



Case Study Overview

A large and well-known non-profit healthcare organization in San Mateo County, with over 92,000 members and a network of 50 clinics was seeking an electronic solution to track and manage their pediatrics health and weight management program in order to gain valuable insight to patient's health progress. Their manual methods had become very difficult to maintain and scale as their membership grew, resulting in costly time delays, errors, and frustrated patients and staff.

They sought a solution that was affordable, flexible and scalable across all divisions to capture their unique process needs.

After performing extensive research on software options,

NutraHealthFood's ePHITS system, built on Intellect, offered the flexibility, control, ease-of-use and workflow capabilities critical to meeting their unique requirements.

NutraHealthFood, LCC

Founded in 2007 within the greater San Francisco, California Bay Area, NutraHealthFood advocates preventative measures, such as health education for combating chronic diseases.

Recognizing the need to combine health education with technology for improved management of health information, NutraHealthFood developed the electronic Patient Health Information Tracking System (ePHITS) in 2009, leveraging the Intellect platform to build its capabilities. ePHITS, an innovative health education management software providing health care professionals valuable insight into a patient's health progress while streamlining overall program management processes.

Challenges

NutraHealthFoods launches Patient Health Information system on Intellect

A non-profit healthcare provider that offers assistance, access to health coverage and other health and wellness resources to San Mateo County's underserved population was the first to introduce the Spanish version of the nationally acclaimed Shapedown program. This family-based, pediatric weight management program is currently being supported and managed by NutraHealthFood's electronic Patient Health Information Tracking System (ePHITS). Prior to ePHITS, the provider relied on manual processes such as excel spreadsheets for tracking, storing and maintaining patient health assessments and progress analysis to report to their provider's network, program directors and executives. As the program grew, it became challenging and unmanageable to run multiple groups and sessions simultaneously, serve more patients and accept additional participants into the program. The challenges spanned over the scheduling process as well as the billing mechanism and its accuracy with their claims system which lead to loss in revenues and inefficient use of human resources.

Solution

Solution

The non-profit organization needed a system that would accommodate their unique requirements and fulfill a comprehensive healthcare program. After extensive research and due diligence, they determined that Intellect's partner, NutraHealthFood, offered the electronic Patient Health Information Tracking System (ePHITS) which provided the flexibility and robust capabilities to meet their specific requirements. ePHITS is comprised of 8 primary modules: Appointment Scheduling, Patient Assessment, Program Management, Dashboards and Reporting, Session Evaluation, Progress Reporting, Billing and Invoicing, and System Administration. Built on the Intellect platform, ePHITS provided powerful capabilities and a customizable platform that became valuable to the organization.

Results

Results

Since its successful implementation, the flexibility and modularity of ePHITS has enabled the organization to modify and customize the system to meet their needs while increasing their member's participation tenfold. Prior to using ePHITS, they spent hours on billing errors and insurance claims. After implementation, they have reduced billing and insurance claim errors and eliminated communication barriers across the organization. Additionally, by integrating the system into their daily operations, business and outreach quadrupled, playing a major part in their success today and in the future.

"One of the most impactful results that the organization has gained is valuable real time data gathering, reporting and billing for their health programs, dramatically changing the way they've conducted business and the ability to expand the program to reach out to more patients."

-Antoine Andari, Co-Founder & CTO, NutraHealthFood/ePHITS