

AVHANA CLIENT SUCCESS STORY

Borinquen Medical Center

SAVING TIME, IMPROVING CARE, INCREASING REIMBURSEMENTS

Gino Tabet and Dr. Diego Shmuels

Borinquen Medical Center serves the Miami area with more than 30 providers. After years of juggling multiple data collection workflows and systems, Gino Tabet, Quality Performance & HEDIS Manager knew a new approach was needed. Avhana is now an integral part of the Borinquen care cycle, cutting documentation time by ~40 minutes per day, per provider—while reducing care gaps and increasing quality scores.



Save 40+ minutes, per provider, per day

Real-time actions and analytics

“I used to run up to 6 different reports on care gaps, and then have to parse out the data and flag things as quickly as possible,” said Tabet. “Now, the clinical staff has a work process that ensures we won’t miss any gaps—all before the patient even checks in. This saves everyone time and helps improve patient care.” And with a simple, real-time quality dashboard—and easily accessible reports—Tabet and Shmuels can easily see performance metrics and identify successes and areas for improvement.

10%
higher quality performance metrics



The ROI for pre-visit planning

With reimbursements moving to outcomes-based payments rather than fee-for-service, closing care gaps can have a direct impact on Borinquen’s bottom line. And incentives from health plans further add to the ROI for quality programs. For example, a common gap for BMI care is a weight assessment. If a health plan offers a \$10 per patient incentive to close that gap—getting just 1,000 patients covered adds another \$10,000 to the bottom line.

“Avhana’s personalized patient and provider checklists have streamlined the visit for every patient, and allow Borinquen to adapt a patient record workflow to customizable handoffs.”

--Dr. Diego Shmuels, Director, Clinical Practice Management

According to Tabet, closing care gaps has been the most demonstrable outcome. Our clinical staff loves how easy the Avhana solution is to work with and how positively it’s impact their workflows, he said.

How Avhana works with Allscripts Touchworks®

Avhana seamlessly integrates with Allscripts Touchworks® to allow clinical staff to get ahead of upcoming visits. Medical assistants and nurses review upcoming appointments and the quality measures recommended based on diagnosis, lab results, and clinical guidelines. After selecting the measures they wish to include in the visit (vaccination, lab work, etc.) the orders are sent directly into the encounter within Allscripts. No double data-entry—it’s a seamless workflow. When the patient checks in, the clinical staff knows exactly what orders are needed without having to huddle in the hall before every appointment

block.
THE BOTTOM LINE: Closed care gaps, increased quality scores, efficient workflows, and improved reimbursements.