

# CASE STUDY

*eClinicalWorks*



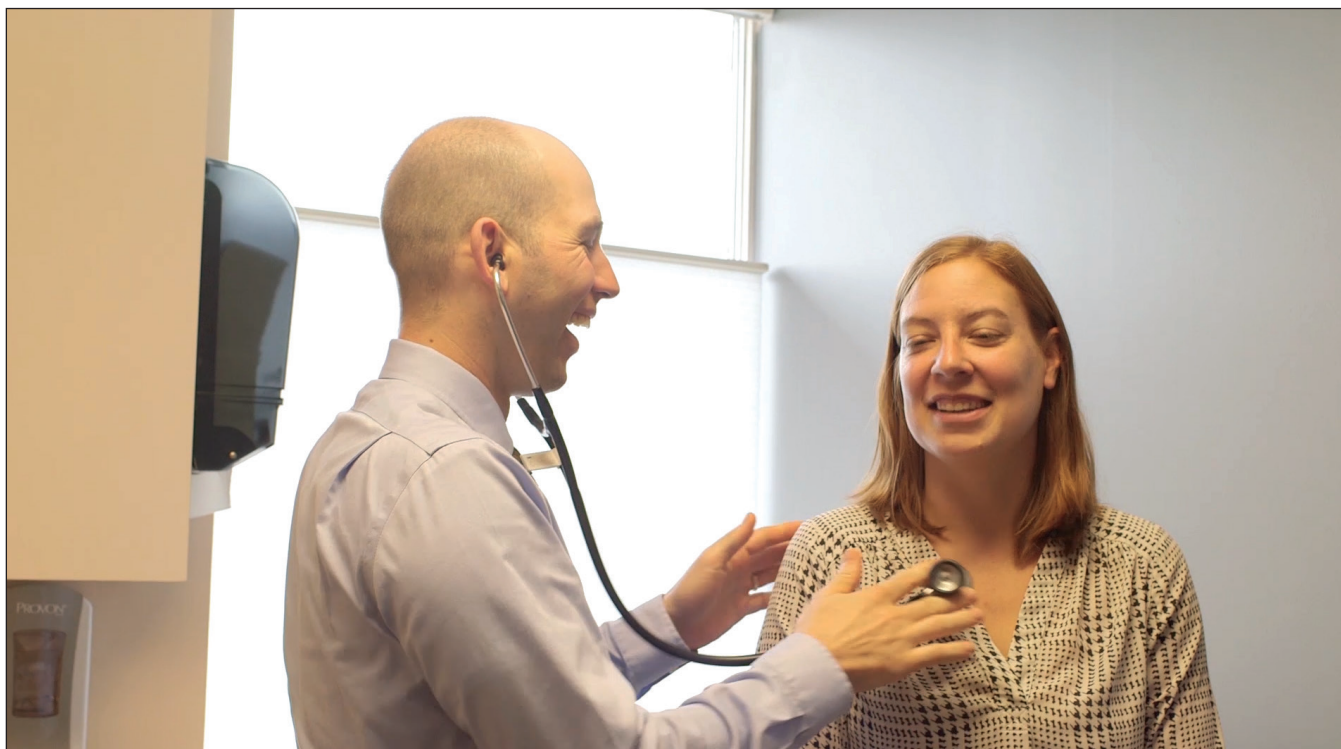
## **SINGLETRACK HEALTH, MARQUETTE, MICHIGAN**

HOW A SMALL PRACTICE FOCUSES ON QUALITY, COMMUNITY MEDICINE

*improving healthcare together*

# Singletrack Health

Getting Back to Medicine's Roots



## The Challenge

Drs. Christopher and Jennifer Dehlin launched Singletrack Health in May 2016 with the goal of focusing on continuous improvement in order to provide the highest quality family medicine to their community. With deep roots in Michigan's Upper Peninsula, each felt they had the knowledge, experience, and perspective necessary to achieve both autonomy and excellence.

## The Solution

The Dehlins went with the eClinicalWorks EHR/PM solution from the beginning, believing it was the best fit for the vision they had for their practice. The first 18 months since Go-Live have confirmed their decision, but the Dehlins and their staff have been impressed by the truly unified solution, including the usefulness of eClinicalMobile and the ID card scanner.

## The Results

The eClinicalWorks EHR has improved Singletrack's efficiency. Front-office staff report faster workflows, providers are enjoying the flexibility that eClinicalMobile provides for documenting cases, and Singletrack is saving time through effective use of the inventory management tools. Some 67% of Singletrack's patients are using Patient Portal for communications, lab results, and education.

