

The Healing Power of Storytelling

How tribal health centers are transforming care delivery



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Introduction

For more than 25 years, NextGen Healthcare has been working hand in hand with tribal health centers, responding to their challenges and building solutions that make a positive difference in the lives of patients and providers alike.

We know that every tribal health center has a unique story—a story of resilience, care, and community. At NextGen Healthcare, we want to honor you by sharing stories that exemplify how our tools and solutions have supported your mission and elevated patient care.

In this e-book, you’ll step inside tribal health communities across the country and hear their stories. Learn how they’ve overcome challenges, improved access to care, identified at-risk patients, secured financial health, reduced provider burnout, and most importantly, improved lives.

Discover where culture and health sync and learn how these tribal communities are changing the paradigm on how healthcare technology is used, for the better.

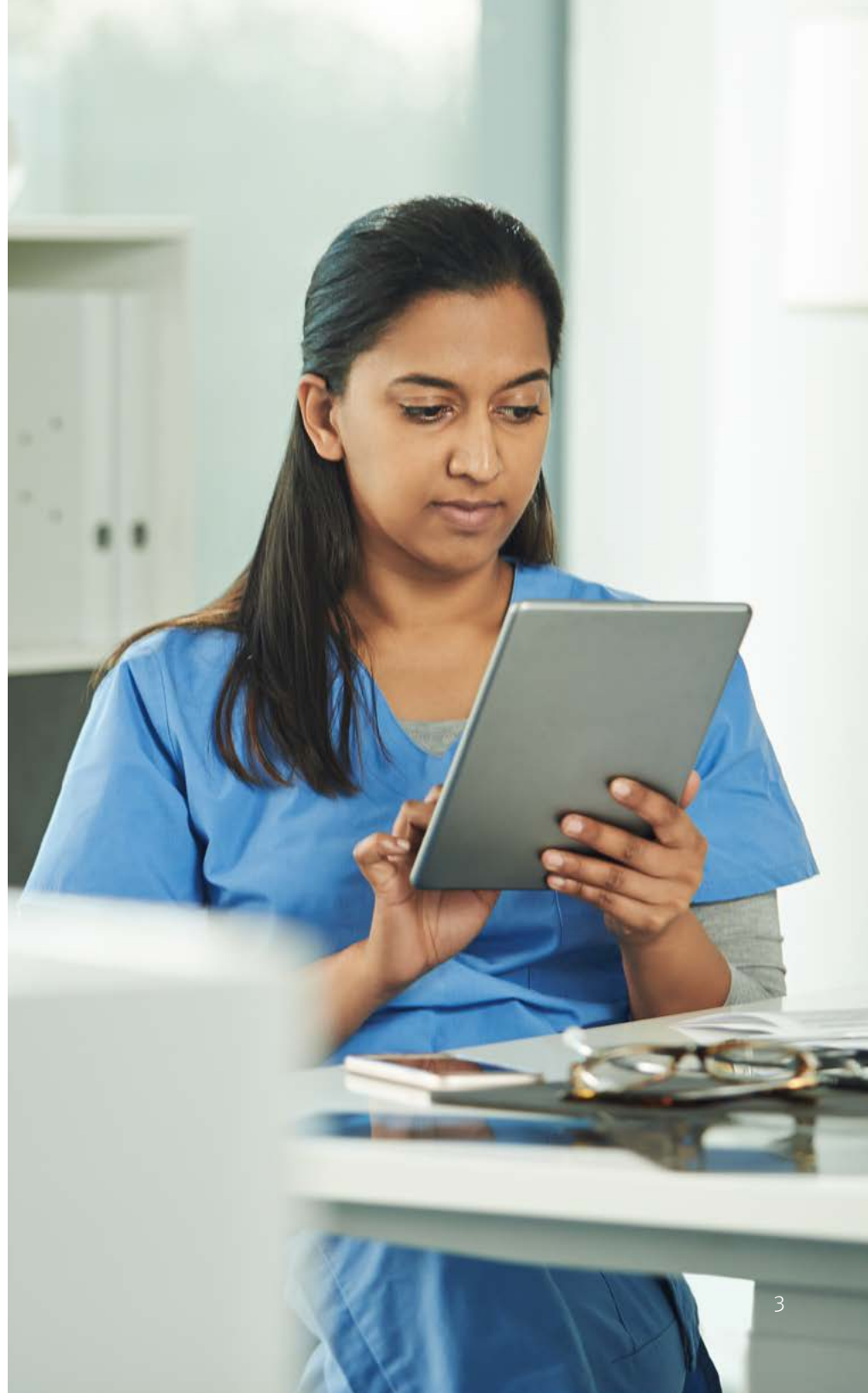
CHAPTER 1

CARING FOR THE WHOLE PERSON. CARING FOR YOUR COMMUNITY.

