



Laurel Medical Center

i2iTracks PHM Platform

Challenge:

Mountain Laurel Medical Center, a member of the Mid-Atlantic Association of Community Health Centers (MACHC), operates in rural Maryland and has a melting-pot demographic—from the Amish community to a diverse mix of tourists, seasonal employees and empty nesters. After implementing NextGen as their EHR solution, the medical center began to experience reporting limitations. The ability to pull consistent UDS and meaningful use reports with an already lean and stretched staff posed a significant challenge.

Mountain Laurel needed a robust population health management (PHM) solution that minimized the amount of time spent on the preparation of reports, giving them the ability to stay true to their mission—providing quality, safe and accessible evidence-based primary healthcare services.

Solution:

After an exhaustive search, Mountain Laurel chose i2iTracks as their PHM solution. With the i2iTracks supportive implementation team, Mountain Laurel now has the ability to look at data on a weekly basis for real-time insights and actionable data. With the robust reporting capabilities of i2iTracks, staff know where they stand on measures, at all times, and thus can transform the organization from reactive to proactive in terms of population management.

In addition, the medical assistants have access to Interactive Team Intelligence (ITI) for use in morning huddles, which allows them to streamline morning chart preparation, capture more preventive measures and establish outreach programs.

Along with i2iTracks, Mountain Laurel's PCA (MACHC) is creating a program to deploy PopIQ, i2i's cloud-based comparative intelligence engine, which enables them to compare their outcomes with other organizations, regions and the country.



<http://www.mtnlaurel.org>

i2i TRACKS

“We really credit the QI award to i2i, as we probably would not have received such high marks without the PHM solution. We'd absolutely recommend i2i, and we have to our sister organizations. “

— Charles Wilt, Chief Executive Officer

Next Steps

With the help of i2i, Mountain Laurel's next move is integrating payer and provider data along with comparing and benchmarking their population health data with others across the country.

“We began implementation in October, and by early February when reporting came due, we had everything we needed in one place, and all reporting was done without having to sample data to verify accuracy. We've transformed from reactive to proactive care management thanks to i2i. The time that saves us means our staff has more time to focus on what matters, serving our population and delivering quality care. “

— Laura Schroyer, Quality Improvement Coordinator

Results

- Reduction in annual reporting effort from months to days
- Successful reporting to an ACO
- PCMH-certified level 3 status
- A HRSA QI Award this year

