

# CLIENT TESTIMONIAL

## Center for Women & the Family

Achieving highly coordinated patient care with CompuGroup Medical's cloud-based "Software as a Service" EHR

### CLIENT PROFILE

Center for Women & the Family is a rural health clinic based in Pendleton, Oregon. The Clinic is one of only 4 designated Patient Centered Primary Care Home (PCPCH) in east Oregon. As a PCPCH, the Center is recognized for its commitment to quality, coordinated care.

Services offered at the Center include medical services, mental health services and substance abuse treatment. Center for Women & the Family hopes to become a tier 4 PCPCH in the early part of 2014 which will lay the groundwork for the addition of dental services to its portfolio.

The Center has an annual patient volume of 8,000 and is led by husband and wife team: Cesareo Texidor, PA-C, MPH and Juliet M. Texidor, MD who serves as the Center's Chief Medical Officer.

The Center's history with CompuGroup Medical began in 2006 when it acquired CGM webEHR™ as its electronic health record system. Since then, the cloud-based "Software as a Service" EHR solution has become an integral part of the Center's operations.

### FINDING THE RIGHT SOLUTION

In keeping with the standards of a designated PCPCH, the Center has a mandate to provide continuous and coordinated care. CGM webEHR's advanced functionality enables permission based sharing of clinical data such as patient charts, lab and radiology results among providers in the community and this has helped the Center achieve seamless operational efficiency.

Chief Executive Officer, Cesareo Texidor, says, **"We are required to have 24-hour coverage for our patients as a PCPCH. CGM webEHR enables me to get on my cell phone to look up a patient's record on the spot, make a note and get paid! A large part of an experienced provider's diagnosis is based on a patient's medical history. The physical examination and lab analysis are more for verification purposes. With its comprehensive summary of data, CGM webEHR's robust dashboard strongly facilitates this level of decision-making."**

Currently a tier 3 facility, the Center operates in a region that has been earmarked to receive government subsidies to provide health care to Medicaid and Medicare patients

### At a Glance

#### CLIENT:

Center for Women & the Family

#### SECTOR:

Rural Health Clinic

#### FACTS AND FIGURES:

- CGM webEHR is an industry recognized stand-alone cloud-based "Software as a Service" EHR Suite
- CGM webEHR is equipped for highly coordinated patient care with zero boundaries

#### SUCCESSES

Efficiency and productivity gains

- Remote access to clinical and administrative procedures
- Successful Meaningful Use (MU) Stage 1 attestation and receipt of incentive funds

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**"In order for healthcare reform to work, we need to have a centralized solution that facilitates effective clinical decision making and eliminates duplication of services. A robust cloud-based EHR solution such as CGM webEHR that supports referrals and enables trending of lab or radiology results across facilities is the key to saving money and saving lives."**

- Cesareo Texidor, PA-C, MPH CEO, Center for Women & the Family

who make up 20% and 42% of the Center's patient population, respectively.

As an exemplary player in Oregon's healthcare system, Cesareo also serves on the Healthcare Reform Taskforce. Cesareo strongly holds the opinion that CGM webEHR is a model EHR solution that will support the taskforce's objectives of increasing healthcare coverage and outcomes by increasing operational efficiency for member healthcare organizations.

**"In order for healthcare reform to work, we need to have a centralized solution that facilitates effective clinical decision making and eliminates duplication of services. A robust cloud-based EHR solution such as CGM webEHR that supports referrals and enables trending of lab or radiology results across facilities is the key to saving money and saving lives,"** Cesareo says.

## ATTAINING SUCCESS WITH CGM webEHR

Cesareo believes that the Center's clinical successes are interwoven with CGM webEHR's efficiency and productivity enhancing functionality. CGM webEHR equips the Center to successfully carry out examinations and flawlessly order prescriptions for controlled substances, as well as labs which are directly recorded in a patient's chart.

Through the system, the Center is able to utilize a list of referring doctors organized by name and specialty to ensure a continuum of care for its patients. **"With the push of a button, we are able to submit referral information."** says Cesareo.

The Center reports a patient satisfaction level of about 94% which it attributes to a concerted effort to prioritize the needs of its patient base. With a module that enables controlled access to a patient's own medical information, CGM webEHR allows the Center to empower its patients for informed decision making that enhances health outcomes.

With current Meaningful Use (MU) 1 certification, CGM webEHR has enabled the Center to successfully attest for Meaningful Use and access incentive funds for both Cesareo and the Chief Medical Officer. MU 2 certification for CGM webEHR is expected no later than Q1 2014.

Center for Women and the Family has future plans to move into a new facility that will also house 3 new providers, including a dentist. The goal behind this strategic initiative is to collaborate with these new providers in the provision of care. Cesareo holds the vision that as members of the East Oregon Coordinated Care Organization, this consortium of providers will ultimately utilize CGM webEHR as a single platform that will take coordinated care to the next level.

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### CENTER FOR WOMEN AND THE FAMILY

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### CGM webEHR

Certification number: IG-2351-13-0037 Certification date: October 2, 2013

CompuGroup Medical's CGM webEHR complete EHR is 2011 Edition compliant and has been certified by Infogard Laboratories, an ONC-ACB, in accordance with the applicable certification criteria adopted by the Secretary of Health and Human Services. This certification does not represent an endorsement by the U.S. Department of Health and Human Services or guarantee the receipt of incentive payments. Clinical quality measures to which CGM webEHR 7.2.2 has been certified include NQF 0013, NQF 0024, NQF 0027, NQF 0028, NQF 0031, NQF 0034, NQF 0038, NQF 0041, NQF 0043, NQF 0055, NQF 0056, NQF 0059, NQF 0061, NQF 0062, NQF 0064, NQF 0067, NQF 0068, NQF 0070, NQF 0073, NQF 0081 and NQF 0421.

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