Tribal health centers are dedicated to delivering exceptional care to their entire community, including the most vulnerable populations. NextGen Healthcare is honored to partner with these centers across the United States, addressing the critical need for cost-effective, high-quality integrated care.

At the heart of this partnership is the philosophy of whole-person care, which views patient health holistically, integrating both mind and body. Increasingly, evidence shows that mental and behavioral health disorders can exacerbate physical conditions, and vice versa. By embracing a whole-person approach, tribal health centers and NextGen Healthcare are ensuring that every patient receives the compassionate, coordinated care they deserve.

Let's take a closer look at how your tribal peers are bridging the gap between mind and body.



Tuolumne Me-Wuk Indian Health Center

Since 2005, Tuolumne Me-Wuk Indian Health Center has been providing vital healthcare services to the Tuolumne Band of Me-Wuk Indians in the foothills of Sierra Nevada, California. What began as a primary care clinic blossomed into a fully integrated, comprehensive care tribal health system; they now offer a wide range of services, including counseling and behavioral health services, dental care, and physical therapy. Previously, the center used older systems like DOS and RPMS to document care, but in 2020, they transitioned to NextGen® Enterprise EHR. This change has greatly improved their ability to communicate and coordinate care efficiently.

The health center's commitment to comprehensive care can be found in several facilities. They have two in lower town Sonora, one in Tuolumne, and another, with a substance abuse program, at MEWU-YA. They also have a special program in schools, allowing children to interact with therapists right where they learn and grow. Programs like this can now seamlessly coordinate with medical clinics—therapists, substance abuse counselors, and coordinated care providers can collaborate closely with nurse practitioners, medical providers, LVNs, RNs, and medical assistants.

With the patient's consent, these dedicated professionals can share information and work together to provide an all-encompassing approach to care. Seamless collaboration ensures that every patient receives the compassionate and comprehensive support they need to thrive. This holistic approach is made possible with the help of NextGen Healthcare.

Seminole Tribe of Florida Health Department

The Seminole Tribe of Florida Health Department's mission is to “provide quality healthcare and promote wellness within their communities to ensure that all individuals reach their health potential.”¹ One way they achieve this is the implementation of their Integrative Health Department—an interdisciplinary care team that focuses on patient partnership, taking into consideration all factors in individual health and wellness. Their approach to healing is based on mind, spirit, and community, and they strive to personalize the care of each patient.

With services ranging from integrative care, dental, behavioral health, and specialty-specific care, the Seminole Tribe of Florida Health Department chose NextGen Enterprise EHR for its full suite of practice management and electronic health and dental record tools.

The health department also uses NextGen® Enterprise Practice Management group scheduling to streamline check-in at community events put on by the program. Even at events with 30 or 40 patients arriving at once, they are able to quickly and effectively check individuals in and out.

Improving operations for these whole-person care programs helps put the Seminole Tribe of Florida one step closer to their goal of maximizing health potential across their entire community.

Solutions for whole-person care

Our integrated suite of solutions within one, single database is completely aligned with Tribal Health, IHS, and HRSA, allowing individuals and health centers to grow and respond across a full continuum of care. These solutions give tribal health centers the tools to innovate meaningful, impactful, and individualized healthcare to those in their communities.



CHAPTER 2

GIVE DATA GREATER MEANING WITH POPULATION HEALTH

Tribal health centers are driven by the mission to improve care for their entire community. In order to accomplish this, the approach to care must be both informed and patient-centered. NextGen® Population Health tools are designed with value-based care in mind, providing insight and support for high-risk groups while organizing data to improve overall patient outcomes.

