One and Done: Health IT That Does It All

An integrated platform built
for people to thrive

nextgen healthcare

TABLE OF CONTENTS

People put the *care* in healthcare.

Healthcare technology that puts people first and considers the whole person—physical, behavioral, and oral health—is the future. Integrated technology meets integrated care. **One platform and one partner that does it all—for people in every part of the healthcare experience. We've got you covered.**

PUT PEOPLE FIRST

It's no secret, healthcare consumers, providers, and executives want a better user experience. That's why people must come first. Decision making is easier when you have a complete picture of health and the right information in front of you.

The demand for more streamlined, less burdensome, and easier-to-use EHR and PM platforms are key factors that drive the modernization of healthcare. Challenges related to COVID-19, revenue cycle management, disparate health IT systems, value-based care, and social determinants of health hasten the need for advanced technologies within a single, integrated platform—sooner than later. This is all compounded by a universal demand for people to have a digital experience with their healthcare—expectations of today's consumers that will only continue to grow.

According to research by Deloitte, the future of healthcare will be shaped by:

- Healthcare product innovation
- Market agility and interoperability
- Consumer engagement and experience[1]

Takeaways from this E-book:

- Ways technology can help you overcome challenges and achieve strategic goals
- How to leverage technology to mitigate healthcare pain points
- Clinical, financial, and operational models that improve the provider and patient experience
- Strategies to adapt and succeed in a changing and consumer-oriented healthcare landscape

"With a scalable, integrated solution that supports ambulatory practices of any size, we have a real opportunity to empower physicians to stay independent and enable them to engage with patients more effectively."

David Sides
President and Chief Executive Officer
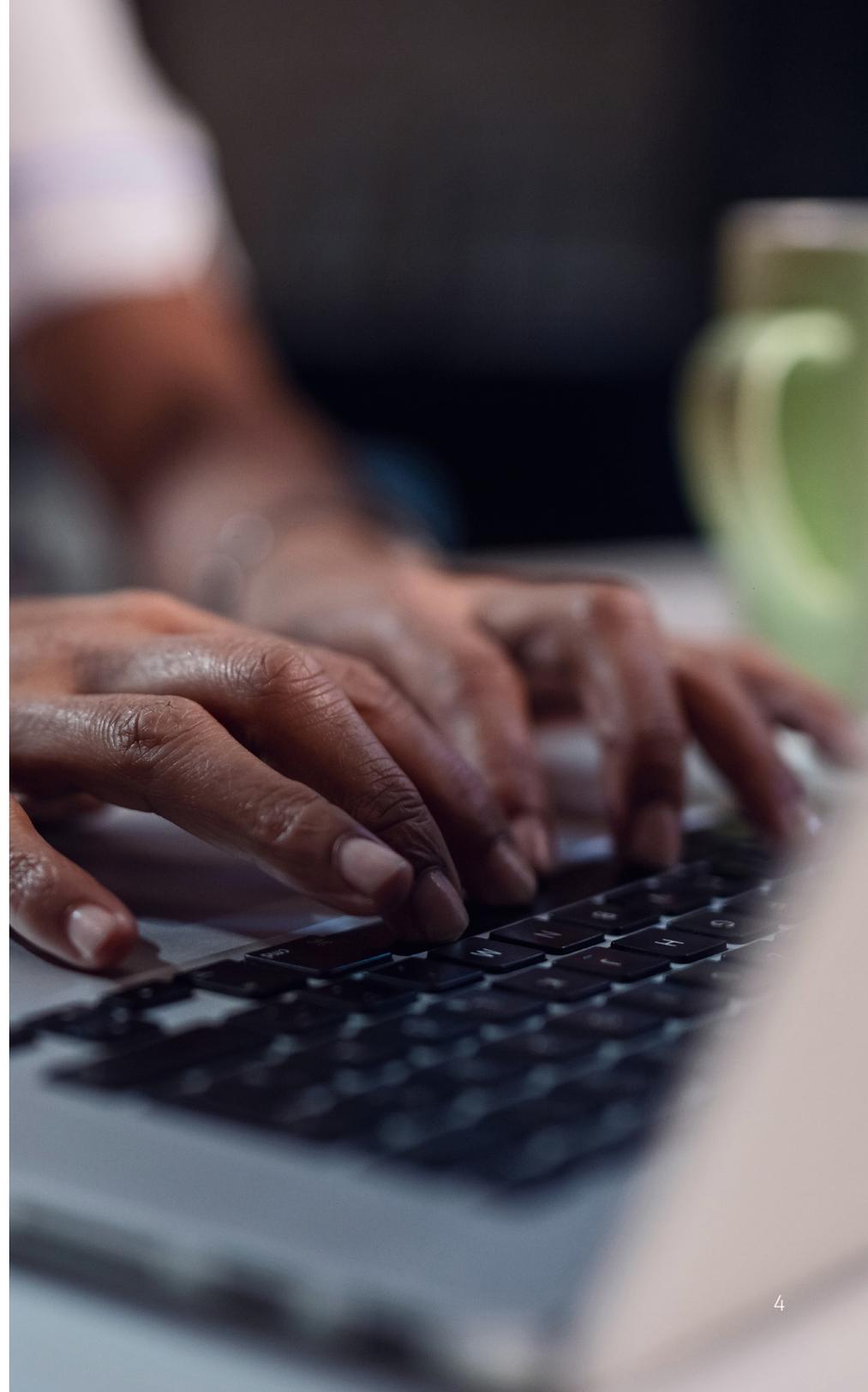NextGen Healthcare

