

## Witham Health Services

### Rooted in Indiana, Growing with eClinicalWorks

#### The Problem

Witham Health Services and Witham Memorial Hospital needed additional healthcare IT solutions to build upon more than a century of outstanding service in Indiana.

#### The Solution

Witham furthered Patient Engagement with healow CHECK-IN™ and eClinicalMessenger®, enabled Chronic Care Management, and leveraged healow Insights® to facilitate data exchange with payers.

#### The Results

Witham sharply reduced no-shows, improved staff efficiency, and allowed patients to more easily access their information. healow Insights has helped them identify and address gaps in care.

#### Witham Health Builds on a Century of Success

The state of Indiana today annually produces billions of dollars' worth of corn, soybeans, and other agricultural products. But back in May 1915, farmer and Civil War veteran Flavius J. Witham planted another seed — \$15,000 for construction of a small hospital on two acres of land in the town of Lebanon.

That seed took hold and grew into a regional healthcare system that for more than a century has improved the health of countless Hoosiers. Witham Memorial Hospital and Witham Health Services today constitute one of the most important healthcare networks in the Greater Indianapolis area.



Witham Hospital's two-story expansion in Lebanon, Indiana

#### Growing with eClinicalWorks and healow

In 2003, Witham opened a 128,000-square-foot facility to accommodate the area's growing needs, followed in 2009 by a 95,000-square-foot medical office building. That same year, they implemented the eClinicalWorks® EHR, giving them access to a full range of healthcare IT tools for documentation, Patient Engagement, Population Health, analytics, and more.

In the 12 years since, Witham has grown from 38 to more than 100 providers at 30+ locations in and around Boone County, offering primary, family, and emergency care, as well as more than 50 medical specialties.

## Better Check-in Means Convenience and Saving Time

“We started off with manually having to do patient appointment reminder calls,” said Paul Frey, Witham’s Executive Director of Information Systems. “Now we’ve gone to automated reminders and campaigns. These allow our patients to do self-check-in directly from their phones and have helped tremendously during the COVID-19 pandemic.”

Witham uses eClinicalMessenger campaigns for annual visit reminders, health exams necessary for school or camp attendance, and customized outreach to patients who may be due for a mammogram or colonoscopy. Frey noted that campaigns have “reduced our no-show rate tremendously.”

## Better Management of Patients with Chronic Conditions

To address the needs of patients with multiple chronic conditions, Witham uses the eClinicalWorks Chronic Care Management module.

“The care coordinators are able to make weekly or monthly calls with those patients to see if they are taking their medications, attending their appointments, and improving their overall health,” Frey said. “That way, we can keep them from having to come to the ER or prevent an inpatient stay at our hospital.”

## healow Insights: Better Data for Closing Gaps in Care

Witham also uses healow Insights to maintain connections with payers.

“It allows us to receive information from the payers back directly into eClinicalWorks,” Frey said, “allowing our physicians and some of our nurses to see where gaps in care exist and what we still need to do to close those gaps.”



eClinicalWorks has become a valued partner with our organization, allowing us to reach our goals of improving patient care, and allowing our staff to be more effective and efficient in their daily workflows.

*Paul Frey, Witham’s Executive Director of Information Systems*

## Times Change, Great Healthcare Endures

Two years after county commissioners accepted that initial \$15,000 donation, the original Witham hospital opened. According to a 1975 article, the first patient was Harvey Walton of Milledgeville, who needed surgery after having his arm fractured by a mule.

Injuries from mules are much less common in Indiana today, yet Witham Hospital and Witham Health Services can still handle any kind of orthopedic injuries — or challenges in dozens of other specialties. And they continue to seek out the most flexible products in today’s market.

“We appreciate how much that eClinicalWorks continues to develop with their system,” Frey said. “It allows us to continue to stay on the leading edge of technology and what it can do for us, from the standpoint of staff, providers, and patients.”