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## ACTIVATING Community Healthcare



November 2020



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Leaders from community healthcare systems share their journeys in choosing and implementing new solutions. They discuss how they achieved stronger care outcomes and thrived as organizations. Our experts also explore the powerful benefits of solutions like single platforms and cloud technology, and how community providers can thrive from innovations they create themselves.

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# Community health providers deserve powerful innovations

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Community health organizations are often the main providers for their areas. They cover large, diverse geographies and populations that tend to be low-density and scattered. They offer acute and ambulatory services, covering immediate, basic healthcare needs of patients while triaging them for more specialized care. Given the large and disparate ground they cover, these organizations need unified, efficient systems that make the most of frequently limited resources.

Depending on their exact sizes and locations, as well as the demographics and needs of the patient populations they serve, community hospitals have varying access to healthcare technology. Due to the human and financial cost of implementations and upgrades, some depend on solutions that have already been long in place. They risk relying on outdated or inadequate technologies, exacerbating clinical, financial and security challenges.

In fact, community organizations need exactly the same scope and power of technology used by large academic medical centers. Their standards of care are equal, and the ability to quickly diagnose and treat patients may be even more critical in the community setting. The need for technology innovation, particularly given patients' growing expectations as mobile consumers, is also the same. Especially in settings where patient access to providers may be limited, offering them health technology that matches their user experiences in banking or shopping is key to keeping them engaged. Usability for clinicians, through mobile capabilities and voice activation, supports stronger focus on delivering care and the efficient

completion of tasks. Demand and use for intelligent cloud-based platforms is also increasing for everyone involved in the care journey.

These features are becoming essentials rather than "nice to haves." Still, the cost and upkeep of capable systems may seem prohibitive to community budgets. But smaller-scale, cloud-based solutions, which have exactly the same functions as those used by larger health systems, do exist. Once implemented, they improve care delivery, strengthen security and increase revenue performance, saving costs and maintenance in the future. They also enable community organizations to innovate toward their own specialties and needs, developing their own abilities to care for their populations with efficiency and accuracy.



For more information on what makes community providers unique and how they've adapted to serve patients at the bedside and from a distance, listen to our podcast on [Building Community Hospital Resilience](#) with Allscripts Dr. Mark Pratt.

# Community Hospitals: 7 Things to Look for in an EHR

Community hospitals are juggling the needs of providers and staff, addressing shrinking margins, and sustaining community relationships. However, an EHR makes it possible to meet all of these challenges while still keeping up in the rapidly changing world of healthcare.



With Sunrise™ Community Care, you can deliver more efficient and comprehensive patient care. Our new EHR as a service builds a single patient record with integrated ambulatory and patient engagement solutions on a managed cloud-deployed platform.





## A single patient record sustains overall community health

Paul Minton, Vice President EHR Hospital and Health Systems Solutions, Allscripts

**S**afe and well-coordinated care delivery is crucial in a community setting, in which both data and patients may be scattered across a large area and many provider facilities. Maintaining a single platform is critical in delivering the best care possible.

Community organizations often provide both ambulatory and acute care in their areas. They serve patients with a wide range of healthcare needs who may be frequent users of inpatient or outpatient services, or conversely, those who rarely seek care in person due to access issues or other factors. In these circumstances, even records for individual patients can be fragmented across care vectors. A single platform brings patient information together and keeps workflows unified, helping clinicians maintain steady, integrated care in disparate circumstances.

Maintaining a single patient record across a system's facilities streamlines all

information into one digital application, one workflow and one implementation strategy. This mitigates frustration for clinicians and patients by using paper processes, preventing repetitive information or confusion when it is manually tracked. It simplifies bedside care delivery as providers can click a single tab to immediately see a patient's entire history, including any concerning patterns or need-to-know issues. It also strengthens remote care by keeping that information readily available.

Several functions of a single platform have shown improved usability scores when implementing, and users can complete individual tasks with relatively fewer steps. Standardized workflows and availability of information also streamline long-term care planning and goal setting at the organizational level. A unified implementation strategy ensures a smaller investment and a shorter onboarding process, as well as a reduced need for maintenance and support.

Community organizations have cited enormous success and enthusiasm among their clinicians upon adopting a single platform. Clinicians love logging into a single application, then getting all the patient information they could possibly need without having to coordinate different sources. The system also lets them complete tasks to treat patients quickly, before moving on to the next one. This hugely relieves burden for the individuals while adding tremendous value for the organizations.

