Delaware Valley Community Health Sets the Stage for Success

Delaware Valley Community Health

Mission Statement: Delaware Valley Community Health, Inc. (DVCH) is a community-focused healthcare organization providing affordable, accessible, primary medical and dental healthcare. Services are provided in a fiscally responsible manner to all patients regardless of their ability to pay.

Location: Philadelphia and Delaware Valley

Number of Providers: 74

Number of Clinics: 8

Number of Patients: ~ 50,000 annually

Number of Encounters: ~ 150,000 annually

NEXTGEN HEALTHCARE SOLUTIONS

- NextGen® Enterprise
- NextGen® Enterprise PM
- NextGen® Population Health
- NextGen Virtual Visits™
- NextGen® Mobile
- NextGen® Share
- NextGen® RCM Services

A one-stop shop for quality care

Like other FQHCs, Delaware Valley Community Health (DVCH) accepts all patients regardless of their ability to pay, as well as a large Medicaid population. Their organization offers true full-spectrum care, from pediatrics to adult and internal medicine in addition to subspecialties, including optometry and podiatry—several of their facilities provide OB/GYN care. Their behavioral health providers are deeply integrated with primary care services and provide medication-assisted treatment therapy for patients struggling with opioid addiction. Additionally, DVCH completes lab work and medication dispensation on site.

What it takes to integrate across clinical modalities

All of DVCH's specialties submit notes into their NextGen Healthcare platform within the different subspecialty templates, but in a way that's uniform and standardized regardless of specialty. This uniformity allows their providers to look into each other's notes to find the information they need in order to truly provide comprehensive care to all of their patients. Allowing the different specialties to dump data in a similar way in the medical record is important, not only to communicate across multiple sites but across subspecialties.

"We have tools within the EHR to document communications so that we can do a warm handoff directly through a task to a behavioral health provider who then picks up that task and connects with the patient," said Julia DeJoseph, MD, vice president and chief medical officer.

Doing more with data

DVCH collects analytics through NextGen Population Health via the clinical component of the module and the business analytics. DVCH has teams who focus directly on population healthcare, and their efforts pair nicely with being paid for good quality care. The teams pull the data and enable DVCH to use the information to prevent any gaps in care. Their providers feel supported to get that level of care to the patient, which ultimately contributes to the reimbursement that funds all of the good work they do.

"We have background support teams who address those care needs with patients. The provider can enhance the patient experience of medical care by not only addressing what the patient thinks they need but also addressing what they might not realize they need," said Dr. DeJoseph.

HIGHLIGHTS

13% **No-show rate** dropped to 13% during COVID-19

Retained all 312 employees throughout pandemic

Care transition numbers have **skyrocketed**

Isaiah Nathaniel, chief information officer for DVCH, understands the importance of being able to pull and generate the information they need to make the right executive decisions—to understand where they are and where they are headed.

"Our role as primary care is to reduce ER admission and readmission rates," said Nathaniel. "One of the modules in it [NextGen Population Health] helps you understand your readmission and admission rates right out of the population health analytic tool. Not only that, you can see geospatially where your admissions and readmissions are according to your location."

Unexpected results of COVID-19

On March 16, 2020, DVCH was forced to shut their doors to 50,000 patient lives. In order to continue care, they had to provide a strong and comprehensive telehealth presence.

"We took the onus on ourselves to increase our internet capacity—to be able to have a quality data connection with OTTO Health [now NextGen Virtual Visits™]. We increased our server infrastructure, not only for the patients, but for our 312 staff because that staff interaction still needs to occur to get to the provider," Nathaniel explained. "And under that strategy, that's where NextGen has been able to help us do what we needed to do."

The infrastructure and operational success DVCH had pre-pandemic contributed to how they successfully navigated the beginning of the crisis. Over the past few years, they utilized population health and analytics so their quality measures with HRSA were on point; their reporting through UDS was good; and their patient volumes were above average. Their healthy position as an organization dictated much of the grant funding and the COVID-19 relief funding.

"Our good work years prior paid off during the pandemic. We were given funds to use to make sure we continued to provide trustworthy care and service," said Dr. DeJoseph.

Prior to March 2020, DVCH measured a no-show rate of 29.77 percent—the national standard is between 27 and 33 percent. However, as the pandemic progressed each month, that number continued to drop significantly to the point where it was under 13 percent in some months. What would have predictably taken three to five years to transition to meaningful use of telehealth, DVCH accomplished in weeks.

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Isaiah Nathaniel
Chief Information Officer
Delaware Valley Community Health

"Here we are, urban healthcare, underserved market, and we were able to, in double-digit decimals, reduce the no-show rate. Where there's public transportation, where there's a pandemic happening, we got under a 13 percent no-show rate," said Nathaniel.

Additionally, DVCH has observed unforeseen benefits of virtual visits that bring back an old-school take on the practice of medicine.

"Yesterday I did a video visit with a woman because she had a rash, and then it turned out the kids had a rash, so I got to compare everybody's rash. It wasn't what I anticipated happening, but I saw the rashes of a lot of people in this household yesterday, which added a ton of critical context," explained Dr. DeJoseph.

Care transitions and employee retainment

DVCH has a team dedicated to transitions of care who work to get people in; and recently their transitions of care numbers have shot through the roof. Telehealth has allowed them to meet goals they'd never met before. They've observed that people who've just been hospitalized have no desire to leave their house to see their physician within seven days, but they're happy to talk on the phone.

"One of the things I'm most proud about is that, for all of the 312 employees throughout this pandemic, we haven't laid off one person," said Nathaniel.

What the future holds

DVCH believes that putting the patient back in charge of their health and caring for them from a data perspective is a future trend for healthcare.

"We have to listen to the patients to understand what their options are. And then effectively collect that data so we can create systems that meet the needs of the community," Dr. DeJoseph said.

In addition to meeting the needs of their community, interoperability plays a major role in how health data is exchanged in a successful, impactful way.

"We're in the middle of building an interoperability platform with our city partners, and you can't do that if you don't have NextGen. We're going to build something equitable that takes the burden off of our providers. At the end of this, what's most important is the reporting and how you mine this data to be able to be reimbursed, but also provide quality care," said Nathaniel.

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HOW CAN WE HELP YOU?

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