MULTIPLE VENDORS, MULTIPLE PROBLEMS

Challenges with using multiple health IT vendors and systems

When a healthcare practice or group uses several health IT vendors to manage several disparate IT systems, it can lead to problems that affect clinical and business operations—to the point of even jeopardizing patient safety. For example, multiple practices that depend on numerous databases often require additional software and personnel. There's also the chance of patient data duplication within those separate databases.

In terms of operational costs, there's significant IT overhead regarding management and volume, which is multiplied by the number of separate system instances that involve:

- Complexity of client connectivity and server management
- Increase in security management
- Upgrades required for each database instance
- High level of IT support needed for multiple versions

Vast amounts of time are needed to implement separate interfaces that must be installed individually for each database and enterprise. This arrangement prevents data sharing between system instances and roll-up reporting capabilities to summarize financials across the organization. Even template customizations, which is beneficial to all parties, are not shared.

Remedy for disparate systems

As with anything technical, the fewer band-aids, the better. A system that works seamlessly across the entire organization—EHR (electronic health record), PM (practice management), interoperability, patient self-scheduling, virtual visits, check-in, examination, documentation, check-out, billing, etc. is ideal. One solution that handles all these capabilities makes sense for your practice or group to become more efficient. And a dependable health IT partner to turn to for configuration and set-up makes life easier, especially when there's only one solution involved.

The ability to interface with many products works, but a single solution built to handle it all is better.

THE VALUE OF ONE INTEGRATED PLATFORM—CLINICAL PERSPECTIVES
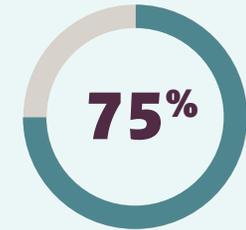
A match made in health IT

Supporting all aspects of care, with the ability to adapt to changes in industry, technology, consumer expectations, regulatory requirements, and unforeseen events like COVID-19, is critical to the survival of your practice. To remain competitive, it's vital to have a health IT infrastructure that offers both flexibility and stability, with all the convenience patients, providers, and staff expect.

EHRs come in many shapes, sizes, and capabilities. Navigating a system with multiple disparate pieces that are not designed to communicate with each other can be disruptive for staff and providers, especially when trying to coordinate care across specialties.
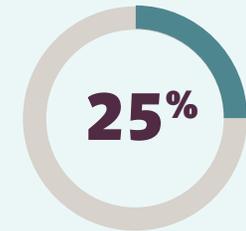
A comprehensive care solution with complete clinical content for multiple healthcare specialties, including physical, behavioral, and oral health, centered around a digital platform for people to engage with your practice, is essential for improving patient outcomes and treating the whole patient.

Not only that—an EHR that integrates with a robust PM system that supports automation of routine tasks can save you valuable time and money. Marrying the right EHR with the right PM system enables you to automate reports and statements, billing, claims, collection, recall letter generation, eligibility and claim status requests, all in one place. These capabilities can make a profound difference for your financial health, improve provider, patient, and staff satisfaction; and build a stronger, more sustainable future.
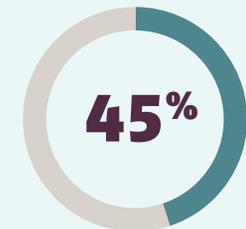
Client-Reported Numbers*

