

Arthritis Center of Lexington Thrives After Making the Big Switch

THE CHALLENGE

Arthritis Center of Lexington has been a community-focused, independent practice since 1997. They started with paper charts and struggled to deliver messages, stay organized, and foster office communication. They transitioned to an EHR years later, but in 2017 knew it was time to make another change. Providers were burned out by too many clicks and not finishing chart notes at the end of the day. After spending years frustrated with their previous EHR vendor's limitations, poor customer service, and instability—Arthritis Center of Lexington put their trust in NextGen Healthcare, formerly TSI Healthcare.

THE SOLUTION

They were able to launch during the summer and had a positive implementation process. There was background training through Zoom meetings and phone calls, and then the TSI team came on-site for a whole week. There was also extensive follow-up after Arthritis Center of Lexington launched. "TSI, they just hold your hand," said Heather Goodwill, chief executive officer at Arthritis Center of Lexington.

Quickly, the practice enjoyed the benefits of a trusted partner. With NextGen Financial and Operational Analytics, they saw a considerable increase in convenience and visibility. "I can get almost any sort of KPI that I need. It's very easy to pull analytics and stay up on your financial metrics with NextGen," said Goodwill. Sending out claims became easier with NextGen Healthcare. "Before, we were sending claims twice a week, and now we can send claims every day."

The largest process improvement Goodwill has noticed was with MIPS reporting. "Historically, I had a local business consultant who would come help me extract data and put it together in a package to submit annually. And now, with NextGen, we can go on our dashboards, pull it off, and it doesn't take very long, maybe an hour or so," said Goodwill.

Arthritis Center of Lexington pulls this data monthly and has an open practice-wide discussion. "We'll talk about it, you know? Are you hitting your metrics for COPD? Or would you like to focus on blood pressure? Do you want to do a big push on smoking cessation?" By measuring progress and aligning actions with goals every month, the practice feels in control and on a path toward better care.

CLIENT PROFILE

Arthritis Center of Lexington

Location: Lexington, KY

Background: This 8-provider, single specialty practice in Lexington, KY, provides healthcare for arthritis and other chronic joint pain. With patients all over the state, this practice places importance on being a community partner and staying independent.

NEXTGEN HEALTHCARE SOLUTIONS

- NextGen® Enterprise EHR
- NextGen® Financial and Operational Analytics
- NextGen® Share
- NextGen® API Solutions

HIGHLIGHTS



Went from sending claims twice a week to **every day**



Extracted MIPS reporting monthly, by themselves, in an hour



Reduced its medical records team by two full-time employees



Switched from in-office equipment to a cloud-based solution

Arthritis Center of Lexington needed more customization in clinical care and documentation before NextGen Healthcare. With NextGen Enterprise EHR, providers can configure their workflows and templates based on their practice's needs. "NextGen is super flexible. If you want it a certain way, you can usually get there," said Goodwill. Arthritis Center of Lexington was able to reduce its medical records team by two full-time employees. Those resources are now open and able to be used elsewhere.

With NextGen Healthcare's cloud-based solutions, Arthritis Center of Lexington could relax. "The cloud hosting environment is extremely stable, whereas with our previous EHR that was not the case. It would go down a lot and would have blackouts. I definitely think our providers feel like the product is reliable, which helps them," said Goodwill. Previously, they spent a lot of money on in-office equipment. They were scared of the risks and found the bulky equipment hard to maintain and costly. They are relieved to no longer have it.

Arthritis Center of Lexington appreciates that a real person answers the phone. When there's an issue, they notice follow-up that same day.

Originally, Arthritis Center of Lexington aligned with TSI Healthcare as their health IT vendor. Now that TSI is NextGen Healthcare, they are excited. "TSI just assured us that this is going to provide the same amount of client support that we were used to and help make customization in certain areas easier," said Goodwill.

"NextGen came into place because it helps us be a better community partner."

Heather Goodwill
Chief Executive Officer
Arthritis Center of Lexington



HOW CAN WE HELP?

Partner with us at **855-510-6398** or **results@nextgen.com**

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