

Bluegrass Community Family Practice is a primary physician and urgent care facility founded in 2008 by Dr. Brian Sosnin and his wife with the intent to provide the highest standard of patient care. The practice, which serves several counties in Kentucky, provides a wide variety of primary care services including allergy shots, EKG and cardiac monitoring lab tests, lung function tests, and other general care services.



WE TREAT YOU AND YOUR FAMILY WITH
COMPASSION AND INTEGRITY

"We did it! It takes a village to achieve Level 3 PCMH Recognition. The Ero Health team has always been professional, helpful and kind. We appreciate everyone who is a part of our team and family. We love caring for our patients, and we take pride in our work."

- Dr. Brian Sosnin, Founder
Bluegrass Community
Family Practice

The Situation

Patient Centered Medical Home (PCMH) has become the most widely adopted model for health care. It focuses on establishing a "home base" for a patient with his or her primary care physician, enabling enhanced management of the patient's overall care. Primary care physicians oversee the health care plan in a holistic manner, establishing the patient's care needs and then quarterbacking all aspects of care including hospital visits, lab work, specialists, and more.

The goal of the PCMH approach is to help physicians improve the care and management of all patients, especially those who are high-risk or live with a chronic condition. Practices who achieve PCMH recognition can experience higher reimbursements because overall costs of care will be reduced. Practices must put processes in place and qualify for recognition as a Patient Centered Medical Home.

The Client's Need

Bluegrass Community Family Practice wanted to pursue PCMH recognition because of its focus on delivering high-quality, low cost care to patients in a team-based approach. They knew that many processes must be put in place, and that their eClinicalWorks® system held many pieces of data that they could access and analyze in working towards achieving PCMH. They weren't sure exactly where to start. They turned to Ero Health for help with the initiative.

How Ero Health Helped

The practice had worked with the Ero Health team since its opening, so the support team was familiar with the eClinicalWorks implementation, as well as the overall operation of the practice. The process began by establishing the eBO viewer and reports, and establishing working and effective Order Sets to satisfy the PCMH "Important Conditions" standard.

The Ero Health team also helped Bluegrass to get Consumer Assessment of Healthcare Providers and Systems (CAHPS) survey, also a requirement for PCMH, set up within eClinicalWorks. This survey allows the practice to gather data on patient experience to measure and create ratings of health care providers and plans. Bluegrass's surveys are set up to be sent directly from their eClinicalWorks system on their server, simplifying the process.

Ero Health also helped the practice with several other important projects along the path to Bluegrass's Level 3 PCMH Recognition.

About Ero Health

Ero Health is the largest eClinicalWorks partner in North America that provides a full suite of digital health services to healthcare systems, clinics and physician practices. We can help you gain greater visibility to patient data, reduce overhead costs and improve patient and staff satisfaction by providing the most complete solution for optimizing your eClinicalWorks investment. Choose Ero Health and we will pick you up wherever you are on your eClinicalWorks journey and navigate you to achieve success.

Results

Through this work, and the practice's partnership with the Ero Health support team, Bluegrass was able to achieve PCMH Level 3 Recognition, the highest level of recognition available. Through this process, the practice experienced improvements in understanding and utilizing key features of their eClinicalWorks system, including order sets and eBO reports.

Perhaps the most important result involves the pride and great demonstration of the commitment to health care excellence the Bluegrass team has experienced because of this recognition. Their patients know that they worked hard to achieve the highest level of PCMH Recognition, and will continue striving to provide the best possible care.



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