All the benefits of a single platform directly address the needs of community organizations. A single platform unites data from disparate sources into one workflow, enables care providers to be more efficient and improves clinical throughput. It also opens up time and energy for innovation. When built on the cloud and driven by data, a single platform empowers providers to achieve the next level of care delivery.

## How One Patient, One Record improved documentation and captured missed revenue

Nestled in the northwest corner of the Dallas-Fort Worth metroplex, Wise Health System is building a comprehensive network of specialized services to meet the region's current and future healthcare needs. With 15 facilities serving patients across 13 counties, and a patient rating score of 4.69 out of 5 (21,177 ratings), Wise Health System offers a full suite of services from bariatric surgery to wound care.

Before implementing Sunrise™ Financial Manager for both acute and ambulatory services in 2019, the hospitals' and physicians' offices ran on different systems, creating challenges and an inability to effectively manage accounts receivable. With the single platform solution, Wise created a singular, integrated patient record. Moving to the philosophy of One Patient, One Record, physicians splitting their time between patients in the hospital and ambulatory offices could properly document all procedures performed, regardless of location.

"From a physician standpoint, they're busy, and they had to document procedures performed at the hospital before they went back to the clinic for the rest of the day," said Lynn Giddens-Branscom, Vice President of Revenue Cycle and Audits at Wise. "If they don't have a good system in place to communicate what they did at the hospital, you're going to miss a lot of notes and charges. By having an integrated platform, it allows us to better document what they do on the acute side and put processes in place so that we're capturing all the revenue and billing for it."

### Improving efficiency for frontline workers

These benefits extend beyond those for physicians. Wise's frontline staff members cite Sunrise Financial Manager's ability to easily update accounts through various stages of the revenue cycle process as one of their favorite features.

Previously, if billers received an edit for a modifier, they would use the hospital email system to notify the coder and then log the requested edit into a spreadsheet to keep track of the responses. But with a custom-attributes feature, billers can update the attribute and it is

automatically sent to the coder queue, reducing coding errors and ensuring its progress can be tracked and managed.

Another favorite feature of the solution is the ability to data dive—mining data, generating reports, identifying trends—in a system with the flexibility to quickly implement necessary changes as a result of that data. "It has provided us with the agility to respond to various circumstances, most recently the COVID-19 pandemic," said Giddens-Branscom. "Because of how Sunrise Financial Manager is configured and built, it made it very easy for the IT team that supports me to quickly make the changes that were needed." With Sunrise Patient Financial Manager, Wise set up a telehealth system and COVID-19 drive-through testing sites in two weeks. This was an unprecedented turnaround for services during an evolving and stressful event.

Sunrise Financial Manager enabled staff to work remotely during the pandemic, helping workers remain healthy and safe while saving office space in the process. "You often hear that 'time is money,' but in some facilities with a lot of space, space can be money as well," said Giddens-Branscom. "We were laying the foundation of moving our billers and collectors to remote staffing before the pandemic, but because of the functionality of Sunrise Financial Manager, we were able to do it much quicker and thereby saving money by saving space."

Finally, as with all Allscripts solutions, Sunrise Financial Manager comes with a strong Allscripts partnership. "The overall Allscripts experience really lends itself to the overall patient experience that Wise hopes to provide for our community," said Giddens-Branscom. "We've worked through this together, and it's never felt as if we were left out on our own to figure it out. It is really a true partnership in addressing our issues and helping us make the best decisions for our organization. If I had to review the same products again, I would still choose the product we chose."

# Transforming community care delivery with cloud-based solutions

Lisa Khorey, Chief Client Delivery Officer, Allscripts

If we combine cloud technology, productivity and collaboration tools with powerful clinical decision support, we can deliver an electronic health record experience to community clinicians and patients that drives collaboration and reduces waste. In a time when these providers are facing especially unprecedented financial challenges and obstructions to patient access, solutions like these are critical. Strong data sharing and a full patient record, which can be achieved by harnessing the cloud and its unique benefits in HIT solutions, clears the path to improved care.



We were excited to recently announce Allscripts has extended our long-standing strategic alliance with Microsoft for the next five years. This makes Microsoft the cloud provider for Sunrise™ EHR, enables the development and delivery of further cloud-based health IT solutions, and creates a more seamless and highly productive user experience for our clients.