75%

Reduction in no-shows

25%

Reduction in time for clients to field daily questions

45%

Decrease in claim denial rate

*Numbers above indicate real-world individual NextGen Healthcare client results

Set the foundation for a more sustainable future

A comprehensive care solution

An integrated EHR solution with clinical content for 26 specialties, that includes all the productivity tools and reporting capabilities providers need is built to deliver improved outcomes. One that unites disparate data—typically contained within separate physical, behavioral, and oral health records—into one record on a single platform is vital. With the right solution, clinicians can now have a comprehensive view of patient health records and share that information seamlessly and securely in one place.
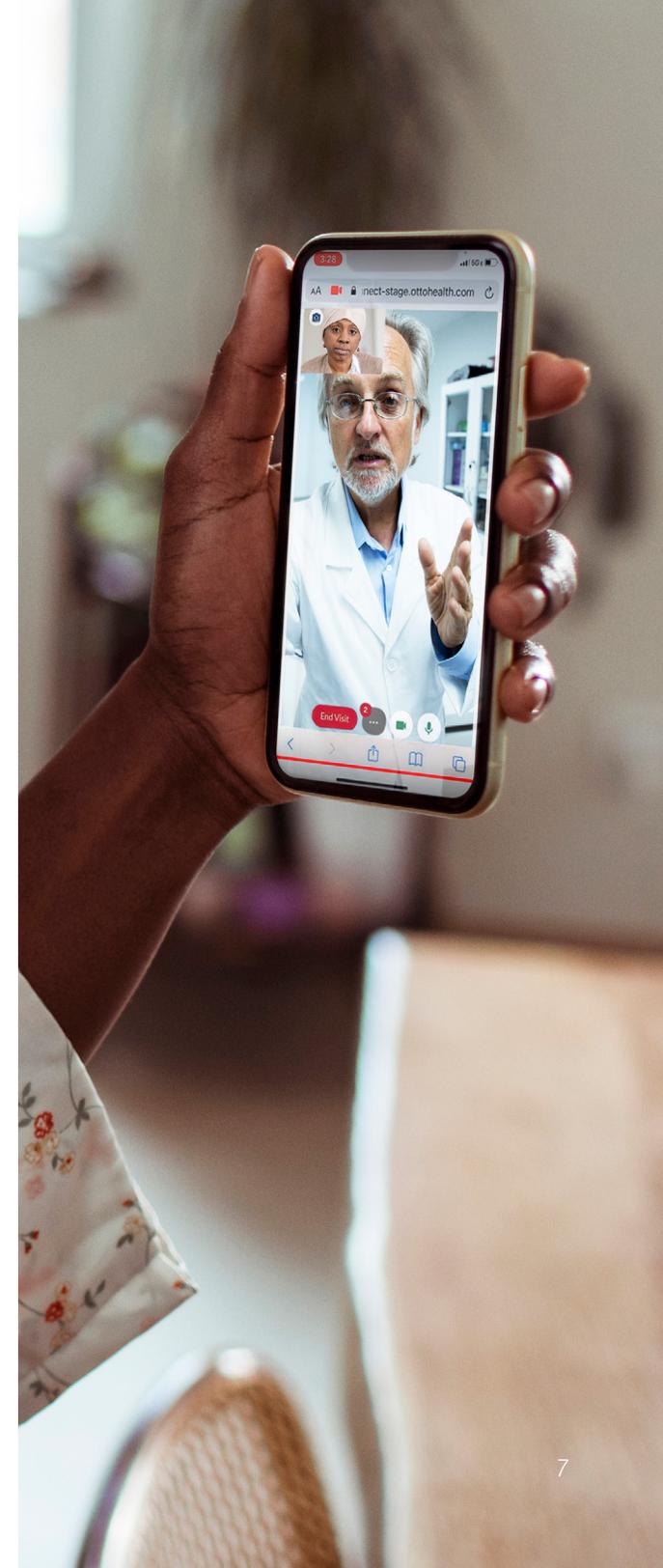
Learn more about **NextGen® Enterprise EHR ›**

The virtual front door of your practice

In today's healthcare climate, people expect an excellent digital experience to connect with your practice, 24/7. Technology that enables them to:

- Communicate with you and your staff

- Pay bills and schedule appointments online

- Receive notifications, education, or vaccine reminders electronically

- Access their medical records via any computer or smartphone

Something as simple as a link from your website, where patients can easily schedule an appointment or vaccination even without logging into the portal. That's convenience.

Learn more about **NextGen® PXP Portal ›**

> "Allowing our patients to schedule from our website or in our patient portal has been a win-win for KSF Orthopaedic. NextGen Patient Self-Scheduling is one of the best solutions we have ever implemented."

Kevin Harris
KSF Orthopaedic Center

Care management, risk stratification, gaps in care

A powerful population health solution is one that provides risk stratification of your patient population, helps identify gaps in care, and supports patient outreach tools. Care managers need the ability to target the highest priority patients for care team interventions and vaccinations, notify patients of care gaps, and improve population health management.

Learn more about **NextGen® Population Health ›**

Delaware Valley Community Health
used data to prioritize nearly 60,000 people for vaccinations. **Read case study ›**

NEXTGEN HEALTHCARE HAS ENABLED
2 MILLION
Virtual visits since March 2020 (an average of 20k per week).

"We just had a meeting with representatives from one of our quality payment programs—they told us our metrics are far better than their averages. I attribute that largely to NextGen Population Health solutions.

Verlin Janzen, MD
Hutchinson Clinic

An EHR in the palm of your hands

With a mobile extension of your practice, you give providers an easier way to work, from anywhere. The access enabled by a mobile EHR means you can treat patients anywhere —and all documentation flows into the patient chart automatically.

