



COMMUNITY
HEALTH CARE
ASSOCIATION
of New York State



CHCANYS NYS-HCCN presents

Elevating Transitions of Care: Health IT & Health Center Spotlight

Session 2: eClinicalWorks &
HealthTexas Medical Group

May 14, 2026

For more information, please email Anita Li at ali@CHCANYS.org



This resource is supported by the Health Resources and Services Administration (HRSA) of the U.S. Department of Health and Human Services (HHS) as part of an award to CHCANYS' New York State Health Center Controlled Network (NYS-HCCN) totaling \$4,622,451.00 with 0% financed with non-governmental sources. The contents are those of the author(s) and do not necessarily represent the official views of, nor an endorsement, by HRSA, HHS, or the U.S. Government. For more information, please visit [HRSA.gov](https://www.hrsa.gov).

09.2024



Agenda

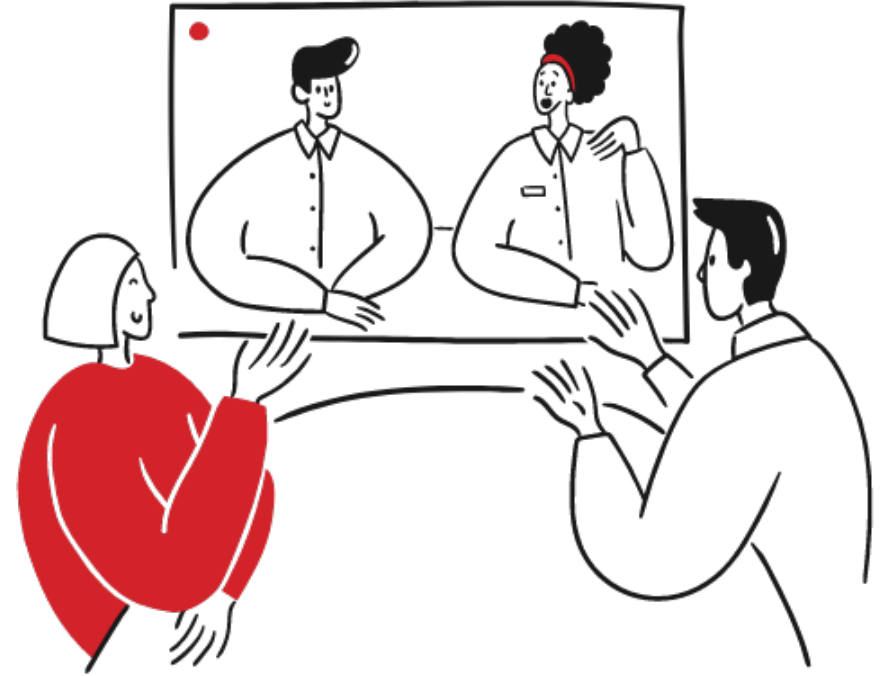
1. Welcome & Introductions
2. eClinicalWorks Transition Care Management (TCM)
3. eCW TCM Dashboard & HealthTexas
4. Q&A
5. Closing and Evaluations





Housekeeping

- You have been muted upon entry. Please respect our presenters and stay on mute if you are not speaking.
- Please share your questions in the chat. CHCANYS staff will raise your questions to our speakers and follow up as needed if there are unanswered questions.
- The webinar is being recorded and will be shared after the session along with the slide deck.
- A webinar evaluation will be shared with participants