Our approach to Population Health is based on results-driven care. This technology empowers providers with insightful data so they can improve outcomes in delivery, efficiency, and cost management. The collaboration with NextGen Population Health aids tribal health centers in responding to present needs and staying up-to-date, and ahead, on the goals and requirements they must meet for continued success. These tools ensure patients across communities receive tailored support from tribal health centers.

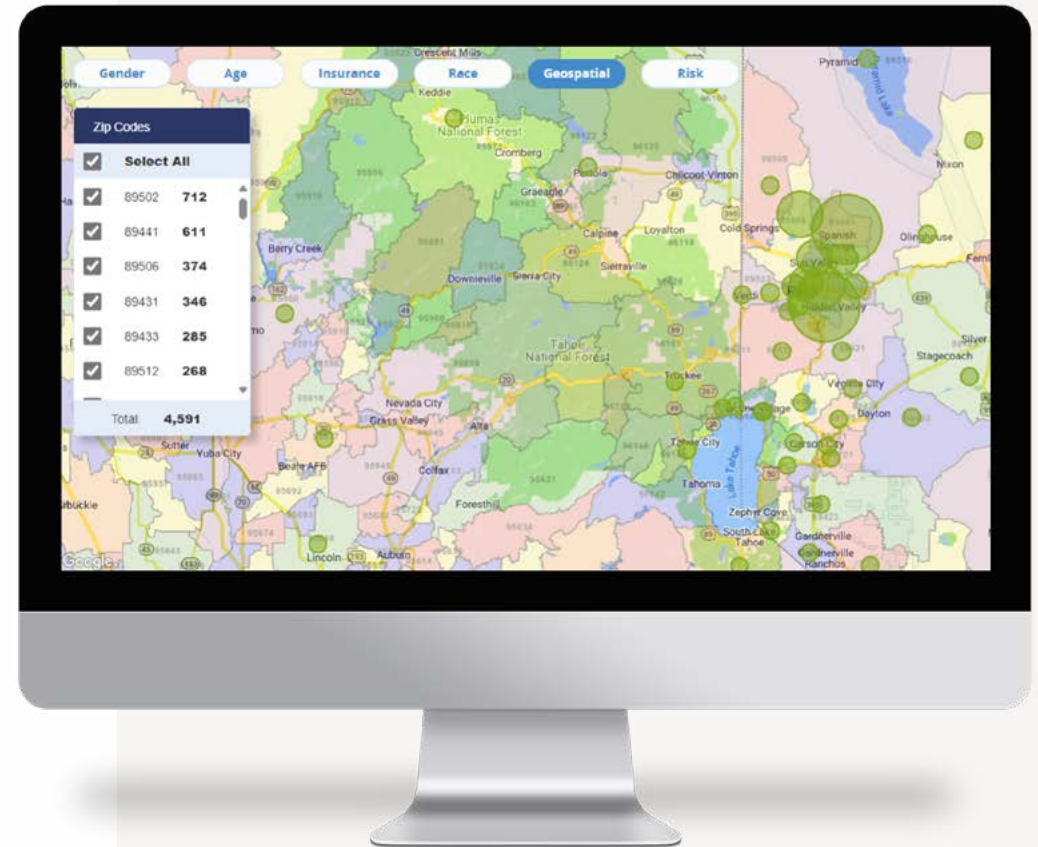
Let's uncover how
your tribal peers
have implemented
Population Health
tools to address and
tackle challenges in
their communities.

Reno-Sparks Tribal Health Center

In the fall of 2024, South Reno, Nevada was impacted by a forest fire that triggered evacuations in the region. Over 200 of Reno-Spark Tribal Health Center's patients were affected and evacuated from their homes. This caused the team at Reno-Sparks to question how they could identify impacted patients and implement an emergency response that would address patients' needs and minimize gaps in ongoing care.

By utilizing the geospatial features of the NextGen® Population Health tool, the team at Reno-Sparks Tribal Health was able to map the fire alongside their patient population, giving them clear data on specific patients who were in current, and potentially future, evacuation zones. Once the impacted patients were identified, Reno-Sparks mobilized their community health workers, public health nursing team, and mobile medical and dental units to reach out to individuals and provide on-the-ground resources.