With the right mobile technology, care teams can collaborate via a secure, HIPAA-compliant texting platform in an instant, thereby potentially avoiding critical errors from lapses in documentation and clinical miscommunication. From a mobile device, you have the ability to:

- View the patient schedule and share clinical content instantly

- View images and documents from the EHR

- Capture images

- Document in the field from any device

- Text securely with colleagues

- Dictate notes offline

Learn more about **NextGen® Mobile Solutions ›**

With Mobile solutions, **Eye Center South** could allocate four full-time employees to tasks other than transcription—tasks more directly related to patient care and revenue generation. **Read case study ›**

"Our providers no longer spend time after hours to finish charts. We also see an increase in visits, happier providers, and quicker month-end closing. It's not hyperbole to state that NextGen Mobile implementation is the best EHR decision we have made in our clinic."

Ryan Geiler
Clinical Analyst/Assistant Clinic Manager
Community Medical Center

Communication station

Sharing patient data across platforms is necessary to coordinate care and improve patient outcomes. Organizations must securely exchange health information and connect disparate systems across a patient's entire spectrum of care, easily. Better interoperability is defined by capabilities that boost speed, security, cost-effectiveness, and compliance. With the right interoperability tools, you can:

- Leverage data-driven clinical decision support and quality metrics

- Create effective care management processes

- Initiate vital outreach

- Save time and money by working in conjunction with the power and reliability of trusted health IT applications.

Learn more about **NextGen® Connected Health Solutions ›**

"We're in the middle of building an interoperability platform with our city partners, and you can't do that if you don't have NextGen Healthcare. We're going to build something equitable that takes the burden off the providers."

Isaiah Nathaniel
Chief information Officer
Delaware Valley Community Health

Read case study ›

THE VALUE OF ONE INTEGRATED PLATFORM—OPERATIONAL EFFICIENCY

Smooth and seamless: high-efficiency business management and measurement

The integration of the PM system with the EHR improves practice operations significantly. An integrated platform increases efficiency, ensures better financial monitoring, and enables better provider/patient relationships.

A single-database schema enables healthcare organizations to configure unique and customizable corporate entities into a structure that aligns with regulatory requirements. A practice or group of practices can leverage an integrated PM/EHR platform to maintain a single database. This facilitates centralized processing and roll-up reporting, while advancing operational economies of scale. You can:

- Lower IT overhead with single database management

- Share demographic data and reduce double entry

- Conduct HIPAA-compliant MPI searches for patients from other practices

- Support a single chart while securing practice financial data

- Allow multiple specialties to co-exist on a single shared database

- Maintain continuity of data across a complex organization

Learn more about **NextGen® Enterprise PM** ›

Learn more about **NextGen® Enterprise EHR** ›

Welcome! Provide patients a digital front door

Integrating the PM system with patient engagement solutions, such as a patient portal, patient self-scheduling, and virtual visits raises the quality of the patient experience, which builds patient loyalty.

Digital patient engagement solutions do more than reinforce patient safety protocols. They also help meet consumer demand and sharpen the competitive edge to attract new patients. You can:
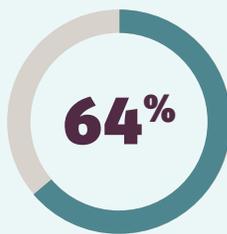
- Make it easier for patients to engage with their providers through virtual visits

- Motivate patients to take charge of their health through digital tools like remote patient monitoring

- Reduce no-shows with online patient self-scheduling and appointment reminders

- Enable patients to confirm information and complete forms before appointments

- Improve collections with easy online payment options

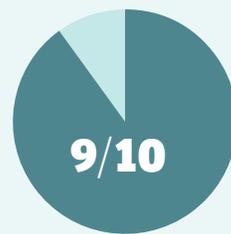Learn more about **NextGen Patient Engagement Solutions ›**

The more people are able to participate in their own healthcare, the better their health outcomes. The good news—patients want to be engaged in their healthcare. Technology makes this possible.
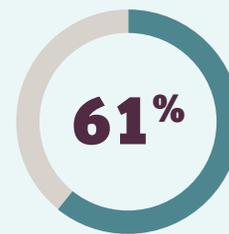
Consumer Digital Demand
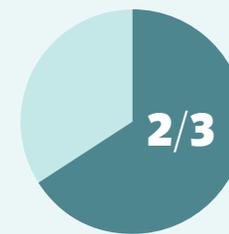
Statistic Source: HIMSS, MGMA, AMGA

64%
of patients would schedule online

9/10
of patients say digital services are important when choosing a physician

61%
of patients shared decision-making with their providers

2/3
of patients would switch providers for access to medical records online

According to the Sequoia Project, patient matching across organizations is highly inaccurate, with match rates as low as 10–30%

The Pew Charitable Trusts reported one in five hospital chief information officers say patients have been harmed because of record mismatches.