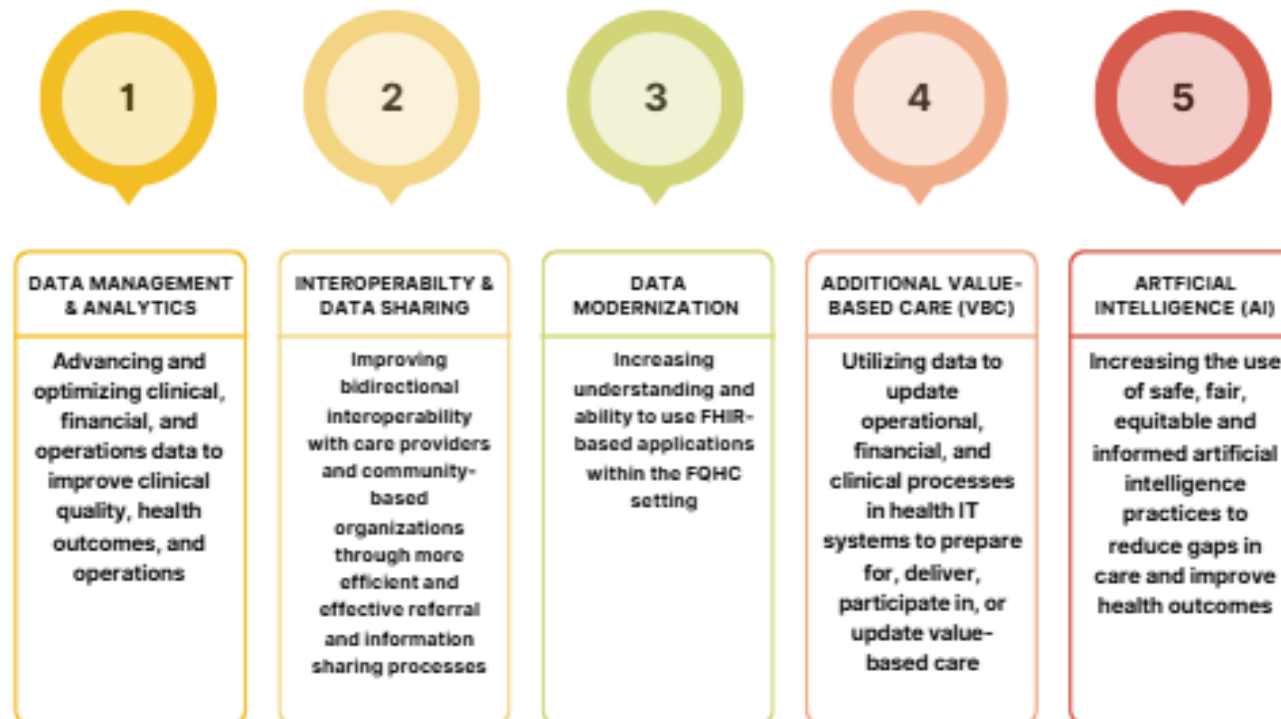
About the New York State HCCN



Established in 2012, the NYS-HCCN is one of 52 HRSA funded networks that leverages health IT and data to enhance how centers deliver affordable, accessible, and high-quality care with a specific emphasis on data management and analytics, interoperability of systems, and data modernization

What are the Key HCCN Focus Areas?

HRSA has identified the following key focus areas for the 2025-2028 program year



86% OF ALL FQHCS PARTICIPATE IN AN HCCN NATIONALLY



52 HEALTH CENTERS PARTICIPATE IN THE CHCANYS NYS-HCCN



This resource is supported by the Health Resources and Services Administration (HRSA) of the U.S. Department of Health and Human Services (HHS) as part of an award to CHCANYS' New York State Health Center Controlled Network (NYS-HCCN) totaling \$1,705,000 with 0% financed with non-governmental sources. The contents are those of the author(s) and do not necessarily represent the official views of, nor an endorsement, by HRSA, HHS, or the U.S. Government. For more information, please visit [HRSA.gov](https://www.hrsa.gov).

12.2025



Schedule of Events

Session 1 (5/7)

- HealtheConnections

Session 3 (5/21)

- Azara
Healthcare &
Harmony
Healthcare Long
Island

Session 2 (5/14)

- eClinicalWorks &
HealthTexas
Medical Group

Session 4 (5/28)