We expect these developments to positively affect patients in community and rural U.S. hospitals, which have been especially impacted by COVID-19. Community providers, who may have

particularly suffered financially, will benefit from efficient systems and advanced revenue cycle management.

At an industry summit in 2020, Microsoft cited outcomes its technology offers all healthcare providers, including improved cybersecurity, organizational performance and cost, and user experiences for clinicians and patients alike. Microsoft is also dedicated to faster interoperability and overall innovation. As partners, we hope to continue opening co-innovation opportunities to help transform healthcare with smarter, more scalable technology, not only throughout this year but into the future.

Cloud-based solutions already support many of those benefits beyond on-premise versions. Our solutions built on Microsoft Azure Cloud will provide enhanced cyber safety, faster deployment and more resiliency. Azure Cloud helps us easily integrate voice and location services, or collaboration tools like Microsoft Teams and visualization tools such as Power BI. The cloud-based solution will also feature expanded analytics and insights functionality that includes devices and signals using the Internet of Things.

Overall, our partnership with Microsoft is focused on improvements for clients ranging from organizational effectiveness to clinical usability and patient experience. Care teams can obtain the right information at the right time, resulting in the right decisions for treating patients. Clinicians will be able to manage the “interruptions” to care delivery they cite as seriously detrimental to their user experience. In addition to an improved experience, patients who may have difficulty accessing in-person care can view and control their health

records through the cloud-based version of Sunrise EHR, enabling them to support their own better health outcomes.

Other Microsoft tools will further support practical functionality of care. Platforms like Microsoft Teams enable clinicians to find new and efficient ways to collaborate with each other without compromising the traceability of the EHR. Mobile functions will also be crucial in delivering the right information, at the right time, on the right device for clinicians and patients. The cloud factors in here, too, as it accelerates our ability to make visible the data we already have. For further functions, the cloud-based Sunrise solution will offer a marketplace for healthcare apps and third parties to easily integrate with a hospital’s EHR.

The COVID-19 pandemic will change how healthcare is delivered, especially patient expectations. Telemedicine has become a regular practice for many clinicians, who are now comfortable working across venues, and patients, who are now accustomed to receiving and tracking their own data. Provider organizations around the world desire innovative, interoperable and lower-cost IT solutions that meet the needs of this new normal.

Cloud-based solutions, along with mobile options, and telehealth functionality—these are the foundational tools for not just the future of healthcare, but the present. In collaborating with Microsoft, the leader in the public cloud sector, Sunrise will continue efficiently delivering the tools caregivers need to improve the performance of their organizations and the health outcomes of their patients.



# Top 3 tips for successful IT implementations at community hospitals

Dr. Mark Pratt, Director of Solutions Management, Allscripts

The challenges healthcare organizations face today are many, and they are constantly changing. Over the first few months of COVID, we saw profitable, elective surgeries drop by 70%, and layoffs of up to 75% in rural community hospital networks amid thin margins.

It's a challenging time for the legacy healthcare delivery model. The right IT partner with expertise in delivering enabling, impactful technologies and services can help. Community hospitals need new ways to ensure successful IT implementations that free them to focus on what really matters most: patient care.

Here are three tips for those seeking to streamline IT implementations at hospitals with 100 or fewer beds:

## 1 Follow implementation methodologies that decrease time-to-readiness

During quick transitions, community hospitals must prioritize projects and talk with vendor partners about support they can expect. To help community hospitals implement solutions, Allscripts uses its experience to collaborate with the client to deliver a prescriptive, optimized and evidenced-based workflow—that achieves value faster. We try to shorten the time to deliver a solution based on many years of implementation experience.

## 2 Investigate the benefits of a cloud-deployed electronic health record (EHR)

You never have to question if your technology is working with a cloud-deployed EHR. Allscripts partners with Microsoft because of its high standards in protecting healthcare data. We use Microsoft's cloud-based Azure tools for a version of our Sunrise EHR that is a fully integrated EHR-as-a-service platform built for community hospital needs. This platform consists of:

- A cost-effective, industry-leading platform
- A deployment model that is easily managed
- An implementation and deployment led by Allscripts experts to ensure success

Our technology can quickly pivot to engage a community, especially as changing virtual healthcare needs affect the patient journey. I think we will see a huge shift in what patients expect now that telehealth is so widely adopted. Our cloud solution enables a quick transition of visits to telehealth.

