

USE CASE

ALLIANCECHICAGO DRAMATICALLY IMPROVES CERVICAL CANCER SCREENING & FOLLOW-UP WITH REDESIGNED WORKFLOWS & NEW TECHNOLOGY

AllianceChicago is a non-profit enterprise that leverages an extensive Health Information Technology (HIT) infrastructure with the mission of improving personal, community, and public health through innovative collaboration to advance health in underserved populations with HIT, research, and education. The organization partners with more than 40 healthcare delivery organizations, including federally qualified health centers, “look-alikes,” and free-standing clinics across the United States. Today, AllianceChicago supports 133 service delivery sites across its network and cares for nearly 2 million patients.

THE JOB:

To meet or exceed HealthyPeople 2020’s target cervical cancer screening rate of 93%—and corresponding uniform data system (UDS) measures impacting reimbursement—AllianceChicago looked to redesign workflows that leverage HIT to improve cervical cancer screening outreach and abnormal results follow-up. This supportive activity is related to CMS’ Transforming Clinical Practice Initiative (TCPI), a large-scale, federally funded demonstration program aimed at strengthening patient care in an outcomes-focused, value-based care model.

THE CHALLENGE:

Despite its role in improving quality, preventive services proved to be a difficult candidate to champion for targeted investment. Cervical cancer screening, in particular, is extremely hard to manage. It takes a disproportionate amount of time to administer and often relies on manual processes and tools (e.g., Microsoft Excel spreadsheets). The redesign of practice workflows, as a result, was consistently falling victim to other priorities linked to clinical collaboration or system-wide transformation. AllianceChicago required a technology solution that could seamlessly “stitch together” care team members and tasks to support the identification, intervention, tracking, and management of its cervical cancer patients.

THE SOLUTION:

Once it established the clinical case with health center partners, and prior to implementing any technology, AllianceChicago invested in process mapping to support its clinical redesign project. It introduced CareManager Central Worklist—a team-based care team tasking engine and a component of Enli CareManager—to automate program delivery, including patient roster management, clinical pathways, and referrals to related programs. Finally, AllianceChicago conducted multi-disciplinary, team-based training, which was delivered in a series of workshops and subsequently reinforced through individual follow-up sessions with its participating clinics.

THE RESULTS:



Identified opportunities to expand communication and outreach practices beyond cervical cancer screening into colon and breast cancer screenings—amplifying the impact organization-wide



Developed a performance management system to monitor cancer screening rates, gauge workflow and technology effectiveness, and improve outreach and prevention



Improved accuracy by creating comprehensive, targeted patient registries



Established a closed-loop, clinical process to conduct cervical cancer screenings and abnormal results follow-up activities



Increased efficiency and coordination—eliminating 18 process steps, 48 sub-process steps, and the manual consolidation of documentation—and saving up to four hours at one health center

“We engage our health center partners to support their tremendous efforts toward patient-centric improvement activities in an ever-changing healthcare landscape. Enli CareManager, in conjunction with CareManager Central Worklist, has shown its value as an HIT tool that serves an effective one-two punch of processing EMR captured clinical data into actionable information to inform proactive, population health care coordination strategies that can improve patient services and outcomes.”

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CONTACT US TO LEARN MORE



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About Enli

Enli enables healthcare providers to achieve better outcomes by identifying populations at risk, creating and monitoring care plans, and measuring the efficacy of their care.



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