HOW TO IMPROVE CARE WITH A COMPREHENSIVE VIEW OF YOUR PATIENTS

A case study guide on health information exchange in Colorado – a new way to access critical patient data
Having accurate clinical data at the point of care helps inform clinical decisions while improving the patient experience. Yet, many physician offices still rely on fax, email and phone calls to access critical patient information such as discharge summaries, lab test results, imaging and prior medical history.

These manual, time-consuming processes are highly inefficient and prone to errors. They also lead to duplication of tests, delays in treatment, gaps in care and increased costs. More importantly, these manual processes can negatively impact outcomes and patient satisfaction and, ultimately, reimbursement.

Fortunately, there’s a better way. Healthcare organizations across Colorado have joined the CORHIO network, giving them access to the most complete, up-to-date patient information from any any device connected to the Internet—right at the point of care. Physicians can now get full visibility into hospital admissions, discharge records, emergency department visits and care received from other providers—even those out of network.

Joining the CORHIO network eliminates the need to implement and maintain expensive connections with multiple hospitals, physicians, labs, imaging centers and more. Providers get all the information they need from a single secure portal, without faxing, emailing and calling.

Following are four success stories of innovative providers and how their organizations—and patients—have benefited from their partnership with CORHIO.

- EMPOWERING CASE MANAGERS TO COORDINATE CARE AFTER ED VISITS
  Hopelight Medical Clinic, Primary Care

- DELIVERING BETTER CARE FOR UNDERSERVED STUDENTS IN SCHOOL CLINICS AND SIMPLIFYING QUALITY REPORTING
  Kids First Health Care, Pediatric

- IMPROVING PATIENT CARE AND REIMBURSEMENT
  Mayfair Internal Medicine, Primary Care

- ENHANCING PATIENT CARE, COORDINATION AND REPORTING THROUGH COVID-19 AND BEYOND
  CareMore and Aspire Health, Primary Care Network
EMPOWERING CASE MANAGERS TO COORDINATE CARE AFTER ED VISITS

Hopelight Medical Clinic

Hopelight Medical Clinic provides family medicine care with the goal of developing ongoing relationships with their patients. Hopelight Medical Clinic serves as the essential medical providers for the greater Longmont community who are uninsured, are on Medicaid or Medicare or do not have access to other providers regardless of their background, creed or beliefs. This includes young adults, families with children and adults with chronic diseases.

Hopelight Medical Clinic relies on CORHIO’s PatientCare 360® online portal. Christa Peacock, the clinic’s case manager, uses the portal to look up each patient on her list. “I go in and find out how many times they've been in the hospital, how many times they've been in the emergency department,” she says. “For one client, we found out she had a pattern of seeking emergency department care and was requesting medication each time. I was able to bring in mental health support and help her manage symptoms the right way.”

Because Hopelight Medical Clinic works as a central point for their patients – getting them help from appropriate resources like a free clinic, a senior center or a behavioral health provider – any information they can find on the gives valuable insight. “I've even found records from emergency department visits up in Summit county,” says Peacock.

“One of my clients was 19 years old and I found some information through Children's Hospital that he already had a social service person assigned to him. We put our heads together to figure out how to best support this kid.”

Before she had access to the CORHIO database, Peacock had to make lots of phone calls and rely on the patient’s recollection of their medical histories, which was challenging. “Now I can quickly access in CORHIO the face sheets, labs, H&P and discharge summaries and make that part of my client’s record with us. I've had to wait up to 7 days for records before using CORHIO, so this is really helpful.”

Christa Peacock, Case Manager
Hopelight Medical Clinic
DELIVERING BETTER CARE FOR UNDERSERVED STUDENTS IN SCHOOL CLINICS AND SIMPLIFYING QUALITY REPORTING

Kids First Health Care

For more than 40 years, Kids First Health Care has brought low-cost, high-quality pediatric healthcare straight to schools to reach children who need their services most. The non-profit runs two community-based health centers and six school-based health centers in Adams County and serves approximately 4,000 children annually. The middle schools are each staffed by a nurse practitioner and medical assistant. The high school staff also includes health educators and medical front desk staff. The majority of patients are covered by Medicaid or CHP+, while 17% are uninsured.

Kids First Health Care joined the CORHIO network in 2015 and relies on PatientCare 360® to access patients’ records, generate Continuity of Care Documents and to make sure immunizations are included in students’ medical records. Kids First Health Care ensures coordination among all members of the care team, even providers outside the school-based health center.

Kids First Health Care also relies on CORHIO to help them submit electronic clinical quality measures (eCQMs) for use within Medicaid, Medicare, and other advance payment models.

“In the world of everything being electronic and everyone using isolated, separate systems, the benefit of having a place with all the information is important for overall patient care. The more pieces of a patient’s prior story we have, the more we can integrate care.”

Catherine Schurger, CPNP, Assistant Medical Director of Kids First Health Care

“Being a very small organization without a dedicated IT staff makes it difficult for us to work within the EHR for all the deliverables we need to meet. CORHIO supports a lot of the back-end work and we chime in when needed. Without CORHIO, we could not do this work at the same level,” Schurger says.
IMPROVING PATIENT CARE AND REIMBURSEMENT

Mayfair Internal Medicine

Mayfair Internal Medicine is a medical group that has served the Denver area for more than 25 years. The practice, which serves 3,000 patients, was an early adopter of electronic health records (EHR) systems, moving away from paper records years ago.

