

Data Sheet >>>

A preview of NextGen Healthcare's new population management tool

The healthcare market today.

The healthcare market is changing. It's moving away from fee-for-service, toward reimbursement tied to quality of care, cost avoidance, and wellness. NextGen Healthcare is responding to these changes by building population management tools that will help you manage the unique health needs of your patients while bringing measurable efficiencies to your practice, all without the need to add more staff.

Using Population Management tools to manage your practice.

Most practices have patients with chronic conditions such as diabetes or asthma, who may be non-compliant. They may have patients that, through family history or lifestyle, are at greater risk for cancer or other diseases. Other patients are meeting milestone birthdays (40 or 50) and need preventive care, such as PSA tests or mammograms or a colonoscopy.

These are all very real occurrences and practices need tools to help them manage these diverse situations.

Using our population management tools, you place the patient in the center of the healthcare circle where, through improved management of chronic diseases or through preventative care, they can be better served.

Population Management in action.

To see how the NextGen Healthcare population management tool will help, let's look at the life of a patient, Vic Campbell, who just turned 50.

Each night, the population management tool identifies patients eligible to receive a communication by reviewing and comparing the entire database against the measures and guidelines set up in the NextGen® Health Quality Measures database, the fifth largest patient registry in the United States.

NextGen Healthcare's population management tool selected Vic for a PSA screening and a colonoscopy because of his age. A secure notification can be sent to Vic through NextGen® Patient Portal, followed by a text message to his mobile phone telling him to log on to the patient portal for the message.

The population management tool reaches out to your patients in the most cost effective manner or using the patient's preferred manner—such as text messaging, through the patient portal, using integrated voice response, a live call center, or via secure email.



After reading the message on the portal, Vic has an opportunity to schedule an appointment, which is fully templated and only presents him with timeslots defined for the type of visit he needs. The tool also follows a user-definable escalation procedure. If Vic hadn't responded, the system would have sent another message or notified someone in the practice that direct contact was needed.

The system helps mitigate the practice's risk by automatically documenting Vic's chart with the attempts the practice has made to contact him. And, it updates his patient record in NextGen® Ambulatory EHR, alerting the scheduler that Vic was contacted, potentially eliminating the awkward situation with many systems where a patient calls and the scheduler doesn't know anything about the issue.

The results.

NextGen Healthcare's population management tool measures clinical and financial results, so that a practice can see:

- Increases in the number of appointments scheduled
- Decreases in no-show rates
- Improvements in chronic care non-compliance rates
- Increases in revenue from more preventative care visits
- Overall improvement in meeting quality measures

What can our suite of population management tools do for your practice?

For more information, speak with a NextGen Healthcare sales representative at 215-657-7010, or email sales@nextgen.com.

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Patent pending.