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URBAN HEALTH PLAN (UHP) WINS NATIONAL RECOGNITION FOR STATE-OF-THE-ART ELECTRONIC HEALTH RECORDS SYSTEM

-- Urban Health Plan receives Healthcare Information and Management Systems Society's (HIMSS) Prestigious Davies Award of Excellence

Bronx, NY – September 24, 2009 – Urban Health Plan in the South Bronx is revolutionizing the way patients are identified and tracked at their network of community health centers. From identifying patients utilizing iris recognition to managing their patients' health through a fully electronic system, UHP is able to provide state-of-the-art, quality and comprehensive care to thousands of New York's neediest residents. This week, their efforts were recognized by the Healthcare Information and Management Systems Society who awarded them the [2009 HIMSS Davies Award of Excellence](#). Urban Health Plan uses eClinicalWorks (ECW) as its electronic health record (EHR) system.

Urban Health Plan received the **Community Health Davies Award**, which recognizes community health organizations that implemented EHR systems to improve outcomes for underserved and vulnerable populations. UHP uses an integrated health and practice management system to manage care for 31,000 patients at UHP's sites in the Bronx and Queens.

"We at Urban Health Plan are honored to receive the distinguished Davies Award," said **Paloma Hernandez, President and CEO, Urban Health Plan, Inc.** "Since 2006, when we successfully implemented our EHR system, we have been able to transform our health care delivery in how we treat our patients, track their health care outcomes and more importantly, continuously work towards improving the health of the communities we serve, namely the South Bronx and Corona, Queens. Our work will go a long way in aiding the elimination of health care disparities in these communities," she said.

"The recipients of the HIMSS Davies Award are leaders in EHR implementation as they prove that technology can be leveraged to produce value and achieve patient safety and quality outcomes with a positive return on investments," said **David Collins, HIMSS director, Healthcare Information Systems**. "As the country moves closer to nationwide use of electronic health record, these healthcare leaders should be considered as valuable examples and resources for EHR success."

With an integrated practice management and EHR system, UHP's appointment scheduling and tracking has become more efficient. Providers are able to schedule appointments for their patients within the confines of their examination rooms. This allows for individual tailoring of appointments in terms of times and dates, which in turn leads to improved attendance or "show" rates to appointments. "No-show" reports are generated daily to improve care management, which helps in contacting "no-shows" to make new appointments, accommodating walk-in patients, and improving UHP's ability to construct provider schedules. Patient access has been enhanced because patients can receive care at any one of UHP's network of service sites since they are all connected to a single patient database. This assures that a patient's information will be available to all sites immediately.



The EHR system also documents communications with patients for improved care coordination. One of UHP's unique features is the successful use of telephone case managers, who coordinate care to assure that patients receive the necessary services. Case managers can query the EHR by varying data elements to produce lists of patients who need follow-up care. They can document the telephone conversation and assign a note to the provider.

UHP's EHR also gives the organization flexibility to respond rapidly to emergencies. During the recent swine flu pandemic UHP was able to issue alerts and create clinical decision support templates on the same day that the NYCDOHMH and Centers for Disease Control (CDC) issued their alerts and clinical decision support. The next day, all clinical staff were trained on the new protocols. Daily reports were run to monitor patients with suspected infection, providing for quick follow-up if needed.

UHP was the first federally qualified health center (FQHC) to implement eCW in the country. As a result, they were in the unique position to assist them in customizing their system to meet the demands of both New York State (NYS) and the federal government. These customizations included the design of their registry functionality, the integration of data for improved ease of reporting, the creation of sliding fee scales, and ultimately the billing enhancements to the practice management system to comply with all NYS requirements. Today, many New York City clinics use ECW.

The Davies awards were announced by HIMMS at a press conference at the House Triangle on Capitol Hill in Washington. The press conference coincides with National Health Information Technology (IT) Week.

About Urban Health Plan:

Urban Health Plan (UHP) is a network of federally qualified community health centers based in the South Bronx and Queens. Its mission is to improve the health status of underserved communities. In 2008, UHP served 31,000 patients through 171,000 patient visits. It has served the Hunts Point, Mott Haven and other surrounding communities of the Bronx since 1974.

As an (FQHC), UHP plays a vital role in providing health services to poor and medically underserved populations who often have difficulty accessing quality health care.

Over the years, UHP has developed many health improvement initiatives including a nationally acclaimed asthma management program, programs in childhood obesity prevention, nutrition, HIV/AIDS care, and mental health services.

More information on Urban Health Plan can be found at www.urbanhealthplan.org.

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