“Our providers have always been pioneers and they’ve instilled that into our team and into the overall culture of our office,” says Tiffany Martin, who has served as Mayfair’s office manager since 2008. Martin says their practice “jumped on the bandwagon right away,” implementing eClinicalWorks EHR and demonstrating 90 days of meaningful use within the first year of eligibility.

“Over the years, we kept learning about and joining other innovative programs. When we heard about Colorado Care Partners value-based contracts, we knew we wanted to be a part of it,” she says. Participation in the APM opened the door for Mayfair to access additional free or low-cost resources and incentives – including services offered by CORHIO – to help track and report on required milestones like quality improvements.

In fall 2018, Mayfair joined CORHIO’s Notifications pilot program, which sends batched or real-time notices about patient ED visits, hospital admissions or discharges. Within the first year, the practice had begun seeing an overall decrease in alerts, primarily due to improved care coordination efforts.

“We’re now able to go in and look at emergency department and hospital discharges and reach out to patients with a phone call within two business days of discharge,” Martin says. “We’ll call and say, ‘I noticed you were in the ED, did you know you can call us first?’ Or, ‘Or, if a patient goes to the ED for a condition like a UTI, we’ll discuss the difference between urgent and emergency care.’”

The CORHIO Notifications solution has also been an effective tool to improve overall care coordination, Martin says. “We had a patient who went into the emergency department and was admitted to the hospital, where she ended up having a toe amputated, but we never received a discharge summary. Upon discharge, she had trouble managing her medications and was not set up with home health care services,” she says. “Because of Notifications, we were able to intervene, reconcile her medications, get her home health, and ultimately, we saved her

“The entire CORHIO implementation team has been phenomenal; they are very supportive and knowledgeable.”

Tiffany Martin, Office Manager
Mayfair Internal Medicine
ENHANCING PATIENT CARE, COORDINATION AND REPORTING THROUGH COVID-19 AND BEYOND

CareMore and Aspire Health

CareMore and Aspire Health, an integrated care delivery system, serves approximately 3,000 high-risk Medicare patients with complex needs in Metro Denver and surrounding areas. They also act as an extension of primary care in the state, providing chronic disease management and a 24/7 on-call medical advice line.

CareMore and Aspire Health began using CORHIO Notifications and PatientCare 360® in 2019. The care delivery system recently implemented CORHIO’s COVID-19 Lab Notifications in their Colorado region as part of the direct response to the coronavirus pandemic.

“When we see patients showing up to the emergency department for needs that we can manage virtually or in the home, we reach out to let them know we are available to help,” says Bruce Smith, MD, FACP, CareMore Health’s Colorado associate regional medical officer. “As patients understand that we are here to address urgent needs as well as chronic medical problems, they call us first to avoid unnecessary trips to the emergency department.”

Information from CORHIO tools help the Colorado team brainstorm appropriate interventions to care for patients based on their needs. The COVID-19 Lab Notifications, as well as PatientCare 360, inform weekly huddles where the most high-risk patients are discussed, and the multi-disciplinary care team determines the best way to support patients’ unique medical, social and emotional – and sometimes financial – needs.

“Notifications enables us to reach out to patients regardless of their test results, to discuss additional programs and services available to them and offer our support.”

Lizzy Kneller
Community Health Worker
CareMore
GETTING STARTED WITH CORHIO

CORHIO’s PatientCare 360® is a secure web-based portal that many physician practices and health clinics rely on to get real-time patient information to better coordinate care. It saves valuable time spent making phone calls, culling through stacks of faxed documents, and tracking down information.

PatientCare 360 enables physicians to query patients and access their medical histories and data from multiple hospitals, medical labs, imaging centers, other providers and more. Information includes:

- Lab, pathology and radiology results
- Admit, discharge and transfer (ADT) information
- Transcription and consult reports
- Medication, allergy and problem information
- Care summary documents

Streamlined Implementation

CORHIO has a streamlined implementation process to make it as smooth as possible.

- Regular meetings and open conversations with implementation experts to keep you informed every step of the way
- Consultation and complete project management to keep the process moving forward
- Staff training
- Ongoing support to ensure you get optimal benefit from CORHIO
ADDITIONAL CORHIO SOLUTIONS TO GAIN MORE PATIENT INSIGHT

CORHIO Notifications provide real-time alerts of hospital visits (admit, discharges or ED) and lab results for active patients in your organization. Practices send CORHIO a patient or member list and we return to you the most current data available from our large network of providers.

- Save your care managers time in coordinating patient care, such as follow-up treatment or medication review
- Increase follow-up and care coordination reimbursements from Medicare and other entities
- Review more detailed records from your patient’s recent encounter via our secure web-based portal

“Before technologies like CORHIO were available, you would spend hours just literally going through document after document – scanned documents, faxed documents – and extracting what you need for each visit. Today, with CORHIO, all that information is at our fingertips.”

David Glow, Director of Information Systems at Boulder Medical Center

CORHIO EHR Results Delivery routes patient data automatically to the electronic health record system based on provider. The results are in real-time from hospitals, laboratories, imaging centers and more.

- Results are customized to include specifically what your organization and providers want to see
- Delivers patient results at the point of care within provider workflow
- Integration with many of EHR vendors, including Amazing Charts, GE Centricity, NextGen, Athena and Allscripts

“The CORHIO interface is awesome! We receive hospital records every day from various hospitals directly into our patient charts and they’re reviewed by my physicians that same day. This saves myself and my staff hours of time.”

Stephanie Elliott, Practice Manager, Complete Family Medicine

Contact CORHIO to get started today. Reach out to us via info@corhio.org or 720-285-3200. Visit our website www.CORHIO.org to learn more.