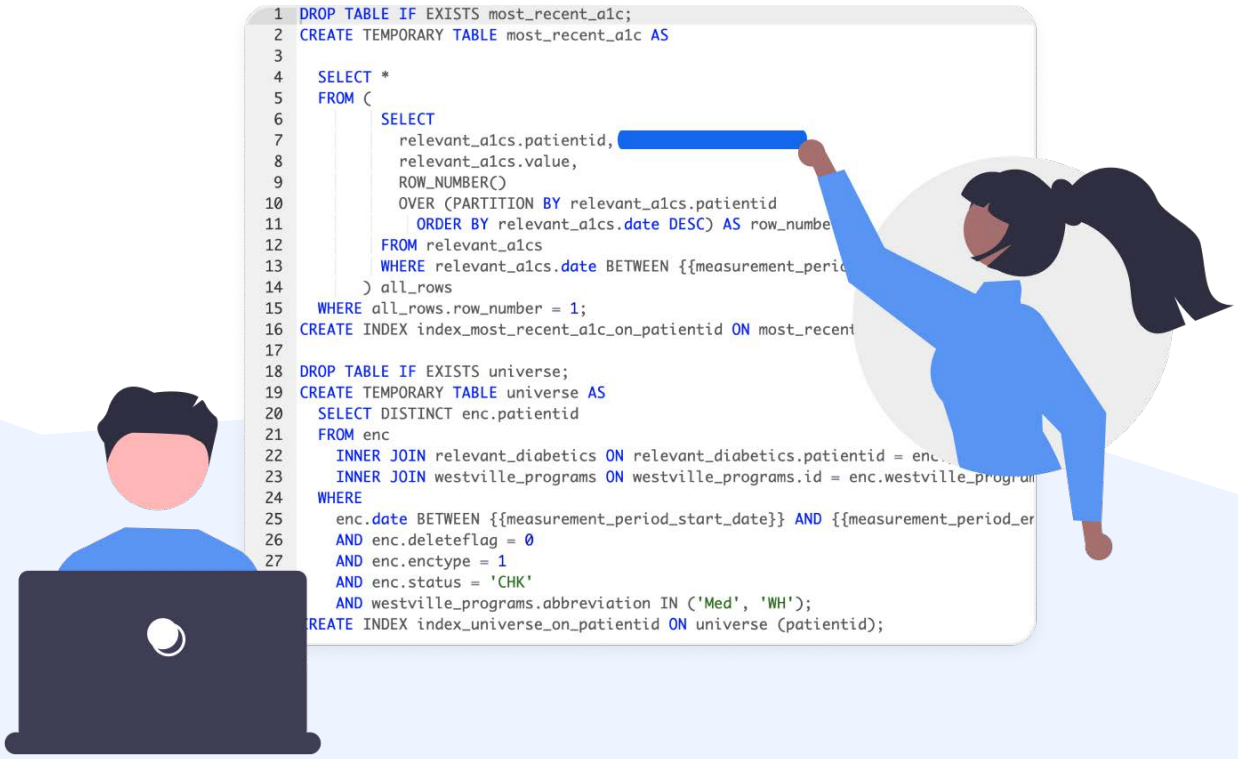
A partner with deep expertise

Whether it's providing day-to-day analytics support or consulting on tricky data science problems, our services team can help. We've built a community of practice across leading health centers, and we love sharing what we learn.

ABOUT RELEVANT

Expert data services

Our analysts are here to help you get the most out of Relevant. Along the way, we help health centers build up their own, internal analytics capabilities.



Have a data team?

We often work alongside health center analysts to solve hard problems. This might mean nerding out about how to build a master patient index, speed up a slow query, or validate a custom risk model.

Don’t have a data team?

We can help fill the gap by meeting day-to-day reporting needs. Got someone new in the role? We provide training that demystifies the EHR database and builds confidence in SQL and other data tools.

ABOUT RELEVANT

Happy customers

We're honored to collaborate with some of the most innovative health centers in the country.

> My doctors love Relevant. Nothing we've seen is as elegant or easy to understand. Working with them has made us smarter at every level."
>
> **Lindsay Farrell, CEO**
> Open Door Family Medical Centers

> Getting data into the hands of the care team has been streamlined–we've cut out so many manual steps. The response has been overwhelmingly positive."
>
> **Danielle Oryn, DO, MPH, Chief Medical Informatics Officer**
> Petaluma Health Center

> I have worked with many organizations in my career but I haven't worked with a nicer, more professional group. Top notch."
>
> **Jason Kuder, Chief Information Officer**
> Oak Orchard Health Center

