

Faith Community Hospital

Jacksboro, Texas

The Right EHR Gets Faith Community Hospital Across the MU2 Finish Line

Faith Community Hospital in Jacksboro, Texas, a 41-bed Level IV Trauma Center, was in danger of not attesting to Meaningful Use Stage 2 (MU2) because of EHR software that was difficult to use and didn't prioritize the coordination of patient care.

With the MU2 deadline quickly approaching, Faith Community needed to find, replace, and implement a new EHR system that would not only help them get across the MU2 finish line, but could also meet the facility's unique workflow needs.

Focusing on patient care is a must for Faith Community because it serves as the critical provider organization for the surrounding community's 4,500 residents. As a rural acute care facility it offers a variety of medical services, including advanced radiology services, outpatient lab work, physical therapy, social services, patient education, and a health clinic.

Finding the Right Partner to Implement on a Tight Deadline

After conducting a search for a new inpatient EHR, Faith Community CEO Frank Beaman selected athenahealth's cloud-based inpatient EHR service, because of its proven performance, low upfront costs, and because it is tailored to the unique inpatient needs of community hospitals.

The hospital wanted a technology and services partner that could help them attest for MU2 in the short term, but would also drive clinical outcomes, improve daily workflows, and help expand medical service lines and patient engagement efforts for its community over the long-term.

At a Glance

- 41 beds
- 8 physicians
- 85 staff
- Approximately 400 admissions per year

Issues

- At risk of not attesting to Meaningful Use Stage 2
- Inefficient hospital workflows between departments
- Limited IT budget

Results

- Implemented new EHR system in less than 30 days
- Among the first hospitals in the U.S. to attest to Stage 2 Meaningful Use
- Improved workflows and efficiencies
- Earned \$150,000 in Meaningful Use incentive payments

"Our patients have always been our top priority. By implementing athenahealth, we are now able to provide our patients with an even higher quality of care."

– Frank Beaman, CEO, Faith Community Hospital

"We felt that we were going to be taken care of personally rather than just being looked at as a number," recalls Beaman, who notes that Faith Community was also attracted by athenahealth's industry expertise in the critical access and rural community hospital market.

To ensure a smooth EHR implementation, just one month ahead of Faith Community's MU2 attestation deadline, athenahealth sent a team to spend two weeks on site and also deployed its Meaningful Use Dashboard, a checklist of each MU measure, to gauge whether or not the hospital has satisfied them, which ensured Faith Community was ready to attest by the deadline.

The service's user-friendly interface made for easy adoption among providers, more efficient encounters, more organized patient records, and a streamlined workflow. Less than four months after activation, Faith Community became one of the first hospitals in the nation to successfully attest for MU2, receiving \$150,000 in incentive payments.

According to Beaman, "They came in on a tight time frame, worked closely with us to implement the system and successfully completed every single task they said they would do."

Charting a New Course with Cloud-Based Services

Now, Faith Community is preparing to chart its next chapter thanks to its embrace of cloud-based technology and services. The facility's planning and discharge process is faster and more consistent and patient records are more organized. In return, the hospital has received an outpouring of thanks from patients for the care they receive, says Beaman.

In September 2015, Faith Community will move to a new facility while continuing to deliver a range of expanded medical services. Plus, now that its inpatient EHR partner is a part of the athenahealth suite of technology and services, the hospital is looking to roll out athenahealth across its ambulatory locations.

Beaman believes that with athenahealth's scalable resources to drive clinical and financial outcomes, his organization will have a dynamic health IT solution to coordinate patient care across the entire continuum.

"Our patients have always been our top priority," Beaman says. "By implementing [these services], we are now able to provide our patients with an even higher quality of care."



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