



# MyCare Medical Uses Point-of-Care Technology to Drive Improved Performance and Happier Physicians

## MyCare Medical

MyCare Medical is a Primary Care Group that serves multiple parts of Florida and Texas. MyCare specializes in caring for older adults and keeping them healthy and transitioning them to healthy active seniors. MyCare currently serves over 50,000 value-based Medicare patients and has a total base of over 150,000 patients.

**44** Clinics in Texas and Florida

**52** Downstream Provider Partners

**60K** Patients Under Value-Based Relationships

## Challenge

Support growing provider network with scalable in-EHR workflow solution to improve risk adjustment and quality performance.

As a **value-based MSO with multiple EHR systems**, MyCare was seeking a new approach to value-based operations, wanted to scale, and had several specific challenges to overcome including:

- No consistent way to get actionable clinical information to providers at the point of care.
- Manual, out-of-workflow processes like spreadsheets and portals.
- Limited visibility into provider engagement and activity.
- Provider burnout from labor-intensive processes.

In addition to these challenges, MyCare saw an opportunity to be better able to respond to urgent visits with the timeliness of data presented at the point of care.

## Approach and Results

Deploy a point-of-care technology that was provider friendly and had advanced workflow capabilities for quality score performance and suspected diagnosis review.

Among MyCare's objectives was to deploy a solution that was unlike legacy approaches with hard-wired connections and long implementation processes as MyCare has a diverse provider group (both owned and affiliate) with multiple EHRs. Additionally, due to its growth goals, MyCare needed a solution that was highly scalable and had proven provider uptake.

**"Vim actually provides us daily visibility and insights** that are not labor intensive or manual to derive 1) physician engagement and 2) the comprehensiveness of our patient visits to practice better preventative medicine," said Milan Vyas, Chief Value-Based Care Officer of MyCare Medical.



Vim's in-EHR platform offered MyCare endless potential to meet its goals around quality and risk adjustment. **MyCare deployed 2 of Vim's Applications across 5 diverse EHRs:** Vim Quality Gaps that place quality gap data such as HEDIS placed directly into EHR workflow for improved quality performance with bidirectional (read-write) functionality, and Vim Diagnosis Gaps that flags for missing diagnoses embedded directly into EHRs with automated write-back for accurate capture.

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We surveyed the market extensively, and **Vim has outperformed by far in terms of ease of deployment, ability to scale, and most importantly provider experience.** Vim moves our quality and risk adjustment operations out of spreadsheets and connects our data bidirectionally exactly where it needs to be - in the EHR interface during visit workflows.

**Milan Vyas**, Chief Value-Based Care Officer of MyCare Medical

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Since deploying Vim across its practice network, MyCare has:

- Reduced physician burnout and increased engagement
- Increased productivity of team members through reduction of reporting/clerical functions including office managers, MAs, coders, and HEDIS coordinators
- Had high engagement by downstream providers leading to improvements in risk score accuracy relative to underlying clinical burden (which enables investment in additional care infrastructure)
- Improved HEDIS scores
- Increased daily visibility for central operations team

## Results by the Numbers

**With Vim's Quality and Diagnosis Gaps capabilities embedded within their EHR, MyCare has seen meaningful results that continue to outperform expectations:**

**96%**

of gaps addressed\* under MyCare's holistic clinical documentation and quality programs.



**4.25+**

STARs across major payer contracts.



**100%**

year-over-year membership growth.



\*"gaps addressed" means evaluated by provider and refers to the totality of conditions assessed/treated and conditions disagreed to.