

eClinicalWorks CUSTOMER SUCCESS STORY



Adult Medicine of Lake County

Better Coordination Yields Better Care

The Challenge

For more than 30 years, Adult Medicine of Lake County has served a mostly rural area north of Orlando, Florida, providing care to a population that includes many Medicare patients. Adult Medicine needed to improve the visibility of each patient's case, better coordinate programs, and meet the demands of value-based care.

The Solution

While Adult Medicine has successfully used the eClinicalWorks EHR for more than 10 years, they began applying several Population Health tools in the last 18 months, including those for Chronic Care Management (CCM), Transition Care Management (TCM), as well as HEDIS® measures for better estimating their patients' risks for developing health problems.

The Results

In just one year, Adult Medicine enrolled more than 800 patients in the CCM program and combined their CCM and TCM operations to deliver seamless care and reduce hospital readmissions by 16%. And by offering online booking, 4% of appointments are now booked online or through an app, helping expand their practice to younger patients.

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Shirley A. Nagel, M.D.



Eleanor F. Davina, D.O.

Reinventing a Successful Practice

Dr. Shirley A. Nagel founded Adult Medicine of Lake County in Mt. Dora, Florida more than 30 years ago, and 10 years later was joined by Dr. Eleanor F. Davina. Together with several nurse practitioners and staff, they have built a successful practice that delivers comprehensive care to thousands, including many Medicare patients.

“We’re really able to keep things local,” Dr. Nagel said, “so that the patient

doesn’t have to go to a lot of different places. We can accomplish everything within our walls. We’re also able to have access to their entire medical record here.”

Early in 2018, Adult Medicine got a new practice administrator, Matt Cady, who has helped lead a more in-depth approach to Population Health.

“They had done what they’d been doing for the last five or 10 years and hadn’t really broken through to the value-based care and the new future of medicine,” Cady said. “So, as of a year ago, we wouldn’t have had Chronic Care Management. We wouldn’t have had a lot of the value-based contracts. We didn’t have Population Health. Last year, we made it a priority to get those implemented.”

CCM: Avoiding Bumps in the Road

“CCM allows us to take patients that would otherwise be lost in between follow-ups to have more continual contact and care with our practice,” Dr. Davina said. “It allows them to stay healthier for a longer period of time, and should they have a bump in the road in between, they don’t end up having to go to urgent care or the emergency room.”

“If you were to look back a year ago to today,” Cady said, “our HEDIS Star ratings have almost doubled. The CCM program we feel has really brought patients a personal connection to the office because they’ll have one CCM coordinator throughout their time here at the practice and they almost develop a relationship together.”

In just one year, Adult Medicine’s CCM program has enrolled more than 800 patients.

Strengthening Patient Engagement

“I believe we are the only practice in the area implementing Kiosk for the patients to check in on, the healow app to do appointments, and the Patient Portal where they can see their results,” said Dawn Bertot, who serves as Adult Medicine’s Patient Engagement supervisor. “A lot of our patients are taking full advantage of that. And we’re getting such a great response.”

Cady said patients are impressed with everything that Adult Medicine can do, and even have a bit of fun. Patients who check in for the first time are given a tour and learn a bit about the advantages of interoperability that makes their health records available on demand.

“I think we have a much higher patient buy-in, and that does produce better outcomes,” Cady said.

Whether a patient prefers to meet with a CCM coordinator, get education through the Patient Portal, or receive Messenger campaign notifications, Adult Medicine tries to meet their preferences.

Good, Old-Fashioned Honesty

Les Morgenstein, a retired New Yorker who has been coming to Adult Medicine for nearly a decade, knew the first time he met Dr. Nagel that they would enjoy a great relationship.

Morgenstein readily admits he hates all vegetables and won’t touch them unless they’re in soup. Dr. Nagel began their encounter by noting that he draws a pension from New York City.

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“She said to me, ‘Don’t you want to collect that as long as you can, and get all those hard-earned hours that you put in back monetarily?’” Morgenstein said. “And I started thinking about that, and said ‘Yes, I like that.’ So, I went ahead and did the dieting, and had more vegetables in my soup.”

