



Baldwin Family Health Care

i2i Tracks is Magnifying the Power of Care.

Challenge:

Baldwin Family Health Care (BFHC) saw an opportunity to improve the health of their patient population but needed a solution to unleash the power of their data.

Solution:

Leveraging i2i Tracks, BFHC transformed their enterprise into a Level 3 NCQA-PCQH organization patient population but needed a solution to unleash the power of their data.



Established in 1967, Baldwin Family Health Care (BFHC) serves residents at five primary care sites in Michigan and is one of the most established, federally-funded care organizations in the nation.

Several years ago, the team at BFHC recognized that older patients, managing several chronic conditions routinely received care from a variety of providers and would often seek care in the emergency room. As a result, BFHC saw an opportunity to evolve their organization and serve as a Patient-Centered Medical Home (PCMH) for the residents of Baldwin and Lake County.

BFHC believed they could substantially improve health outcomes, and reduce costs by applying for NCQA-PCQH status and employing population health management techniques.

Though, BFHC needed help getting the right technology in place in order to access the information that resided within their Electronic Health Record (EHR) and generate reports that staff could use to track important quality measures.



“It was almost like the data was trapped inside our EHR. After incorporating i2i Tracks, we can finally access that information and use it in a powerful way.”

“We have an amazing staff. They’re passionate about helping patients in the communities we serve. With i2i Tracks, we’re able to exponentially magnify the power, reach and efficiency of our care delivery.”

— Russ Kolski, RN, Strategic Projects Director at BFHC —

To solve for this challenge, BFHC implemented the i2i Tracks Population Health Management Platform and, as a result, earned the prestigious Level 3 NCQA-PCQH accreditation – all within just 24 months.

As a result of this partnership, BFHC is able to collect and analyze information, all from one source, quickly and easily - unleashing the power of their clinical data. Using i2i Tracks, care coordinators and case managers can apply population health management strategies. By identifying groups within their patient population that are high risk for adverse health outcomes, the staff at BFHC can deploy large-scale outreach campaigns to help patients reach their personalized care goals.

Russ Kolski, RN, Strategic Projects Director at BFHC led the initiative internally and witnessed the organization’s impressive evolution first-hand. “We have an amazing staff. They’re passionate about helping patients in the communities we serve. With i2i Tracks, we’re able to exponentially magnify the power, reach and efficiency of our care delivery.”

