

# Reno-Sparks Tribal Health Center Transforms Patient Outreach with NextGen Population Health

## THE CHALLENGE

Since opening its doors in 2008, Reno-Sparks Tribal Health Center has been on a mission to improve the physical, mental, social, and spiritual health of American Indians and Alaska Natives to unparalleled heights. This requires highly trained clinicians and a wide range of services. When Quality Assurance Coordinator, Trina Arreola, joined the organization two years ago, she made it her goal to help close more gaps in care and meet their mission.

“I was looking at how we can improve gaps in care. How can we get more patients in? How can we prevent patients from falling through the cracks? What are we utilizing now and what are our tools?” said Arreola.

She realized the health center didn’t have a system or solution in place to mitigate vital elements of the care continuum. Arreola needed a system that was going to help her gather numbers, find patients, and understand gaps in care they were experiencing to create better connections with the individuals they serve. Reno-Sparks needed a population health tracking system that was robust enough to meet their unique needs. They chose NextGen Population Health.

## THE SOLUTION

During the NextGen Population Health onboarding process, Reno-Sparks initiated a team approach, gathering as a group themselves and partnering with NextGen Healthcare solution experts.

“We had a group guiding us in phases. They dropped us in slowly. They showed us the dos and don’ts of what could help us fast track the process. And of course, they were like, ‘you have to slow down a bit, and we’ll help you,” said Arreola.

Arreola admits that change isn’t always easy, but with steady integration and configuring the technology to measure the quality metrics they were looking for, success was achieved.

“We were slowly integrating with staff, then boom, we were getting them onboard, online, showing them the tools, and it clicked. They were now fighting to be the best, showing them the numbers, the improvements,” said Arreola.

In the spirit of friendly competition, Arreola’s team set up white boards in the nursing station displaying a list of all the quality measures. She documents the previous month and then the current month’s numbers for the nursing staff to see how they’re doing, while providers strive to improve their numbers as well.

## CLIENT PROFILE

### Reno-Sparks Tribal Health Center

**Background:** Reno-Sparks Tribal Health Center (RSTHC) is a tribally owned and operated clinic on the Reno Colony. The health center is committed to enhancing the quality of life of all American Indians by providing a culturally competent and patient-centered continuum of care.

### NextGen Healthcare Solution:

NextGen® Population Health

## HIGHLIGHTS



*Exceeded goals on 13 quality measures*



*Boosted clinical efficiency with pre-visit planning*



*Increased patient visits with proactive outreach campaigns*

## THE IMPACT

### Measures exceeding their goals\*

- Access to Dental Services
- Adult Immunizations
- Adult Immunizations Comprehensive
- Adult Influenza Immunization
- Alcohol Screening
- Cancer Screening: Mammogram Rates
- Depression Screening: Age 18 or older
- Depression Screening: Ages 12-17
- Diabetes: Blood Pressure Control
- Intimate Partner & Domestic Violence (IPV/DV) Exam
- Statin Therapy for the Prevention and Treatment of Cardiovascular Disease
- Statin Therapy to Reduce Cardiovascular Disease Risk in Patients with Diabetes
- Tobacco Cessation

### Pre-visit planning

Pre-visit planning has significantly improved daily workflows—a key advantage offered by NextGen Population Health.

“The nurse and the provider get together every morning in what they call a huddle and use the patient profiles for the missing measures that an incoming patient has. They confirm the missing measure, where they need to document it, what the exclusions are, and the code, so they know exactly where to go and what they are doing,” said Arreola.

Integrated with NextGen® Enterprise EHR, providers receive a red stop light notification when a measure hasn't been documented. If a provider knows they can get the measure done within that visit, they try their best to do so. If not, they reschedule for a follow up. Pre-visit planning enables the team to prepare for these instances, triaging what can get done at an encounter that day.

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*Trina Arreola*  
Quality Assurance Coordinator  
Reno-Sparks Tribal Health Center



\*Results as of May 2024

## Proactive outreach

Depending on the month, for example, Colon Cancer Awareness or Breast Cancer Awareness Month, Arreola and her team use NextGen Population Health to target patients and try to get them in for a screening with an enticing activity like a raffle and/or prizes. The next major outreach program they have planned is a “Back to School” initiative to reach out to parents or guardians of children within a certain age range and inspire them to schedule appointments for physicals, immunizations, and other care services. The draw: they’ll receive back-to-school supplies, such as a backpack.

“The ease of information creates opportunities to better engage our prevention and intervention activities. We can reference critical information to better align our targeted approach and increase our effectiveness. An example is being able to reference the crossover of our diabetic patients with hypertension and depression, allowing us to target key patient activities that are meaningful to specific patients, while also assisting with meeting funding requirements. I use the system to help drive key planning initiatives that result in strengthening our tribal health care delivery system overall,” explained Angie Wilson, Reno-Sparks Tribal Health Director.

Reno-Sparks is unique in how they leverage NextGen Population Health. They gain increasing value from it in their efforts for organizational change management and the drive to adopt it operationally at a larger scale.

“You know the software is fantastic, but without operationalizing it and taking ownership of how to incorporate it into your operations, you can’t just glean value from it. Without your help and guidance, I don’t think it would be possible,” Arreola emphasized.

“I use the system to help drive key planning initiatives that result in strengthening our tribal health care delivery system overall.”

*Angie Wilson  
Tribal Health Director  
Reno-Sparks Tribal Health Center*

## Talk to an expert today.

Partner with us at 855-510-6398 or [results@nextgen.com](mailto:results@nextgen.com)

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