

# CASE STUDY

## FQHC Improves Quality Performance through Enhanced Productivity & Staff Engagement

**Community Health Centers of Central Wyoming (CHCCW) needed to boost productivity and increase staff engagement to meet their quality goals.**

CHCCW was struggling to achieve success in their quality programs. With an overburdened staff and high demand for their services, this Federally Qualified Health Center (FQHC) needed assistance to integrate quality measures into their daily workflows. They enlisted Medical Advantage to help prioritize their quality measures, streamline clinical workflows, and train office staff and providers.

### CHALLENGES

- ▶ Lack of staff and provider awareness of the 19 quality measures CHCCW was working on.
- ▶ Inefficient workflows that required time consuming and duplicative data entry processes.
- ▶ Missed opportunities to close gaps in care to meet quality measures.

### SOLUTION

Medical Advantage's practice consultants spent time on-site observing the daily operations and implemented a solution that incorporated:

- ▶ **EHR Optimization** – including custom templates and order sets to streamline data entry and capture the required quality measures in the EHR system.
- ▶ **Care Gap Alerts** – to help staff clearly identify which patients needed a quality measure completed during their visit.
- ▶ **Face-to-Face Training** – to educate staff about the quality measures and clinical workflows, and to gain buy-in for the new processes.
- ▶ **Quick Reference Guides** – to reinforce the training and solidify new workflows.

### RESULTS

After eight weeks working with Medical Advantage's practice consultants, the team at CHCCW achieved the following:

- ▶ Increased staff and provider knowledge of quality measures and how to achieve them.
- ▶ More efficient workflows within their EHR system, allowing staff and providers to dedicate more time to patient care and less time to paperwork.
- ▶ Improved coordination and communication regarding patient care and needed quality measures to be completed during each visit.



With the assistance of Medical Advantage, we here at CHCCW were able to streamline processes, increase quality metrics, decrease unnecessary documentation, and deliver better patient care. Our staff and providers are now more efficient than ever and feel satisfied that they are giving patients the care they deserve.

**Kristal Skiles, RN** Director of Nursing and Quality,  
Community Health Centers of Central Wyoming



Community Health Centers of Central Wyoming is a Federally Qualified Health Center (FQHC) whose mission is to provide affordable and high-quality patient care for residents of central Wyoming, regardless of income.

#### Specialties:

- ▶ Family Medicine
- ▶ Pediatrics
- ▶ Women's Health
- ▶ Dental
- ▶ Behavioral Health
- ▶ Quick Care Walk-In Clinic

#### Locations:

- ▶ Six locations in central Wyoming, serving the communities of Casper, Dubois, Lander, Riverton and more.



8 Weeks



16 Care Gap Alerts



16 Job Aides & User Guides



50 Staff & Providers Trained



30 Training Sessions



10 Quality-Specific Order Sets



100 EHR Templates;  
7 Quality-Specific Templates

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