



# ZANENET GAZETTE

LIVE  
WORK  
SERVE

*A guide and catalyst for healthcare innovation.*

## ZANE NETWORKS ASSIST PRACTICES TO BECOME PATIENT CENTERED MEDICAL HOMES

**Daphne Brannon,**  
**CCE Coach and ZaneNet Consultant**



"The patient-centered medical home is a model of care that puts patients at the forefront of care. PCMHs build better relationships between patients and their clinical care teams." Practices that earn recognition have made a commitment to continuous quality improvement and a patient-centered approach to care while reducing health care costs. (National Committee for Quality Assurance [NCQA])

There are 6 concepts of PCMH. To earn recognition, a practice must complete criteria in each concept area, they include the following:

- Team-Based Care and Practice Organization
- Knowing and Managing Your Patients
- Patient-Centered Access and Continuity
- Care Management and Support
- Care Coordination and Care Transitions
- Performance Measurement and Quality Improvement

Over the past few years, ZaneNet has helped over 20 practices achieve top recognition with the NCQA PCMH program. Our Certified Content Experts (CCE) have assisted practices with the 2011, 2014 and 2017 Standards and Guidelines. CCE coaches work with internal practice teams throughout the entire PCMH process on-site and/or virtually. At the kick-off meeting our CCEs give a complete overview of the content and competencies of each PCMH standard as written in the guidelines provided by NCQA.

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## ZANENET IN THE COMMUNITY

ZaneNet sponsored a Valentine's Day Party for Playtime Project, an organization that provides a safe play environment for homeless children in DC. Michelle Zancan, Luigi Leblanc, Alexandra and Erica Lee (and Erica's friends!) joined us at one of their DC locations. ZaneNet sponsored pizza and snacks for the kids while our team led groups of 2-6 year old girls and boys in activities such as decorating heart shaped cookies, tattoos, making Valentine's Cards, playing a ball toss game, and just trying to keep up with the toddlers as they played with each other and the adults. A special thank you to Harriet Washington for organizing and purchasing supplies for the games. All extra supplies were donated to the program as well. Fun was had by all!



## ZaneNet urges employees to be aware of actions to take to try to avoid the Coronavirus Disease 2019 (COVID-19)

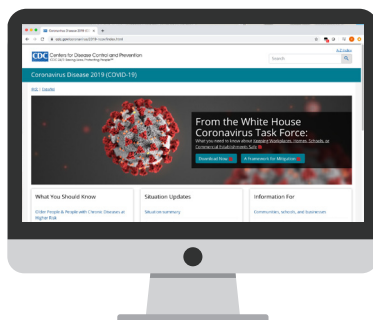
*See Tips below from the Centers for Disease Control*

These are everyday habits that can help prevent the spread of several viruses.

There is currently no vaccine to prevent coronavirus disease 2019 (COVID-19). The best way to prevent illness is to avoid being exposed to this virus. However, as a reminder, CDC always recommends everyday preventive actions to help prevent the spread of respiratory diseases, including:

- Avoid close contact with people who are sick.
- Avoid touching your eyes, nose, and mouth.
- Stay home when you are sick.
- Cover your cough or sneeze with a tissue, then throw the tissue in the trash.
- Clean and disinfect frequently touched objects and surfaces using a regular household cleaning spray or wipe.
- Follow CDC's recommendations for using a facemask.
- CDC does not recommend that people who are well wear a facemask to protect themselves from respiratory diseases, including COVID-19.
- Facemasks should be used by people who show symptoms of COVID-19 to help prevent the spread of the disease to others. The use of facemasks is also crucial for health workers and people who are taking care of someone in close settings (at home or in a health care facility).
- Wash your hands often with soap and water for at least 20 seconds, especially after going to the bathroom; before eating; and after blowing your nose, coughing, or sneezing.
- If soap and water are not readily available, use an alcohol-based hand sanitizer with at least 60% alcohol. Always wash hands with soap and water if hands are visibly dirty.

For information about COVID-19, visit the CDC website at: <https://www.cdc.gov/coronavirus/2019-ncov/index.html>.



## NEW PROJECTS

### ZaneNet is participating in two new Health IT Projects

ZaneNet has been awarded two new projects this past fall, the **DC Lead Registry project**, funded by the Department of Energy and Environment (DOEE) of the District of Columbia and the Health Information Exchange (HIE) Connectivity Grant. Under the Lead Registry project ZaneNet is subcontracted under Chesapeake Regional Information System for our Patients, Inc. (CRISP) to assist in their efforts to build, deploy, and operate a highly customizable lead health registry system. The system will make lead related patient data available to health care providers within the District and partnering states to consume and share in a technologically compatible and regulatory compliant format.

ZaneNet also is participating in the **Health Information Exchange (HIE) Connectivity Grant** funded by DC Healthcare Finance. Under this grant, ZaneNet is partnering with Enlightened Inc., Children's Hospital, DC Primary Care Association and the District of Columbia's registered HIEs to outreach, connect and promote meaningful data exchange for District provider organizations that bill Medicaid. For this project ZaneNet staff provides direct technical assistance/practice coaching with the goal of creating a district-wide secure interoperable framework that fosters timely and accurate exchange of health information to improve DC residents' health and social needs.



