

Village Health Partners

Organization Name:

Village Health Partners (Family Medical Specialists of Texas)

Organization Address:

5425 W Spring Creek Parkway, #200

Plano, TX 75024

(972) 599-9600 phone

www.villagehealthpartners.com

www.vhpdocs.com

Organization Contact:

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Schema Archetype

Outpatient, Group - Specialty

Schema Factors

Outpatient, Office Practice, Family Medicine, <10 Providers

Suburban, Non-Academic/Community

Organization Summary

Village Health Partners is a national recognized family medical practice located in Plano, Texas serving patients throughout Collin, Dallas, and Denton County. It is part of Legacy Medical Village, which also hosts specialty practices and ancillary facilities offering one-stop comprehensive health care.

IT Environment

Village Health Partners chose GE's Centricity Physician Office, partly because its founders had used the same software during their residency training. It was implemented in a compressed, big-bang rollout in six weeks.

Village Health Partners initially leveraged the shared clinical contents in Centricity's user community. One year later, they purchased additional clinical content from a third party provider.

CDS Achievement

As a small practice, Village Health Partners was able to optimize its operation by leveraging CDS to shift more of the workload to clinical staff to allow physicians to spend more time with the patient. Templates and order sets for common diseases were used to allow the nurse to play a larger role in collecting relevant information and executing orders prior to the physician seeing the patient.

In addition, Village Health Partners implemented clinical protocol alerts that pop up anytime a chart is opened. This allowed all staff to remind patients of important clinical reminders anytime they contact the practice.

Finally, even though Village Health Partners is a small practice, they were able to measure their own quality of care by harvesting clinical data through the Medical Quality Improvement Consortium (MQIC). MQIC compared de-identified data from Village Health Partner against millions of other patient records in the consortium, and then applied National Committee for Quality Assurance (NCQA) and Doctors Office Quality - Information Technology (DOQ-IT) benchmarks and comparison to generate quality measures for providers to view.

Lessons Learned

Village Health Partners set out to adopt EHR/CDS to measure and improve their quality of care. The local CDS components such as drug-drug interactions, drug-disease interactions, and simply eliminating handwriting had avoided many errors. However, “the Holy Grail” for Village Health Partners was the ability to actually measure themselves clinically on evidence-based medicine for preventive care and disease states.

Village Health Partners were humbled by what they found once they measured themselves to others that use EMR and against national benchmarks from NCQA and DOQ-IT. They’ve found that their blood pressure control was below average as well as eye screening for diabetes and colon cancer screening. They quickly changed their processes to improve quality.

With the awareness to improve quality and organizing teams to target areas of care with CDS support, they are now one of the first family practices in Texas to be recognized for Excellence in Diabetes Care from the National Center for Quality Assurance.

Awards, Recognitions, and Citations

2007 Davies Ambulatory Care Award Winner

Village Health Partners

Excellence in Diabetes Care, *Diabetes Recognition Program, National Center for Quality Assurance (NCQA)*

Level 3 Physician Practice Connections – Patient-Centered Medical Home (PPC-PCMH), *NCQA*

Practice of the Year, *Physician Practice Journal*

“Best Doctors”, *D Magazine*

“Super Doctors”, *Texas Monthly*