

HOW ARE FQHCs GETTING MORE DONE WITH AUTOMATION?

Your FQHC can improve patient care and financial performance by automating repetitive work. For inspiration, see how other centers are leveraging automation.



Missed Opportunity Reporting – Cutting Care Gaps by 50%

Challenge: Inaccessible Data

Vista Community Clinic (VCC) in Vista, California was running weekly missed opportunity reports to identify patients who did not receive all the care they could have during recent appointments. The reports identified over 3200 missed opportunities per week, but required two managers to spend all day Monday to run the reports manually and share them with their 9 locations. VCC wanted to run their reports daily, which would have occupied nearly all of their two managers' time.

Result: Care Gaps Down by 50%

Trumpet automated the entire process to run daily, and include detail down to the location and provider level. VCC now gives daily feedback to clinic managers and providers to help improve performance, and reaches out to patients to schedule appointments for missing services. Their providers are now personally engaged in identifying workflow issues that had left care gaps open after patient encounters. Three months after implementation, with visibility into where the gaps appeared, VCC has identified broken workflows and brought gaps down from 650 per day to just over 300 – a decrease of over 50%. After cutting their per-appointment care gaps in half, they are piloting new changes that should bring them down even further.

Automated KPI Dashboards – Appointment Revenues up by 40%

Challenge: Lack of Data Visibility

The executive team at Wesley CHC in Phoenix, AZ was spending a combined 40 hours per week generating reports about its clinical and operational performance, but still didn't have enough information to get a full picture. Trumpet automated over 40 reports out of 5 different systems, and made the results visible in PowerBI dashboards every morning.

Result: Center-Wide Improvements

The team now has real time data - and the time to make decisions and operational changes. After 18 months, they've made the following improvements:

- Increased appointment volume by 20%
- Increased appointment revenues by 40%
- Increased HEDIS scores by a full star or more with key payers
- Cut referral times from 12 days to one
- Increased call center volume by 40%
- Improved key quality measures by ~20%
- Improved provider utilization while reducing burnout

Wesley achieved all of these results while adding new reports and dashboards internally, saving another 40 hours of staff time, promoting key staff members, and issuing a bonus and a raise to all staff.



Automation for FQHCs: Case Study Examples

Automated Nursing Chart Audits – Doing the work of 5 to 9 Nurses

Challenge: Time-Consuming Audits

A large FQHC in South Carolina had two nurses manually auditing charts for their team of 100 nurses. The team spent an estimated 640 to 960 hours per year reviewing 15 chart audits quarterly for each nurse and summarizing the results for management. The team was measuring the nurses' success in capturing data on patients' depression and pain scales, learning needs and self-management goals, and other key data points. The reports were used to measure and improve patient care and for the nurses' quarterly performance evaluations.

The center wanted a way to give its nurses feedback sooner to ensure patients received the quality of care they needed, and to give its nurses their best chances for improvement and success in their performance reviews. If possible, they wanted to audit a sample of 60 charts for each nurse every quarter instead of 15, and provide feedback weekly instead of quarterly. Accomplishing this manually could have required all of the review team's time, or more

Result: Deeper Reports. Time Saved.

Trumpet automated the center's nursing chart audits to run without human intervention. Instead of just auditing a higher sample of reports, Trumpet's automation now audits *all* of the nurses' charts every month – a tenfold increase. It compiles the results into a weekly report for leadership, who can spot and correct issues with patient care right away. The center can now ensure that nurses are meeting patient care targets throughout the year, and the review team can devote their time to other, important work.

Referral Letter Automation – Up to 8 FTEs of Staff Time Saved

Challenge: Repetitive Daily Work

A large FQHC in the southeast U.S. was manually producing an estimated 400 letters every day to inform patients about upcoming referral appointments. With its team of 20 patient care advocates (PCAs) spending 5 to 10 minutes to produce each letter, the center was concerned about spending 4 to 8 FTEs worth of time on this one task. Producing the letters manually created the potential for errors, where a PCA could accidentally select the wrong letter template for a patient or input data incorrectly. Most importantly, if the team had this time back, they could spend it reaching out to patients to set new appointments or following up to make sure that referral loops were closed.

Result: Time saved. Consistent Work.

Trumpet used robotic process automation (RPA) to send referral letters automatically from the center's EMR. Each PCA can now produce a referral letter by adding it to a work queue that the RPA bot checks every 15 minutes. The bot populates letter templates with patient and appointment data it pulls from the EMR and from spreadsheets stored on the center's network. The team can now use their time to set appointments, close referral loops, and do other work. The bot eliminates the chance of using the wrong template or data for a given patient's referral, and makes it easier to get referral letters out on days when the team is short-staffed.

Get More Done with Automation

Contact us today to learn more about how we can help your FQHC.

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