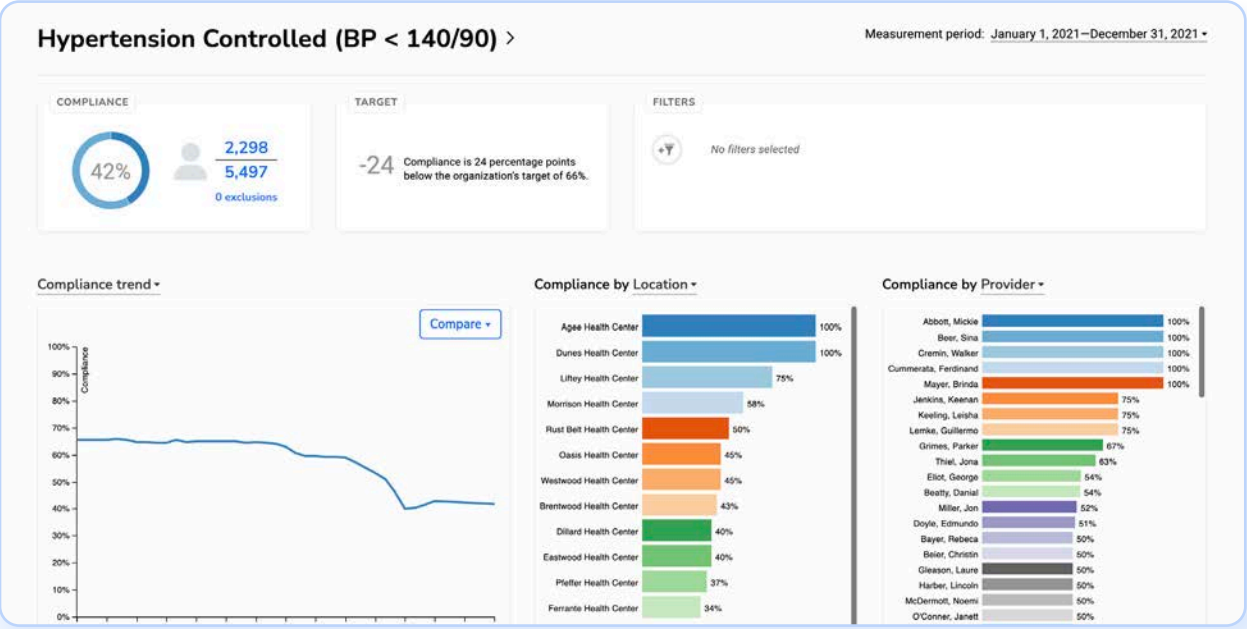
> Our experience with Relevant has been terrific. They really know the FQHC world. The product has given our providers the flexibility to document their care in different ways that can all be captured."
>
> **Holly Preston, COO**
> West Cecil Health Center

> By far the best vendor we've worked with. The attention to detail from the implementation team is truly impressive."
>
> **Linda Spokane, VP, Population Health Management**
> Hudson Headwaters Health Network

QUALITY IMPROVEMENT

Clinical quality insights

Medical directors, QI leaders, and care teams use Relevant to analyze quality trends and prioritize areas for targeted patient outreach.



Analyze quality measures by provider, care team, gender, race, payer, and more in a friendly and fluid interface. Out of the box, we provide a variety of measures based on standards from CMS and NCQA. Health centers can also build their own, customized measures, with or without our support.

CASE STUDY

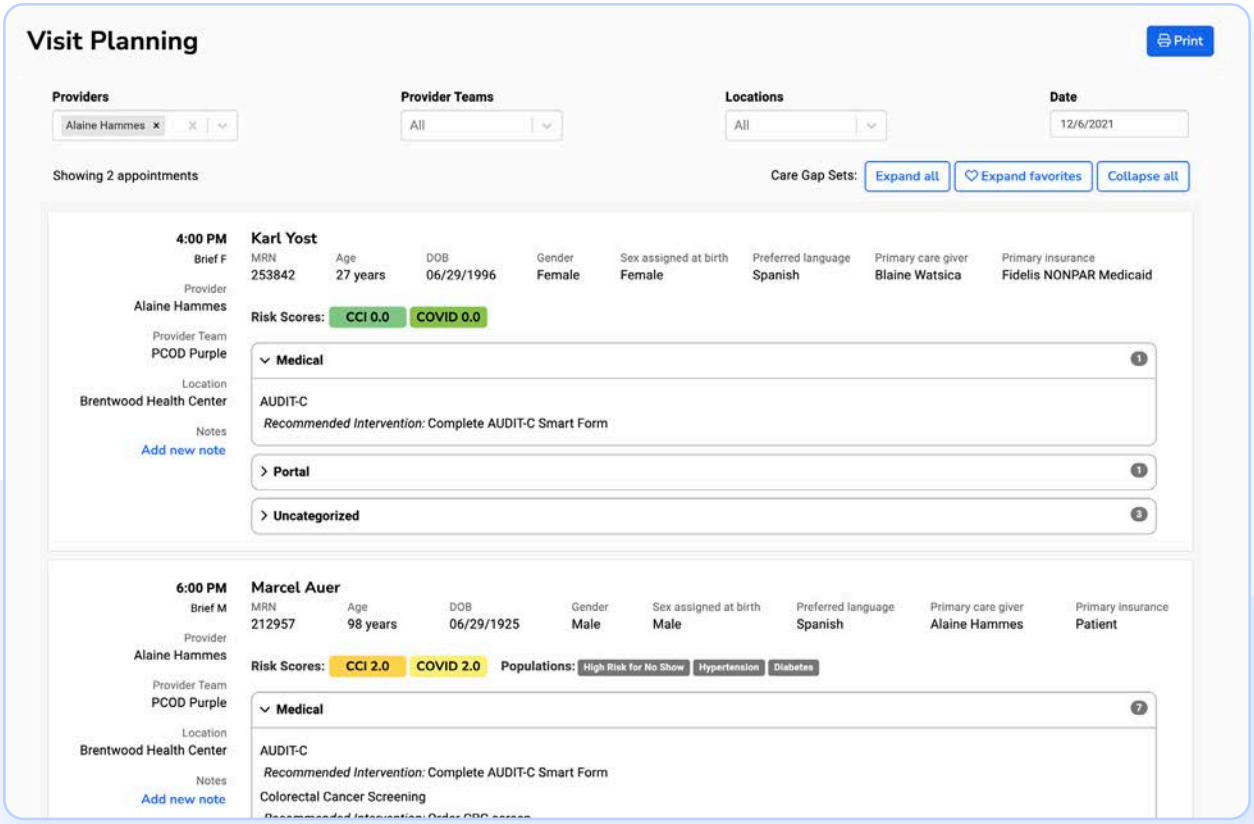
Petaluma Health Center used Relevant's quality dashboards to improve patient outcomes for hypertension and Hepatitis C. View the case study by scanning the QR code or visiting bit.ly/relevant-phc-case-study.