## Community Medicine in the Upper Peninsula

Dr. Christopher Dehlin and Dr. Jennifer Dehlin, the husband/wife physician team at Singletrack Health in Marquette, Michigan, know a thing or two about their community. Both are natives of Michigan's

Upper Peninsula.

He grew up in tiny Gladstone, a close-knit town where his father practiced medicine for 60 years. She hails from Houghton, 150 miles to the northwest, on the shores of Lake Superior. Both attended Michigan Tech and did their residencies in Marquette, where they live with their two children.

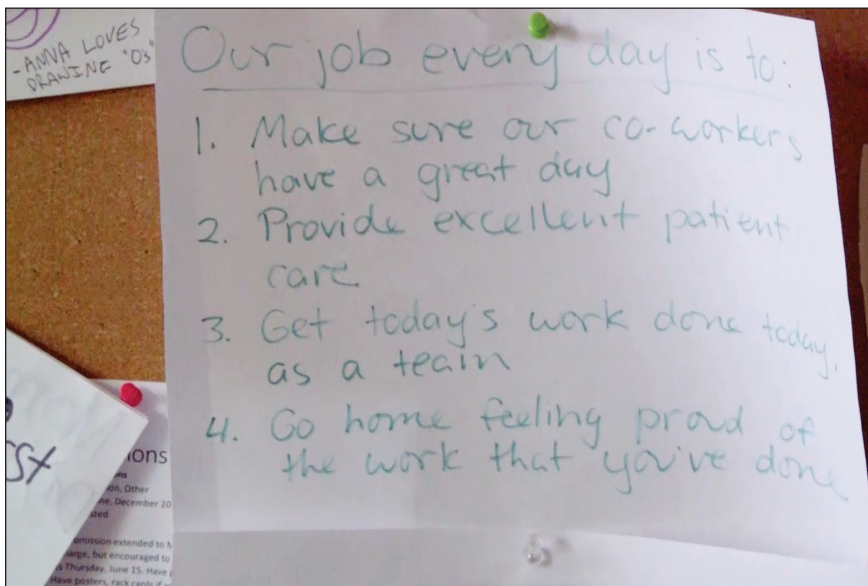
It is hardly surprising then that the Dehlins founded Singletrack Health with the intent to bring the most fundamental, high-

quality medical care to the community they know and love — and where they already play such an important role.

"We are a full-spectrum, family medicine clinic," Dr. Christopher Dehlin said. "We started about a year-and-a-half ago, in May 2016, to really take family medicine back to its roots."

Singletrack is perhaps the closest thing to a full-service medical practice as two physicians could hope to have. They offer same-day visits, urgent care, treatment of fractures and lacerations, vaccinations, CDL/DOT physicals, and preventive health services through well visits.

In addition, the Dehlins and their staff partner with providers at UP Health System Marquette for hospital care and low-risk obstetrical care — healthy moms expecting healthy babies — with an emphasis on natural childbirth and breastfeeding.



Singletrack Health's mission is simple: Deliver the highest quality medicine to their community every day.



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## Seeking Continuous Improvement

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But if offering comprehensive family medicine to one's community had been their only goal, the Dehlins might not have begun their own practice. They did so in order to strive for something special.



Christopher Dehlin, MD

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— Dr. Christopher Dehlin

“We started Singletrack, really, to work on a continuous process of improving care delivery,” Dr. Dehlin said. “We felt that in a private practice where we have more autonomy and process changes, we could really tighten up the thousands of little things that make for excellent patient care.”

In other words, the Dehlins sensed what so many physicians across the U.S. sense: Technology and tools alone are not sufficient to ensure quality healthcare but are only as good as those who develop them, those who train others in their use, and those who are ultimately responsible for putting them into practice each day.

When it came time to choose a healthcare IT partner, the Dehlins didn't need to sort through dozens of vendors. They knew that the eClinicalWorks EMR was among the most highly ranked products in the ambulatory market.

“We were able to collaborate with a family medicine practice downstairs and leverage some of the work that they've already been doing with eClinicalWorks, share patient information, call coverage, and really take care of a population of patients better.”

