

## THINK WHOLE PERSON HEALTHCARE

# Transforming Patient Care—A Collaborative Journey with Medsien and Veradigm

Think Whole Person Healthcare (Think) was created out of a desire for a different kind of healthcare model — focused on patient well-being, easy access, and enthusiastically supportive physicians.

### ⚠ THE CHALLENGE

Struggling to balance care management with optimal staffing levels, Think Healthcare sought innovative solutions to alleviate the burden on their staff while maintaining high-quality patient care. Through strategic collaboration and innovative approaches, they successfully optimized workflows and enhanced patient outcomes.

### ✓ THE OUTCOME

Realizing tangible results and building a healthier future, Think Healthcare's collaboration with Medsien through Veradigm Connect API Integration, has empowered patients, enhanced care, and driven positive change. By leveraging innovative solutions, they have reduced healthcare utilization, improved outcomes, and positioned themselves as leaders in patient-centered care.

### Beyond patients—recognizing individuals in healthcare

At Think, individuals are more than just patients—they are integral members of a community committed to holistic well-being. Boasting over 30 Primary Care Physicians and Advance Practice Providers, along with a diverse team of specialists and dedicated professionals totaling 300, Think endeavors to address every aspect of an individual's health journey. Their overarching philosophy revolves around treating the whole person, emphasizing proactive measures to maintain optimal health and wellness.

As a trailblazer in healthcare innovation, Think pioneered one of Nebraska's first Accountable Care Organizations (ACOs), setting a benchmark for excellence in service quality and cost-effectiveness. Their nationally recognized model reflects an unwavering dedication to providing top-tier care while ensuring substantial cost savings for patients. This commitment to excellence and affordability lies at the heart of Think's mission, making healthcare accessible and equitable for all.

### CLIENT PROFILE



Omaha, NE | [www.thinkhealthcare.org](http://www.thinkhealthcare.org)

#### OVERVIEW

- One location
- 29 doctors, 7 mid-level providers

#### VERADIGM SOLUTIONS

- Veradigm Practice Management
- Veradigm EHR
- Veradigm FollowMyHealth
- Veradigm Revenue Cycle Services
- Payerpath
- Unity APIs via Veradigm Connect

#### DEVELOPER SOLUTION

**Medsien**

# ENHANCING PATIENT CARE—

A COMPELLING PATIENT STORY



"So, we've had a couple really great patient stories," Pearson began, her voice filled with pride and excitement. "One of them that comes to the top of my head... It's a little bit different because we have pharmacists working with us." Pearson recounted a heartwarming tale that underscored the collaborative spirit of their clinic. An elderly patient, who had recently visited their physician, suddenly experienced a spike in blood pressure over the holidays. This unexpected development prompted concern among the clinic's staff, but it was their pharmacists who sprang into action.

"They have a collaborative care agreement with our physicians," Pearson explained, "but they can modify some medications within their scope to get patients better controlled quicker." Utilizing Veradigm EHR, the clinic seamlessly integrated Medsien's remote patient monitoring capabilities. When the pharmacists noticed the patient's escalating blood pressure, they received an alert through Veradigm's system. With swift action, they modified the patient's medication regimen directly through the platform, avoiding the need for a lengthy consultation with the physician.

"We received a message from Medsien through Veradigm EHR, right into the patient's chart," Pearson elaborated. "Our pharmacist was able to modify their current medication immediately, the patient didn't have to wait a significant time length to improve their health." Despite the holiday rush and the absence of their primary care providers, the clinic's dedicated team ensured timely intervention. Within just three weeks, the patient's blood pressure was back under control—a feat that typically would have taken three to six months.

"It was amazing to see how quickly we were able to respond and get the patient back on track," Pearson reflected. "And it's all thanks to the seamless integration of Veradigm EHR and Medsien's solutions. Together, they've empowered our team to deliver exceptional care, even during the busiest of times."

Think's comprehensive array of services spans Primary Care, Behavioral Health, Clinical Pharmacy, Diabetic Education, Geriatric Health, and more. Moreover, their strategic partnerships with specialists in Cardiology, Dermatology, Orthopedics, and other fields ensure access to specialized expertise when needed. At Think Whole Person Healthcare, individuals are not merely recipients of care—they are valued members of a thriving community, where their success and well-being are paramount

## Creating effective touch points to enhance patient care

In the dynamic landscape of healthcare management, Holly Pearson, the Director of Nursing at a leading primary care clinic in Omaha, Nebraska, faced a multifaceted challenge: optimizing patient care while ensuring efficient staffing levels. As a Veradigm EHR client utilizing Veradigm Practice Management, Veradigm FollowMyHealth, Veradigm Revenue Cycle Services, and Payerpath, Pearson understood the importance of leveraging technology to enhance operational efficiency and improve patient outcomes.

