



## Health Enterprise Zones Dictionary of Key Terms

**Care Coordination:** Deliberately organizing patient care activities and sharing information among all of the participants concerned with a patient's care to achieve safer and more effective care.

**Care Plan:** A personalized single assessment, which details a patient's integrated health and social needs.

**Clinical NQF Measures:** Standard metrics developed by the National Quality Forum (NQF), an endorsed and validated tool for health care quality measurement and reporting. Each measure is used to evaluate how well health care services are being delivered.

**Community Health Worker:** As defined by the Maryland Public Health Association, a community health worker is a frontline public health worker who is a member of and/or has a close understanding of the community served. This relationship between the worker and the residents of the community enables the worker to serve as a liaison between health/social services and the community by facilitating access to services and improving quality and cultural competency of service delivery. CHWs can operate in a "caseload model", which emphasizes longitudinal follow-up with a caseload of perhaps 20 to 30 persons each, with intense contact over time with those cases. Some CHW programs operate more on a "kiosk model", where the CHW is located at a specific "station" (a clinic, an ER, a health fair, etc.) and has interaction with many persons, but often in a more non-longitudinal fashion.

**Community Health Resources:** Any item, program or activity utilized to improve the health and wellness of Zone residents through support from the HEZ initiative.

**Cultural Competency:** A set of congruent behaviors, attitudes, and policies that come together in a system, agency, or among professionals that enables effective work in cross-cultural situations. Cultural competency in the health care setting has a positive effect on patient care delivery by enabling providers to deliver services that are respectful of and responsive to the health beliefs, practices and cultural and linguistic needs of diverse patients.

**Direct HEZ 'Jobs Added':** Individuals who support programs and services in the HEZ and whose salary is supported by HEZ funds or incentives, such as loan repayment or tax credits.

**Electronic Medical Record (EMR) Platform Integration:** Linkages between EMRs allowing data transfer between practices, insurers, and hospitals to facilitate continuous care for patients.

**Health Literacy:** The potential for an individual to obtain, process and understand basic health information and services needed to make appropriate health decisions in order to improve and live healthier lives. Skills include reading, writing, listening, speaking, numeracy, critical analysis, and communication and interaction skills.

**HEZ Incentives:** tax credits (including both hiring tax credits and income tax credits) and loan repayment assistance programs that are designed to help attract new practitioners to the Zones. These incentives include:

- **Maryland’s Health Enterprise Zone Employer Hiring Tax Credit** program provides a refundable state income tax credit to a Healthcare Entity serving a Zone. The HEZ Healthcare Entity may apply for tax credit in an amount of \$10,000 to be taken over two years.
- **Maryland’s Health Enterprise Zone Healthcare Practitioner Personal Income Tax Credit** program provides state income tax credits to HEZ practitioners. The HEZ practitioner may apply for a tax credit in an amount equal to 100% of the amount of State income tax for income derived from practice in the HEZ.
- **The Maryland Loan Assistance Repayment Program for Physicians** uses state and federal funds to offer loan repayment to primary care physicians and physicians’ assistants.
- **The Janet L. Hoffman Loan Assistance Repayment Program** offers loan repayment to nurses, nurse practitioners, physician’s assistants, and social workers.

For more information on the HEZ Incentives, including eligibility criteria, please visit:

<http://dhmh.maryland.gov/healthenterprisezones/SitePages/INCENTIVES%20AND%20RESOURCES.aspx>

**HEZ ‘Jobs Added’:** Any developed or retained positions that provide new services or support to HEZ activities in the Zone, due to the HEZ Initiative. These may include direct, indirect, contractual and permanent positions.

**HEZ Practitioners:** Includes *Licensed Independent Practitioners* (physician, dentist, nurse practitioner, physician assistant, nurse midwife) and *Other Licensed or Certified Health Care Practitioner* (RN, social worker, certified medical assistant, licensed practical nurse, dental hygienist, certified addictions counselor) who provide primary care, dental or behavioral health services in the Zone. These practitioners are hired or retained to newly provide services in the Zone due to the Zone Initiative and may or may not receive HEZ funding.

