

Southeast Indiana Quality Initiative  
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Rural Health Clinic  
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The Family Health Services, Inc. (FHS) is a not-for-profit certified Rural Health Clinic, located in Rushville, Indiana and has been providing primary care services for over 25 years. The organization's service area encompasses over approximately 1,000 sq. miles in the Southeast portion of Indiana (Fayette, Franklin and Rush counties). The FHS covers 66,000 lives.<sup>1</sup> Of those lives 27% live below 200% of the Federal Poverty Level, 16% are eligible for Medicaid and 15.8% are eligible for Medicare. This compares with the state rate of 21% living below 200% poverty, 14.9% eligible for Medicaid, and 12.8% eligible for Medicare.<sup>2</sup>

The service area posted a 12.2% unemployment rate for January, 2010, as reported by the Indiana Department of Workforce Development compared with the State of 10.6%. The service area exceeds the state's rates in Heart Disease, Diabetes Mellitus and Stroke, the targeted health disparities for this Quality Improvement Project.

The FHS' - *Southeast Indiana Quality Initiative* looks to bring technology and continuous quality management together through a Point-of-Care clinical tool. The use of Cielo Clinic software along with the clinic's electronic health record gives Clinicians the ability to enter key quality data measurements for Diabetes Mellitus and Cardiovascular Disease management at the Point-of-Care while they are with the patient. These tools will make it possible for all patients to be monitored and managed for these disease processes and lifestyle choices. Cielo Clinic will prompt Clinicians when preventative and chronic disease management screenings and follow-ups are due. This quality management tool has the ability to generate written patient teaching self management materials on the fly. Because data is captured by Clinicians at the Point-of Care, the data is more accurate and useful for benchmarking within the health center and beyond.

This project will give FHS providers the data they need to maximize revenue through Pay-for-Performance incentives being promoted by Managed Care plans and insurance companies. Since the software for this project is web-based, there is very little needed in the form of IT support at the health center level. This makes this model ideal for health centers located in rural communities and those with scarce resources.

The goals of the project are to 1) increase the number of DM and CVD chronic disease patients that are monitored and managed; 2) Achieve Healthy People 2010 Objectives for DM and CVD for the patient population; 3) Increase data accuracies by doing away with manual entry of data; and 4) Increase efficiencies within the health centers that maximize personnel, revenue and time spent with patients.

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<sup>1</sup> [www.city-data.com](http://www.city-data.com)

<sup>2</sup> <http://www.in.gov/fssa/ompp/2659.htm>