Gila Internal Medicine & Geriatrics Improves Patient Care & Experience; Streamlines Operations

Gila Internal Medicine & Geriatrics

Gila Internal Medicine & Geriatrics is a fully bilingual and bicultural Family Practice specializing in Internal Medicine and Geriatrics. Gila treats patients of different ages with a primary focus in the treatment of older adults. The practice is focused both on preventive care, appropriate maintenance of common diseases, and the management of chronic health conditions.

2 Locations

7 Physicians

Challenge

Create more efficiencies across care team's day-to-day without adding burden or complex processes.

As a growing family practice with a large and diverse population and a primary focus in Geriatrics including Medicare, and Medicare Advantage members, Gila was challenged with optimizing its staff's day-to-day tasks so that they could better focus on patient care while also ensuring they improved quality performance metrics and overall care delivery.

Gila wanted an easy-to-use technology solution that would engage its staff in existing in-EHR workflows while unlocking new benefits for its patient population to ensure they receive the best care possible.

"We tell our providers that Vim helps us improve our [quality] scores, give better care to our patients and this is something you can use every day and for every visit. **It helps our team give the best care to their patient in one single visit**," said Lucio Valentin, Back Office Manager.

Gila also had two major challenges with previous manual workflows - they needed a technology to help speed the process of attaining medical records/health history from specialists and hospitals, and had to improve their referral process that was causing friction with patients. "Patients were getting upset with referral coordinators - they were going far distances to find out in person that the referred specialist wasn't covered by insurance. It was bad service on our end - **Vim makes it so much easier and gives us confidence that the patients are getting a better experience**," said Valentin.

Approach and Results

Leverage Insurance-plan-sponsored technology, Vim Connect, for its EHR-specific workflows.

While Gila could pinpoint its internal workflow and patient-care challenges, in order to tackle these challenges systematically, they needed a comprehensive and easy-to-use solution to ensure wide-spread adoption and consistent use among its team members.

Since deploying Vim across the organization through a seamless and fast implementation, their providers and care teams have shared, "nothing but positive feedback," said Valentin.

With Vim, Gila's team has improved its specialist referral process, can leverage near "instantaneous" patient health history including hospital and specialist visits, are able to address care gaps more seamlessly, and have improved the patient experience overall for the insurance sponsor's member panel.

Patients are more easily able to receive the care they need in one visit, and according to Valentin, are "leaving happier."

Jaye Roberts, Quality Specialist, explained what they needed to improve efficiency, "We wanted a tool that could help make it easier to do their jobs. With Vim, you don't have to go through a portal to search for specialists or check for prior authorization. **Vim eliminates steps and clicks and it's all right there in the EMR**."

In addition to the care team and patient benefits, Roberts added that, "by improving operations and quality measures, Vim is helping our organization from a financial perspective too. **We are eligible for more incentive plans**."

> "We would recommend Vim to every provider - even the clinic next door or the clinic in another state. **Wherever Vim is available, every provider should have it.** The more you take advantage of it the more proactive you can be with your patients and the better care you can give them.
>
> **Lucio Valentin**, Back Office Manager

Results by the Numbers

With Vim Connect applications embedded within their EMR, Gila has improved its processes and saved its team time.

1 Day
Timeframe for medical release form and patient health history **down from an avg. of 1-2 weeks.**

91%
Average Engagement Rate with the Vim Connect platform since its launch across the organization.