

# SUCCESS

## The Customer:

Northeast Valley Health Corporation is one of the nation's largest community health centers. The dream of creating a health care system tailored to the needs of the community it serves, and governed by residents of that community, had its origins in late 1960's when a handful of community leaders began to explore the possibilities. Northeast Valley Health Corporation now operates ten licensed health centers throughout the San Fernando and Santa Clarita Valleys. A nonprofit organization, community owned and controlled, they provide health care services to adults, children, adolescents and families who are medically under-served, regardless of their ability to pay. NEVH provides services in comprehensive primary care centers, on school campuses, in homeless shelters and in community-based locations in areas of high need, providing culturally competent, quality health care with dignity. The mission of Northeast Valley Health Corporation is to provide comprehensive, high-quality and safe health care services to the residents of Los Angeles County, with special concern for medically under-served and low income populations.

## The Solution:

Northeast Valley Health Corporation recognizes the role of technology in providing cost effective service where automation is practical and effective. One of the daily tasks for the health centers is to contact patients to "remind" them of up-coming appointments. With the goal of streamlining this labor intensive, time consuming daily routine, NEVH implemented Computer Instruments' e-IVR Appointment Reminder application. This automated out-dialing system can be configured to call designated patients daily to remind them of the date and time of their appointment. This self-service application allows the patient, by touchtone response, to confirm the appointment or transfer to someone in scheduling to re-schedule. Averaging 400 calls a day, NEVH realizes significant labor savings, while reducing appointment "no-shows". Along with this out-calling routine, NEVH also utilizes e-IVR's Data Locator application to allow patients to call in and retrieve their appointment information in a self-service automated fashion, making this information available 24/7.

More e-IVR self-service applications are in the process of being implemented at NEVH and will be operational soon. These include e-IVR's Lab Results (allowing patients to securely call in 24/7 to retrieve lab/test results) and e-IVR's Prescription Refill (for 24/7 automated RX refill service). Under consideration is the addition of e-IVR's Community Notification, which would provide mass automated out-calling to selected groups of patients (or employees) to deliver recorded messages for any conceivable purpose (flu season information, periodic "check-up time" notice, the latest NEVH news, or even emergency situations). These calls would also allow touch-tone response when desired. The return on investment for applications like these is typically dramatic and they "pay for themselves" in a relatively short period of time.

Northeast Valley Health Corporation is a federally funded, non-profit, community based organization. With over 24 sites, their geographic area spans from Glendale to Santa Clarita, with 10 licensed Healthcare facilities that are accredited by the Joint Commission for Accreditation of Healthcare Organizations (JCAHO). Northeast Valley Health Corporation provides leadership in the areas of health care delivery and health professional training, research, and health education, advocates for health services and pursues dynamic health care programs to meet the needs of the community. NEVHC has a team of health care professionals dedicated to providing excellent medical care to all individuals, regardless of insurance status, income, race, education, or language spoken. Federally funded, they participate in many programs allowing patients to be seen in most cases at no cost to themselves. Services are delivered in a manner that is sensitive to the economic, cultural and social needs of the community. As their vision statement reflects, Northeast Valley Health Corporation strives to "improve the health and well being of patients and community by being an integral part of a system of care that provides health care access to all".