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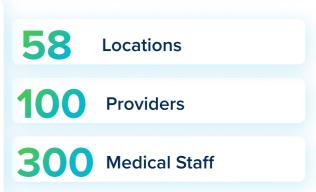
MaxHealth Scales Provider Support, Reduces Data Analysis Process from 3 Weeks to 1 Day, and Improves Patient Experience

MaxHealth

MaxHealth is a network of primary care centers that provides convenient, affordable **patient-centered care** in communities along Florida's west and southwest coasts. The organization is focused on value-based care contracts including multiple Medicare Advantage agreements. As a full-risk-bearing entity, MaxHealth empowers its providers to address diagnosis gaps and improve RAF scores while emphasizing quality and value in care delivery.

58 Locations

100 Providers

300 Medical Staff

Challenge

Support growing provider network with scalable in-EHR workflow solution to improve risk adjustment and enhance provider and patient experience.

As a fast-growing primary care-focused organization with a large and diverse provider network spread across Florida, MaxHealth required a solution that would engage providers in diagnosis gaps workflows and provide the operational team more scalable processes to enable providers to perform under value-based care contracts such as Medicare Advantage. MaxHealth prioritizes technology solutions that are **scalable, that enhance risk-based performance across its provider network and that improve quality of patient care delivery.**

"As a full-risk-bearing entity, I have to get a tool out to the doctors that is easy to use and helps them accurately code their patients, so we get the funding to care for the conditions our patients have. From a professional standpoint, it has allowed my team, which includes coders and coder educators, to identify - in real-time - when we need to help our providers," said Michelle Leslie, SVP of Population Health, MaxHealth.

MaxHealth also needed a technology provider that could interact directly with the EMR. Leslie explained, "One of the reasons we chose Vim is because it kept providers within their existing workflow vs. adding one to the mix or working outside of the EMR as we saw with other solutions."

Approach and Results

Design a dynamic data exchange process and deploy Vim's Diagnosis Gaps solution across multiple locations with simple, one-time implementation.

Among MaxHealth's objectives were to surface engagement data at the point of care, improve operational efficiency, enhance provider satisfaction, and focus on patient experience. To meet these goals, MaxHealth deployed Vim Connect's Diagnosis Gaps solution to its network - gaining full adoption in the first 60 days. Additionally, the company worked with Vim from the beginning to standardize and speed up data exchange and reporting.

Post-deployment, insights from the point of care are being acted on by operational teams **in 1 business day vs. an average of 3 weeks before deploying Vim**. "The enhanced data collection and analysis has helped us not only provide better education and feedback to providers about engagement with our diagnosis gaps data, it has helped us set new benchmarks and taken so much off the hands of the staff with previous manual processes. Before Vim, our team was transcribing from yellow sticky notes and papers to spreadsheets, and now it's seamless with Vim. From a data perspective it's much more efficient," said Dillon Moore, CIO, MaxHealth.

As a progressive organization, MaxHealth sought a technology vendor with an eye on the future of healthcare. "From the beginning, you were transparent about your pipeline from a roadmap perspective and were open to us being engaged in that process - to help build what that future looks like," said Leslie.

And due to this alignment on future-focused advancements and through Vim Connect's one-time integration, MaxHealth is adding additional capabilities including Vim's Quality Gaps module, and also layering in payer-sponsored applications for specialist selection 'over the air' with no additional work.

> With Vim, we are able to present gaps more frequently and for more patients - **and since we will continue to grow, in terms of scalability, we are able to add any patient population to the mix without increasing our workload.**
>
> **Michelle Leslie,** SVP of Population Health, MaxHealth

Results by the Numbers

Instituted enhanced provider education and engagement processes and increased delivery of and engagement with diagnosis gaps.

With Vim's Diagnosis Gaps capabilities embedded within their EHR, MaxHealth has seen rapid and meaningful results:

100	**1 Day**	**90%**
Practices brought live on Diagnosis Gaps solution **within 60 days**.	Timeframe for delivery and analysis of provider engagement data **down from an avg. of 3 weeks.**	Gap Conversion Rate coupled with more consistent and standardized delivery of gaps for a larger patient population.