



Open Door Family Medical Centers

The Organization

- FQHC
- 78 providers, 9 sites, 40,000 active patients
- Comprehensive health services for the entire family

The Challenge

To find an Electronic Medical Record that was affordable and provided the many features Open Door needed as an FQHC and a provider of medical, dental, and behavioral health services to a diverse population.

The eClinicalWorks Solution

The eClinicalWorks EMR/PM system provided comprehensive clinical and administrative capabilities:

- UDS reports
- Sliding fee schedules
- Electronic claims & ERA
- Comprehensive multi-specialty EMR
- User friendly and intuitive
- Affordable

Open Door Family Medical Centers, headquartered in Ossining, New York, and serving Westchester and Putnam counties, is a Federally Qualified Health Center (FQHC) Level 3 Patient-Centered Medical Home (PCMH) recognized by the National Committee on Quality Assurance (NCQA), and the recipient of the 2010 HIMSS Davies Award for Excellence in the Community Health Organization category. Open Door provides affordable, quality healthcare for all, regardless of a patient's ability to pay. Open Door's mission has remained constant since the center's humble beginnings in the basement of the First Baptist Church four decades ago: to provide quality primary healthcare and human services at affordable prices to the community, particularly low-income, underserved residents, and those lacking access to healthcare. Open Door offers comprehensive services in primary care, internal medicine, women's health, prenatal, pediatric, dental, podiatry, optometry, chronic disease management, and behavioral health.

EMR Selection and Implementation

Open Door realized as early as 1996 that they needed an Electronic Medical Record to manage their patient charts. The paper-based system was outdated and was not serving the providers or the patients. An estimated 3% of charts were missing on any given day and many charts were not legible, posing significant patient safety risks. Limited financial resources, however, delayed their search for an EMR until 2005. It was during this time that eClinicalWorks became involved with the New York Department of Health and Mental Hygiene (NYDOHMH) and came to the attention of Open Door.

Open Door examined every major EMR on the market at the time. Due to eClinicalWorks' involvement with the NYDOHMH's Take Care New York project, Open Door was interested in learning more about the company and the product. Through product demonstrations, the providers became convinced that eClinicalWorks offered the most user-friendly and intuitive EMR, with a fast learning curve. After receiving positive feedback about eClinicalWorks from known and respected eClinicalWorks clients — Community Health Center of Connecticut and Urban Health Plan, Bronx, NY — the choice was clear.

Clinical and Administrative Improvements:

- Each patient has one chart that is accessible from all locations, including the partner hospital where prenatal patients are delivered. There is no more moving paper charts from location to location.
- Providers have easy and secure access to critical patient information, both when the centers are closed and when on call.
- Open Door uses the reporting tools to identify high-risk patients

“We looked at every system under the sun, and the good news is that we didn’t have the resources in the early 2000s. There was a lot of innovative work taking place in New York City. We heard about eClinicalWorks. When we showed it to all of our physicians, it was absolutely the system they preferred most. It is the most physician-friendly system on the market. And it is the most flexible and adaptable. We were absolutely thrilled with the system and the price.”

- Lindsay Farrell, President and CEO, Open Door Family Medical Centers

and patients with chronic illnesses who can benefit from additional care and counseling.

- The eClinicalWorks clinical decision support system, reminder system, and Order Sets have allowed Open Door to make significant improvements in patient and Population Health outcomes.
- The ability to embed Order Sets, recommend clinical guidelines, and alert busy clinicians encourages the delivery of evidence-based care across the system.
- The ability to track orders and results for all laboratory and diagnostic imaging procedures improves transitions of care and provides important tools for follow-up.
- Bidirectional lab interfaces improve timeliness of reporting results to clinicians and patients.
- Improved patient safety is realized due to e-Prescribing, allergy/interaction checking, and use of telephone encounters to document patient requests for refills of medication.
- Patient records are available over a secure network, which improves coordination of care during after hours, on call, during hospital rounding, and other times when the provider is not at the practice site but needs to render medical judgment.

