



## Integrated Quality Improvement


California Primary Care Association  
Health Information and Technology Summit  
Thursday, February 18, 2010

## Community Health Clinic Ole: Vital Statistics

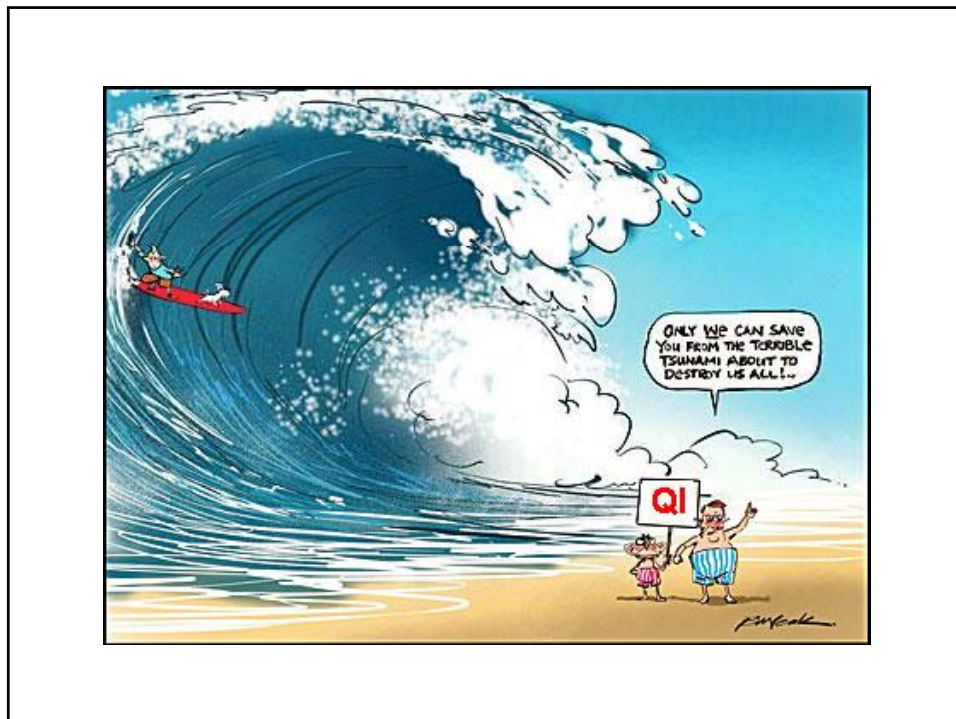
- Federally Qualified Health Center
- Patients:
  - 19,000 patients
  - 57,000 encounters/year
  - 44% Monolingual Spanish-speaking
  - 62% Hispanic
  - 71% Under 100% of the Federal Poverty Level
  - 50% with no regular health insurance
- Providers:
  - 7 primary care physicians, 3 specialist physicians, 1 Psychiatrist, 9 midlevel providers, and 4 dentists
- 6 clinical sites

2009 UDS/OSHD Data

## Six Clinical Sites



- St. Helena
- Vintners Health Center
- Hope Center
- Homeless Shelter
- Napa Valley College
- Calistoga

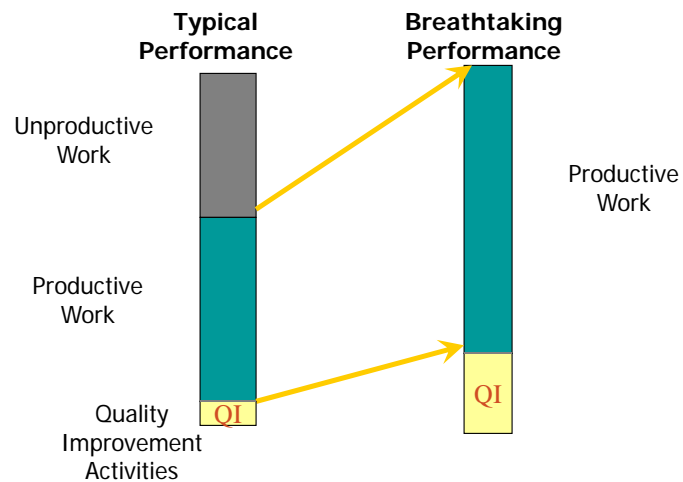


## Quality Improvement at Clinic Ole

- RCHC's Quality Culture Series
- Break-out QI Projects
- RCHC's Train the Trainer
- Implemented a Culture of Quality
- i2itracks early adopters



## Planning for Efficiency



## Our Vision

*“To utilize a fully-functioning electronic health record as a tool to improve the quality and safety of health care delivered at the individual patient level and population level”*

## Measures for Success

- Population Management
- Seamless Billing
- Improved Disease Management
- Improved Documentation
- Reduced Errors
- Improved Preventive Care
- Clinical Decision Support
- Clinical Coordination Across Sites
- Clinical Coordination with Hospital or Other Systems
- Improved Reporting



## EMR Implementation: a Team Effort

- Home grown project coordinator
- Strong Provider champion
- Department Leads
- Knowledgeable IT support

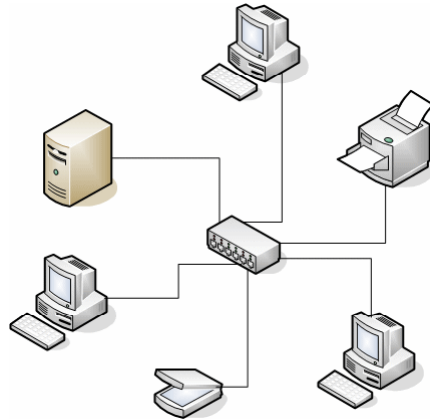


## Workflow Documentation/Mapping

- Identify inefficiencies: Paper or Process
- Basis for training plans, templates and system building
- Opportunity to identify IT needs



## The Glue: Infrastructure



## Efficiency Builders

- Additional Modules
- Interfaces
- Supplemental Software



## At the Point of Care

- Hardware
- Ergonomics
- Ideal workstations
- Patient centeredness



## EMR Implementation



# Questions



Carlos Aviña  
Community Health Clinic Ole  
[avina@clinicole.org](mailto:avina@clinicole.org)