

Integrated EHR and PM Solve Reporting, Rx, MU Needs for CHC

Functioning as a medical home focusing on children's behavioral health, Rocking Horse CHC needed an EHR solution to effectively capture and report sensitive data while improving financial and operational performance. After a miss with another EHR, they turned to NextGen Healthcare and OSIS for solutions to bring success to the practice and peace of mind to the patient.

Proactive patient outreach

"We are a large (13,500 patients) behavioral health practice incorporated with a general medical practice, so we needed an EHR solution that would keep all patient data on one comprehensive record while still meeting specific governmental charting guidelines," said Stacey Lee, Director, Rocking Horse. "All our psychiatrists use the complete EHR instead of paper to chart patients. The medications are entered in the template and are e-prescribed, except for controlled substances." The e-prescribing model makes for effective and efficient prescribing for parents who are concerned they might run out of much-needed medicines.

"If a parent calls in for a refill before sending their child to school, we have all pertinent information at our fingertips, so instead of running around looking for a chart, we can access the patient record and send in a refill electronically," Ms. Lee said. "Having all the information in the EHR makes it quicker to deal with parents and patients and answer their questions or concerns." This ability to reconcile medications is a key factor to the success of the EHR at Rocking Horse.

A comprehensive tool to track medications

"When you start a patient on a new stimulant, we need to make sure they are eating, sleeping, don't have weight loss, or have any adverse reactions. Now we can follow patients closer with specific tasks in the EHR," commented Jodi Fain, IS Support, Rocking Horse. "We run any report needed to effectively follow up with patients concerning medications. Our support staff and nurse care coordinator are responsible for following up with these patients, and we use that data to make sure we are complying with Ohio Board of Health regulations as well as our own internal standards."

Rocking Horse Community Health Center
Springfield, OH
rockinghorsecenter.org

Profile

- A Federally Qualified Health Center (FQHC) and CHC
- Opened in 1999
- Four locations serving more than 13,500 patients
- More than 56,000 patient visits annually
- A focus on children's behavioral health in a medical home setting

Business Problem

Since receiving certification as a comprehensive Community Health Center (CHC), Rocking Horse was faced with a familiar problem: How to effectively and efficiently capture, collate, and report patient data as the Center expanded in size and in therapeutic offerings. After one failed effort to implement an electronic health record (EHR), Rocking Horse turned to NextGen Healthcare to provide a holistic solution that would grow alongside Rocking Horse.

Integrated Solution

- NextGen® Ambulatory EHR
- NextGen® Practice Management
- OSIS - FQHC Support Model

Realized Benefits

- Meet charting guidelines for Ohio Department of Mental Health
- All providers attested for Meaningful Use Stage 1
- Therapeutic service offerings continually expanding to offer comprehensive solution

Results Worth Sharing

Establishing consistent comfort levels

At Rocking Horse, the level and intensity of therapy necessitates developing a specific comfort level with patients and more importantly, parents. "We treat a lot of children with ADD/ADHD, as well as lots of school-related issues including depression," Ms. Fain said. "It is crucial that we establish an overall comfort level with parents when they come in and know how their visits went. Previously, when parents brought their children in for a medical or behavioral visit, there was little or no data on the visit. Now our psychiatrists have it at their fingertips."

A comprehensive spectrum of care

Deployment of NextGen Ambulatory EHR means Rocking Horse can stratify a patient by diagnosis. "Now we don't have to separate our patients by behavioral health and medical needs," commented Ms. Fain. "We can have patient registries pulled and run reports to make sure each patient is followed and any needed medicines prescribed. We can get info on medications and figure out if the patient is due for a refill. But we are not just a behavioral health clinic; we believe in treating everyone as a whole."

OSIS is a non-profit Health Center Controlled Network committed to offering technology services that enable Federally Qualified Health Centers across the country to fully adopt NextGen Healthcare's suite of financial and clinical solutions.

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"As a Certified Mental Health facility we have a tremendous amount of responsibility to report proper patient data to the Ohio Board of Health. We do the reporting much easier having our NextGen EHR in place."