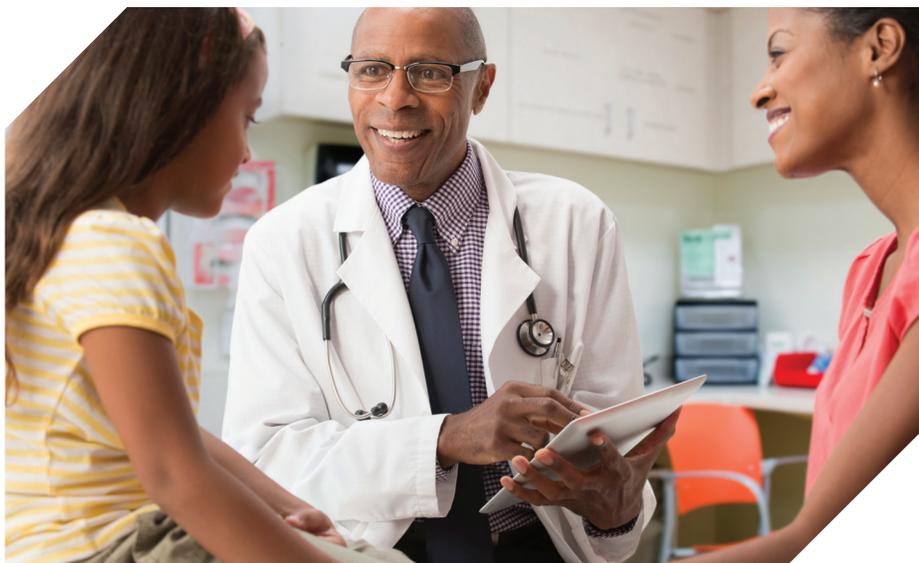


INTEGRATED EHR DATA PROMOTES HOLISTIC, COORDINATED CARE



First Care Clinic needed a smart patient plan

One of the realities of being a rural Federally Qualified Health Center (FQHC) is doing more with less. This means organizations need to be smart and creative with their resources.

As a FQHC and patient centered medical home located in rural Kansas, First Care Clinic serves a clinically, demographically, and geographically diverse patient population.

“It’s not uncommon for patients with multiple chronic conditions to drive up to 60 miles for an appointment,” said Rhiannon Maier, director of quality and data at First Care Clinic.

“Therefore, it’s critical for us to have a comprehensive, well thought-out plan for patients when they arrive. If we don’t, there’s a good chance we will miss an opportunity to deliver necessary care, which may negatively impact patient satisfaction.”

First Care Clinic needed to have a process improvement program to reduce the likelihood of missing opportunities to enhance care.

“With patients often seeing multiple providers on the same day—we house medical care, mental health services, and dentistry under one roof—it was especially important for us to limit as many care delays and errors as possible,” said Maier.

CLIENT PROFILE

FIRST CARE CLINIC

- Type of practice—An FQHC providing healthcare services for people of all ages, regardless of ability to pay
- Locations—Hays, Kansas and Victoria, Kansas
- Market position—The only facility in their area that houses family medical care, mental health services, and general dentistry under one roof

NEXTGEN SOLUTION

- NextGen® Enterprise EHR

HIGHLIGHTS



Provided one consolidated location for all patient records
medical, dental, and behavioral health



Simplified the appointment scheduling process



Streamlined payments
with one integrated system

THE SOLUTION

Optimized visits for a diverse patient population

NextGen® Enterprise EHR technology became essential for optimizing onsite patient interactions.

“We’re leveraging the NextGen Enterprise EHR to develop a data-driven strategy aimed at ensuring our clinical and administrative teams are equipped with information needed to collaboratively identify patient health and financial needs ahead of a visit,” said Maier.

“This proactive planning allows staff to adequately prepare for the encounter before the patient arrives, setting the stage for a productive visit and improved clinical and financial outcomes,” said Maier.

Because organizations like First Care Clinic are often the largest providers in rural areas, this level of planning is critical.

THE BENEFITS

Improved care coordination with an integrated EHR solution

“Our strategy begins with a morning huddle where participants from all departments— clinical and administrative—come together to plan the daily schedule of patient visits,” said Maier. “Then data is pulled from the EHR, providing an overview of the patients’ diagnoses and conditions, what treatments and tests are required, and which providers and payers are involved.”

According to Maier, the EHR has the additional ability to incorporate mental and dental health information into a patient’s record, ensuring providers receive the full treatment history. Registration and financial data are also pulled together to limit information gaps between administrative staff and patients.

“This preparation ensures key care elements for patients are not overlooked, and at the same time improves the patient experience,” said Maier. “Patient data is shared in real time between departments during the encounter, further fostering a holistic, coordinated approach to care delivery.”

“The team’s ability to optimize EHR data allows them to lay the groundwork for better quality outcomes, all the while increasing efficiency and improving patient satisfaction.”

Rhiannon Maier, director of quality and data
First Care Clinic

HOW CAN WE HELP?

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

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