Meet Your THN Support Team for All Things KPN-Related

Why is my patient’s mammogram not showing up on their point of care report? How do I document a vaccine exclusion to make sure KPN can extract it from my electronic medical record? How can I use the Transitions of Care Dashboard to manage my patients with emergency department and hospital discharges? THN has two quality system specialists, Aaren Hodgin and Ashley Snow, who are available to assist you with all your KPN technology-related questions, issues, and training needs.

Meet Aaren Hodgin

Aaren joined THN in May 2017. Prior to joining THN, she was an analytical chemist. Her logical and independent mind; motivation and ability to solve complex problems; systematic approach to tasks; and excellent IT skills made her a great fit for the quality system specialist role. Aaren also acquired her nursing degree while working for THN, so she brings clinical knowledge to her role.

Aaren works with practices, KPN, and electronic medical record vendors to build connectivity. (Did you know, by the way, that THN has 54 EMRs represented across its practices?) She creates mapping guides for our connected practices to standardize documentation for our contracted measures. She also works alongside Ashley training on the various KPN tools and troubleshooting issues.

Meet Ashley Snow

Ashley initially joined THN in November 2018 as a supplemental data auditor. Prior to joining THN, she managed quality and annual wellness visit performance at a THN-affiliated primary care practice. As an auditor, Ashley helped ensure the integrity, completeness, and validity of the data submitted for gap closure. She worked closely with the clinical quality specialists to ensure the data was collected according to prescribed quality standards, HEDIS measures, and internal protocols. Her strong knowledge of HEDIS measure specifications and technical and collaboration skills made her transition to the quality system specialist role in 2020 a logical next step.

Ashley does the primary source verification audits to ensure documentation meets the standards required by KPN and the payers and trains on all KPN tools. She also manages the users and security for all KPN tools. She joins Aaren in training and troubleshooting issues with KPN tools.

Ashley and Aaren both say their favorite part of the job is getting to work with multiple and different groups of people and that no day is the same.

It is important to let Aaren or Ashley know of any issues with your KPN tools. “We want to ensure data integrity,” Ashley says. “Our practices utilizing the KPN tools essentially perform self-audits, since they see their data represented in these tools often,” adds Aaren. When data is missing or displayed incorrectly, Aaren and Ashley work with KPN to investigate and resolve the issue thus ensuring the data in these tools is as accurate as possible.

“It is very important to reach out to us if you have a documentation or workflow change in your EMR,” says Aaren, “as this impacts our mapping, which impacts data collection, which impacts scoring on the quality measures.”

“We also want to make sure everyone has the proper training by either Aaren or me, so they know what tools are available to them and how to use those tools,” says Ashley.

You can reach Aaren at aaren.hodgin@conehealth.com and Ashley at ashley.now2@conehealth.com. Note: Aaren is currently part-time, so please copy Ashley on any requests to Aaren if your request is time sensitive.