

Fueling growth to fill care gaps



With more than 15 primary care practices, Health Partners of Western Ohio is a Federally Qualified Health Center (FQHC) that's growing.

"We have a passion to treat the underserved," said Jennifer Clark, chief population officer. "Our main focus is treating low-income populations and filling care gaps in this state."

The need is great. To fulfill its mission to close care gaps, Health Partners must continue to grow. In today's challenging healthcare landscape, that requires maximizing both clinical and administrative efficiencies — without negatively impacting care.

Health Partners is an FQHC "National Quality Leader," ranking in the top 1% of FQHCs for its clinical quality work.

"Because of that," Clark said, "we are held responsible for a high level of clinical quality and care."

Tapping an established partnership

The practice had relied on Greenway Health's Prime Suite electronic health record (EHR) and practice management system since 2010. Trusting its partnership with Greenway — and impressed with the enhanced capabilities of its software — the practice recently upgraded to the Intergy platform. As an Intergy user, it looks forward to improved proficiencies in billing and payment, as well as in practice analytics and reporting.

"Previously, electronic claims posting and payment were not fully available due to challenges with FQHC billing," Clark said. "Those are challenges Intergy is helping us overcome."

"Intergy Practice Analytics allows us to look at our population's health measures and determine how we can work to improve their outcomes."

- Jennifer Clark, chief population officer
Health Partners of Western Ohio

Enabling electronic claims posting and payment also opens the door to using Greenway Clearinghouse Services for EDI transactions — services that would further streamline claims processing — while adding additional safeguards against claims rejection.

"We looked forward to having all electronic claims and payments submitted through a single clearinghouse that worked in concert with the overall Intergy system," Clark said.

Using a single vendor with an integrated system will help minimize administrative tasks and streamline practice efficiency, she said.

Practice analytics to maintain leadership and quality

Having attained National Quality Leader status, Health Partners is keen to retain it. Keeping its ranking requires accurate data.

"We are driven by data," Clark said. "We are a huge, data hungry organization."



Intergy Practice Analytics offers a wealth of patient and practice data that is easy to translate into actionable reports.

"We focus very tightly on population health status," Clark said. "We strive to ensure that our patients are successful in completing their preventive health screenings and managing their chronic diseases. Intergy Practice Analytics allows us the ability look at our population's health measures and determine how we can work to improve their outcomes."

Clark said she is particularly impressed with flexible dashboards that offer quick access to the data that helps providers meet patient needs.

"Practice Analytics dashboards make it much easier to get to the data in real time," Clark said. "This helps us make decisions faster because we're looking at data from last evening, not from six months ago. It means we can have a greater impact on each patient that passes through our doors. We focus on trends and care gaps and also look at individual issues for individual patients. It means we're giving the best, most cost-efficient care and getting the best quality outcomes for our patients."

Key outcomes

- Improved electronic claims posting and payment capabilities
- Access to data analytics required to improve population health
- Ability to maximize efficiencies and provide quality care

Efficiencies that enable excellent care

Health Partners knew it needed a quality, flexible EHR and practice management system that did not hold it back, one that supported its rapid growth.

"Being an FQHC, we have a lot of different requirements," Clark said. "From the beginning, Greenway has worked with us to meet those requirements. I can see globally that they're making changes in their product to meet the needs of health centers. It's been really nice to see them grow to serve more and more FQHCs and hone their offering to better serve us all."

With Intergy, the practice believes it has found the tools to support continued growth that allows it to supply greater numbers of patients with efficient and high-quality care.

"Often, people think that high-efficiency means low-quality," Clark said. "In our case, efficiency feeds higher quality. The data doesn't lie. We are a national quality leader. We could not get there without a good electronic health system."

Clark added, "We're excited about the future, glad that Greenway has committed many resources to improving the product, and glad to be part of that improvement."

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