CLINICAL TOOLS

Smarter visit planning

Care teams use Visit Planning to prepare for upcoming appointments, often during a huddle at the start of a shift.

For each appointment, care gaps and recommended interventions are highlighted. We provide a library of gaps, but what you choose to display is customizable. No “noisy alerts”—just the stuff your team decides to prioritize.



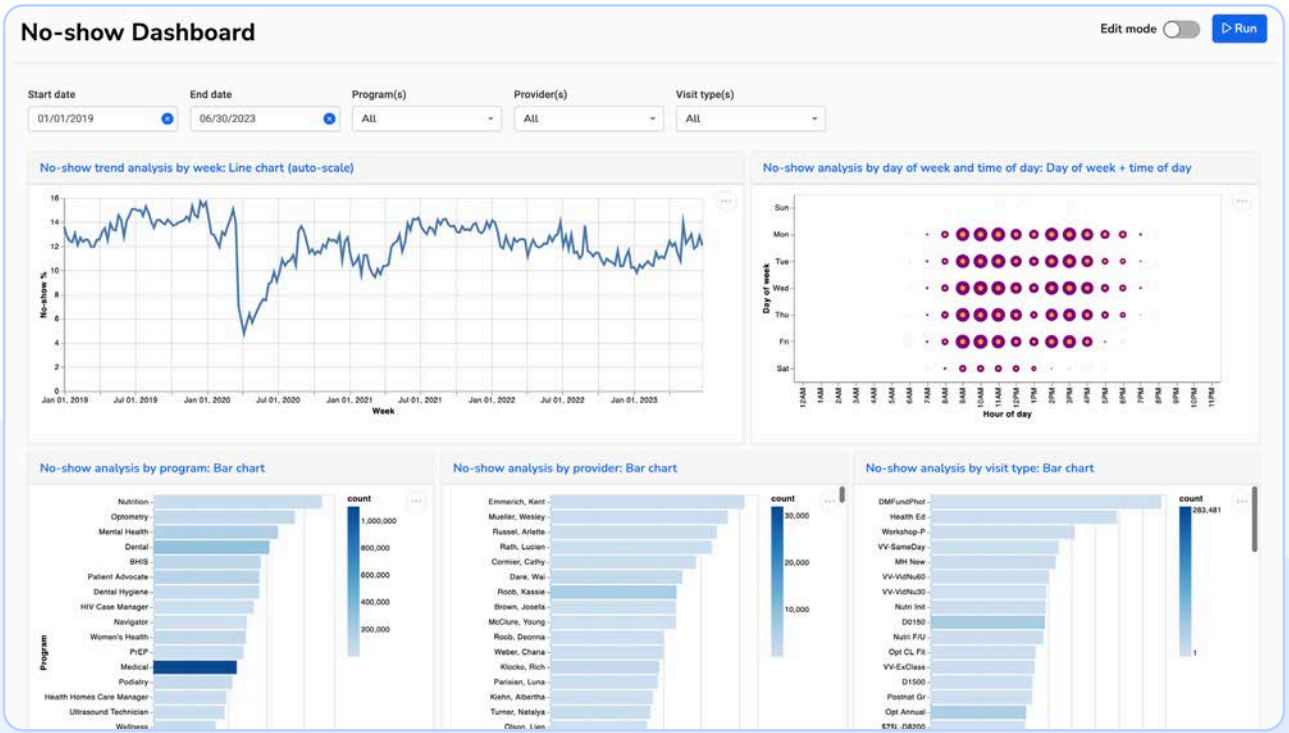
You can also create your own care gaps, based on any data point in the EHR. Care gaps can be clinical, administrative, financial, or anything else you want to surface ahead of a visit.

CUSTOM REPORTS & DASHBOARDS

Powerful custom reports

Build custom reports, dashboards, and data visualizations within Relevant. Start with our library of common reports, or build from scratch.

Analysts love our report builder because it's a power tool: direct SQL access, custom parameters, visualizations powered by Vega-Lite. Users appreciate fast, friendly, self-serve access to the reports and dashboards they need.



