



Davies Award Executive Summaries:  
ARcare 2008 Davies Community Health Organization Winner

The diversity of the populations served by ARcare (formerly White River Rural Health Center, Inc) assisted in defining the drivers of their “Total Care” system and several “key concepts” guided the identification of the framework. Strategically, ARcare recognized that initiating an integrated model of health information technology was a key driver to enable their organization to achieve the highest possible standards of care and safety. The key components of this strategy included: improved care access, patient and population based outcomes, disease management, point of care quality improvement, continuity of care and secure clinician access.

**Clinical Goals:**

ARcare determined several areas of clinical quality improvement where they sought to improve care through their Health IT Implementation.

- Reduce HgbA1c levels from 8.5 to 7.6 due to education classes and 1:1 follow up sessions.
- Provide 24/7 access for patients to the medical information through the patient portal
- Improve blood pressure measurement from <40% to 100% compliance

Through use of the EHR, ARcare was able to improve quality of care and better patient outcomes. The EHR patient portal enables the patient to be more engaged in their health through improved communication with the provider team resulting in improved health. The EHR provides a visual dimension as well so trending can be shown to the patient on the screen during the patient visit to engage the patient in their healthcare plan. The EHR triggers alerts to maintain consistent testing, education and follow up with the patient and provider to improve care and outcomes. The improved patient outcomes and quality of care promote and support the CMS Triple Aim: better health for patients, better health for communities and lower healthcare costs.

**Financial Goals and Performance:**

The financial impact to Arcare was far beyond their original expectation of \$1.8M. Streamline processes, elimination of whole departments, streamlining other department and creating more discoverable “value-added” time has created a value based opportunity mechanism for the organization. Simply put, prior to implementation the organization had less than 30 days of operations money. Along with recognizing lean and the TotalCare System, the organization has > 120 days of reserve and is able to increase care delivery by the opening of another wellness center and pharmacy in 2008, without federal funding. Insurance and billing alone saw a decrease from 287 days to 45 days for average claim payment. This coupled with the more than 10 fold decrease in denial rates, sets the organization apart from most. The organization has also been able to become a viable part of the communities served by creating community initiatives to increase the vitality of the communities. This has been achieved by sponsoring local youth programs, community events, and local school revitalization programs. In addition, better, more transparent information availability identified a revenue opportunity for an enhanced 340b pharmacy to assist their customers as well as serve as a major funding source for ARcare community operations.