Rapid Adoption of eClinicalWorks

The eClinicalWorks Practice Management features were deployed at Open Door in April 2007. The Electronic Medical Record was completely deployed six weeks later in June 2007 to all clinical sites. The entire organization was fully live with the eClinicalWorks comprehensive EMR/PM system in just eight weeks. The rapid adoption by the providers and support staff exceeded expectations.

Return on Investment

Open Door recouped their initial EHR investment after only two years through increased clinical performance incentives, decreased medical records personnel, and decreased printing costs alone.

Efficiencies gained by the eClinicalWorks implementation have also led to more than a 10% increase in visits per FTE, decreased days in A/R, and increased collections per visit.

“We demonstrated how much our clinical quality of care has been improved as a result of our clinical analytics. And we demonstrated through our (HIMSS Davies) application that the return on investment was indeed significant.”

Lindsay Farrell, President and CEO, Open Door Family Medical Centers

“I recently joined Open Door, three months ago. Using eClinicalWorks has been a very good experience for me. It only took a couple of days for me to get acquainted, and already I feel very comfortable using it—almost second nature.”

Dr. David Lar, Open Door, Pediatrics

Meaningful Use at Open Door Family Medical Centers

Looking toward Meaningful Use attestation, Open Door has used eClinicalWorks to establish provider panels and ensure that patients are consistently seen by their primary care provider; clinical performance metrics are maintained for populations of patients with chronic diseases; clinical decision support at the point of care is used by all care teams; patient registries are used for managing populations; e-Prescribing, electronic referrals, and electronic care planning tools are used to improve the safety and speed of care.



Joint Commission Ambulatory Care Accreditation

Open Door is accredited by the Joint Commission. The Joint Commission's Ambulatory Care Accreditation Program was established in 1975, and today more than 19,000 freestanding ambulatory care organizations are Joint Commission-accredited. The Joint Commission sets national standards for healthcare delivery. Accreditation means that Open Door has demonstrated a commitment to the highest level of patient safety and patient care and met the nationally accepted benchmark of quality.

Patient-Centered Medical Home Level 3

In December 2009, Open Door received the highest level of recognition as a Patient-Centered Medical Home by the National Committee for Quality Assurance (NCQA). The Patient-Centered Medical Home is a model of delivering primary care that is accessible, continuous, comprehensive, family-centered, coordinated, compassionate and culturally effective.



Lindsay Farrell
President & CEO
Open Door Family Medical Centers

Lindsay Farrell, MBA, FACMPE, was appointed President and Chief Executive Officer of Open Door Family Medical Centers by the Board of Directors in October 1998. Farrell has been constantly striving to position Open Door as an innovator within the community, demonstrating the value provided to the underserved population in Westchester County and advocating for healthcare transformation.

Farrell is a founding member of the steering committee of the eClinicalWorks national community health center users group. She works closely with other health centers and eClinicalWorks to prioritize the needs of health centers and advance the eClinicalWorks development agenda in support of health center-related initiatives.

Farrell serves as the treasurer of the Health Information Technology for Community Health, is a leader and founding member of the Health Center Controlled Network of New York, is a member of the Board of Directors of the Community Health Care Association of New York State, of Hudson Health Plan, and of the Port Chester Council of Community Services. She was the past Chair of the Westchester Women's Agenda.

"We are quite confident that we are ready Open Door's evolution of culture has been toward better integrated care, better coordinating of care, better integration of data I think we're pretty much set."

-Dr. Daren Wu, Chief Medical Officer, Open Door Family Medical Centers, and board certified in family medicine

HIMSS Davies Award

In September of 2010, Open Door was the recipient of the 2010 Davies Community Health Organization Award. The HIMSS Nicholas E. Davies Award of Excellence has recognized excellence in the implementation and use of health information technology, specifically Electronic Health Records, since 1994. ■

Open Door Family Medical Centers is the proud recipient of Joint Commission Ambulatory Care Accreditation. Open Door is also recognized as a Level 3 Patient-Centered Medical Home, and was the 2010 HIMSS Davies Community Health Organization award winner.

