



Community Health Centers of Greater Dayton

i2iTracks Population Health Management Platform

Challenge:

Community Health Centers of Greater Dayton (CHCGD), was formed to improve access to high-quality, affordable primary health care in the region and the communities they serve. As part of their ongoing commitment to transform patient care delivery, CHCGD, tackled two challenges at once; applying for PCMH status and integrating behavioral health into their primary care offering. Unable to get what was needed in terms of analytics and reporting from NextGen, the community health center needed a flexible Population Health Management (PHM) solution delivering both actionable and meaningful measures and reporting to support patient care and staff management.

Solution:

CHCGD chose i2iTracks as their PHM solution. From the day the contract was signed, i2i's implementation, customer service, and support teams, worked alongside CHCGD to ensure a smooth onboarding and implementation process. Available at all times to answer questions and lend operational expertise, the i2iTracks team enabled CHCGD to launch quickly, transition from a manual QI reporting process to a seamless reporting process and deploy high-value, visual dashboards, providing the staff with real-time insights to guide and improve patient care.

Post launch i2iTracks now serves as the frontline, organizational management reporting solution. From tracking patient outreach to staff task assignments and grant compliance, i2iTracks consistently improves efficiency and PHM. The implementation process is the benchmark for future projects and initiatives across all of CHCGD's clinics.



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“Along with serving patients in our communities, CHCGD is a shining example of creating collaborative and meaningful improvements through data. Today we are a data driven healthcare organization, we are prepared and can adjust and flex for whatever industry changes come down the line. I'd recommend i2iTRACKS, 100%. “

—Chava Sonnier, Clinical Informatics Lead, CHCGD

As data becomes more ingrained into CHCGD's workflow, clinicians and staff find new ways to harness that data to help patients. Report requests are on the rise because data no longer makes providers anxious. Whether it's changes in regulations, reimbursement and patient mix, or access to grants and alternative funding mechanisms, healthcare organizations that are data-driven have a sophisticated new set of tools they're not afraid to use.

i2iTRACKS gives CHCGD the foundation to collaborate with their community, prepare for the future, and successfully serve the patients who most need their help.

i2iTRACKS

Results

- Improved MACRA reporting capabilities
- Organizational efficiency and scalability
- Improved staff buy-in and follow through on process improvement changes
- Ability to collaborate with our payers on any program

