

eClinicalWorks

# CUSTOMER SUCCESS STORY



## The Family Clinic

Putting Primary Care First in Louisiana

### The Challenge

The Family Clinic, Inc. knew expansion was coming and needed an EHR to meet their growing needs. Once they made the switch to eClinicalWorks, they found ways to strengthen their practice.

### The Solution

It was becoming more difficult to attain practice goals while maintaining staff and patient morale. In 2018, The Family Clinic signed up for Comprehensive Primary Care Plus (CPC+).

### The Results

The Family Clinic quickly noticed that Comprehensive Primary Care Plus (CPC+) was benefiting their practice and the patients. One year later, the practice received the first CPC+ Practice of the Year Award.

# The Family Clinic

## Putting Primary Care First in Louisiana

### Making the Switch

As 2015 got closer and closer, everyone working at The Family Clinic, located in Opelousas, Louisiana, knew that change was coming. The Family Clinic had been on EMRs since 2005, but realized it was time to switch to an EHR that would maximize their practice's success.



Laura Braham, MD

Then the practice made the switch to eClinicalWorks!

Since its founding, everyone at The Family Clinic has been striving to provide quality primary care to their patients based off the Patient-Centered Medical Home model.

Making the switch to eClinicalWorks and utilizing the data collected from the EHR continues to make an impact in the lives of the practice's patients.

At first, the practice used data to see if quality measures were being met, if patients' blood pressure were under control, or to check on hemoglobin A1Cs. Then the practice went a step further, using the collected data to measure care gaps, figuring out which preventative processes were being missed, or finding out which patients might be missing labs or were due for an annual wellness check.

But it was the decision to participate in Comprehensive Primary Care Plus (CPC+) that completely transformed the practice.

### Why Not?

Comprehensive Primary Care Plus (CPC+) is a national advanced primary care medical home model from the Centers for Medicare & Medicaid Services that aims to strengthen primary care through regionally-based multi-payer payment reform and care delivery transformation. For more information about CPC+, visit <https://innovation.cms.gov/initiatives/comprehensive-primary-care-plus>

"Before CPC+, it was like a hamster wheel. It was fee-for-service, see as many patients as you can, get as much done in the amount of time that you have, and we just couldn't get to everything," said Dr. Laura Braham, owner and clinical lead of The Family Clinic.

Dr. Braham and other providers realized that things were becoming more about volume and that it was becoming increasingly difficult to attain their goals while maintaining morale amongst the staff and patients. Then they thought about CPC+ and asked themselves: Why not give it a try?

In 2018, The Family Clinic signed up for CPC+.

### Teamwork Makes It All Work

Having eClinicalWorks by the practice's side definitely made starting with CPC+ easier than anticipated.

"eCW is very receptive to the information and data that we need in the form that we need it. Not having that was our problem with our previous EMR. If you can't pull or submit the data, it didn't happen, and you can't achieve anything in programs like this without that," said Dr. Braham.

The tools built into the eClinicalWorks EHR definitely helped as well. "I utilize all of the dashboards," said Mary Ann Martin, Administrator

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The eClinicalWorks Patient Portal is very helpful because it makes things simpler. It's very comforting because at the same time it helps you, as an individual, to see that the staff is updating everything and knowing what you're moving towards.

— Solomon Baptiste, Family Clinic patient since 1977.

and Practice Lead for CPC+. “The dashboards have helped improve all our measures and have helped the patients tremendously.”

### A Force Like No Other

Shortly after signing up for CPC+, the providers noticed a difference in the way that things were going.

Prior to CPC+, the practice only had access to one hospital. After signing up for CPC+, the practice grew to three main hospitals and some of the sister hospitals in the area. “So, we're able to reach out to a lot more patients than we could before. We're noticing less 30-day readmissions and a lot fewer ER visits,” said Candace Godeaux, LPN – Care Manager.

For The Family Clinic, the CPC+ program continues to make the practice better. “The CPC+ program has transformed the way we practice medicine and deliver care to our patients. It has been a driving force like no other. We've been able to provide better goal-oriented care for the patients and achieve results that are measurable,” said Dr. Braham.