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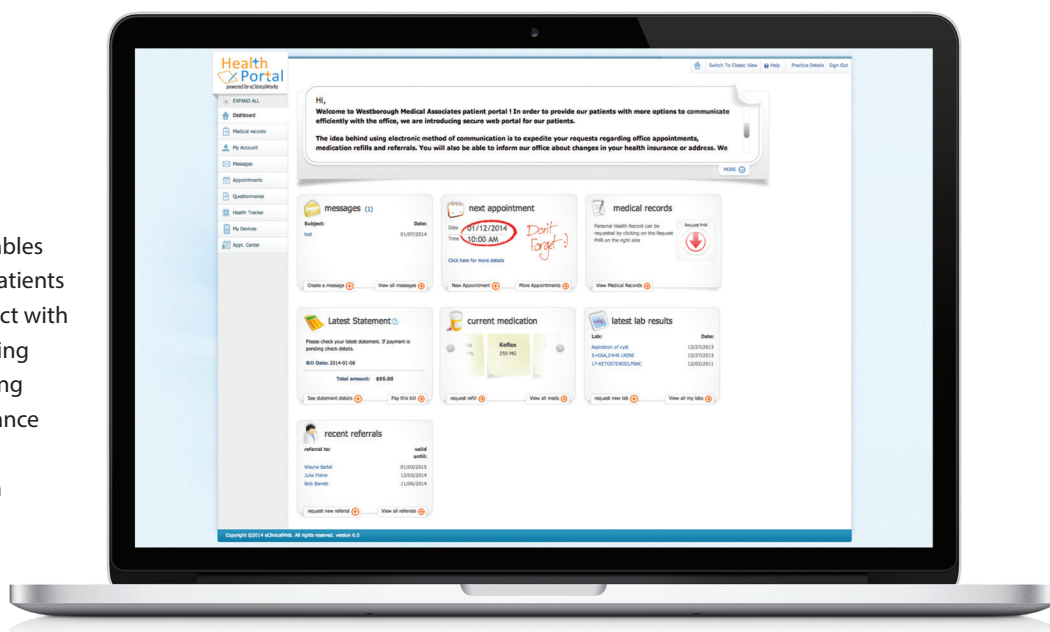
## Loving the System

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The Dehlins' colleagues at Singletrack concur that eClinicalWorks has been ideal for the practice.

“I think that it's one of the better programs,” said LPN Kate Burnett, “because in other systems we had to use one for the Patient Portal, one for registering patients, and then one for actual documentation. In this one, everything is all in one system, and I think people really appreciate that.”

The Patient Portal enables Singletrack Health's patients to stay in closer contact with their providers, reducing phone calls and helping ensure better compliance with prescriptions and behavioral health recommendations.

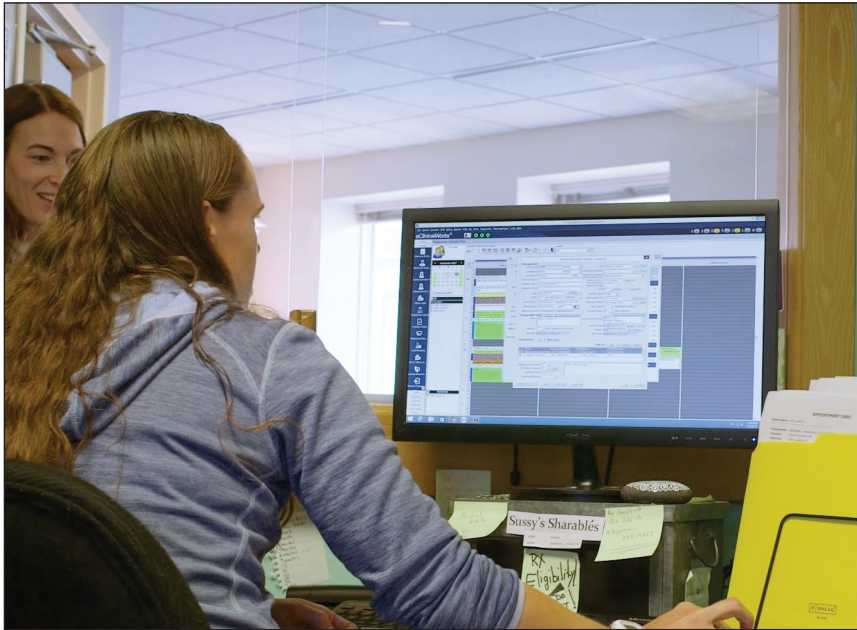


“It’s so user friendly,” added Susie Snively, Singletrack’s administrative assistant. “I went home and tried to Google things to learn on it. And there are so many different ways to do the same thing. Dr. Chris will come in and just say ‘Look what I learned today! Look at this, look at that,’ and we’ll pick it up and be like ‘Wow, that’s really cool!’ And that’ll save you so much time. I love it.”

Ann Gephart, Singletrack’s practice manager, recommends eClinicalWorks because of its comprehensiveness, available training, and billing options.

“If a patient calls and speaks to a scheduler and has a billing question they don’t have to be passed off to a different department,” she said. “They don’t have to wait on hold, they can get an answer right away from anyone. And you have access to the web portal. If a patient forgets their password, for example, we can reset that here. We don’t have to have the patient call a 1-800 number. And the patient satisfaction and the response to our system have been wonderful.”

