

THE GREENWAY EXPERIENCE

Meeting the needs of primary care

Primary care practices conquer the industry

Key benefits/outcomes

- Effortlessly prepared for ICD-10
- Identified care gaps with population health solution, Greenway Community
- More easily participated in a patient-centered medical home (PCMH) by using clinical alerts
- Equipped to provide quality outcome information to better negotiate reimbursement contracts with payers

Solutions featured

Prime Suite

Greenway Community

“Clinical alerts in Prime Suite have made it easier for me to participate in a patient-centered medical home.”

Yolanda Marcos, M.D.
Marcos Medical Care

Challenge

To overcome industry initiatives such as population health, value-based reimbursements and ICD-10, practices must anticipate changes and adapt quickly — which is why Marcos Medical Care and South Tabor Family Physicians needed a practice management and electronic health record (EHR) partner that was prepared to meet primary care practices' needs.

“As regulatory changes come through, Greenway is always looking ahead,” said Jason Steeprow, chief operating officer at South Tabor Family Physicians. “They have resources we don’t have and use them to foresee change and prepare.”

Staying proactive to benefit the practice and the patient

Primary care practices qualify for various value-based programs, which present unique opportunities to increase profits by demonstrating improved patient health outcomes.

“Clinical alerts in Prime Suite have made it easier for me to participate in a patient-centered medical home,” said Dr. Yolanda Marcos, Marcos Medical Care. “I can set an alert for diabetics with A1C levels over nine, run reports based off of the results and ask those patients to come in for care. Alerts remind us to tell patients about treatments they require, so we can ask to get them done today.”

With the right tools at Dr. Marcos’ disposal, even breaking lifelong unhealthy habits became possible.

“Where we’ve really seen a difference is tobacco cessation,” said Dr. Marcos. “And each time a patient comes in, I bring it up because of the alert. It gets to a point when I’ve asked so many times that patients finally say, ‘This sounds important. Let’s talk about how I can quit smoking.’ And that has been very personally rewarding to me.”

On track for ICD-10

When it comes to preparing for Oct. 1 and the mandatory transition to ICD-10, many healthcare leaders are feeling the pressure, but not Jason Steeprow.

“Greenway Health and our clinic are prepared,” he said. “Our coding and billing staff are prepared. We’ve run tests with payers, and Greenway is set up for us to do that. The fact that Prime Suite is running ICD-9 and ICD-10 together means we’re able to code based on ICD-10 now.”

How much hard work was involved in the practice’s ICD-10 preparation?

According to Steeprow, none. “We ran the update in Prime Suite, then there was really nothing left to do but code.”

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Improving the health of communities

As healthcare compensation shifts from volume- to value-based payments, practices must focus on improving patient health outcomes, which can require significant workflow changes.

"It's about population management," said Dr. Marcos, "not episodic care where, for example, we're waiting for patients to come in, so we can treat their diabetes and check their A1C levels. It's about shared decision-making and how we can work better together as a unit."

South Tabor Family Physicians is implementing Greenway Community, a population health management solution, to identify and manage gaps in care.

"Normally, providers have to wrack their brains every visit with every patient. Our clinical staff has to scour the charts to make sure we know exactly what we need to get the patient scheduled and remind them to come back in," Steeprow said. "But if we can offload that and feed it into Greenway Community to document and take care of all that, we can take care of the patient and focus on what they need."

In addition to improving care quality with Greenway Community, practices can use Greenway Community data to negotiate better payer contracts.

"If we can't give our payers the quality outcome numbers they need, they lose funding from CMS, and we lose the payer contract," Steeprow said. "Greenway Community will give us a massive edge. When we're able to provide our improvement over quarters, our commitment to improving quality measures, and how we're impacting cost for them and health for our patients, that's going to open up doors for the payers. And they're going to start negotiating with us a lot more reasonably."

To learn more about how Greenway Health customers use our solutions to coordinate and improve cost-effective, high-quality care, visit greenwayhealth.com.

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