## 3 Achieve interoperability to prepare for future healthcare delivery challenges

The COVID-19 crisis has emphasized how important it is to be interoperable. The ability for your EHR and vendor to enable open communication between different platforms on which patients are expecting you to know their information is essential for better overall patient experiences. It's so important to have that data available wherever you go. Fast Healthcare Interoperability Resources (FHIR) is going to be an important next generation of how we deploy tools on top of EHRs. Being able to have community engagement with telehealth and patient engagement from a mobile perspective is becoming paramount.

Your organization needs a fully supported solution that works with a single platform across acute and ambulatory care settings throughout your whole community, so your care teams can get the right information at the right time, resulting in the right decisions. This is where the [Sunrise platform](#) comes in.





## Hendrick Health's Story: **Partnering with Allscripts through 2020 and Beyond**

Brad Holland, FACHE, President and CEO Hendrick Health System



# “Our single-vendor, single-platform system was critical in our management of this health crisis.”

**F**ounded almost a century ago, Hendrick Health System focuses on supporting the physical, mental and spiritual health for a 24-county area in Abilene, Texas, and the Texas Midwest. We provide a safety net hospital for the whole population. Our other offerings include neuroscience, rehabilitation and cancer centers, surgery services, and both hospice and NICU. Our acute-care services are expanding in 2021.

Hendrick covers an extensive number of clinicians and patients. We have 250 active staff physicians who cover 50 specialties, and in total 3,600 staff throughout the system. In 2020, admissions numbered around 20,000, with 80,000 emergency visits.

With the support of our technology partner Allscripts, we've brought our whole community under a unified and efficient care network. We have already achieved EMRAM Stage 7 and a five-star rating from CMS, and we've been recognized as a top-ranked healthcare employer.

However, we still have gaps to address, especially with the onset of COVID-19. During the pandemic, it became more vital than ever to ensure care was delivered effectively throughout the system, and that data could be shared across multiple critical sites as patients moved across care episodes. Maintaining a strong IT system that worked on a single platform was key.

As a partner, Allscripts was flexible in adapting to our unique needs and provided upgrades with minimal disruption to our operations. The Allscripts team was constantly in communication and was always available to discuss strategy in real time. Because of this personalized relationship, we were able to optimize the value of our system and our investment in its maintenance and support. We were also prepared to navigate the pandemic as it began.

We adapted our suite of Allscripts solutions to the new needs we faced. Electronic communication rapidly became our norm. On the clinician and staffing side, we could use the EHR to track patient data, orders and alerts across providers. This ensured efficient patient flow was maintained and appropriate safety measures were taken at each step. It also served up-to-the-minute population health data so clinicians could act accordingly. For patients, especially those who were at a distance from their providers, we were able to offer telehealth platforms that let them engage with clinician support at a crucial time. Patients could see their COVID-19 test results on their own mobile portals and immediately seek care as needed. Our single-vendor, single-platform system was critical in our management of this health crisis.

As Hendrick grows and continues delivering the digital experience community providers and patients need, we plan to expand our Allscripts system accordingly. We'll be able to seamlessly expand our EHR to the new hospitals we are purchasing, as well as offer solutions for the Urgent Care facilities slated to be opened in 2021. We'll continue our AI-powered function that has notably lowered our rates of sepsis. We also plan to integrate an Employee Wellness module into our system to support our clinicians and staff now and in the future. Using Allscripts solutions and relying on its team members' expertise, we can safely and successfully promote the Abilene community's health.



## Let's drive your performance. Together.

Your providers are focused on delivering care and strengthening the wellness across your community, but that can be challenging while keeping up with regulatory requirements, improving the bottom line and driving efficiencies across operational and financial workflows. It's more important than ever to have a trusted partner with deep expertise to help practices like yours improve performance. After all, your performance can't rely on software alone.

Allscripts experts will help you deliver breakthroughs across all four corners of your practice—clinical, financial, patient engagement, and value-based care—so your bottom line goes up, your physicians can focus on patient outcomes, and your patients receive the care they need in a way that promotes greater satisfaction. From boosting clinical outcomes to maximizing financial opportunities, we'll also enable your practice to drive meaningful patient engagement and succeed with value-based care initiatives.

**When you change what is possible, you change everything.**