**HEZ Tax Credits:** Tax credits, created through the HEZ’s enabling legislation, which are designed to help attract new practitioners to the Zones and include:

- **Maryland’s Health Enterprise Zone Employer Hiring Tax Credit** program provides a refundable state income tax credit to a Healthcare Entity serving a Zone. The HEZ Healthcare Entity may apply for tax credit in an amount of \$10,000 to be taken over two years.
- **Maryland’s Health Enterprise Zone Healthcare Practitioner Personal Income Tax Credit** program provides state income tax credits to HEZ practitioners. The HEZ practitioner may apply for a tax credit in an amount equal to 100% of the amount of State income tax for income derived from practice in the HEZ.

**High Utilizers:** Patients whose number of visits to the emergency department and/or hospital admissions and/or readmissions exceed a certain expected value (as determined by each Zone).

**Hospitalization Rate** (per 1,000 population):

$$\frac{\text{Numerator (Number of Hospitalizations among HEZ Residents)}}{\text{Denominator (Maryland Resident Population within HEZ)}} \times 1,000$$

**Indirect HEZ ‘Jobs Added’:** Individuals who provide new support to programs and services in the HEZ, due to the HEZ Initiative, but whose salary is neither supported by HEZ funds nor by HEZ incentives.

**Loan Repayment:** Loan repayment programs which are designed to help attract new practitioners to the Zones and include:

- **The Maryland Loan Assistance Repayment Program for Physicians** uses state and federal funds to offer loan repayment to primary care physicians and physicians' assistants.
- **The Janet L. Hoffman Loan Assistance Repayment Program** offers loan repayment to nurses, nurse practitioners, physician's assistants, and social workers.

**Medically Homeless:** Patients who do not have or have not chosen a primary care provider.

**Non-Compliant:** As defined by the North American Nursing Diagnosis Association, the behavior of a person and/or caregiver that fails to coincide with a health-promoting or therapeutic plan agreed on by the person (and/or family or community) and the health care professional.

**PCMHs (Patient-Centered Medical Homes):** The PCMH is a model of practice in which a team of health professionals, guided by a primary care provider, provides continuous, comprehensive, and coordinated care in a culturally and linguistically sensitive manner to patients throughout their lives. The PCMH provides for all of a patient's health care needs or collaborates with other qualified professionals to meet those needs. There are several PCMH programs in the State including the State's Multi-payer Patient Centered Medical Home System and the Care First program.

**Patients Seen/Served:** The number of unique patients who received a service from an HEZ program or practice during a specified period of time.

**Patient Visits/Encounters:** A meeting between a health care professional and a patient for diagnostic, therapeutic, or consultative reasons; this may or may not be a scheduled appointment.

**Readmission Rate:** A readmission is defined as a hospital admission occurring within 30 days of a previous hospital stay. All hospitalizations resulting in death in the first initial visit are excluded from the metric. Readmissions occurring within one day of the previous hospital stay were presumed to be transfers and excluded. Readmission data appear in the calendar quarter for which they occur, not the calendar quarter of the first initial admission. Readmissions occurring in the first month of the calendar quarter may follow admissions that occurred in the previous quarter.

$$\frac{\text{Numerator (Number of Readmissions among HEZ Residents)}}{\text{Denominator (Number of Hospitalizations not resulting in death among HEZ Residents)}}$$

**Self-management:** The decisions and behaviors that patients with chronic illness engage in that affect their health.

**Self-management support:** The care and encouragement provided to people with chronic conditions and their families to help them understand their central role in managing their illness, make informed decisions about care, and engage in healthy behaviors.

**Unduplicated Patient Count:** The number of unique patients served by an HEZ program or practice during a specified period of time (**not** the number of times the patient visited).

**Zone Residents:** Residents who physically live within the Zip Code(s) of a particular Zone.