Heath centers have built over 14,000 reports in Relevant—most on their own, and some in collaboration with us. Here are some examples:

Opioid prescriptions and morphine equivalents » Referrals management
Grant reporting » Missed opportunities » Covid syndromic surveillance
Call center metrics » PRAPARE data » And much more

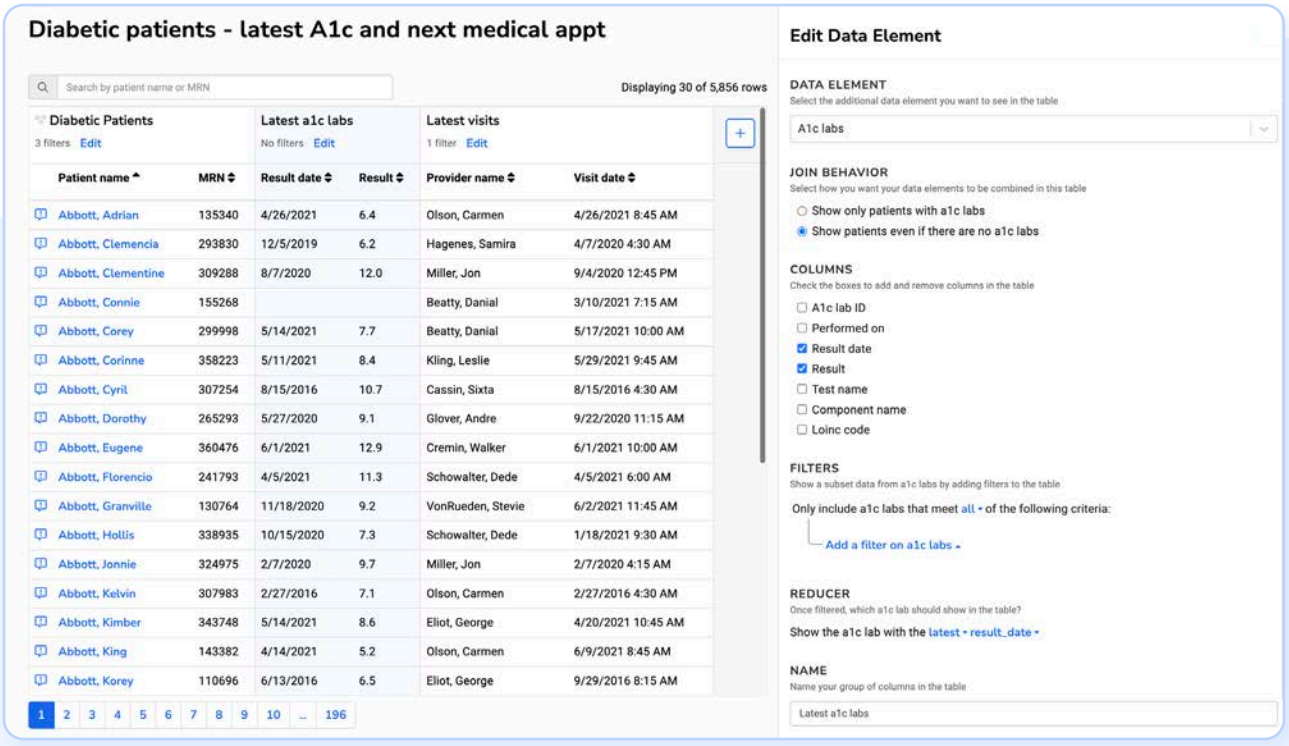
CUSTOM REPORTS & DASHBOARDS

Data exploration for all

Don't write SQL? No problem. **Data Explorer allows users to build complex reports without writing code.** For example, create a list of patients who:

- Are due for both colorectal and cervical cancer screenings;
- Have one of three specific Medicaid plans;
- Have had a medical visit within 18 months; and
- Do not already have an upcoming medical appointment.

You can then choose from hundreds of data points to add to your report: visit details, screenings, lab results, immunizations, vitals, demographics, social determinants, quality measure calculations, and more.



