

Ozarks Healthcare Case Study:

How Zynx for Primary Care Streamlined Workflows, Improved Patient Care, and Increased Physician Satisfaction.



Client

Ozarks Healthcare, a leading health provider in the Midwestern United States, serves a broad regional community of approximately 160,000 residents in south central Missouri and north central Arkansas. The health system has a strong commitment to excellence in patient care. With a network of 28 primary care and specialty clinics and a 114-bed acute care facility, the organization strives for innovation and quality in its services.

Challenge

Primary care providers are at the forefront of managing an increasing burden of chronic diseases, preventative care, and complex medical decision-making within stringent time constraints. In its continuing efforts to improve both the provider and patient experience in their ambulatory clinics, the clinical informatics team at Ozarks Healthcare undertook the daunting task of enhancing and optimizing their clinic electronic health records (EHR). Under the direction of Dr. Priscilla Frase, CMIO, they sought to:

- Seamlessly embed evidence-based clinical decision support into the EHR to promote standardization of patient care.
- Optimize EHR workflow.
- Improve provider efficiency and satisfaction.
- Promote more efficient patient care by reducing unnecessary testing.

Solution

In response to these challenges, Ozarks Healthcare turned to Zynx for Primary Care, a sophisticated clinical decision support solution designed to work robustly with the Meditech EHR platform. This solution offered:

- Multiple evidence-based topics developed by experts.
- Alignment with key performance measures.
- Routine updates to clinical guidelines.
- Reduction of unnecessary testing by promoting appropriate order usage.
- Workflow optimization to ease cognitive load on providers.
- Integrated clinical tools such as common ICD codes attached to associated orders for streamlined patient management.

Implementation

The implementation of Zynx for Primary Care involved a meticulous process of customization to fit the specific workflows of Ozarks Healthcare's primary care environment. A dedicated Implementation Team at Ozarks Healthcare included both IT specialists and clinical staff, ensuring a smooth integration with the existing Meditech system. Primary care subject matter experts within the health system were identified and input from this group of providers was routinely obtained. This contributed significantly to the ultimate success of the project. Finally, utilizing their existing governance process, new order set content was released in a deliberate fashion that included provider education.

The hard work of the Ozarks Healthcare Implementation Team was supported every step of the way by the Zynx Health Implementation Team. In addition to the evidence-based content, the Zynx Health team provided project management, facilitated the crosswalk of order set content, performed the bulk of the order set build, provided insight from other facility experience, and helped to train providers.

The collaborative efforts of these two teams lead to a highly effective rollout of evidence-based order sets into the primary care EHR. As Dr. Frase put it, "The partnership with Zynx has been a game-changer..."

"Our journey with Zynx has led to a remarkable transformation in provider engagement, making healthcare more about care and less about paperwork."

Ozarks Healthcare Project Team Member

Results

With the implementation of Zynx for Primary Care order sets into the EHR, Ozarks Healthcare realized many significant benefits. Most importantly, these order sets provided regularly updated point-of-care clinical decision support for both optimal patient care and for the efficient utilization of key orders such as medications, labs, diagnostic tests, and vaccines. Early adopters reported time savings for providers and a 30%* reduction in unnecessary testing, leading to more efficient patient care.

The improvement of EHR workflow also produced tangible benefits such as a significant improvement in provider satisfaction with positive feedback on the ease of use and comprehensive nature of the solution. As one Ozarks Healthcare Team Member put it, "Zynx for Primary Care has bridged the gap between advanced technology and practical, everyday medical practice, enhancing both provider satisfaction and patient outcomes."

In short, the Ozarks Healthcare deployment of Zynx for Primary Care order sets brought their EHR one major step closer to realizing its true potential – becoming a useful guide to better patient care.

Ozarks Healthcare's Success Can Be Yours

Zynx for Primary Care is a robust solution designed to transform primary care operations. Developed by physician experts, this solution is tailored to address the complexities of outpatient workflows. It stands out with its extensive coverage, featuring over 100 topics in primary care, including detailed order sets. This ensures healthcare providers have access to the most relevant and current information for a wide range of patient needs.

Zynx for Primary Care is aligned with Zynx Health's commitment to providing practitioners with evidence-based guidance that drives care standardization, improves the quality of patient care, and enhances workflow efficiency. Designed to minimize administrative burdens, it reduces repetitive tasks and streamlines patient encounters.

Ideal for primary care providers seeking to optimize their practice, Zynx for Primary Care offers a practical approach to patient care that is both efficient and comprehensive.

If you would like more information about Zynx for Primary Care, visit zynxhealth.com or phone **888.333.9969** (ZYNX).

*Clinician self-reported results.



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Zynx is a pioneer and market leader in evidence- and experience-based clinical solutions that help health systems improve patient outcomes, financial outcomes, clinical engagement, and technology performance. With Zynx Health, healthcare organizations exceed industry demands for delivering high-quality care at lower costs under value-based reimbursement models.

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