

FPA Women's Health Meets Patients Where They Are

THE CHALLENGE

Maximize technology to provide immediate access

Since approximately 60 percent of their patients are between the ages of 18 and 35, FPA Women's Health were early adopters of technology. Most patients of FPA are millennials who own a smartphone. This means they have technology with them all the time, which influences how they interact with healthcare.

"Telehealth and online scheduling were natural for us when we started to think about strategic ways to meet our patients where they are with immediate access to care," said Joni Chroman, COO at FPA Women's Health.

THE SOLUTION

Lessons learned

FPA Women's Health launched NextGen Virtual Visits™ in December 2019 and soon conducted more than 6,000 virtual visits. By March 2020, virtual visits tripled due to the pandemic. NextGen® Patient Self-Scheduling was implemented in June 2020 replacing another online scheduling platform and making after-hours scheduling easier.

True integration is essential

When FPA Women's Health first embraced telehealth, the practice used a different scheduling vendor who had an interface with NextGen Healthcare solutions but was not fully integrated. This resulted in scheduling visits in both the NextGen® Enterprise PM and NextGen Virtual Visits, which caused issues. Once the full switch was made to NextGen Healthcare, integration between the solutions absolved the issues and made scheduling smooth.

"We started on a different platform with our patient self-scheduling that caused duplicate charts—a significant patient safety risk," said Chroman. "We learned that better integration of the EHR with patient self-scheduling and virtual visits solutions lowered the risk of these problems."

Easy access to patient data

Before a virtual visit, a provider can easily access data located in the internal workflow. Previous appointment details, pharmacy records, insurance information, and other data which were gathered in the PM and EHR can be reviewed to ensure a productive visit with the patient.

CLIENT PROFILE

FPA Women's Health

Background: FPA Women's Health is one of the largest independent and privately held providers of women's healthcare in California. With 25 clinics and more than 40 providers, FPA Women's Health serves more than 150,000 patients a year.

NEXTGEN HEALTHCARE SOLUTIONS

- NextGen Virtual Visits™
- NextGen® Patient Self Scheduling

HIGHLIGHTS



84 Net Promoter Score

in patient appreciation for virtual visits



Full integration with patient self-scheduling and virtual visits



Thousands of virtual visits each month



Add behavioral health program via telehealth



5k+ appointments scheduled online by patients each month

Internal partner feedback

In the pursuit of system optimization, FPA Women's Health understands the value of internal communication. Candice Van Sittert, director of strategic projects for FPA Women's Health, regularly interacts with providers and coordinators that use telehealth to hear any challenges they may be facing. Solutions are then developed and disseminated throughout the clinics.

"Successful telehealth depends on a conduit where information regarding challenges is gathered, resolved, and communicated," said Chroman.

What to do and what not to do, virtually

During the telehealth planning stage, Dr. Rachel, medical director at FPA Women's Health and other members of the physician leadership team, established protocols to ensure the same level of quality care in all telehealth encounters. They also determined the types of visits that would be best conducted virtually. Among them, lab results were a natural fit.

"For every patient that had labs during their in-clinic visits, we scheduled a telehealth follow-up visit," said Chroman. "Patients who would never show up for an appointment to review lab results in the clinic showed up for a virtual visit."

THE RESULTS

Location: not an issue for quality care

FPA Women's Health appreciates how NextGen Patient Self-Scheduling is highly configurable and integrates seamlessly between NextGen Enterprise PM and NextGen Virtual Visits. This allows patients to schedule with the correct provider.

Through online scheduling, a patient who wants a virtual visit can see the availability of all providers among the 25 clinics. For example, if a provider is available in northern California, a patient in southern California can schedule to see this provider. The practice is also exploring ways to attract new patients outside of California.

"Patients can choose the provider that is right for them at the right time, and not worry about the location," said Chroman.

Keep providers' schedules full

Thanks to telehealth, FPA Women's Health keeps providers seeing a full patient load. When providers are only able to schedule in-clinic visits in the morning and early afternoon, they can fill the rest of the day with virtual visits. During the height of the pandemic, clinics operated six days a week on virtual visits.

FPA Women's Health not only preserved healthy patient volume, the practice achieved a high score in patient satisfaction. The Net Promoter Score for patients who use virtual visits is 84, a clear indication that patient engagement is strong. In the general consumer market, Net Promoter Score is the percentage of customers rating their likelihood to recommend a service to a friend or colleague.

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Joni Chroman
Chief Operating Officer
FPA Women's Health

Virtual behavioral health offering

The success of telehealth has provided new opportunities to expand FPA Women's Health's scope of care. A behavioral health service was recently implemented as providers began screening patients for childhood trauma and other issues. Therapy and other services are provided via virtual visits.

"The women we serve are looking for behavioral health services, and they also want to do it safely from home," said Chroman.



"I'm proud FPA Women's Health has met and will continue to meet patients' needs during the pandemic and well after."

Joni Chroman
Chief Operating Officer
FPA Women's Health



HOW CAN WE HELP YOU?

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

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