



San Ysidro Health Center Transforms Their HIT Engagement Model Leveraging eMedApps' Professional Services and Solutions



To successfully deploy NextGen™ EHR and EPM solutions, improve access to healthcare data, and address technical resource shortages, San Ysidro Health Center partnered with eMedApps. The results were transformative.

Goals

- » **Successfully deploy NextGen Electronic Health Record (EHR) and Enterprise Practice Management (EPM) solutions:** Replace legacy EHR system(s) and manage all data conversions and subsequent application upgrades across a network of more than 150 providers.
- » **Improve network-wide ambulatory and acute clinical collaboration:** Unite clinical teams and improve collaboration by providing a common environment for reviewing and communicating patient data across acute and ambulatory environments.
- » **Provide continuous access to electronic care records:** Ensure continual access to up-to-date patient care records addressing both planned and unplanned EHR and infrastructure outages.
- » **Augment existing IT Service Desk to include clinical knowledge base and address resource shortages that constrain operations during periods of peak demand:** Control escalating provider frustrations with existing Service Desk support.

Action Plan | Results

- » eMedApps' NextGen application experts managed the deployment of EHR/EPM across San Ysidro's network of over 150 providers. The comprehensive program included on- and off-site clinical IT support for provider onboarding, EMR upgrades, conversions, and technical and application support staff augmentation. As a result, a new environment of care collaboration emerged, built on a foundation of advanced HIT solutions and technical expertise.
- » eMedApps' CareBridge™ patient data integration engine was deployed allowing San Ysidro to participate in the San Diego Health Connect Regional Health Information Exchange (HIE). Participation supports key MU2 requirements and facilitates sharing of patient data between acute and ambulatory care settings increasing overall provider and patient satisfaction.
- » eMedApps' CareFinity business continuity solution provides seamless access to patient care records during planned and unplanned network and application outages. Provider-patient interactions are no longer interrupted or delayed due to application outages. Care delivery and overall provider satisfaction improved.
- » The eMedApps Professional Services team deployed NextGen clinical experts to staff a new Clinical HIT Help Desk. All EMR application usage, configuration, and training questions are routed to this team which fields an average of 65 calls per week. Rapid response to support requests improved provider adoption of NextGen applications and increased overall provider satisfaction.

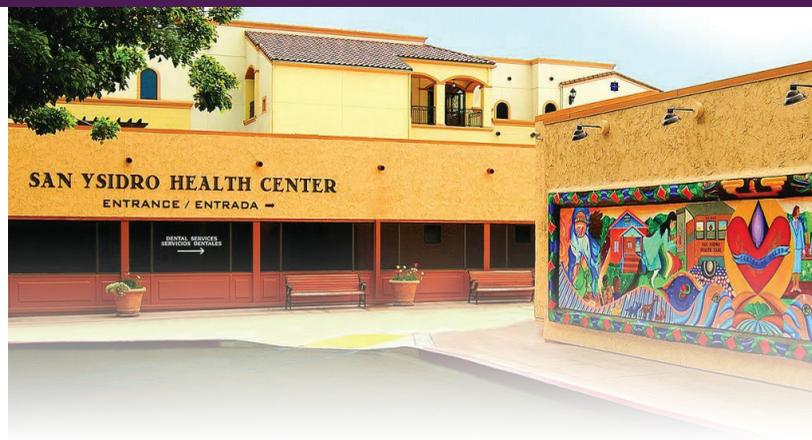
The Challenge

San Ysidro Health Center faced challenges in configuring and rapidly deploying the NextGen EHR and EPM solutions across a network of over 150 providers. Their lack of clinical HIT resource bandwidth inhibited their ability to provide exceptional service to their providers, and the lack of a business continuity solution created operational delays and frustration. Legacy systems weren't keeping pace with the organization's strategy to build a more reliable and scalable environment for provider collaboration.

The Solution

eMedApps partnered with San Ysidro's management team to define an action plan that included leveraging eMedApps' Care Connectivity Platform™ and NextGen Certified Professional Services. This combination of advanced HIT solutions and hands-on HIT expertise allowed San Ysidro Health Center to efficiently and effectively engage providers and address key operational and clinical challenges. The results were transformative and included:

- » **Successful launch of the NextGen EHR/EPM solution across a network of over 150 providers.**
- » **Participation in a regional HIE allowing acute and ambulatory teams to share patient data.**
- » **Continual and consistent access to patient healthcare data where and when it is needed.**
- » **Launch of a new Clinical HIT Help Desk that fields provider calls quickly and efficiently.**



"eMedApps has been absolutely crucial in the success of our department, our organization and our NextGen EMR in general. I feel like the eMedApps team is an ally in my role at San Ysidro, and I know that my leadership team feels the same."

Beth McDonald

Director of the Project Management Office
and Application Development Team,
San Ysidro Health Center

About San Ysidro Health Center

San Ysidro Health Center (SYHC) is a non-profit organization committed to providing the highest quality, most compassionate, easily accessible and affordable health care services for the entire family. A network of over 150 providers in the San Diego area, SYHC offers comprehensive primary care, dental, counseling and family support services. SYHC is a Federally Qualified Health Center.

About eMedApps™

eMedApps delivers patient-centric and vendor-neutral integration, interface, and business continuity solutions to healthcare delivery organizations across the U.S., enabling improved quality of care, increased EHR efficiency, and interoperability within and across the connected enterprise. With an ONC-ACB Certified Interface Engine and extensive industry expertise, eMedApps' Care Connectivity Platform™ is compatible with all major EHR vendors. eMedApps is headquartered in Schaumburg, Ill. with offices in San Diego, Houston, and Boston.