Pearson recognized the transformative potential of encouraging patients to schedule more frequent visits, moving away from the traditional once-a-year approach. Understanding the correlation between regular primary care visits and cost savings in the broader healthcare landscape, Pearson aimed to implement a proactive approach that emphasized preventive care and early intervention.

## Partnering with Medsien to enhance patient connectivity and reduce healthcare costs

Veradigm Connect, a Veradigm Network program, and Medsien, facilitated the API integration necessary to realize Pearson's vision. Veradigm Connect is designed to help innovators connect to a growing network of providers using Veradigm solutions. Inspired by innovation and driven by open architecture, Veradigm Connect provides the tools and resources to connect the latest technology with the physicians and patients who need them. Medsien, the leading provider of remote care management services, proudly integrates directly into Veradigm EHR thanks to Veradigm Connect's rich API dataset. Impressed by Medsien's commitment to innovation and patient-centric care, Pearson saw an opportunity to leverage their expertise to optimize patient engagement strategies while simultaneously addressing staffing challenges.



*"The collaboration with Medsien through Veradigm Connect was truly transformative, revolutionizing the way we deliver patient care. By embracing Veradigm's and Medsien's innovative solutions, we've achieved remarkable outcomes that have reshaped the healthcare landscape."*

— HOLLY PEARSON  
DIRECTOR OF NURSING





*“Through Veradigm’s and Medsien’s comprehensive care management approach, we’ve seen a tangible reduction in healthcare utilization, particularly in avoidable ER visits and hospitalizations. Empowering patients to take control of their health has been instrumental in driving these positive changes.”*

— **HOLLY PEARSON**  
DIRECTOR OF NURSING



Implementing Medsien’s comprehensive solution, including Chronic Care Management (CCM) and Remote Patient Monitoring (RPM) through Veradigm EHR, Pearson’s clinic established a robust framework for regular touch points with patients, encouraging them to schedule visits every three months while having monthly calls with Medsien care partners.

During our conversation with Pearson, the ease of implementing Medsien emerged as a key focus, with an emphasis on maintaining workflow continuity. Pearson underscored the significance of the seamless integration between Veradigm and Medsien, noting its appeal to physicians who can now access monthly reports for CCM and RPM without exiting their EHR. Furthermore, Pearson highlighted the positive impact of coordinated scheduling, comprehensive training sessions, and on-site support, which contributed to strengthening the partnership between the two entities. Overall, the implementation process was characterized as smooth and effective, ensuring uninterrupted service delivery to patients.

Leveraging advanced technology and personalized communication tools, Medsien facilitated seamless patient-provider interactions, empowering patients to take an active role in their healthcare journey.

## Realizing tangible results and building a healthier future

The impact of Pearson’s collaboration with Medsien through Veradigm has been profound, yielding tangible outcomes that transformed the landscape of patient care. By fostering a culture of proactive patient engagement and leveraging Veradigm’s and Medsien’s innovative solutions, Pearson’s Think Whole Person achieved remarkable results.

Through Veradigm’s and Medsien’s comprehensive remote care management platform, the practice witnessed a significant reduction in healthcare utilization related to avoidable ER visits and hospitalizations. By empowering patients to take charge of their health and providing them with the support they needed between visits, Pearson’s clinic effectively minimized the need for costly emergency interventions. This improved patient outcomes and led to substantial cost savings for the clinic and the broader healthcare system.

Furthermore, by prioritizing preventive care and early intervention, Think played a pivotal role in bending the cost curve in healthcare. By addressing health issues proactively and focusing on wellness initiatives, the clinic not only improved the health of its patients but also contributed to reducing long-term healthcare costs. This comprehensive approach to healthcare delivery not only benefited individual patients but also positively impacted the entire community.

Today, Think Whole Person Healthcare stands as a beacon of excellence in patient-centered care, with a remarkable 98% satisfaction rating from Centers for Medicare and Medicaid Services (CMS) reflecting the clinic’s commitment to delivering high-quality care. Thanks to its partnership with Medsien, the clinic has not only improved patient outcomes but has also positioned itself as a leader in driving positive change in the healthcare landscape.

As Pearson reflects on their journey, she is filled with optimism for the future. Together with Medsien, they have laid the foundation for a healthier and more sustainable healthcare ecosystem, where patients receive the support, they need to thrive, and healthcare providers have the tools and resources to deliver exceptional care.

**Medsien**

To learn more about Medsien please visit  
the [Veradigm App Expo](#).