The precise data pulled from Population Health helped the team identify individual patients with complex needs, such as daily medications, referral appointments, and vital treatments. The health center's pharmacy team was able to complete pharmacy reviews for evacuated patients who needed medications filled. Non-emergency medical transport was dispatched for patients who needed to receive clinic services or attend referral appointments. Some evacuated patients were also on dialysis at the time, so the Reno-Sparks team communicated with these individuals, assuring them that transport would be provided so they could attend their treatments without any gaps in care.



Population Health Geospatial Data Maps

“ There was a lot happening at that time, a lot of information coming in and out in the local area. And so, we said, ‘How can we use Population Health to better define our patients impacted? And if so, how can we look at an emergency response?’ The really beautiful thing is, we said, ‘Hey, Population Health has geospatial abilities.’ ”

Angie Wilson
Executive Director
Reno-Sparks Tribal Health Center

Native Americans for Community Action, Inc. (NACA)

Native Americans for Community Action, Inc. (NACA) has been serving the Navajo Nation and surrounding tribal nations in Flagstaff, Arizona since 1971. Their services span family health, behavioral health, and Tribal Practices for Wellness in Indian Country (TPWIC).

As a tribal health center that offers services to a broad population of patients, NACA handles vast data when facing their quality scores, care outcomes, and reporting standards. They initially partnered with NextGen Enterprise EHR to improve their system records and simplify the recording of patient data. Now, in the past year, NACA has implemented the Population Health tool to further amplify progress in these areas.

With NextGen Population Health, they have improved patient data accuracy, allowing them to deliver care more accurately and drive better outcomes.

Whether they are looking at younger patients, at-risk populations, or groups with certain underlying conditions, NACA has been able to more seamlessly identify gaps in these communities and measure their deliverables and their impact. Above all, as a health center required to complete GPRA and UDS reporting, the Population Health tool has helped them stay ahead of the strategy timeline.

Strategic support for complex challenges

Whether supporting care delivery in times of need, or in guiding tribal health centers through the intricacies of data and reporting, NextGen Population Health tools help health centers meet the needs of value-based care so they can drive outcomes across their community. Tribes like Reno-Sparks and NACA are changing the paradigm on how they utilize these tools to advance care.

CHAPTER 3

THE FINANCIAL FOUNDATION OF CLINICAL STRENGTH

Tribal health centers face unique logistics in financial management. As a dedicated partner, NextGen Healthcare strives to offer solutions that simplify claim processing, tasking, and reporting functionalities to improve financial outcomes.

With the right billing and reporting platform, tribal health centers can optimize their resources, meet requirements, and drive revenue so their focus on community health does not waver.

Learn how financial management solutions have helped improve the overall operations and outcomes of tribal health centers.



The Confederated Tribes of the Colville Reservation

The Confederated Tribes of the Colville Reservation is composed of twelve tribes across 2,100 square miles of Washington State. Until 2021, their tribal health center was still using paper for records and documentation. When tasked with selecting an electronic health record to implement, NextGen Enterprise EHR was the frontrunner.

Upon implementation, the Confederated Colville Tribes Health Services saw the impact of having an all-in-one platform where they can track their claims. Before, while using paper, their team had no tracking for claims, nor a system to organize these workflows.

The switch to NextGen Enterprise PM revenue cycle tools integrated a clearinghouse and reporting system that further simplified their financial operations. The electronic clearinghouse seamlessly functioned with their new EHR, and the reporting system allowed their staff to dive into patient demographics and claims analyses to build better reports.

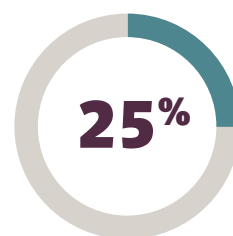
Instead of losing insights on the paper trail, The Confederated Colville Tribes now track claims and build informed reports, supporting a foundation of financial strength and overall success.

