



eSimplify

How MP Pediatrics and eSimplify partnered to optimize care, increase immunization adherence, and improve Chronic Care Management in the last 18 months

Introduction:

In 2021, as the healthcare industry was transitioning out of the COVID-19 era, the entire country was grappling with back-to-school decisions and challenges remained for providers in terms of childhood immunizations and well-child visits. Kids across the country were behind schedule on critical vaccines and pediatric practices were struggling to find solutions to bring kids back into the office. In collaboration with eSimplify, MP Pediatrics achieved great success in ensuring that in the safest way possible, children were caught up on immunizations and received the appropriate care.



Background MP:

Founded in 1990 by Dr. Cesar Menendez and located in North Riverside, IL, MP Pediatrics has a long history of serving the residents of Southwest Chicago and the surrounding suburbs. Since their founding, MP Pediatrics has always been dedicated to serving the Spanish-speaking community in the area. The practice was acquired by Dr. Jennifer Perez upon the retirement of Dr. Menendez and still faithfully serves the same community that it has for so many years.

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MP Pediatrics serves over 5,500 patients that include a mixture of payers including commercial insurance and Medicaid. They operate as a “full vaccine practice,” meaning they require ALL vaccines on the CDC schedule for their patients, including

Flu and HPV vaccines. The practice also treats a large number of chronic conditions which include, but are not limited to asthma, acne, ADHD, allergies, childhood obesity and diabetes.

Prior to the COVID-19 pandemic, MP Pediatrics was very good at reliably tracking, scheduling, and following-up on well-child visits and chronic care appointments. However, when the

pandemic struck, many patients began staying home causing them to fall behind schedule for both immunizations and management of chronic conditions. MP Pediatrics' patient population has been slow to technology adaptation. Despite the practice providing a patient portal, less than 10% of their patients and their parents are using it. In combination with the challenges presented by COVID-19, this was a critical problem for MP Pediatrics to solve. They needed to find a solution that allowed them to better track and engage with their patients to ensure on-time chronic care and immunizations.

Upon realization of these issues, MP Pediatrics formed a partnership with eSimplify to utilize Ped-IQ™, an easy-to-use platform that allowed them to track gaps in their patients' immunizations, well-child visits and chronic care management. The platform also helped MP Pediatrics make proactive phone calls to schedule due and missed appointments as well as allow them to track the lost (and subsequently regained) revenue associated with those appointments. eSimplify's Ped-IQ™ platform allowed MP Pediatrics to reengage their patient population with ease.

COVID-19 Impact:

Post pandemic, pediatricians across the United States were struggling to figure out how to bring kids back into the office in the safest and most secure way possible. Even as practices moved on from pandemic procedures, the COVID-19 Virus was still prevalent and created

a multitude of challenges for practices that included: reengaging with patients and their families, catching patients up with chronic care management and well-child visits, and getting patients back on schedule with their immunizations.

UNICEF Report — <https://www.unicef.org/press-releases/covid-19-pandemic-leads-major-backsliding-childhood-vaccinations-new-who-unicef-data>

CDC Report — <https://www.cdc.gov/mmwr/volumes/69/wr/mm6919e2.htm>

MP Pediatrics – eSimplify Collaboration:

Prior to partnering with eSimplify, MP Pediatrics had recently transitioned to a new EMR system and was heavily reliant upon Microsoft Excel tools to manage and oversee their patient care and scheduling.

MP Pediatrics reached out to eSimplify to see if Ped-IQ™ could help them streamline their workflows and reporting. eSimplify's Ped-IQ allowed MP Pediatrics to identify patients who were behind schedule on well-child visits, chronic care management, and immunizations.

Ped-IQ™ provided MP Pediatrics with a bi-weekly workflow snapshot of patients who needed to be seen for well-child visits or chronic care conditions. Through HL7 integration, Ped-IQ™ refreshes dashboards and workflows once a week.

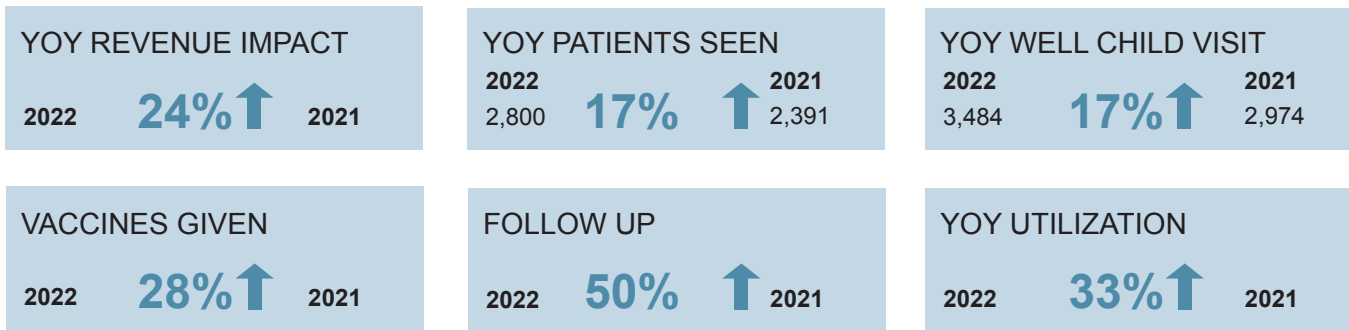
These report snapshots identified patients for MP Pediatrics who needed to be seen within a 2-to-12-week window and allowed MP Pediatrics' staff to create an outreach strategy with the exact information they needed to make outbound appointment scheduling calls.

MP Pediatrics prioritized their Ped-IQ™ workflows by age, allowing infants and toddlers higher priority to catch up on critical vaccines and well-child visits that were missed during the pandemic. eSimplify's Ped-IQ™ also created Key Performance Indicator (KPI) metrics that enabled MP Pediatrics to track services by age. These metrics provided them actionable and meaningful insights that include missed or completed appointment status updates, identification of services which require strict adherence to Medicaid guidelines by patient age. eSimplify provided MP Pediatrics a lens into well-child visit performance and volume, and additionally provided an active and accurate list of all of their patients and their necessary visit schedule.

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Fast Forward to 2022:

COVID-19 regulations were being lifted, practices were beginning to see more patients in the office, and life was returning to “normal.” Armed with eSimplify’s Ped-IQ™, MP Pediatrics was more efficient in tracking and scheduling well-child visits and critical vaccinations. Their KPI dashboard displayed improvements in well-child exams, chronic care management services, and immunizations. Because of Ped-IQ™, MP Pediatrics was even able to identify a critical gap in resources and was able to justify adding an additional part-time pediatrician to the practice.



MP Pediatrics had an even better year in 2022. Between 2021 and 2022, Year over Year metrics reflected a significant improvement. Well child visits improved by 17%, number of unique patients engaged went up by 17%, Vaccine’s administered increased by 28% and follow up visit for chronic conditions improved by 50%. All of this combined resulted in a 24% increase in revenues

eSimplify’s Ped-IQ™ Product Roadmap:

eSimplify is currently working to enhance Ped-IQ™ by improving workflow automation in real time, improving chronic care management dashboards, and implementing FHIR Integration with electronic medical/health records for 2023. eSimplify believes that these enhancements will provide practices with increased patient engagement, increased on-time immunizations, and better chronic care management. These improvements will allow both providers and parents to be more proactive when it comes to their children’s wellbeing.

Ped-IQ™ will further eSimplify’s mission of improving care for all patients of any age through every step of their journey.