- HIXNY &
APICHA
Community
Health Center



Meet the Presenters

eClinicalWorks



Jatin Gupta
Senior Product Specialist
eClinicalWorks

Kip Porter, MBA
Director of Clinical Applications
HealthTexas Medical Group





Transition Care Management (TCM) Demo

eClinicalWorks



ECW TCM DASHBOARD AND HEALTHTEXAS

TRANSITION OF CARE WEBINAR - COMMUNITY HEALTH CARE ASSOCIATION OF NEW YORK STATE

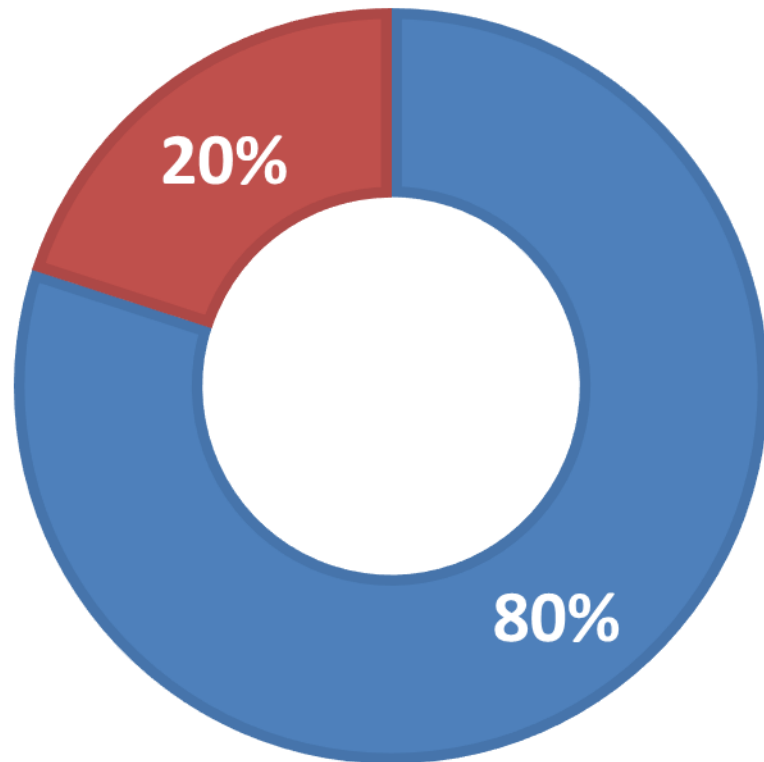
ABOUT HEALTHTEXAS

- Founded in 1994
- Serves San Antonio and the Surrounding Area
- 78 Providers
 - 42 Physicians
 - 36 Advance Practice Clinicians