Morgenstein said he is always greeted by name, made to feel welcome, and never has to wait long for an appointment or test results, which are quickly available on the Patient Portal

Urgent Care and a Youth Movement

Cady noted that as Adult Medicine has incorporated new technologies, the practice has had to adapt in additional ways. Several months ago, they began to give patients the option of booking appointments online, via Facebook,

their website, or a phone app. By December 2018, 4% of all their appointments were booked online — not a huge number, but, Cady says, that 4% is “a group of patients we might never have had access to otherwise.”

Consumers’ preferences also drove Adult Medicine to open a walk-in clinic. The thought was daunting at first, Cady admits, but once they analyzed the problem, they realized that being on a cloud-based EHR meant they would need just one additional Internet connection and a few new computers.

The practice can now see patients on both a scheduled and an emergency basis, is attracting more young patients, and even extended the clinic’s hours until 6:30 PM to accommodate patients who want to stop by after work.



Personalized medicine is a hallmark of the care at Adult Medicine of Lake County. Patient Les Morgenstein, at right, loves coming to the office and appreciates the personalized attention he receives from Dr. Shirley A. Nagel, M.D., and Chief Innovation Officer Matt Cady.

We're going to continue to expand care past just the four walls of our clinic. We're going to constantly look for barriers that are in the patients' way, preventing them from getting better. And we will use eClinicalWorks in numerous different ways to track patients, to make sure the efforts we are doing are worthwhile and actually having the impact that we want.

— Matt Cady, Chief Innovation Officer

"We just launched eClinicalWorks over there, and we've now literally fallen into a whole new demographic that we had no idea was hitting us," Cady said. "The demand has been overwhelming, almost 200% of what we had expected."

More Timely Patient Data

While the youth movement is welcome, Cady emphasized that the core of Adult Medicine's practice remains focused on older, Medicare patients, including many snowbirds, and it is with such patients that the new CCM and TCM solutions have made a dramatic difference.

The practice used to get reports from insurers with data that was 30, 60, 90, or even more days old, which meant they had correspondingly less time to do something about addressing health concerns. Access to data in real time means providers can now act more quickly, promoting better outcomes.

"As we began to grow," Cady said, "what we realized about the TCM and the CCM departments was that upon discharge from the hospital, a lot of our patients could get three phone calls from us from three different staff members. Looking at it through the patients' eyes, we realized that could

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become incredibly confusing. So what we've done is combine a couple departments together. Upon discharge, you will have one coordinator."

Reducing Hospital Readmissions

TCM deployment proved critical, Cady said, for reconciling medications, making sure patients were ready to go home, and that follow-up appointments were scheduled as needed.

"We've already seen a 16% reduction in readmissions just by having the knowledge all centralized in one place," he said.

Curbing Physician Burnout

Better organization is leading to more than promoting better care. It's also reducing the burdens of documentation that providers face each day.

"When you talk to a provider and say, I need you to go in with these HEDIS spreadsheets, I also need you to go in with these HCC codes and all of this stuff, well, the doctor didn't go to school to become the documentation!" Cady said. "They want to take care of patients. With eClinicalWorks, we're allowing the provider to just be a provider."

"When you have to hand-document things, it's a daunting task," Dr. Nagel said. "But when you can use a medical record that has that information in it, then it's just a click, and it's so much easier."

Looking Ahead

"We're going to continue to expand care past just the four walls of our clinic," Cady said. "We're going to constantly look for barriers that are in the patients' way, preventing them from getting better. And we will use eClinicalWorks in numerous different ways to track patients, to make sure the efforts we are doing are worthwhile and actually having the impact that we want."

"My first bit of advice would be don't wait, start right away," said Dr. Davina. "It makes a huge impact in a very, very short amount of time."

"The ability to have multiple people working toward the same goal all in a centralized location has been massive," Cady concluded. "Whether I'm going to see 20 patients today or 200 patients tomorrow, I know eClinicalWorks can handle it." ■