Doctor's offices and hospitals employ between 0.5 and nine full-time staff to manage mismatched or unmatched patient records, per data from The Pew Charitable Trusts and the Massachusetts eHealth Collaborative.[1]

Reap the full benefits of frictionless interoperability

- **Get a full view of the patient's record:** Use automation to connect faster and more effectively with hospitals, healthcare systems, and regional health information exchanges.

- **Manage referrals:** Make sure patients are electronically referred to in-network providers and thereby prevent financial losses from out-of-network leakage.

- **Communicate within an Accountable Care Organization (ACO):** The average ACO has more than 16 different EHRs operating in one small geographical region. If your practice is part of an ACO, our solutions can help you get data into and out of its systems.

- **Reduce duplicate orders:** Seamless data-exchange services work behind the scenes to prevent duplication of orders.

- Enhance your interoperability (APIs) capabilities.

- Receive patient information with clinical notes attached to CCDAs (from Carequality, HIEs, or direct messages) for a complete view of the patient's health.

- Incorporate lab results from CCDA for clinicians to review, which helps ensure efficient transitions of care.

- Maximize integration with apps that enable providers and patients to leverage APIs (application programming interfaces), which can help extend add-on services and support 21st Century CURES.

Learn more about **Mirth® Connect by NextGen Healthcare ›**

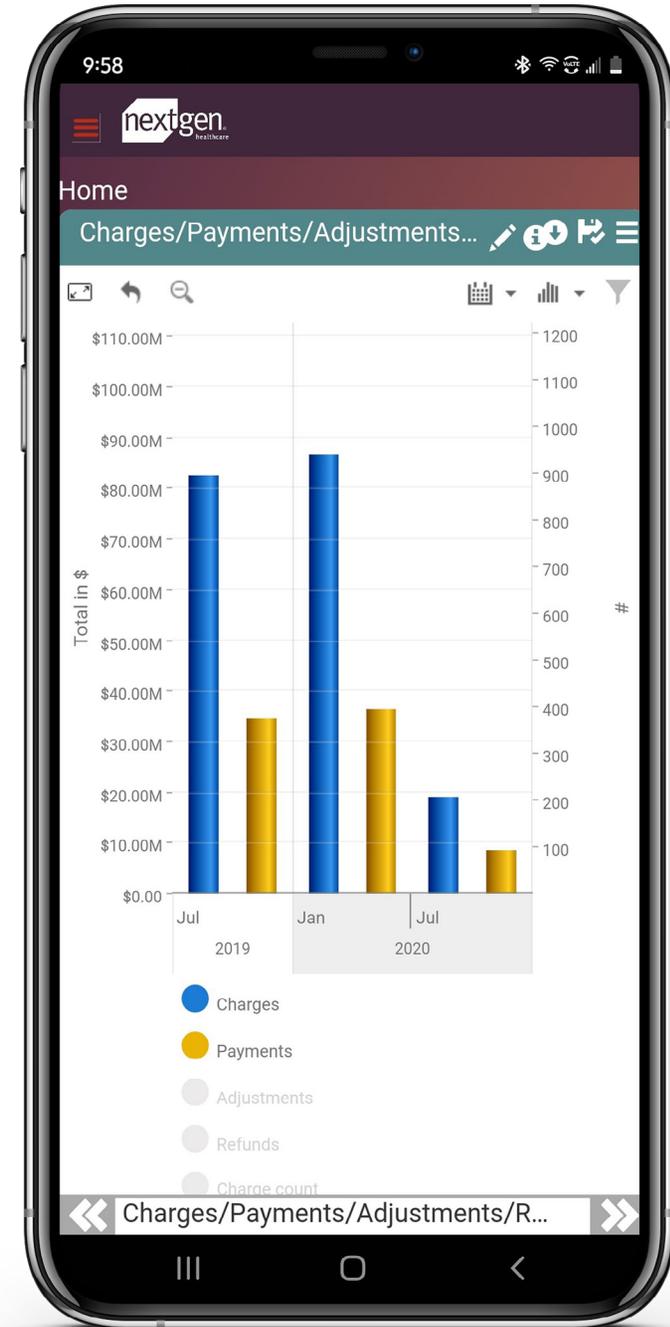# Make informed decisions with analytics and performance measurements

The right PM system provides a window into the key performance indicators (KPIs) to understand financial trends, identify critical issues, and capitalize on business opportunities.

Obtain accurate estimates

Cost estimation uses financial and insurance information to quickly determine the patient's responsibility, along with identifying an appropriate amount to collect pre- or post-service. The estimator accesses eligibility, contract, historical, financial, and reimbursement data to optimize estimations.

Reduce staff burden through automation

The automation of routine tasks saves time by reducing staff burden. Identify the manual tasks performed by your office staff. Is there a way to automate it? With the right PM system, automation can remove time-consuming, repetitive tasks, such as scheduling, billing, verifying eligibility, and claims processing.

