Family Physicians Group Improves Patient Experience through use of PatientPoint® Care Coordination Platform

*CINCINNATI, Ohio – June xx, 2013 –* PatientPoint®, the leader and innovator in mobile-enabled care coordination and patient engagement solutions, today announced that Family Physicians Group (FPG), a multi-specialty group and CMS shared-savings ACO, has launched the first phase of its strategic patient engagement initiative. This initiative will improve the patient experience and strengthen patient-physician relationships of this leading managed care practice through the use of the PatientPoint Care Coordination Platform. The program supports the group consisting of more than 120 physicians across 25 NCQA PCMH Level III-accredited sites in eight Florida counties.

In April, FPG completed the first phase of implementation across all locations to automatically update patient records such as demographics, medical history and pharmacy information into GE Centricity, FPG's EMR platform, via PatientPoint electronic check-in tablets. With more than 90 percent of FPG’s patient population consisting of elderly, Spanish-speaking Medicare patients, usage adoption rates are already as high as 70 percent for the intuitive and multi-lingual electronic check-in and check-out feature. PatientPoint facilitated multi-lingual preventative health screenings during the electronic check-in to trigger care gap closures with the patient and increase practice revenues. During the four months of initial implementation for FPG, more than two-thousand depression screenings were administered through the electronic check-in.

The vision for FPG is to expand and enhance the point-of-care engagement by using the PatientPoint Care Coordination Platform to address gaps in care, ensure preventative screenings and increase medication adherence. Addressing these areas pre-visit and providing more information at the point of care allows physicians to treat their patients more holistically. FPG’s goal is to create an environment that supports a more meaningful visit and stronger physician-patient relationship ultimately resulting in better health outcomes.

Khalid Moidu, MD, CIO at Family Physicians Group, states, “A critical component of our strategy to build and sustain new healthcare delivery models is to apply innovative technology and care coordination solutions to support strong engagement practices with care providers. PatientPoint solutions bring information from multiple sources together to engage patients in their own care and enhance care management. We are pleased with our partnership with PatientPoint and are seeing excellent results. Since the PatientPoint Care Coordination Platform is pre-validated by NCQA for medical home, we are able to achieve our goals of continuing to transform our practice and to improve patient engagement while keeping costs in check.”

Recognized for innovation in patient engagement by the Microsoft Health Users Group, the Care Coordination Platform integrates with practice management software and EMRs, streamlines the clinical process at the point of care, automates outreach to noncompliant patients on behalf of the physician
and reconciles gaps in care. In addition, the provider organizations gain clinical and administrative efficiencies, resulting in increased revenues and reduced care management costs. As the first mobile-enabled care coordination and patient engagement platform to be prevalidated by the NCQA for 2011 PCMH criteria, PatientPoint allows practices utilizing the platform's prevalidated functionality to gain automatic credit of up to 15% of total points required to achieve NCQA PCMH Level III.

“The results FPG has realized in a short period of time by using the PatientPoint Care Coordination Platform is increased proof of the impact patient engagement has on improving patient outcomes and keeping costs down,” said Raj Toleti, president and founder of Coordinated Care Solutions and CTO of PatientPoint. "As a result, physicians can be more proactive in prescribing their care plans, and patients have more information and knowledge to make better decisions regarding their own care.”

FPG is using the PatientPoint solutions to address common ACO challenges such as: attribution loss, care coordination, operational burdens and cost containment. Join Dr. Moidu in a webinar on June 4 at 12 p.m. ET on "How to leverage Patient Engagement and retention strategies for ACOs."

About Family Physicians Group

With more than 120 physicians from Jacksonville to St. Petersburg, Orlando-based Family Physicians Group is a leader in primary care physician services in Florida. The group, which was established in 1987, has received a Patient-Centered Medical Home NCQA accreditation. Its delivery of health services focuses on a model with emphasis on the integration and coordination of care for illness prevention and management of diseases, such as diabetes, heart disease and others. For more information, please visit www.fpg-florida.com

About PatientPoint

PatientPoint® is the leader and innovator of patient and physician engagement solutions at the point of care. PatientPoint award-winning patient education programs and care coordination platform drive meaningful outcomes for patients, healthcare providers and program sponsors. The PatientPoint Care Coordination Platform is the first mobile-enabled care coordination and patient engagement platform to be prevalidated by the National Committee for Quality Assurance (NCQA) for 2011 patient-centered medical home (PCMH) criteria. PatientPoint serves more than 61,000 physicians across all programs and more than 570 hospitals throughout the U.S., and impacts over 456 million patient and caregiver exposures annually. Learn more at www.patient.com.