

Adult & Child Health Delivers Whole-Person Community Care to Central Indiana

THE CHALLENGE

As a Community Mental Health Center, Federally Qualified Health Center (FQHC) Look-Alike, and Licensed Child Placing Agency, Adult and Child Health (A&C) provides high-quality primary care, mental health services, foster care, social services, and addiction treatment to central Indiana.

The organization supports individuals of all ages, impacting every area of life. Whether a staff member works in one of their 120+ partnered schools, an office in downtown Indianapolis, a medical clinic, a homeless outreach team, or on the road as a community based life changer, they are all connected to the same mission. Additionally, behavioral health and child welfare staff partner with clients and caregivers to help them set and meet goals for mental wellness and self-sufficiency.



“Prior to partnering with NextGen Healthcare, A&C utilized two separate electronic health record (EHR) systems—one for behavioral health and another for primary care.

“Those that worked in one system, stayed in that system. The behavioral health staff did not log into the primary care system to review records and the same was true for the primary care staff,” said Kerri Lewis, Chief Information Officer at Adult & Child Health.

CLIENT PROFILE

Adult & Child Health

Background: Adult & Child Health has been serving the greater Indianapolis area since 1949 with services spanning primary and behavioral health. Their mission is to build equitable, caring communities where every child, adult, and family has opportunities to live healthy and purposeful lives.

NextGen Healthcare

Solutions:

- NextGen® EDI
- NextGen® Enterprise EHR
- NextGen® Enterprise PM
- NextGen® Financial and Operational Analytics
- NextGen® Managed Cloud Services
- NextGen® Mobile
- NextGen® Patient Experience Platform
- NextGen® Population Health
- NextGen® Share
- NextGen Virtual Visits™

The organization often had patients being seen by both clinical specialties but couldn't provide the high-quality integrated care they set out to deliver. Those patients had two charts, two sets of providers, two portals, and two billing accounts. Thus, A&C made the vital decision to transition to NextGen Healthcare in 2019, just before the pandemic, to have all their patients' medical and behavioral health records in one system.

"Our decision was based on the paramount need for our patients to have an integrated care system for their safety, recovery, and overall health. Doing this during the pandemic was not easy, but it was worth it because we didn't know how long the pandemic was going to last. Doing so has made it possible for us to meet the increased need of mental health services arising from the pandemic with a true integrated model," said Lewis.

THE SOLUTION

A&C is now treating the whole body, something they couldn't completely provide with separate systems. They're finally documenting what's happening in both the mind and body—enabling a whole-person approach to care.

"You may come in for the flu but then present with some mental health needs. We can treat the flu and then do a direct hand off to someone on the behavioral health side," said Lewis.

Behavioral health clinicians, supporting staff, and primary care physicians are often in the same facility. Instead of patients leaving the facility and scheduling another appointment, they'll check if the appropriate provider is available at that time and get them in.

Bringing the clinic to the community

Portable technology, such as laptops, tablets, and smartphones, support the ability to document care outside the office. Consequently, street medicine has become a fresh and effective way to improve health across the community. A&C prides themselves on the ability to meet community members and patients exactly where they are.

"If they're out in the field, we go and meet them; we serve many homeless patients. We have our devices with us as we're meeting with them. We also offer a lot of school-based services. When you're talking about 500-plus employees, more than half are working inside local schools," said Lewis.

As NextGen Mobile users, A&C can access critical patient information and documents to support individual care. Medical staff can use their mobile devices for documentation and dictation services.

If they can't meet patients in-person, they use NextGen Virtual Visits to provide the care community members need. "Virtual visits are big. The integration into the EHR has been a game changer. I don't know how we could live without that piece of it," said Lewis.

THE IMPACT

Closing gaps in care

Managing care for the underserved can be complex. A&C utilizes NextGen Population Health to improve patient outcomes across central Indiana and close gaps in vital care.

HIGHLIGHTS



Implemented true whole-person care for central Indiana



Brought vital behavioral and primary care to the streets



Improved HRSA quality scores using NextGen Population Health

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Chief Information Officer
Adult & Child Health*

“We use Population Health to see which patients may need follow up care. Whether it is for an overdue screen or vaccination, if they have just recently been discharged from the hospital, or if we may not have seen them in a long time, we can reach out to them and make sure they get into us,” said Lewis.

A&C and the NextGen Population Health team have worked closely to set up screenings and threshold goals to strive for. They have even developed and implemented screenings to meet certain criteria.

“We’re working with patients to make sure they get the right screenings done to support their overall health as well as meet and improve the accuracy of our HRSA quality metrics,” said Lewis.

A&C keeps a balanced scorecard and inputs metrics into Population Health software so they know where they want to set the bar and drive toward it. “Population Health really helped us know whether or not we are meeting our patients needs. Are we doing the right workflows? Are we asking the right questions to our patients? Are we seeing them enough? We can see all that in Population Health and that’s what we determine to be our paramount focus,” said Lewis.

Financial and operational oversight

A&C uses NextGen Financial and Operational Analytics to efficiently provide oversight on what’s going on behind the day-to-day business side of things and reveal trends that aren’t entirely obvious.

“We can look at patient availability. We can see no-shows. We can tell when there’s 24-hour cancellations. We’re looking at trends, at prescribers third available appointment to verify appropriate staffing. We’re trying to be proactive on how we do our scheduling,” said Lewis.

In regard to financial analytics, Lewis explained, “It’s very effective in seeing those trends. We can always see our financial state overall or drill down into specific payers, providers, locations, etc. It is a very nice a tool that we can’t live without.”

Looking to the future

“We are an FQHC Look-Alike. We do all the hard work, but don’t get all the funding. We are always working to be ready when more FQHC slots open up. We are also preparing for the state to become a CCBHC state. We are aligning our practices to meet those requirements as well. Those are the two biggest things we are going to work hard at. For this year, that’s what we’re going after,” said Lewis

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Talk to an expert today.

Partner with us at 855-510-6398 or results@nextgen.com

BH_022626_AdultandChildMentalHealth_CaseStudy

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