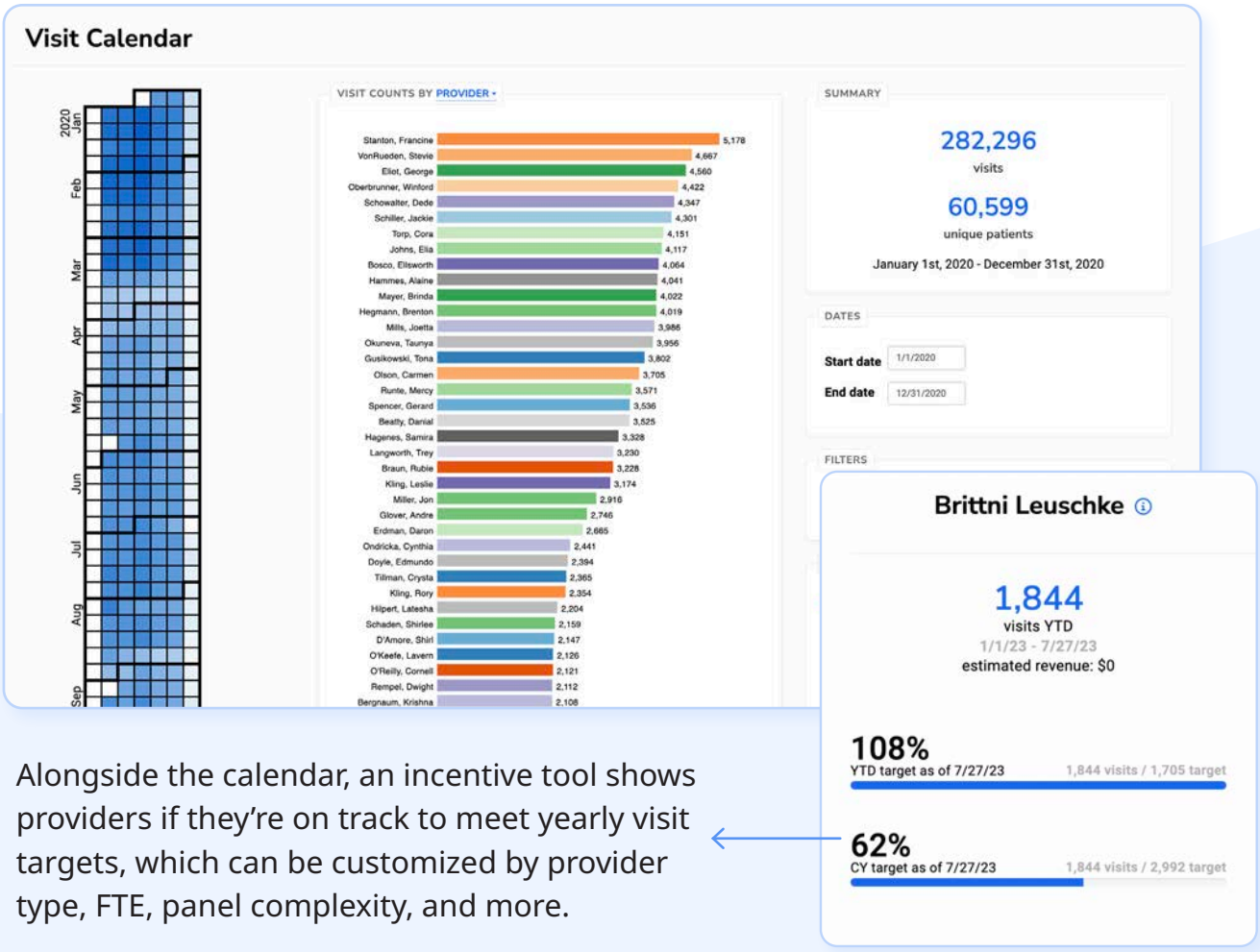
UTILIZATION & PRODUCTIVITY

Utilization trends

Our calendar visualizations are for everyone with a stake in understanding productivity and utilization.

- Should we run our dental program on Saturdays?
- In what ways did visit volume change over the holidays?
- Is Dr. Leuschke on track to meet her yearly productivity target?

Calendar heatmaps help answer questions like these, revealing patterns that remain hidden on a spreadsheet. The more visits on a given day, the darker the square on the calendar. Drill into the details for a specific day, or slice and dice by provider, location, visit type, and more.



Alongside the calendar, an incentive tool shows providers if they're on track to meet yearly visit targets, which can be customized by provider type, FTE, panel complexity, and more.

