

# Community Medical Center Kills Burnout with Mobile

## THE CHALLENGE

### Documentation: the road to burnout

Community Medical Center's more than 300 providers address patients' needs, from mental health and traditional episodic sick visits to OB care and preventative care. They are consistently booked—even double-booked at times.

Extensive documentation coupled with busy schedules creates a significant challenge. EHR documentation demands are often one of the top reasons why physicians experience burnout. Long hours became the norm as providers worked overtime to catch up with documentation.

## THE SOLUTION

### Easy transition to convenient dictation

"NextGen® Mobile was a logical choice for our situation," said Ryan Geiler, advanced clinical applications and analytics coordinator at Community Medical Center. "For one, the solution directly integrates with our scheduling system—hands free via NextGen® Enterprise API."

Geiler noted that Mobile was one of the easiest IT implementations they've undertaken in the last decade. The solution's app made it easy for providers to transform their smartphones into a helpful tool for administering care. "If you can install a game from an app store, you can handle a NextGen Mobile install on a smartphone—it's that seamless," said Geiler.

The NextGen Mobile team worked closely with providers to set up audio "macros." An example would be "Typical presentation of UTI," which triggered an agreed-upon set of clicks within the UTI template by the scribe. This saved confusion between providers and the scribes and eliminated a great deal of dictation. This essentially combined the benefits of pre-EMR dictation styles with post-EMR discrete data.

## THE RESULTS

### No more long hours after closing

With the ability for the provider to tap their smartphone, choose a patient from their schedule, and dictate—all within three taps—providers were able to finish documentation not only before the end of the day but usually at the end of a visit.

The typical workflow starts when the patient is roomed, and the nurse conducts the initial check in. When the nurse is finished, the patient status changes to "Waiting for provider" on the mobile app, which alerts the provider that the patient is ready to be seen.

## CLIENT PROFILE

### Community Medical Center

**Location:** Falls City, Nebraska

**Background:** Provides a full range of medical services

**Mission:** Serving Others. Caring with Compassion. Making a Difference.

## NEXTGEN HEALTHCARE SOLUTIONS

- NextGen® Mobile
- NextGen® Enterprise API

## HIGHLIGHTS



**Easily transformed** smartphones into effective tools for administering care



**Integrated** with practice's scheduling system



**Blended** the convenience of pre-EHR dictation with post-EHR data collection



**Finished documentation** not only before the end of the day but usually at the end of a visit

The provider evaluates the patient and adds a symptomatic diagnosis such as “sore throat,” and then orders requested tests. The provider pivots solely to the smartphone. When the results come back, the provider makes their determination; they dictate the entirety of the visit in the app, including what level code to use for charges.

“It essentially offers the convenience of a vintage Dictaphone machine—except providers don’t have to enter patient identification and are not tethered to their desks to dictate,” said Geiler.

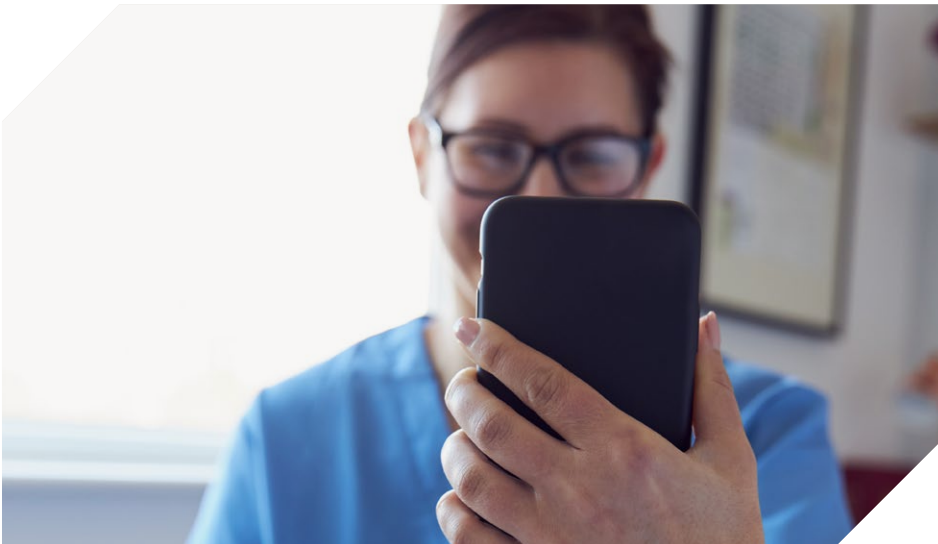
### Improved reporting capabilities

Mobile dictation helped Community Medical Center improve reporting for MIPS (Merit-based Incentive Payment System) and other quality measurements. For example, if the provider overlooks one click after a busy and fatiguing day, a measure may be missed, even if the measure was met during the visit. Using scribes makes sure necessary clicks and checks are completed, which leads to improved reporting of quality measures and more accurate attribution for the provider’s work.

“Our providers no longer spend time after hours to finish charts,” said Geiler. “We also see an increase in visits, happier providers, and quicker month-end closing. It’s not hyperbole to state that the NextGen Mobile implementation is the best EHR decision we have made in our clinic.”

“It’s not hyperbole to state that the NextGen Mobile implementation is the best EHR decision we have made in our clinic.”

**Ryan Geiler**  
Advanced Clinical Applications  
and Analytics Coordinator  
Community Medical Center



## HOW CAN WE HELP YOU?

Partner with us at **855-510-6398** or **results@nextgen.com**