VALUE BASED CARE FOCUS

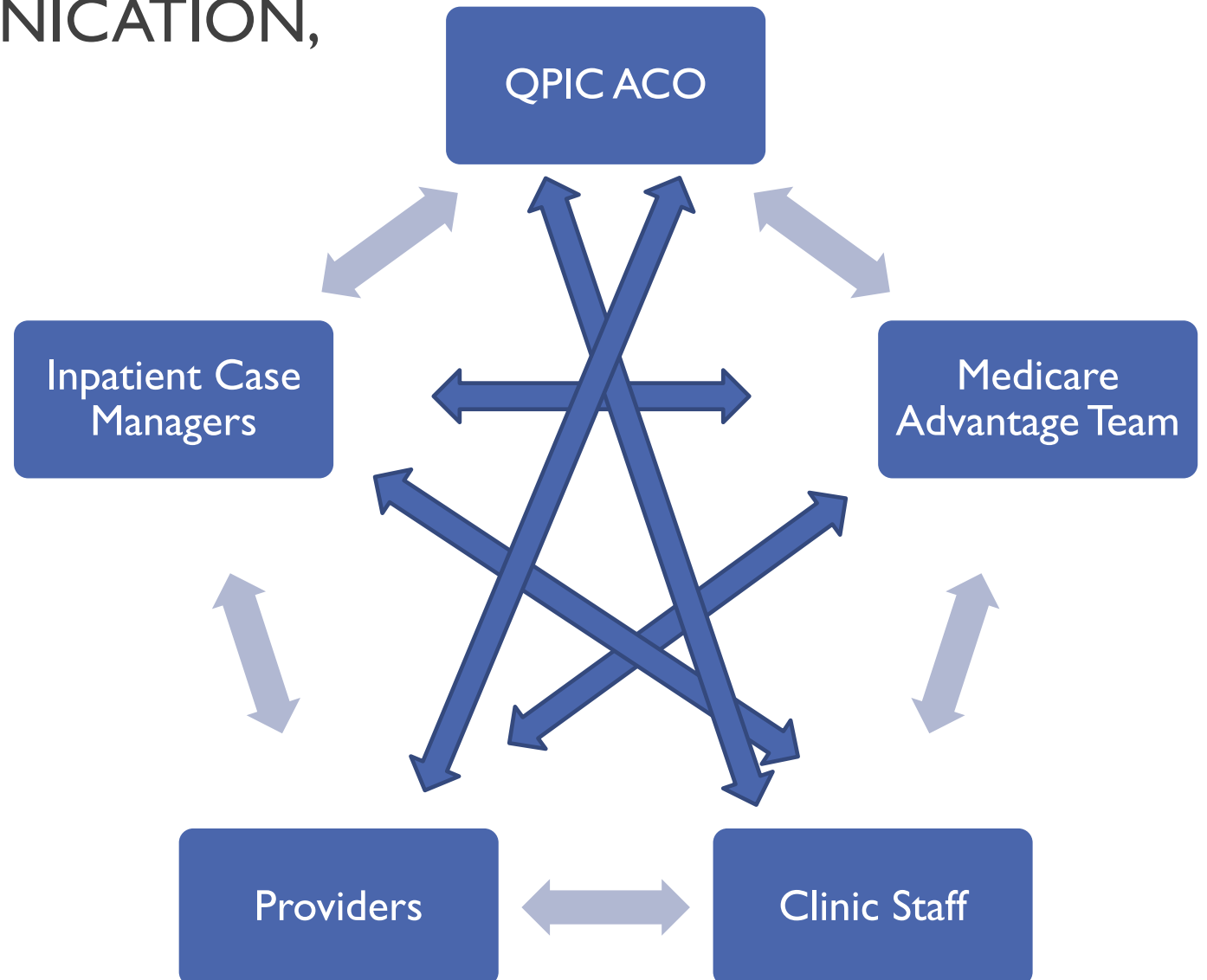
80% of Annual Gross Revenue from Value-Based Contracts