Experience the undeniable value of hosting

Scalable, cloud-based hosting services can help reduce the burden of health IT maintenance, speed implementations, simplify upgrades, and cut technology costs significantly. With Amazon Web Services (AWS), you gain world-class security capabilities, along with system performance. This strategic move frees your medical practice or group to completely focus on the patient care, not IT management.

In addition to meeting regulatory requirements with the best security available from AWS, you have the agility necessary to grow or shrink operations according to business performance. Plus, your IT team will breathe easier with 24/7 support from a team of technical experts who are keenly familiar with your IT needs.

Learn more about **NextGen® Managed Cloud Services** ›

Benefits of AWS

Security and risk reduction

HITRUST Certification, advanced multilayered security, ransomware protection, and disaster recovery

Simplify and reduce complexity

Depend on the best data centers in IT with one place to manage performance

Scalability on demand

Grow or shrink in minutes to adjust to operational needs

Performance

Shared formulary, faster storage

Improved platform stability and maintenance

Versions, releases, fixes, formulary, and medication updates

Predictable cost

Turnkey package with per-user pricing

THE VALUE OF ONE INTEGRATED PLATFORM—FINANCIAL STRENGTH

Total cost of ownership

Missed revenue opportunities are alarmingly commonplace in the business of healthcare. Doctors in the United States leave approximately $125 billion on the table each year due to poor practices in medical billing. Effective revenue cycle management (RCM) requires a combination of strategies— advanced technology and support from an expert professional team.

Leverage end-to-end revenue cycle management solutions and services

Partnering with an RCM company can give practices access to greater expertise and superior technology compared to what is available to them on their own. Additionally, an RCM partner has the ability to scale operations and reduce a practice's expenses, especially when talent recruitment and retention is a major barrier to optimal RCM.

Even before the COVID-19 pandemic exacerbated longstanding challenges, healthcare leaders have been interested in revenue cycle outsourcing. For example, one survey found that demand for outsourcing of full RCM services increased by 48 percent from 2015 to 2019.

The uptick in demand for revenue cycle outsourcing services has opened the door for companies to compete for services. But not all RCM service providers are created equal. In fact, one-third of provider organizations end up regretting their choice, according to a 2019 KLAS market report.

What to look for in an RCM partner:

Specialty-specific services: The experience brought by the RCM services provider as well as knowledge of a practice's specialty is extremely important to finding the right partnership.

Access to technology: A main reasons why practices or groups choose to partner with a third-party organization for RCM is to access expertise and technology that would otherwise be unavailable to them.

Enterprise-level functionality: An RCM services provider should also support enterprise functionality to address the challenges associated with business growth.

Transparency: The right RCM partner can optimize RCM while providing helpful insights into business-related improvements.

Learn more about **NextGen® RCM Services ›**

Practice Highlights by the Numbers*

15%

15% increase in collection rate per encounter

25%

25% reduction in days to bill

24%

25% reduction in days to pay

55%

55% reduction in days to pay with NextGen® Charge Review Rules Engine

17%

17% reduction in total processing time

45%

45% decrease in denial rate

39%

39% reduction in days in accounts receivable (AR)

*Numbers above indicate real-world individual NextGen Healthcare client results

Get a big picture view for decision making

Accurate, timely reporting and analytics need to be formatted consistently. A strong foundation in data can help you:

- Measure practice financial performance, manage cost, and improve revenue

- Improve administrative efficiency and quality of care

- Mitigate the risk of revenue loss

- Analyze the effectiveness of claims management and evaluate

AR reporting features should be built into your practice management solution and should offer both ad hoc and automated reports.

Experience the same benefits practices and medical groups have with **NextGen® Financial and Operational Analytics ›**

Key reports

Timely reports give you a complete view of your revenue cycle. Use reporting to improve processes, spot trends, achieve KPIs, and identify issues that may hinder revenue collection. Examples of revenue cycle reports:

- **Monthly changes in AR** – provides information on beginning aging totals, charges, payments, adjustments, and ending aging totals

- **Insurance aging-less credits** – shows all open insurance balances without any credits (overpayments); also associates balances with their respective financial class— for example, Medicare, Medicaid, Blue Cross Blue Shield, UnitedHealthcare, Cigna, or other commercial payer

- **Patient aging-less credits** – this report shows all open patient balances, minus any overpayments

- **Bad debt AR** – outstanding patient balances that have been referred to collections

- **Receivables analysis** – identifies accounts receivables according to category— insurance, patient, and credits

- **Charges by financial class** – identifies the amount of charges sent to Medicare, Medicaid, Blue Cross or other commercial payer; provides information on where charges are sent for processing

- **Payments by financial class and date of service** – shows how quickly you receive payments from major payers after charges have been submitted

- **Service item summary** – services billed, organized by CPT code

- **Denials by reason code** – provides details on reasons for denial according to payer

- **Standard monthly reports** – any other reports that the board, practice management, clinical management, or other departments may need for monthly review and tracking

Integral role of population health

Population health has emerged as one of the few pandemic "silver linings" from a health IT perspective. As COVID-19 spread across the country, providers soon recognized this tool's power to identify at-risk patients and provide targeted communications.