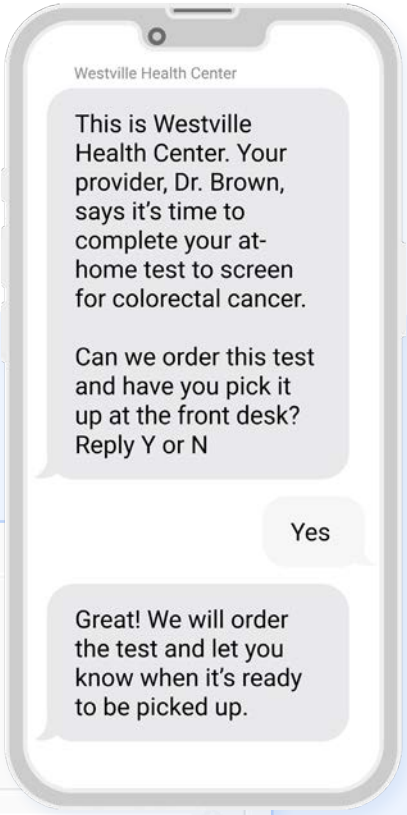
PATIENT OUTREACH

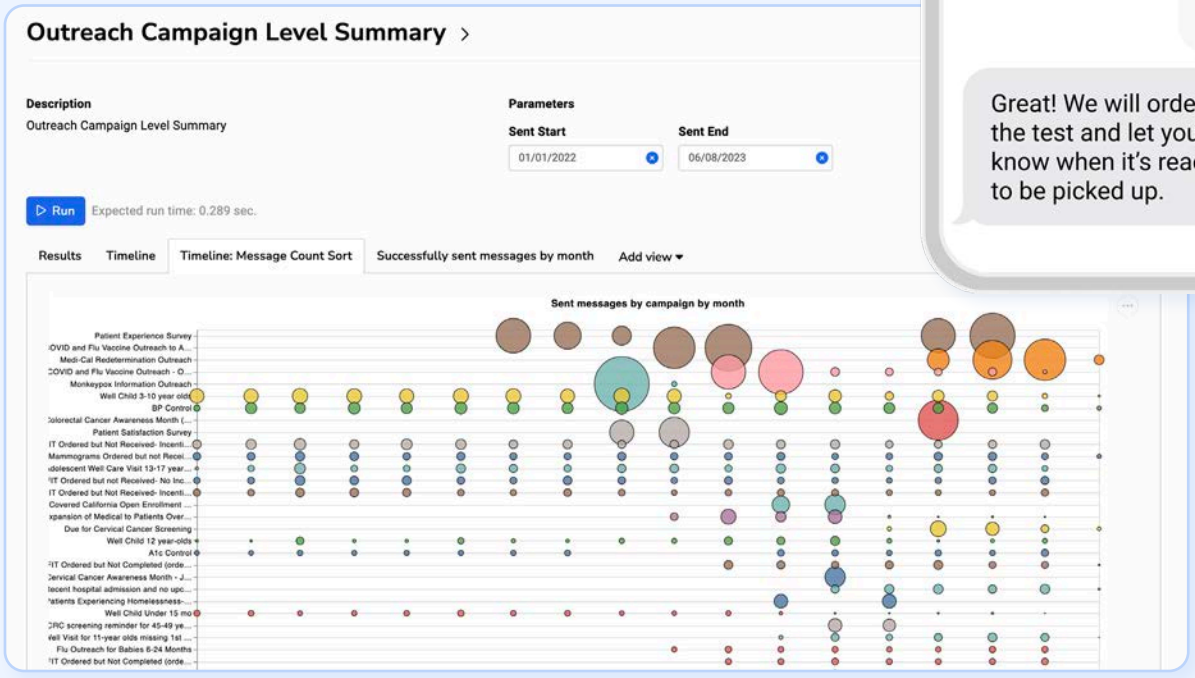
Text messaging

Send text messages that reach the right patients at the right time—automatically.

Our text messaging module is used for FIT kit outreach, patient satisfaction surveys, appointment reminders, and more. With Relevant's sophisticated data filtering, you can precisely target the patients you need to reach.

- Dynamic, "set it and forget it" audience filters
- No need to upload or download spreadsheets
- Customize messages with parameters
- Run campaigns in multiple languages
- View detailed campaign reports





UTILIZATION & PRODUCTIVITY

Panel management

Compare provider panels and balance patient loads.
For each provider, you can see the number of assigned patients vs. the provider's target capacity, as well as panel demographics, risk profiles, and average visits per patient.

Our panel explorer helps answer questions like:

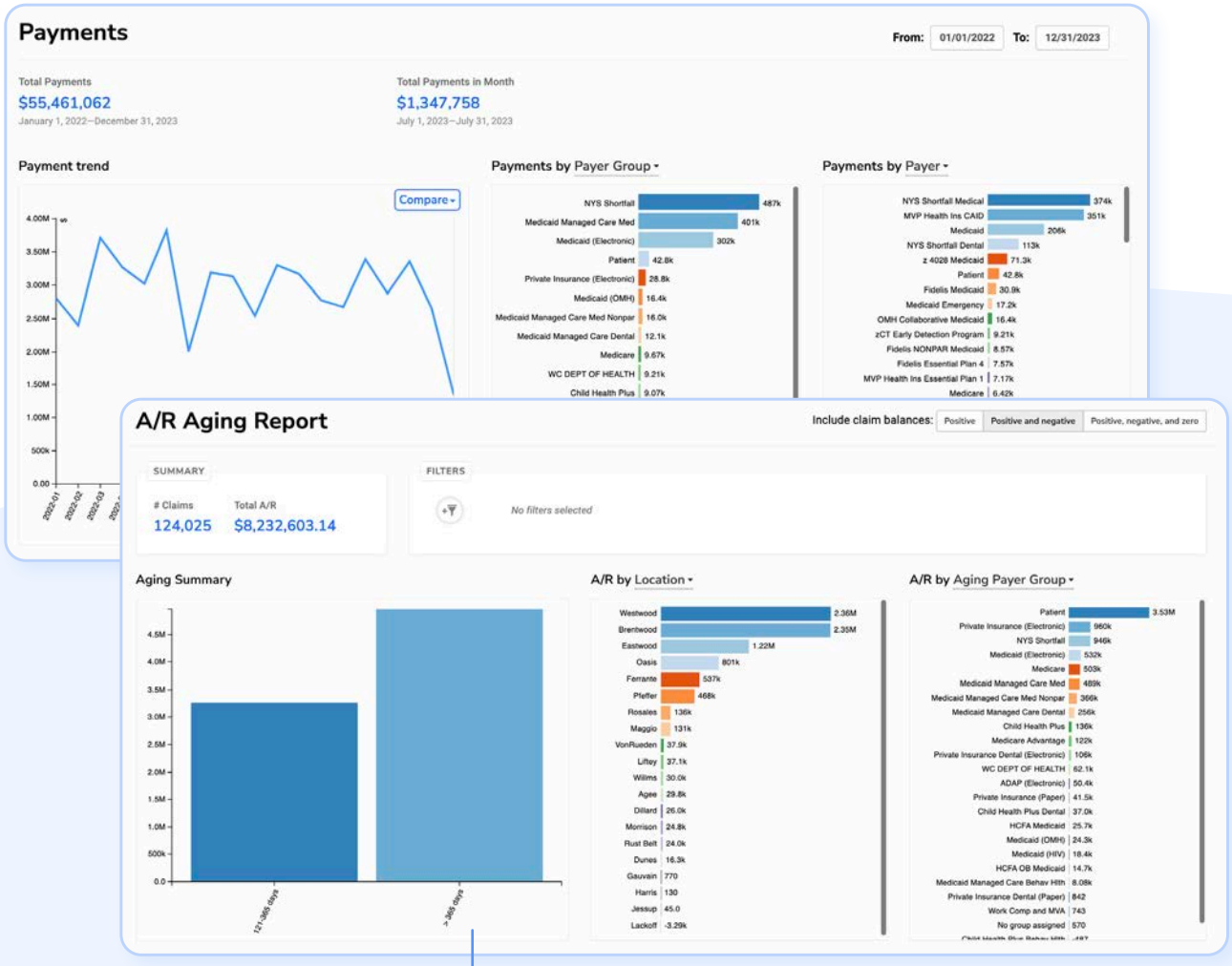
- Do some providers have spare capacity on their panel, while others are over-subscribed?
- Which patients are assigned to a provider but have never been seen?
- Are some providers seeing more high-risk patients than others?

