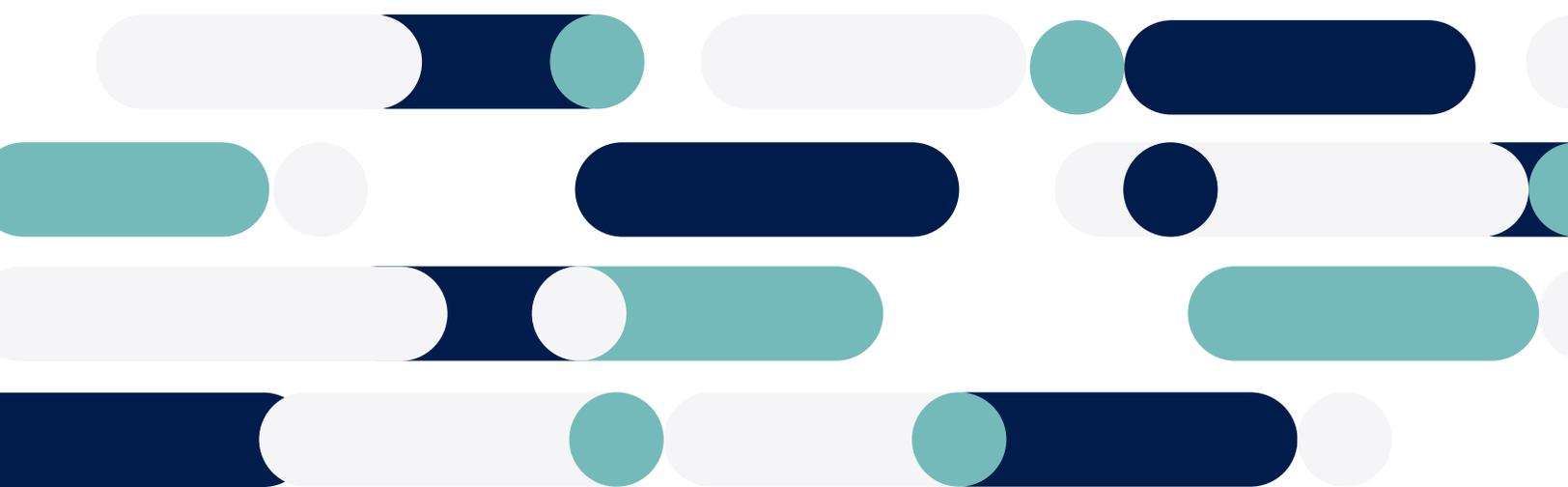# Accessing and Utilizing EHR Data more Effectively

How Franciscan Healthcare Enhanced its EHR System with i2i Population Health

Overview

Franciscan Healthcare is a Catholic health system in northeast Nebraska. The health system is a 25-bed critical access hospital with five rural health clinics that offer comprehensive medical care including emergency care, obstetrics, surgical services, and multiple specialty clinics such as cardiology, ENT, dermatology, oncology, ophthalmology, orthopedics, pain, podiatry, and others.

Challenge

When Franciscan Healthcare hired new CEO Tyler Toline in 2020, the need for more data arose. Toline was interested in actionable data, especially data easily pulled from the EHR to drive decision-making, quality, and performance in a proactive manner. Franciscan Healthcare implemented Cerner CommunityWorks electronic health record (EHR) in 2018. Prior to that the clinics were utilizing paper documentation. CommunityWorks provides a digital record of a patient's health history including clinical and financial data across the continuum of care. What surprised Tyler was that the Cerner system could not easily extract the necessary data quickly and efficiently. The existing reporting process was cumbersome and time-consuming. Staff would manually extract clinical data, place it in a spreadsheet and analyze the data using Excel.

Anne Timmerman is the Director of Quality and Safety at Franciscan Healthcare. "One of the first things Tyler requested from me was a list of our diabetic patients, their last A1C result, which physician they saw, and next appointment date. He was surprised that Cerner offered no easy report to extract clinical data. After months of trial and error, Tyler knew we would need to find a different solution to help us achieve the data he was looking to present to the organization," said Timmerman.

Furthermore, Franciscan Healthcare leadership was now looking to utilize EHR data to create quality scorecards and proactively manage population health. ACO data submission and reporting is accomplished by using Health Endeavors software. This requires manual entry of data into its software which is a duplicative process for staff. The software is also unable to obtain real-time quality metrics to provide useful and actionable feedback to providers and care teams.

