

# Multi-specialty Clinic Achieves 30% Higher Staff Capacity and 2X More Compliance with Digital Check-in

Jersey Community Hospital | Provider Count: 36 | Locations: 15 | Speciality: Multi-specialty

## Challenges

With its paper-based check-in process, Jersey Community Hospital faced these inefficiencies:

- » Time-consuming check-in process with manual data entry and insurance verification
- » Patients growing uncomfortable with sharing information in a public environment
- » Lack of safer workflows with social distancing during COVID-19
- » Varying patient wait times resulting in delayed appointments and higher dissatisfaction

## Faster patient check-in, more staff capacity

As a first step, CheckinAsyst helped JCH Healthcare digitize all their registration forms – Demographics, Pain Medication, HIPAA Notice of Privacy, and Patient Consent. The clinic then set up pre-registration that allowed patients to complete their forms even before they came for a visit. For the elderly or anyone who needed assistance, the staff helped them register using iPads.

With this came two significant changes – both patients and staff could breeze through the check-in process.

Managed patient intake **without rehiring 2 FTEs** who were lost due to attrition

Patients who pre-registered completed **check-in in less than 1 minute** rather than spending several minutes

## Improving clinical efficiency for better compliance

CheckinAsyst leveraged its robust integration to send patient information from the intake forms to the EHR fields. This created a rippling effect on their clinical processes.

- » Freed up medical assistants' time from keying patient data who used the extra time to validate the information and send it directly into the EHR
- » Used automated workflows to ensure patients complete annual assessments like SBIRT (Screening, Brief Intervention and Referral to Treatment)
- » Auto-scored and posted assessment forms into the EHR and captured data for quality measures across multiple specialties
- » Saw an increase in compliance scores for assessments like fall risk, smoking, and more. In particular,

Increased compliance for **PHQ-9 forms** from **40% to 86%**

## Achieving practice excellence with a digital front door

Gradually, JCH Healthcare has seen progress in different facets – be it managing intake with minimal staff during shortage crisis, improving quality measures, and boosting patient satisfaction.

**Maintained patient volumes even after losing 2 providers due to streamlined check-in**

**Reached the Top 25% for CG-CAHPS through process improvements**

**Minimized no-show rates to below 3% with appointment reminders**



*This is the greatest gift we could give to our medical group. Both our clerical and clinical teams leveraged CheckinAsyst's front and back-office features to ensure an efficient process throughout. The front office could validate information and the medical assistants were able to focus on quality initiatives. That's been life changing for us.*



**John W Giertz**, CMPE, Vice President of Physician Services, JCH Healthcare