A robust attribution methodology means the right patients are attributed to the right provider, even when the underlying EHR data for PCP assignment is messy.

REVENUE CYCLE & FINANCE

Revenue cycle reporting

High-level views, line-level details. Interactive dashboards show payments, A/R, and net collection trends. Customized reports get deep into the billing weeds: tracking charges, payments, contractual adjustments, and financial adjustments; normalizing denial codes; accounting for split claims; and more.

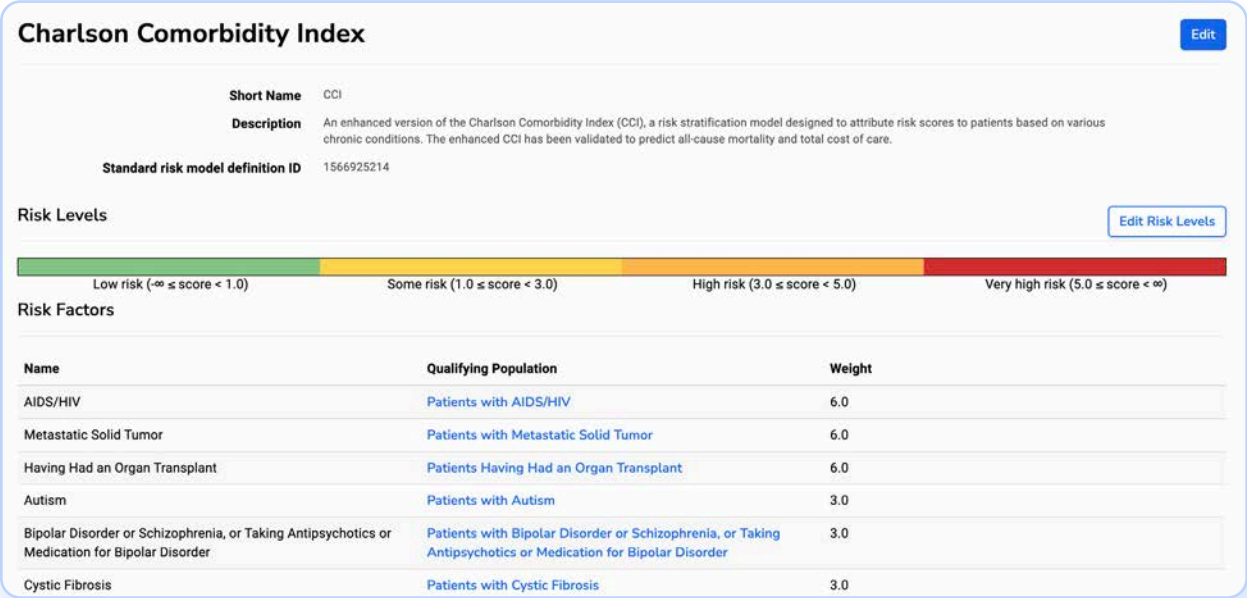


Explore month-over month trends. Slice by payer, provider, clinic location, and more. Drill through to line-level details.

QUALITY IMPROVEMENT

Risk modeling

Risk scores can inform patient care. From adjusting visit durations, to building specific interventions for cohorts of high-risk patients, to making sure the most complex patients are being seen by the right providers.



In partnership with Cornell University, Relevant offers an enhanced version of the Charlson Comorbidity Index (CCI), which calculates risk based on the weights of over 30 comorbid conditions. Health centers can also create their own risk models, with or without our help.

WHY CCI?

We like the CCI because it combines predictive power with simplicity, allowing providers to “look under the hood” in Relevant and see what factors contributed most to a patient’s risk score. To learn more about the CCI, scan the QR code or visit bit.ly/relevant-cci.

REPORTING

World's best UDS(+)

UDS reporting is complex. **We make it as painless, transparent, and accurate as possible.** In fact, the screens in our UDS module look exactly like what you ultimately submit to HRSA.