Many providers use population health management tools to help maximize their quality scores in relation to their value-based contracts. They also leverage population health solutions to stratify risk in their patient population and conduct targeted outreach as the COVID-19 crisis persists.

Population health tools will increasingly play a central role in identifying cohorts of populations at a higher risk due to specific health conditions.

Population health management

A common goal of value-based care programs is improving the health of high-cost, high-risk populations. Achieving this goal requires individualized clinical insight in the context of a patient population. In order to support positive change, providers and healthcare organizations need solutions that help alleviate the operational and cognitive demands of delivering high-quality care and meeting burdensome reporting requirements.

A population health management solutions partner that can aggregate data from disparate sources, such as multiple EHR vendors on an agnostic basis, as well as assemble paid adjudicated claims data feeds from insurance plans, can help providers boost their ability to proactively manage care.
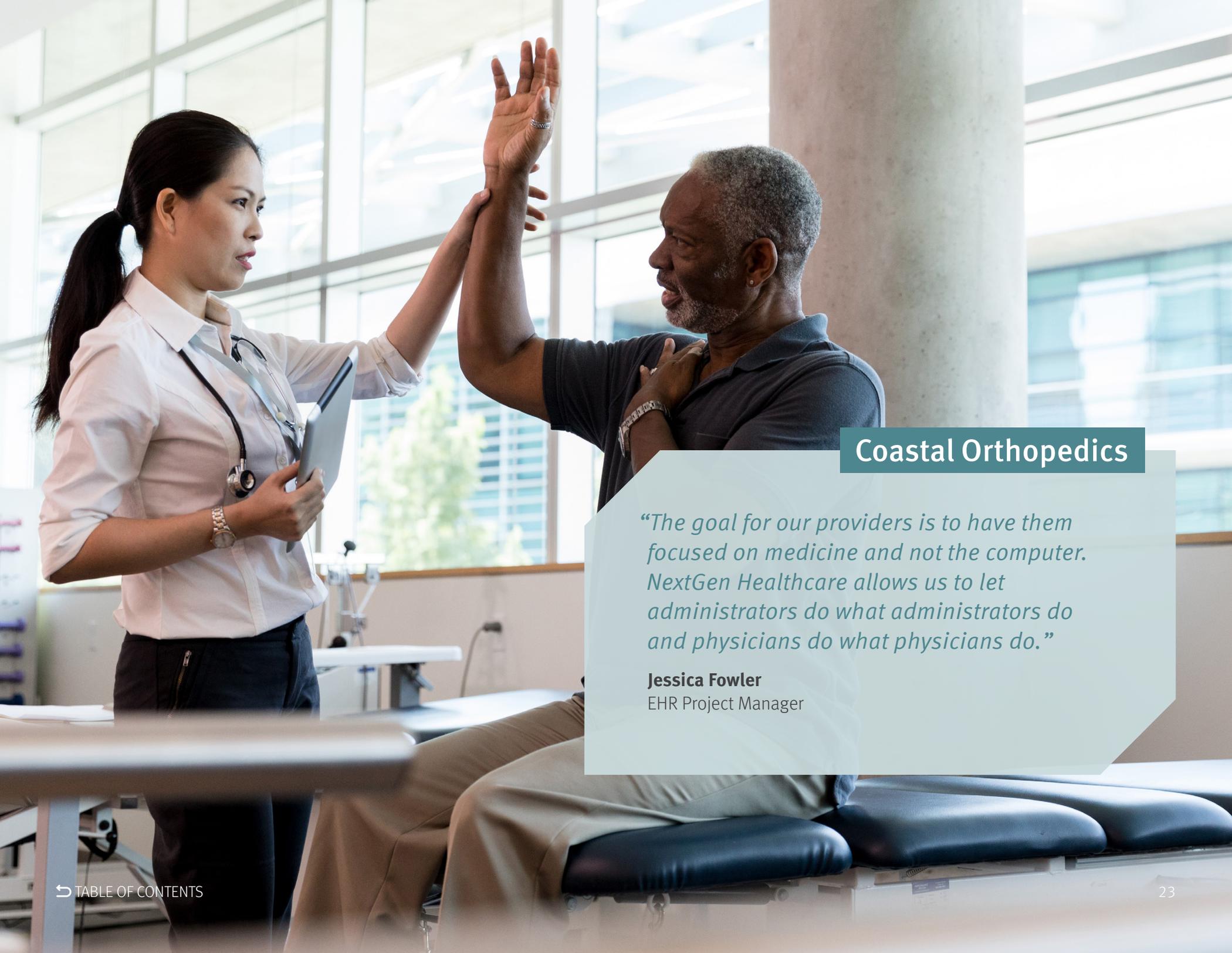
Data Optimization Drives Success

Your solutions provider needs to normalize, standardize, synchronize, and cleanse data so it is ready for the contemporary analytics required to be successful with value-based contracts.

