



Davies Award Executive Summaries:  
Open Door Family Medical Center, Inc.. 2010 Davies Ambulatory Winner

Since 1972, Open Door Family Medical Center, a federally qualified health center, has served low-income and uninsured residents of Westchester County, New York beginning when a group of volunteers established a free-clinic in the basement of a local church. While Westchester County is home to one million people, Open Door's patient base of almost 35,000 consists primarily of the area's working poor: low-income families and vulnerable groups, including Latino immigrants and women and children, who are never turned away. Over 92% of Open Door's patients have incomes at or below 200% the federal poverty line and more than 55% have no health insurance of any kind. Without the critical safety net of Open Door, local emergency rooms would be the only place for many to obtain care.

**Clinical Goals and Performance:**

As a result of better tools with which to manage patients, more diabetic patients have been identified and tested and more diabetics have better control of their blood sugar. The number of Hypertension patients identified has almost doubled and resulted in improving the patient's blood pressure control. Examples include:

- Percent of diabetic patients whose A1C is below 7 increased from 35% to 44%.
- Blood pressure control in hypertensive patients improved from 38% to 62%.
- Percent of patients with asthma with a current Asthma Action Plan has increased from 2% to 40% after implementation
- Increase in breast cancer screenings from 358 to 2,195 after implementation of the EHR.

Use of the EHR reporting capability has increased Open Door's ability to identify high risk patients and patients with chronic illnesses, and to support the physicians in care planning through reminders at the point of care with recommended order sets and embedded clinical decision support to make significant improvement in patient and population health outcomes. The EHR allows for better communication through use of tools that track who the primary care provider is and through provider access to patient records anytime. Open Door has designed reports to identify when data is missed such as blood pressure or BMI. These reports are run daily and give rapid provider and patient feedback to change behaviors and provide trending information to the patients by showing the reports to the patients during their visit.

**Financial Goals and Performance:**

The implementation of the EHR was a major cost for the organization, but the benefits of this implementation have already been recognized.

- The organization has increased patient revenues for its managed care plans – by more promptly billing and receiving wrap-around payments, and increased incentives for clinical services performed.
- The ability to grow the number of patients and annual visits without increasing the medical record staff has been a benefit.
- The paper medical records space in all facilities will be reclaimed to expand patient access to services and improve patient flow.
- The implementation of the EHR has positioned Open Door to receive incentives from e-prescribing, NCQA recognition, and the possibility of meaningful use incentives coming in 2011.
- Three years into implementation, Open Door has recouped its initial investment through:
  - increased clinical performance incentives \$381,161 YTD;
  - decreased medical records personnel \$216,644 YTD, and
  - decreased printing costs \$81,943 YTD alone.