Our team includes some deeply committed UDS nerds. We confer with HRSA's Technical Assistance staff a lot, so you don't have to.[1] We are also active participants in UDS+ testing and development efforts.

Check UDS numbers throughout the year. Drill into patient-level details to identify trends and areas for improvement.

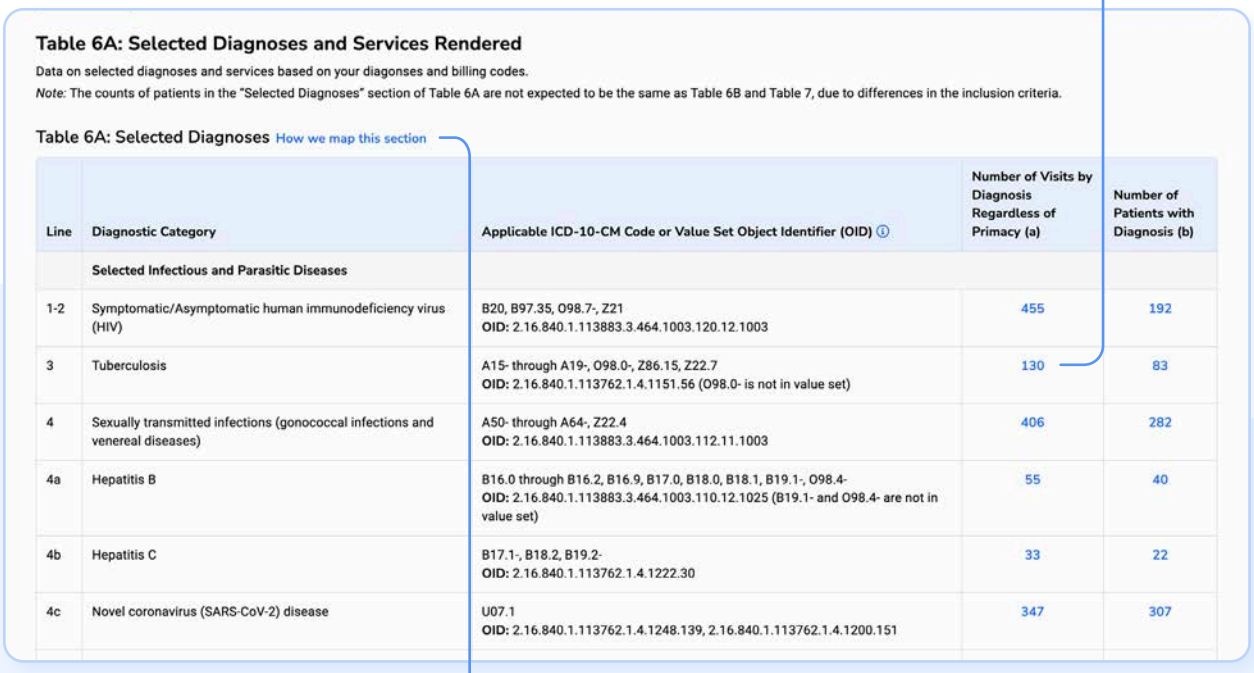


Table 6A: Selected Diagnoses and Services Rendered

Data on selected diagnoses and services based on your diagonses and billing codes.

Note: The counts of patients in the "Selected Diagnoses" section of Table 6A are not expected to be the same as Table 6B and Table 7, due to differences in the inclusion criteria.

Table 6A: Selected Diagnoses How we map this section

Line	Diagnostic Category	Applicable ICD-10-CM Code or Value Set Object Identifier (OID)	Number of Visits by Diagnosis Regardless of Primacy (a)	Number of Patients with Diagnosis (b)
	Selected Infectious and Parasitic Diseases			
1-2	Symptomatic/Asymptomatic human immunodeficiency virus (HIV)	B20, B97.35, O98.7-, Z21 **OID:** 2.16.840.1.113883.3.464.1003.120.12.1003	455	192
3	Tuberculosis	A15- through A19-, O98.0-, Z86.15, Z22.7 **OID:** 2.16.840.1.113762.1.4.1151.56 (O98.0- is not in value set)	130	83
4	Sexually transmitted infections (gonococcal infections and venereal diseases)	A50- through A64-, Z22.4 **OID:** 2.16.840.1.113883.3.464.1003.112.11.1003	406	282
4a	Hepatitis B	B16.0 through B16.2, B16.9, B17.0, B18.0, B18.1, B19.1-, O98.4- **OID:** 2.16.840.1.113883.3.464.1003.110.12.1025 (B19.1- and O98.4- are not in value set)	55	40
4b	Hepatitis C	B17.1-, B18.2, B19.2- **OID:** 2.16.840.1.113762.1.4.1222.30	33	22
4c	Novel coronavirus (SARS-CoV-2) disease	U07.1 **OID:** 2.16.840.1.113762.1.4.1248.139, 2.16.840.1.113762.1.4.1200.151	347	307

On-screen documentation explains how we calculate each section of UDS. Data mappings can be customized, ensuring you get full credit for services provided—even if the underlying EHR data has coding problems.

1. Unless you also think it's weirdly fun. :)

relevant

health center **intelligence**

(212) 220-3807

11 Park Place, Floor 3
New York, NY 10017

info@relevant.healthcare

www.relevant.healthcare