Ho-Chunk Health Care Center

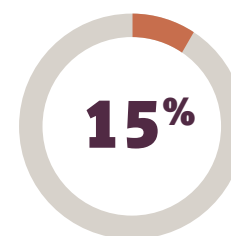
The Ho-Chunk Health Care Center is part of the Ho-Chunk Nation Department of Health. As a clinic that falls under both a tribal government and a federally qualified health center (FQHC) classification, the facility faces unique challenges and regulations. Through partnering with NextGen® RCM Services, Ho-Chunk Health Care Center has improved their ability to file claims, lessened their days in A/R, and increased the amount of revenue that they have brought in.

Specifically, the Ho-Chunk Health Care team has found success with the claim edits, work-log, and tasking features within NextGen RCM. The claim edits feature helps them automatically reject claims that may be missing information before they go on to be rejected by the payer. Similarly, work-log and tasking keep the Ho-Chunk staff on-time and on-task with claims that were overlooked and written off before NextGen RCM. These automated features have sped up their processes, improved communication, and increased overall efficiency.

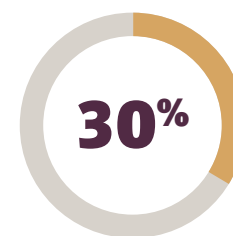
The results speak for themselves. Ho-Chunk Health Care Center noted, over a three-to-four-year period, a positive improvement on their accounts outstanding of more than 180 days by 25%. Their overall A/R has also decreased by 15%, and they have reduced claim filing errors by 30%.



25% improvement in accounts outstanding



15% reduction in overall A/R days



30% reduction in claim filing errors

Revenue cycle management made for you

Better financial operations lead to better care outcomes. When tribal health centers can innovate their revenue management process to secure financial strength, it allows them to continue delivering quality care to their community.

CHAPTER 4

THE CENTER OF CARE— SOLUTIONS FOR PATIENTS, PROVIDERS, & STAFF

Fueling outcomes for communities begins with fostering satisfaction for individual patients and providers. Tribal health centers in particular value the personal connections between patients and providers and emphasize supporting those who serve their community's health needs.

At NextGen Healthcare, we share the belief that a successful care journey is rooted in positive patient and provider experiences. Our solutions are designed to improve efficiency, simplify processes, and advance capabilities and connections. Together, we can integrate solutions that improve operations for staff, alleviate burdens on providers, and improve care delivery to patients.

Explore how progressive technologies have impacted the experiences of patients and providers at your fellow tribal health centers.



Klamath Tribal Health and Family Services

The mission of Klamath Tribal Health and Family Services centers around protecting, preserving, and enhancing the values and resources of their people by maintaining their ancestral heritage and customs. While still holding close the traditions of their past, they have introduced modern technology that helps them respond to the challenges of today.

Faced with the need to bring on locum providers, respond to the impact of provider burnout, and keep their patients at the center of care, Klamath Tribal Health turned to NextGen® Mobile and NextGen® Ambient Assist.

Supporting Staff

Being in a rural area, Klamath Tribal Health relies on locum providers to offer extra support to their center and patients. Having tools that allow these providers to show up and jump right into patient care has made a difference in the care delivery and overall success of the health center. NextGen Mobile and Ambient Assist have helped their locum providers quickly see patients upon their arrival.

The training process for locum providers typically took about 10 hours before implementing NextGen Mobile. With this new technology, training has been minimized to merely an hour.

Relief for Providers

As with many health centers, Klamath Tribal Health observed an uptick in documentation times and thus increased feelings of burnout. Providers found themselves staying after hours to complete charts, which only amplified the burden of documentation.

Once Ambient Assist was introduced, the team at Klamath Tribal Health saw a clear reduction in the amount of documentation time. Providers now leave on time and have cited the positive impact of the tool; they have even gone as far to say that it would be a problem if the health center ever tried to get rid of Ambient Assist.



Improving Patient Experience

To protect and enhance community values, a sense of community must also be built and fostered. Ambient Assist has helped the providers at Klamath Tribal Health be more connected and face-to-face with their patients. Providers are at ease knowing visit details are being accurately recorded, and patients benefit from receiving their provider's full, undivided attention.

The protections within Ambient Assist have also helped Klamath Tribal Health comply with the privacy standards set by their tribal council. Since the tool transcribes the conversation, structures the details into an organized note, sends it to the EHR, and then promptly erases the recordings, it fully protects patient privacy. This attention to protecting patients has been praised by the Klamath team and has made them more open to future possibilities with other AI tools.