Solution

Franciscan Healthcare chose to partner with i2i Population Health now Azara Healthcare after learning of i2i at a conference. Being a critical access hospital and rural health clinic, finances and cost-effective solutions are of high importance. It was critical for the solution purchased to be able to work with the existing EHR system, be easily implemented by the organization, include training, and remain efficient.
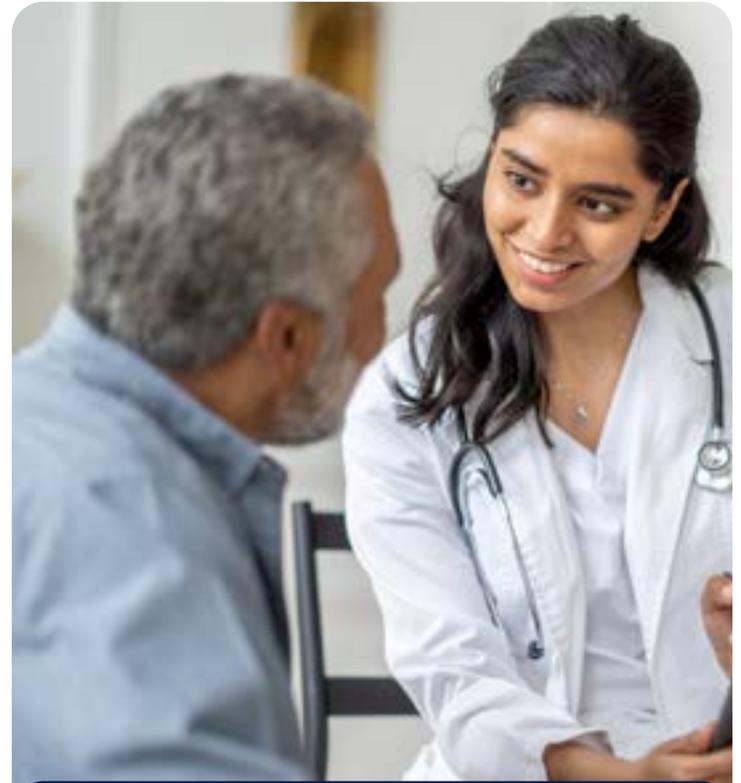
Franciscan Quality Programs include:

+ NPG Health Collaborative ACO

+ BCBS ACO

+ HQIC Initiative MBQIP

+ CMS Inpatient

+ Outpatient Quality Reporting Programs & eCQM reporting

Results

Clinical Director Anastasia Stokely and RN-BC Jen Coufal put i2i to the test by applying for a last-minute hypertension/hyperlipidemia grant. This grant would provide funding for at-home blood pressure monitors for identified patients to participate in remote patient monitoring. Jen was able to quickly pull the information needed for the application from the Cerner EHR utilizing i2i and the grant application was completed and submitted with minimal effort successfully meeting the short deadline.

Additionally, i2i has enabled Franciscan Healthcare to pull ACO data at an individual provider level. This has allowed physicians to improve quality metrics and gaps in documentation of their care. Before i2i, all data shared with providers was aggregated for the organization. After implementing i2i, providers are more actively invested in the quality improvement process.

To support population health efforts, Franciscan Healthcare's clinics use i2i to perform patient searches based on criteria, e.g., an age group with specific insurance plans, chronic diseases and health issues or specific diagnoses or procedures, or how many new and returning patients each outpatient specialist sees each month. Easily accessible reports have enabled Franciscan Healthcare to build programs around population health management, quality improvement, and patient satisfaction.

After implementing i2i, Timmerman's quality reports are more data-driven. And other created reports, such as patients who have Advance Directives, can be obtained quickly, cross-checked, and easily validated with the patients' EHR. Daily huddles have been simplified and more productive with better information to share. Providers can review a list of patients they are scheduled to see and, more importantly, view the conditions that require attention, such as overdue vaccines and preventative screenings. Accessing the data in their EHR has empowered Franciscan Healthcare's care teams to provide proactive care to ensure every patient receives the highest quality care.

Using the data from i2i to identify gaps in workflows and reporting, Franciscan Healthcare has been able to demonstrate the following improvements in their clinical quality measures:

DM 2: A1c Poor Control
23.4% — 2019
15.9% — End of 2022
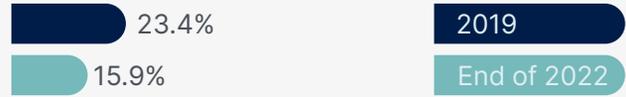
Colorectal Cancer Screening
50.2%
63.6%
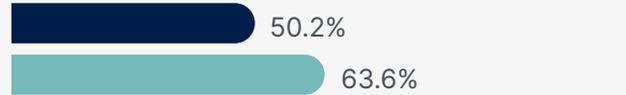
Care-2 Screening for Future Fall Risk
75%
82%

Prev-13: Statin Therapy for the Prevention & Treatment of Cardiovascular Disease

78.3%

Prev-10: Tobacco Use: Screening & Cessation Intervention
39.8%
75.1%

Franciscan Healthcare is utilizing the i2i technology and extracting data for continuous quality improvement.

Utilizing these enhanced metrics to build continuous quality improvement plans, Franciscan Healthcare strives to participate in more quality initiatives and apply for more grants.

To learn more about how our solutions can empower your organization, contact info@i2ipophealth.com.

i2i POPULATION HEALTH **+** azara healthcare

In 2025, Azara Healthcare and i2i Population Health merged to further enhance Azara's offerings and serve the needs of critical access and community hospitals, Indian Health Services and health plans. The combination of i2i and Azara's platforms empowers provider and payer organizations to unify disparate data, identify and act on care opportunities, and improve patient outcomes and financial performance in value-based care.