



# Community Health Care Association of New York State (CHCANYS) partners with Pivot Point Consulting to provide expertise and guidance on The Cures Act Final Rule

## The Challenge

Many healthcare organizations have reported challenges with understanding and complying with the Cures Act Final Rule. The Community Health Care Association of New York State (CHCANYS) found their member FQHCs had varying levels of knowledge and preparedness for compliance with the Final Rule. Additionally, the health centers were on nine different EHRs, which brought an added layer of complexity. Pivot Point Consulting was engaged to assist in health center Cures Act training and support given the firm’s expert knowledge of EHRs and the Final Rule and capabilities to assist in compliance.

## Our Solution

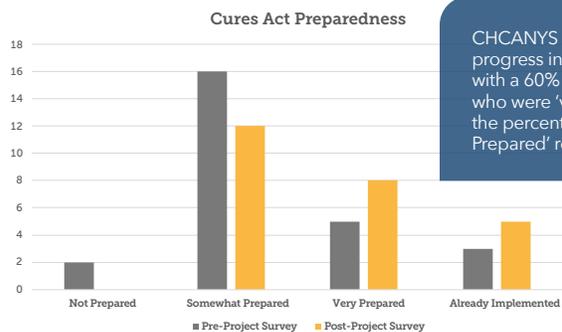
Through partnership with CHCANYS leadership, Pivot Point Consulting developed:

- Seven Cures Act webinars and Q&A sessions with supplementary materials
- Several pre-recorded videos on the information blocking exceptions that were made available in health centers’ learning management systems for employee training
- A templated approach to needs discovery and follow-up technical assistance
- A detailed checklist to evaluate preparedness and steps to becoming compliant

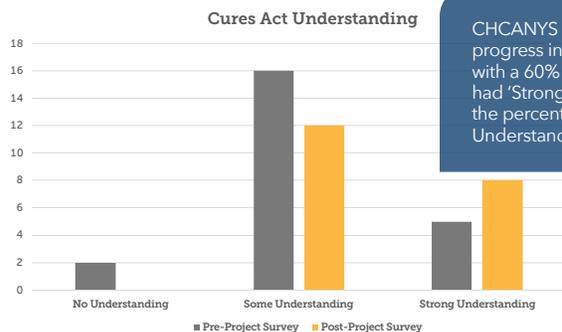
Additionally, Pivot Point Consulting subject matter experts (SMEs) provided 1:1 support to 27 CHCANYS member compliance teams. To provide the greatest value, the CHCANYS members were polled to identify areas of interest and need. Educational content was then developed with input from the team of subject matter experts and final approval from CHCANYS leadership.

## Our Impact

As a result of the work led by Pivot Point Consulting, CHCANYS members made progress in awareness, preparation and compliance with the Cures Act Final Rule. Many centers implement necessary changes, while others gained a clearer understanding of the requirements for compliance.



CHCANYS members made progress in their preparedness, with a 60% increase in those who were 'very prepared' and the percentage who were 'Not Prepared' reduced to 0%.



CHCANYS members made progress in their understanding, with a 60% increase in those who had 'Strong Understanding' and the percentage who had 'No Understanding' reduced to 0%.

### Jen Pincus – Sr. Director, Data & Technology

“Pivot Point Consulting brought a powerhouse team to lead the planning, marketing and delivery of the webinars, development of supporting materials, project team meetings and health center technical support. The delivery model and compliance implementation solutions developed by Pivot Point Consulting will continue to serve as a tool for all health centers as they move forward on their compliance journeys. We continue to receive positive feedback from health center leadership. The Pivot Point Consulting team was flexible, knowledgeable, professional and easy to work with.”