Bridging modern solutions & lasting traditions

By implementing modern solutions, the Klamath Tribal Health team is able to efficiently introduce users to their system, minimize documentation times, and remove barriers to patient and provider engagement. This support helps them overcome today's challenges so they can continue delivering the same high-quality care to their patients.

“We're Tribal Health, so it's really important that our providers engage one-on-one with the patients. Because Ambient Assist allows the provider to be right there, one-on-one with the patient, it's been really positive.”

Jim Miller

Electronic Health Records Coordinator
Klamath Tribal Health and Family Services

CHAPTER 5

AN ONGOING PARTNER FOR CONTINUED CARE

Your electronic health record is a big investment. It is an investment financially, logistically, and in your patients, providers, and staff. NextGen Healthcare does not see this as just a one-time investment, but as an ongoing partnership with your health center.

Supporting tribal health centers with product implementation, continued technical support, and collaborative growth has helped us foster a partnership with tribal health for over 25 years.

Let's see the impact
of this partnership
and collaboration
among your tribal
health peers.





Native Health

Native Health in Phoenix, Arizona strives to offer high quality care and wellness programs to their community when they need them most. To be there for their community, they must have an EHR they can depend on.

Upon implementing NextGen Healthcare, the IT team and providers at Native Health quickly embraced the easy-to-use platform. The IT team found themselves able to understand many of the ins-and-outs of the system through materials provided by NextGen Healthcare. When met with larger-scale complications, their IT team turned to dedicated human support.

NextGen Healthcare support has been able to provide timely resolutions to Native Health's IT technicians when they have met more complex difficulties. This has helped bolster satisfaction among both their IT staff and providers, assuring them that issues are quickly resolved so they can get back to providing care.

“ From an IT perspective, I find the application easy to understand and easy to troubleshoot. NextGen has good support as well, so we are able to reach out whenever we have any issues that I cannot find a solution to. And I find that very helpful as well. ”

Champion Nwoye
IT Support Technician
Native Health

Native Americans for Community Action, Inc. (NACA)

When NACA made the switch to NextGen Enterprise EHR, it was the first time they had ever converted to a new system. Not only did they find success while implementing the system into their daily practice, they were also satisfied with the ongoing support they received from the NextGen Healthcare team.

During implementation, NACA found guidance from their project director and received calls from executives to ask if more support could be offered. Each initiative they implemented also had its own project team so expert attention could be given to NACA's products, goals, and questions.

As they move forward and follow the roadmap provided by support and resource teams, NACA is not only accomplishing their own goals, but they are ahead in tribal reporting systems and standards. As a result, the team at NACA wants to take what they have learned and help other tribal health centers gain reporting knowledge so they can advance healthcare across communities together.

Care you can count on

From implementation to continued learning and community collaboration, NextGen Healthcare embraces the mission of building and strengthening communities and their healthcare. Our goal is to serve as your partner in growth, efficiency, and overall better healthcare outcomes across tribal nations.



“The biggest thing is that we had NextGen support and NextGen teams on our side during our conversion.”

Barbara Frakes

Controller & Interim CEO

Native Americans for Community Action, Inc. (NACA)

Your Partner in Advancing Tribal Health

NextGen Healthcare is committed to empowering tribal health centers with innovative solutions that support their unique care journeys. By providing a comprehensive population health platform, we can help you streamline data reporting for critical programs like GPRA, IDA, and Title V immunizations. This ensures tribes have reliable, real-time access to multisource data, enabling proactive reporting and improved healthcare outcomes. The platform supports health equity goals, simplifies compliance with Indian Health Services (IHS) requirements, and enhances care planning with tools for pre-visit preparation, risk identification, and care gap closures. Through this approach, we partner with tribes to address health disparities and advance value-based care.

By partnering with NextGen Healthcare, your tribal health center becomes part of a collective story of growth, healing, and resilience, working toward the shared goal of improving healthcare for the tribal nations.



HOW CAN WE HELP YOU?

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

Together, we can build a brighter future for your community—one story at a time.

BELIEVE IN BETTER.®

¹ <https://www.semtribe.com/services/health-and-human-services>

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