LARGE VOLUME OF COMMUNICATION, LESS RESULTS

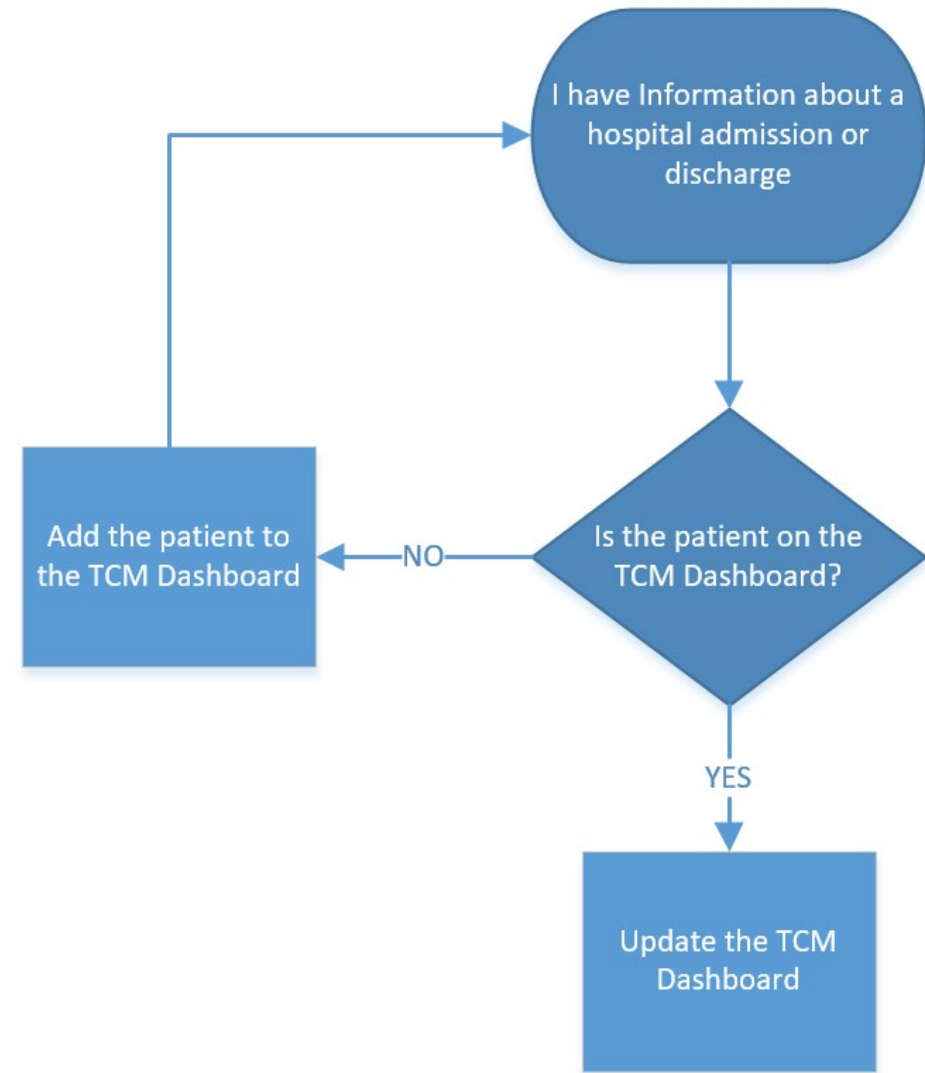
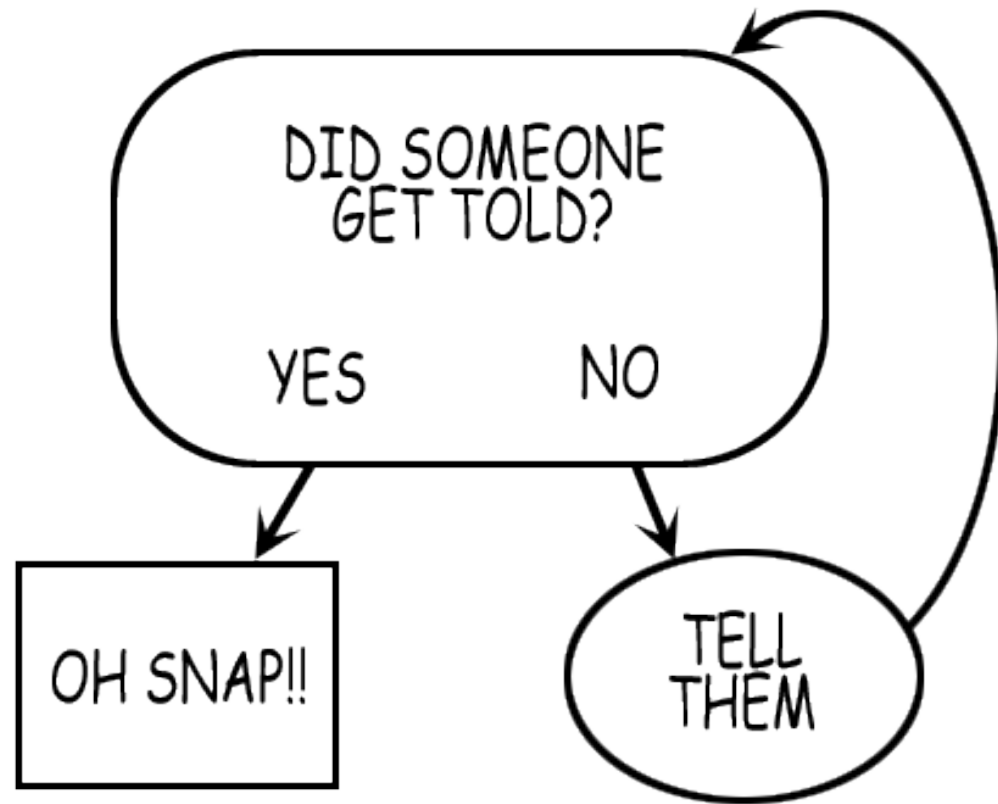
Introducing Accountability -

