

# Customer Success Story

## HealthTexas Medical Group

Offering primary and specialty care to San Antonio since 1994

60+



Providers

17



Locations

75,000+



Patients

### The Challenge

Practices need to extract EMR data for reports telling providers which patients need screenings and interventions. Outdated data and manual processes mean delays in the detection and treatment patients need.

### The Solution

The HEDIS® dashboard gives providers up-to-date, actionable patient data in one place — the Right Chart Panel of the eClinicalWorks® EHR. Administrative users can then mine that data for report preparation and risk stratification.

### The Results

The HEDIS dashboard has helped HealthTexas providers focus on prevention and detection of the most common chronic conditions, even while they have adjusted to the realities of COVID-19, including anticipated post-pandemic changes.

## Using HEDIS to Focus on Fundamentals

### Computers handle the data so providers can practice medicine

Kip Porter, Director of Clinical Applications at HealthTexas Medical Group, based in San Antonio, Texas, loves the Healthcare Effectiveness Data and Information Set (HEDIS) dashboard. For the last four years, he and his providers have used it to measure blood pressure rates, mammograms,

colorectal screenings, and diabetic measures.



Kip Porter, Director of Clinical Applications

“If you’re doing any kind of value-based care, this is how they’re going to determine how well you’re taking care of patients,” said Porter, noting that HEDIS helps determine reimbursements and affects contracts and rates that a practice negotiates with payers.

Nearly every practice, Porter points out, is already doing the work that the HEDIS dashboard can track. The only question is whether they are doing that work as efficiently as possible.

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“Across the country, people have their staff tied up doing things that a computer is good at — taking data that’s already there, converting it to another format, and putting it into another place. Why are we having people do this? Why do you want to have your FTEs sitting there pulling lists when the computer can just do it for you?”

– Kip Porter, Director of Clinical Applications, HealthTexas Medical Group

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“Medicine is really going through a transition,” Porter said, such that doctors and other staff tend to the art of medicine and make sure patients’ needs are met, while computers handle tasks they do best, including generating reports and putting data where it is needed. “The HEDIS dashboard is clearly a way to do that, and it’s going to save you time all the way around.”

### Identifying and helping non-compliant patients

One of the primary uses of the dashboard, Porter noted, is to identify groups of patients who may not be compliant with necessary screenings or visits and have no appointments scheduled. Without a tool like HEDIS, the chances of meeting those patients’ needs are very low.

“It’s giving you that operational, actionable data that you get to right now, especially after COVID-19, when so many patients avoided this type of preventive care,” Porter said. “It doesn’t mean that their risk for colorectal cancer went down because all of a sudden COVID-19 is out there! Not only do you need to be compliant on

these measures, but patients need this care. They can’t miss these things, and you can help get them back on track.”

### Letting computers do the heavy lifting

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At HealthTexas Medical Group, HEDIS is helping lead the way to that new medical paradigm, in which computers do what they do best, freeing human beings to do what only they can do.

“You can then reallocate those people to make sure that patients who walk in the door are greeted appropriately,” Porter said. “Perhaps someone can be helped to their seat. Or someone may be having trouble getting up. You know, really focusing on the care delivery.”

HEDIS® is a registered trademark of the National Committee for Quality Assurance (NCQA).