

Case study

Jericho Road Community Health Center

A Federally Qualified Health Center (FQHC) located in an underserved community in Buffalo, NY, Jericho Road Community Health Center provides primary care and comprehensive services to 1100 patients a week. Six full-time and two part-time physicians, seven Nurse Practitioners and three Physician Assistants provide medical services to a population in which the first language of 57 percent is not English. Serving many refugees at seven clinical and non-clinical sites, total staff is 240.

“The FQHC Reporting Module in MEDENT has been a huge benefit to us,” states Brett Lawton, Chief Operating Officer, at Jericho Road. “Extensive statistics must be reported to the Federal Government. MEDENT’s customer support team is always available, and they have taken the time to understand our business and design the reports required. Also, MEDENT EMR has enabled us to reduce our no show rate by nearly 50 percent, resulting in cost savings and improved staff efficiency.”

CHALLENGES

When Dr. Myron Glick started Jericho Road in 1997, he purchased MEDENT Practice Management for appointment scheduling and billing. As the practice grew, there wasn’t enough space to store medical records and valuable time was spent searching for charts or information within charts. Dr. Glick recognized that in the future he would need to move to electronic medical records (EMR). In 2003 Jericho Road received a grant to purchase an EMR.

SOLUTION

Jericho Road implemented MEDENT EMR in 2003.

“MEDENT provides us with patient-related detail beyond what the Federal Government requires, enabling us to take preventative action.”

Jessie Mossop
Information Services & Reporting Manager

Jericho Road uses the Lab Results Clearinghouse. Their EKG and spirometry equipment is directly integrated with MEDENT. They make extensive use of MEDENT's Disease Management (DM) formulas, having over 700 in use. They run practice-wide reports and use DM to identify patients who need preventive follow-up care. Jericho Road makes use of hundreds of reporting schedules. Some such as lab test tracking are run quarterly. Others are run monthly or weekly, and a no show report is run daily.

The Federal Government requires that FQHCs report on their performance using measures defined in the Uniform Data System (UDS). The intent is to ensure that this tax-payer funded program is effective and FQHCs report on program achievements. There are some changes in the parameters or requirements for each calendar year.

In 2014 Jericho Road began using the FQHC (aka UDS) Reporting Module in MEDENT. Software is programmed to meet the Federal requirements for that calendar year. "MEDENT EMR has a great reputation for its provider-friendly ability to modify data and tailor the system to meet specific needs," states Brett Lawton. "The FQHC Reporting Module has been a huge benefit to us. Extensive statistics must be reported to the Federal Government. MEDENT's customer support team is always available, and they have taken the time to understand our business and design the reports required."

"Often there is a need to refine reports, and MEDENT helps us do that," explains Jessie Mossop. "Also, we like to look at reports quarterly so that if we are doing poorly in a particular area, we can take preventative action. To do this we needed information and patient-related detail beyond what the Federal Government requires. With MEDENT we were able to run reports which enables us to break down the data further, providing the patient detail we need. FQHCs that have software from other vendors learn there is no way to make changes."

Jericho Road became a Patient-Centered Medical Home in 2011 and has achieved the highest level of recognition through the National Committee for Quality Assurance (NCQA). "We couldn't have become a Medical Home without MEDENT," states Brett. "MEDENT has been incredibly helpful. MEDENT features such as management alerts, population health management and automatic lab provider interfaces have been invaluable."

Since 2010 Jericho Road has used Talksoft, a MEDENT partner, for appointment reminders. Jericho Road also uses Talksoft for outreach such as when a patient is due for an exam. Staff use the MEDENT system to identify who has not shown for their appointment and then follow-up with actions such calls or letters which can be automatically generated from within MEDENT.

"MEDENT provides the data we need to manage the business," explains Brett, "and it has definitely helped our clinical quality effort to best care for our needy patients. Also, we have become more efficient. Before EMR charts would get lost, and staff spent time looking for charts. Now providers have access to the patient information they need. We can see more patients and serve them better. We've also been able to save money. The paper required and the space needed to store paper charts for our 14,000 patients would be huge. Another area where

we've saved money is our no show rate. We used to have an 18 to 20 percent no show rate. Today it is 10 percent."

"We can break down the data in many ways such as by provider and location," states Jessie. "For example, a provider can be alerted as to which patients have elevated blood pressure. Also, MEDENT enables providers to share test results with other providers so that a test need not be run multiple times. We can track who was in the hospital and follow-up with a call or a visit which can avoid the patient returning to the emergency room or the hospital."

Brett states that MEDENT has brought more resources than he expected. "Jericho Road is not typical of most MEDENT practices. For example, 72 percent of our patients are on Medicaid and billing is a little more complicated. MEDENT management has been receptive to our requests, and their customer support is excellent."

Jessie adds, "MEDENT is up-to-date on new laws and regulations and is always ready to work with us. The MEDENT Manual, which answers many questions, is available at all times, and their video tutorials are exceptional. These types of aids are not provided by other software providers."

RESULTS

Jericho Road Community Health Center has the data it needs to manage their business, maintain the highest level of recognition as a Patient-Centered Medical Home and meet the Federal Government requirements for FQHC reporting. MEDENT has enabled Jericho Road to become more efficient, serve more patients and reduce costs.

In the future Jericho Road plans to incorporate all of their non-medical programs into MEDENT. Brett explains that this will enable providers to have ready access in the patient record to information from other team members such as those who do home visits or have contact with patients at their drop-in center. "With the language and socio-economic barriers in the population we serve, this is especially valuable. For example, a home visit may uncover there is lead paint in a patient's home or that a child is overdue for an immunization. The information alerts the provider to check the child's lead level or immunize the child at their next visit."

Jericho Road plans to add Pharmacy and their dental program to MEDENT. In the future, they also hope to integrate their vitals equipment directly with MEDENT.