*ZaneNet project staff with the DC HIE Connectivity Project, Candice Diggs, Nneka Umeh, Michael Dark, Michelle Zancan.*

## EHNAC PRIVACY AND SECURITY TIP

Email phishing attacks are within the top cybersecurity threats that small health care organizations face as per the Healthcare and Public Health Sector Coordinating Council's publication, *Technical Volume 1: Cybersecurity Practices for Small Health Care Organizations*.

Below are some tips as per this publication that practices can use to help reduce the risk:

- **Consider** the following controls to enhance the security posture of your e-mail system. Check with your e-mail service provider to ensure that these controls are in place and enabled.
- **Avoid** "free" or "consumer" e-mail systems for your business; such systems are not approved to store, process, or transmit PHI. We recommend contracting with a service provider that caters to the health care or public health sector.
- **Ensure** that basic spam/antivirus software solutions are installed, active, and automatically updated wherever possible. Many spam filters can be configured to recognize and block suspicious e-mails before they reach employee inboxes.
- **Deploy** multifactor authentication (MFA) before enabling access to your e-mail system. MFA prevents hackers who have obtained a legitimate user's credentials from accessing your system.
- **Optimize** security settings within your authorized internet browser(s), including blocking specific websites or types of websites, to minimize the likelihood that an employee will open a malicious website link. Most browsers assess the possibility that a site is malicious and send warning messages to users attempting to access potentially dangerous sites.



- **Configure** your e-mail system to tag messages as "EXTERNAL" that are sent from outside of your organization. Consider implementing a tag that advises the user to be cautious when opening such e-mails, for example, "Stop. Read. Think. This is an External E-mail."
- **Implement** an e-mail encryption module that enables users to securely send e-mails to external recipients or to protect information that should only be seen by authorized individuals.
- **Provision** every employee with a unique user account that is tied to a unique e-mail address. These accounts and e-mail addresses should not be shared, and should be de-provisioned when the employee leaves the organization.

## WBENC CERTIFICATION

Zane Networks was recently certified as a Women's Business Enterprise by the Women's Business Enterprise National Council (WBENC), the nation's largest third-party certifier of businesses owned and operated by women. WBENC recognizes the commitment to supplier diversity that is embraced by corporations and government agencies today and adds diversity to a company's supply chain.



## HEALTH INSURANCE OPEN ENROLLMENT IS COMING



Zane Networks provides health insurance to all benefit eligible employees through DC Health Link. **Our coverage is through United Healthcare and our plan renewal date is June 1, 2020. Our annual open enrollment will begin on April 27, 2020 and end on May 13, 2020. You will receive an e-mail from DC Health Link when our open enrollment begins.** You will then have the option of reviewing the over 40 plans available to determine the plan that best fits the needs of you and your family. All of the premiums for each plan will be available on the DC Health Link website. If you are happy with your coverage you do not have to make any changes and you will be automatically renewed into the plan that you are currently enrolled in. Please contact Human Resources with any questions.



## CONGRATULATIONS!

**Angelina Hernandez  
(HIE-HIT Project)  
and her new baby!**

*Jhanuel Brito 8 lbs, 8 oz.*



*Below: Srinivas Mallepally  
and Elias Mahmud pose  
for a picture at ZaneNet's  
Annual Holiday Party.*



*'Letter' continued from the cover...*

Currently we are assisting many practices with their Annual Reporting in order to maintain their recognition. Every two years, our CCEs complete several on-line courses to ensure their certification is current as dictated by NCQA.

## WE ARE ZANENET...

### EMPLOYEE HIGHLIGHT

#### **Ronald Emeni is recognized as an Outstanding Employee**

My Name is Ronald Emeni. I am the Outreach Liaison for CRISP. I currently manage the CRISP DC outreach team to expand the access of Health Information Exchange tools to Medicaid providers and organizations. Prior to this role, I provided technical assistance for the DHCF Ward 7 and Ward 8 telehealth project and the Gerald Family Care/ Dimensions Health Systems Telehealth project. Before working at Zane Networks, I was a research associate for a local non-profit aimed at educating public and healthcare professionals about communicable hospital acquired diseases. I am a University of Maryland College Park Alumni and studied Biology and Public Health. I am originally from Cameroon, located in West Africa, but spent my formative years here in the DC Metro area. I love traveling, exploring new cities, cultures, and food! I am an avid basketball fan but equally love watching and supporting Liverpool Football Club. I enjoy working with Zane Networks because of our team, and the fast-paced environment provides opportunities to continuously learn new skills.



### UPCOMING BIRTHDAYS

Eula Secka	January 23
Nneka Umeh, MD	January 27
Luigi Leblanc	February 3
Lee Emeni	March 1
Richard Morgan	March 19
Ronald Emeni	March 23
Danielle Carroll	March 28



### Questions? Feedback?

Have any comments regarding the Newsletter?  
What would you like included in this publication?

Give your feedback to Angela Turner, [aturner@zanenetworks.com](mailto:aturner@zanenetworks.com).