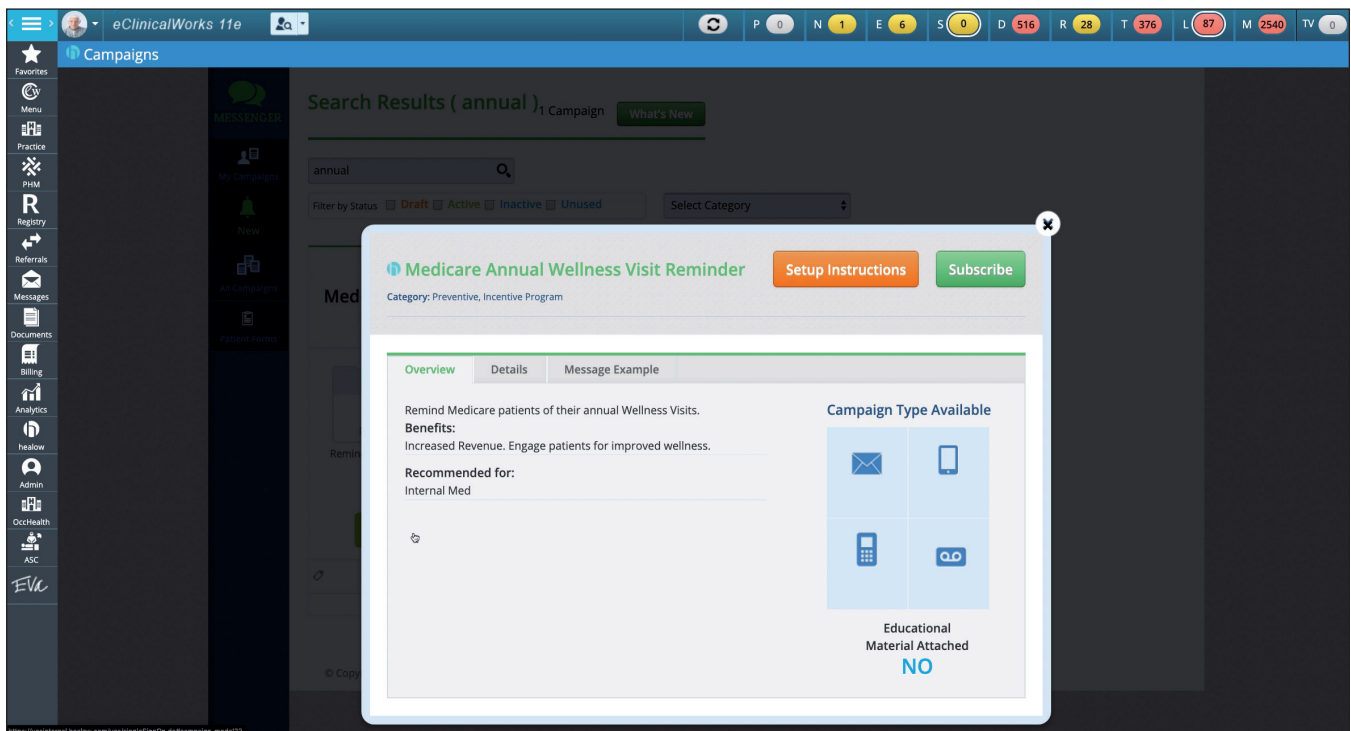
### Power to the Patients

The providers at The Family Clinic have also noticed a change in the way patients were feeling.

“The patients recognize the difference and the change, and they're very appreciative of the outreach that we have implemented,” said Dr. Kevin



One year after first signing up for the program, The Family Clinic was recognized as the first CPC+ Practice of the year.



Providers at the Family Clinic are able to send Wellness Visit reminders to their patients.

Guillory, an 11-year physician at The Family Clinic. “They have felt better, have noticed that their sugars are doing better, and they’re able to do more. So, the patients have really seen the results.”

eClinicalWorks tools like the Patient Portal also keep patients engaged in their health. “The Portal is very helpful because it made things simpler,” explained Solomon Baptiste, a patient who’s been with The Family Clinic since 1977. Later in life, Baptiste was diagnosed with cancer and benefitted greatly from using the Portal. “It’s very comforting because at the same time it helps you, as an individual, to see that the staff is updating everything and knowing what you’re moving towards.”

## The CPC+ Practice of the Year

Soon, others began to take notice of The Family Clinic’s transformation. One year after first signing up for the program, The Family Clinic was recognized as the first CPC+ Practice of the Year.

Although the providers recognized the hard work and dedication that led to the award, it still came as a surprise. “The CPC+ Practice of the Year Award was

a tremendous surprise. But we really did transform the way we provided primary care. We each take a very personalized interest in what the clinic does, and I think that showed through in the work that we did and transforming the practice,” said Dr. Braham.

## Looking Toward the Future

The Family Clinic has no intention of slowing down and is looking forward to implementing further eClinicalWorks features to improve their practice.

The practice recognized the power that telemedicine could have for their patient base and are now giving that a try. “Telemedicine will help with our behavioral health program. A lot of our patients that have depression cannot miss work, and this will offer them to meet at lunchtime or shortly after work,” said Mary Ann Martin. ■

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