



# HIMSS Analytics Stage 7 Case Study

Cerner Healthe Clinics



# Profile

Since opening in 2006, the Healthe Clinic has provided Cerner associates and their families patient-centered, integrative quality care in a nurturing environment. As a Medical Home, the clinic's care team continues fulfilling its vision of transforming the health care delivery process and experience through personalization and technology. Members of the Medical Home develop a mindful clinician-patient partnership built around trust, respect, and shared decision-making.

Cerner associates and their families have the option of using the onsite Healthe Clinic, Pharmacy and full-service Fitness Center at three Cerner campuses in the Kansas City metro area. Services provided at the Healthe Clinics include primary care, urgent care, health coaching, behavioral health, maternity navigation, chiropractic, laboratory and pharmacy services. Members can schedule appointments online and utilize secure messaging with providers through a personal health management platform.

The Healthe Clinics achieved HIMSS Analytics Ambulatory EMR Adoption Model<sup>SM</sup> Stage 7 recognition on October 24, 2014.

## The Challenge

In 2005, Cerner Corporation leadership created a plan to address the specific needs for the health and care of their insured population and control the upward trend of health expense. Central to their strategy was the opening of the first Healthe Clinic in 2006 at Cerner's World Headquarters location in Kansas City, with the mission of delivering higher quality care and changing the patient experience.

Leveraging Cerner's intellectual property and EHR solution technology, the Healthe Clinic features highly automated care delivery. The EHR serves as the lever to deliver higher quality care and gain organizational knowledge using Cerner solutions in a live environment.

## Implementation Overview

The suite of solutions implemented within the Healthe Clinics include the EHR, CPOE, Clinical Documentation, Physician Documentation, PHR, Patient Portal and Retail Pharmacy, all of which went live upon opening in 2006. The clinic acts as a living lab, serving as early adopters for Cerner solutions and partnering in edge-of-innovation projects. Recent projects include PowerChart Touch, self-registration kiosks, team-based care model, personalized musculoskeletal programs, and population health solutions.

## Resulting Value / ROI

- The Healthe Clinics are completely paperless environments, eliminating need for file storage space and staff to manage.



- Care delivery is highly transparent to the consumer. 80% of members utilize the patient portal which offers ability to message directly to provider; view personal health record; request prescription refills and renewals; complete eVisits and direct book appointments.
- Integration with onsite Healthe Fitness Centers using direct messaging resulted in a higher compliance rate with plan of care for injury rehabilitation.
- Successfully implemented team-based care using multi-contributor care coordination note.
- Hypertension control rates above 70%, driven by real-time feedback via alerts, ranked physician leaderboards and team-based care delivery.
- To demonstrate the continued success of our health and care initiatives, in a cohort analysis of 1,900 Cerner Health Benefits members, from 2009-2013, 72% either maintained or reduced their clinical risk factors, all while aging five years.
- Members with three or more risk factors decreased by 9%.
- Clinic users spend on average \$49 less per member per month as compared to all other plan members in the Kansas City community as a result of high quality, efficient service.
- Pharmacy generic dispensing rate is 81% and continues to rise each year.
- The Healthe Clinics are actively data sharing across the Lewis and Clark Information Exchange (LACIE).

## Lessons Learned

- Utilizing digital signage is an effective way to address change management and engagement.
- A well-organized governance structure is critical to physician adoption and ensuring clinical appropriateness of design and build.
- Better understanding of the ever-changing end user devices used to interact with the EMR and overall impact on staff workflows.
- Don't make the workflow fit the technology – technology should fit the ideal workflow.
- It takes experience to strike the optimal balance in decision support between active and passive alerting, minimizing pop-up fatigue.

*Our own associates and their families are receiving the highest quality health and care in addition to the most personalized experience possible delivered through the technology that they have created. Receiving the Stage 7 distinction was validation that we truly are among the elite of those innovating at the edge to maximize for the now and innovate for the next.*

**DR. DAVID NILL**

*Cerner Vice president and Chief Medical Officer  
Healthe at Cerner*