Even Dr. Dehlin himself was pleasantly surprised by the power and utility that eClinicalWorks brought to the practice. Previously, he had used separate Practice Management and EMR systems, as well as additional, separate technologies for a patient portal and registry reporting. It was difficult to complete reports for the Meaningful Use program.



Having a truly integrated system, combining the EMR, Practice Management features, Patient Engagement, and financial reporting tools, has been of great benefit for Singletrack Health.

“We didn’t quite realize how great an integrated product was going to be until we started using eClinicalWorks,” Dr. Dehlin said. “The integration between the scheduling, Practice Management, the clinical EMR, the financials, the reporting, the Patient Portal, all being one integrated program, really makes our workday so much easier. I can look ahead to somebody’s upcoming appointment, and if they need to cancel that or change it, or if I need to add additional reasons for

their visit, I can easily go do that right from the exam room or from my laptop. That’s really saved a lot of steps.”

In addition, he said that no one realized how important the ID card scanner feature would be. By adding a patient’s image to the patient’s chart, it helps staff be friendly and more engaging with each patient.

And Singletrack has found registry reporting to be valuable for identifying patients who are overdue for wellness visits, have uncontrolled diabetes, or may need a flu shot.

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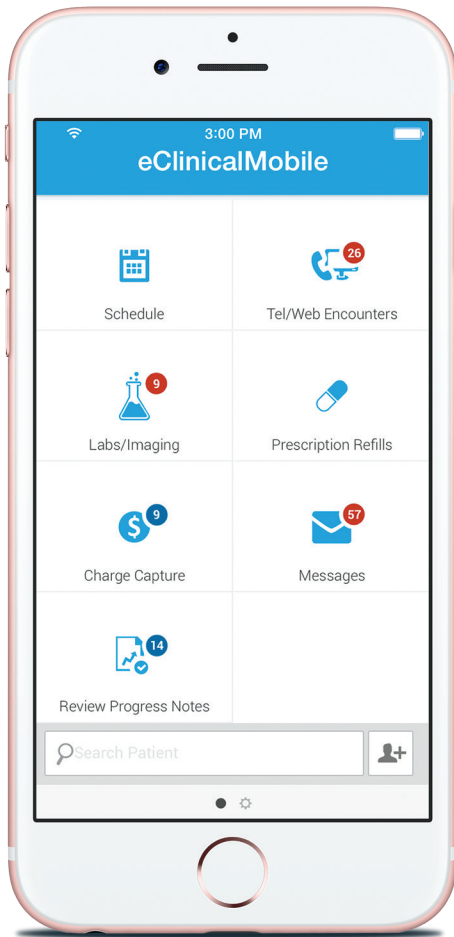
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## Turning Utility Into Results

Because Singletrack is a fairly new practice, the full advantages of eClinicalWorks will become evident over time as the practitioners and staff become more familiar with the many features it has to offer. But the practice can already point to success in specific areas.



Even when away from the office, Singletrack's providers have access to the full power of eClinicalWorks through eClinicalMobile.

"There is a mobile app for eClinicalWorks, and our physicians utilize that quite a lot," said Gephart, "especially given the fact that they make rounds for all their own patients at the hospital. So, the fact that you can view that and not physically be in the office is a real asset."

The power and convenience that eClinicalMobile has conferred on Singletrack's providers is matched by the power and convenience that Patient Portal offers those under their care.

"We've had a really good reception from our patients with that," Gephart continued. "We have a 67% Portal usage rate right now, which is phenomenal. The patients love that they're able to check their labs right away. We can send them their results quicker. We can send them messages quickly so that we don't have to wait for mail."

Patient Engagement tools such as Patient Portal were once seen as a luxury or optional add-on. For most practices today, they are considered standard practice, an essential means of building healthcare partnerships, and a key tool for improving the quality of care, communications, and compliance with medication regimens, testing rates, and immunization campaigns.

"You know, we're using just every aspect of it that we can, from the billing to the scheduling to the actual medical records portion of it," Gephart said. "It's just been really user friendly. I think anybody can use this system, and there's lots of training available for it."

Burnett said that compared to the technology she has used elsewhere, eClinicalWorks offers an all-in-one approach that allows doctors and staff to see everything they need to do at a glance.

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The difference that eClinicalWorks is making at Singletrack Health is to be found not only in faster and more convenient workflows but in the evolution of a new, broader perspective on health and the role a medical practice can play in its community.