Learn more about **NextGen® Population Health ›**

"We achieved an almost 50 percent reduction in total AR days outstanding working with NextGen Healthcare's revenue cycle management team."

Dustin Frey
Financial Director
Heartland Health Center

Coastal Orthopedics

"The goal for our providers is to have them focused on medicine and not the computer. NextGen Healthcare allows us to let administrators do what administrators do and physicians do what physicians do."

Jessica Fowler
EHR Project Manager

CHC of Snohomish County

"The data we can get out of one system in NextGen Healthcare will help us make better decisions, increase the bottom line, and provide an outstanding patient experience."

Ben Luety, CPA, MBA
Chief Financial Officer

> "We just had a meeting with representatives from one of the quality payment programs in which we participate. They told us our metrics are far better than their averages. I attribute that largely to NextGen Population Health solutions."
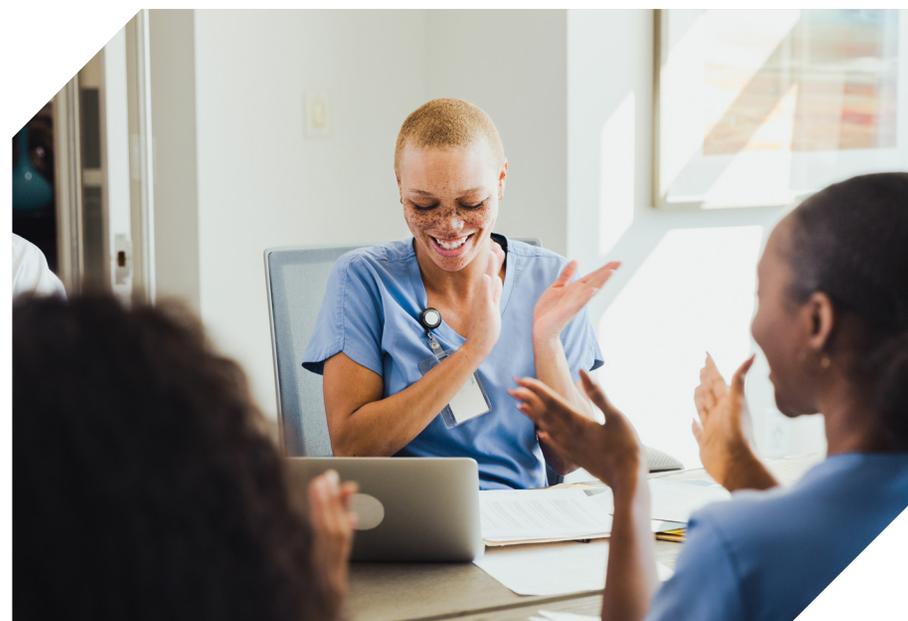
Verlin Janzen, MD, FAAFP
Medical Director, and Population Health Director
Hutchinson Clinic

THE PINNACLE: PEOPLE AND PLATFORM UNITY

Health IT that's evolving toward better

Care delivery has been evolving for decades—but the COVID-19 pandemic launched a dramatic shift in how patients, providers, and staff navigate healthcare. An integrated platform, backed by a team of health IT and industry experts, can help you overcome inevitable challenges and secure a more successful and sustainable future.

Ensure you have an integrated health IT platform backed by a dedicated partner to:

- Give providers more freedom to care for patients

- Improve the patient experience and offer greater access to care

- Deliver integrated physical, behavioral, and oral healthcare

- Provide expert service day in and day out

- Help your practice grow without limits: size, scope, service, and specialty

- Enable providers to:

  - Receive every dollar they earn

  - Share data when and where they want

  - Manage regulatory changes

RECOGNITION OF INDUSTRY-LEADING INNOVATION

For more than 46 years, NextGen Healthcare has designed and deployed solutions that empower our clients to transform healthcare. To date, our solutions have garnered many industry accolades, but we're most proud that our work has helped improve the lives of patients and providers.

We continue to innovate at the front lines of wellness, alongside our many client partners, to make healthcare better for everyone.

AWARD WINNING

HOW CAN WE HELP YOU?

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

Beyond our proven solutions, the services and support we provide make us part of your team and help you get the most out of your investment. **Act today. Thrive tomorrow.**

BELIEVE IN BETTER.®

1 The Importance Of Fully Interoperable Healthcare Systems, May 28, 2021, Erin Hays, Forbes Technology Council, Forbes, https://www.forbes.com/sites/forbestechcouncil/2021/05/28/the-importance-of-fully-interoperable-healthcare-systems/?sh=36664b1230ee

CO_120221_IntegratedPlatform

nextgen®
healthcare