

Delaware Valley Community Health Leverages Integrated Solutions to Help Communities in Crisis

For Isaiah Nathaniel, CPHIMS, chief information officer at Delaware Valley Community Health (DVCH), health IT should work similarly to a triangle offense in basketball. Systems should function in a symbiotic relationship to ensure the best delivery of care possible—especially in a pandemic.

Integrated health IT tools, population health, virtual visits, charge review rules engine, and connected health help DVCH achieve their mission in the evolving community health landscape.

POPULATION HEALTH

Identify patients at the chart level

DVCH was one of the 250 FQHCs across the country to receive the first wave of direct distribution of vaccines from the White House and HRSA. The practice required accurate information to administer the vaccine to at-risk patients quickly. With a snapshot of health at the community level, they addressed health disparities and other barriers facing COVID-19 vaccination administration.

Data generated from NextGen® Population Health helped DVCH identify and prioritize close to 60,000 people for vaccination administration in Philadelphia and Montgomery Counties.

“Some members of our underserved communities don’t have access to the technology needed to sign up for the vaccine,” said Nathaniel. “With our population health tool, we can identify where these patients are, down to the chart level; you don’t get any better than that in a pandemic.”

With a primary objective to ensure vaccination equity, DVCH successfully vaccinated more than 10,000 people since receiving its first shipment of vaccines and continues today to administer vaccines at four clinic sites.

“You can’t do that without actionable population health data,” said Nathaniel. “You can’t do that without understanding where your community and your relationships are.”

Data needed at the point of care

Nathaniel also leveraged NextGen Population Health to give providers all the information they need during the point of care. This vital data is integrated with their charts, which makes care coordination more efficient.

CLIENT PROFILE

Delaware Valley Community Health, Inc.

Locations: Eight Federally Qualified Health Centers (FQHCs) in Southeastern Pennsylvania

Services: Adult internal medicine, optometry, behavioral health, pediatrics, women’s health, OBGYN, podiatry, dental, and medication-assisted treatment (MAT)

Mission: For more than 50 years, Delaware Valley Community Health has delivered affordable and accessible care to uninsured and underinsured patients.

NEXTGEN HEALTHCARE SOLUTIONS

- NextGen® Enterprise EHR
- NextGen® Enterprise PM
- NextGen® Population Health
- NextGen® Charge Review Rules Engine
- NextGen Virtual Visits™
- NextGen® PxP Portal
- NextGen® Patient Self-Scheduling
- NextGen® API Solutions
- NextGen® Share
- Mirth® Connect by NextGen Healthcare
- NextGen® Financial Analytics
- NextGen® EDR
- NextGen® EDI Eligibility Verification
- NextGen® Mobile Solutions
- NextGen® Remote Scribe Service

HIGHLIGHTS

60K

Used data to identify and prioritize nearly **60,000 people** for vaccinations



Used **geospatial coding** to plan health education initiatives

42K

Saw approximately **42,000 patients** via telehealth in 2020



Kept more than **300 staff members** and providers employed during the COVID-19 crisis

“Typically, our doctors see about 19 to 21 patients each day,” said Nathaniel. “To keep them up to date with the latest patient information, there are identifiers at the chart level, such as hierarchical condition category (HCC) and adjusted clinical groups (ACG). All the actionable items providers need are easily accessible when engaging with the patient.”

Data used to initiate positive change

Nathaniel pointed out how they leverage the geospatial coding feature in NextGen Population Health to link health data to specific zip codes. DVCH leadership uses this data to determine allocation of resources to meet communities’ healthcare needs. For example, executives see the need to conduct hypertension or diabetes classes in a particular set of zip codes based on provider chart notes summarized into actionable data for strategic planning.

As another motive to use patient information to invoke positive change, data generated from claims information helps DVCH reduce admission and readmission rates of regional hospitals.

“One of our reoccurring strategies is to lower the number of people going to the hospital,” said Nathaniel. “This reduction supports our revenue sharing process and impacts our value-based care model. As a result, we can increase investments in our staff, the community, and continue to hire from our neighborhoods.”

CHARGE REVIEW RULES ENGINE

Ensure category-appropriate vaccination

In the vaccination administration process, DVCH uses NextGen® Charge Review Rules Engine to determine best practices to administer, test, and bill priority patients with severe health conditions who use Medicaid, Medicare, or commercial insurance.

DVCH uses the Charge Review Rules Engine to make sure current procedural terminology (CPT) and International Statistical Classification of Diseases and Related Health Problems 10th Revision (ICD-10) codes automatically drop in at the point of care. This ensures the vaccination process is category appropriate. For example, patients 65 and older with type I diabetes or COPD are prioritized to get vaccinated regardless of their insurance situation.

VIRTUAL VISITS

See vulnerable patients when doors are closed

When DVCH had to close their doors during the early stages of the pandemic, they selected NextGen Virtual Visits™ as a means to stay connected with patients, particularly those with severe conditions.

“I made sure our telehealth solution was able to integrate with the chart and funnel data into Population Health,” said Nathaniel. “We needed a virtual visit tool that’s equitable for the entire continuity of care, not just for a single purpose.”

For example, providers can see inside the homes of patients and get non-conventional clarity on clinical issues in the social determinants of health area of the patient journey not normally seen.

Despite being closed for six months in 2020 and not providing dental services, DVCH saw approximately 42,000 patients via telehealth (only a 7,000 drop in patient visits from the previous year when there were 50,000 duplicated and 71,000 unduplicated visits).

“If you don’t have the technology, if you don’t know where your patients are, if you can’t reach out to them, you don’t have a business.”

Isaiah Nathaniel, CPHIMS
Chief Information Officer
Delaware Valley Community Health

CONNECTED HEALTH

Stay in charge of how you share data

As the public health crisis continues, DVCH depends on Mirth® Connect by NextGen Healthcare to share data with state and local governments.

“The data from patient visits funnels into our health information exchange (HIE) and Population Health,” said Nathaniel. “Our entire continuity of care works well within NextGen Healthcare’s technology stack.”

Remain productive in uncertain times

As worries of job loss rose among healthcare workers due to the economic fallout of the pandemic, DVCH was able to keep their more than 300 staff members and providers employed and meet the community’s care needs.

“We stayed productive. You can’t do that without technology being able to handle demands,” said Nathaniel. “That’s the impact of having a system effective both inside and outside of the office.”

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HOW CAN WE HELP YOU?

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