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“Just a click away you can access their medications, allergies, past medical history, things like that,” she said. “One of the things that I like about this program that we didn’t have before is we can manage our vaccine inventory and medications. You can see at a glance all the expiration dates, so you don’t have to constantly be looking through the cupboards, checking on things. You have it all in front of you.”

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## Unlocking a Practice’s Potential

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The difference that eClinicalWorks is making at Singletrack Health is to be found not only in faster and more convenient workflows but in the evolution of a new, broader perspective on health and the role a medical practice can play in its community.

“One of the things we recently did was become a Patient-Centered Medical Home,” Burnett said, “and I think more offices and practices are going to that sort of thing. We’re really looking at the patient more as a whole, rather than what problem are they in for. We’re assessing the bigger picture of their health at every visit. And the computer system has been helpful for that.”

Recognizing the assistance and support they have enjoyed from others in their community, Dr. Dehlin is also determined to share the knowledge and experience he and his staff at Singletrack have gained.

“We’re starting a Singletrack Health practice transformation consulting service,” he said, “so if you’re interested in starting a private practice, or if you’re not leveraging all of the tools that you think you can, we’re available to help.”

Even when they’re having a bit of fun, the staff at Singletrack know that they are sending the right messages to the community.

“Yes, actually, we did have Santa come in for his annual physical, to make sure that he was in good shape before his Christmas delivery,” Gephart said. “So that was really wonderful. We try to keep our patients engaged in a lot of ways, by a lot of community participation, that sort of thing. But one thing that makes our Portal so successful is that we have complete staff buy-in to that portion of the product, so the patients are hearing that at every interaction that they have with the staff, all the way from scheduling to check-in, to the nurses, to the physicians themselves.”



## WHAT IS A PATIENT-CENTERED MEDICAL HOME (PCMH)?

It's not a place... It's a partnership with your primary care provider.

Care that is truly patient centered considers patients' cultural traditions, their personal preferences and values, their family situations, and their lifestyles. It makes the patient an integral part of the care team who collaborates with care providers in making clinical decisions. Patient-centered care puts responsibility for important aspects of self-care and monitoring in patients' hands — along with the tools and support they need to carry out that responsibility.



PCMH puts you at the center of your care, working with your healthcare team to create a personalized plan for reaching your goals.



Your primary care team is focused on getting to know you and earning your trust. They care about you while caring for you.



Technology makes it easy to get health care when and how you need it. You can reach your doctor through email, video chat, or after-hour phone calls. Mobile apps and electronic resources help you stay on top of your health and medical history.

### Studies show that PCMH:



PROVIDES BETTER  
SUPPORT AND  
COMMUNICATION



CREATES STRONGER  
RELATIONSHIPS WITH  
YOUR PROVIDERS



SAVES TIME  
AND MONEY

## THE PATIENT-CENTERED HEALTHCARE JOURNEY CAN TAKE US TO MANY DIFFERENT PLACES

BEHAVIORAL &  
MENTAL HEALTH



HOSPITAL

SPECIALISTS



PRIMARY  
CARE

PHARMACY



COMMUNITY  
SUPPORT

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## A Truly Healthy Community

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“I like their site [Patient Portal] because I can go onto the computer and see all my results, make an appointment, send a note to my doctor,” said Geraldine Beck, one of Dr. Jennifer Dehlin’s patients.

“It’s so easy here,” Beck said. “You call, and they’re always answering the phone. They’re very pleasant. I need a prescription refilled, and I have no problems. My husband sees Dr. Chris. I’ve seen him a couple times, too, and we’re very, very pleased with our care.”

“The community’s support is important,” Dr. Dehlin said. “Normal, healthy adults who come in once a year, or once every two years if they’re not ill at all, they might only be in here face-to-face time with the doctor for 15 or 30 minutes.”

The relative brevity of actual medical encounters makes it all the more important that Singletrack make each patient feel welcome and properly cared for.

“People come to Singletrack Health because of how our office makes them feel,” Dr. Dehlin said. “And that starts with their first telephone call or their first encounter at the front desk. They call patients by their name, they remember them, they ask how things are going in their life. And being a small town, there are a lot of connections that our staff are able to make with the different patients. It makes my job easy to take care of patients when they’re already feeling well taken care of before they even get to the exam room.”

At the same time, however, Dr. Dehlin and his staff recognize that their role goes beyond the appointment.

“That’s such a small portion of health and being healthy,” he said, “that we really try to support people’s active lifestyles, whether it’s sponsoring a kids’ race, or different ski races or bike races, supporting other athletic events, supporting children’s activities through the YMCA. We’re really trying to help keep the community healthy, even when the patient’s not sitting in the exam room.” ■