- Review of all the “hand offs”
 - Can we measure where the trail goes cold?
- Phone calls
 - Nowhere
- eCW (TE) / virtual visit
- Email
- Fax



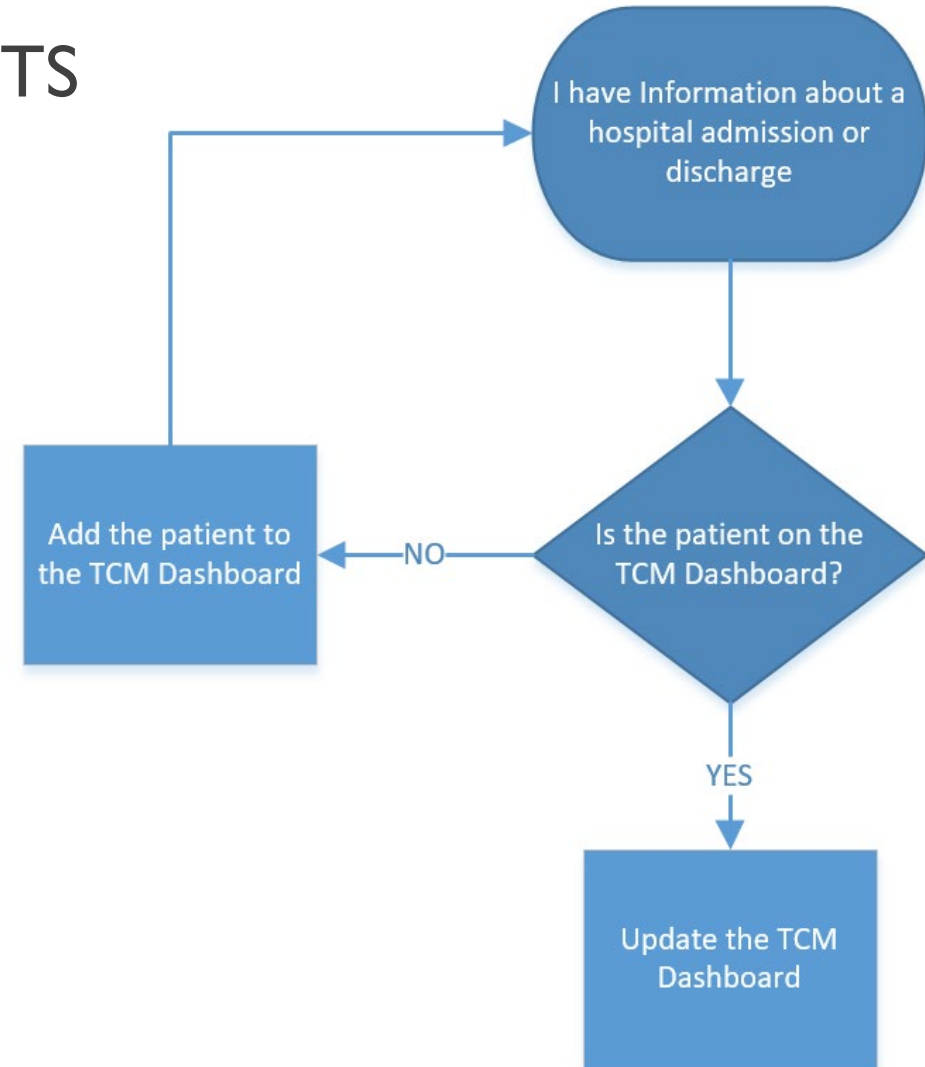
OH SNAP! – THE TCM DASHBOARD

CRITERIA FOR THE PROPER TACTICAL USAGE OF THE PHRASE "OH SNAP!!" : A FLOWCHART.



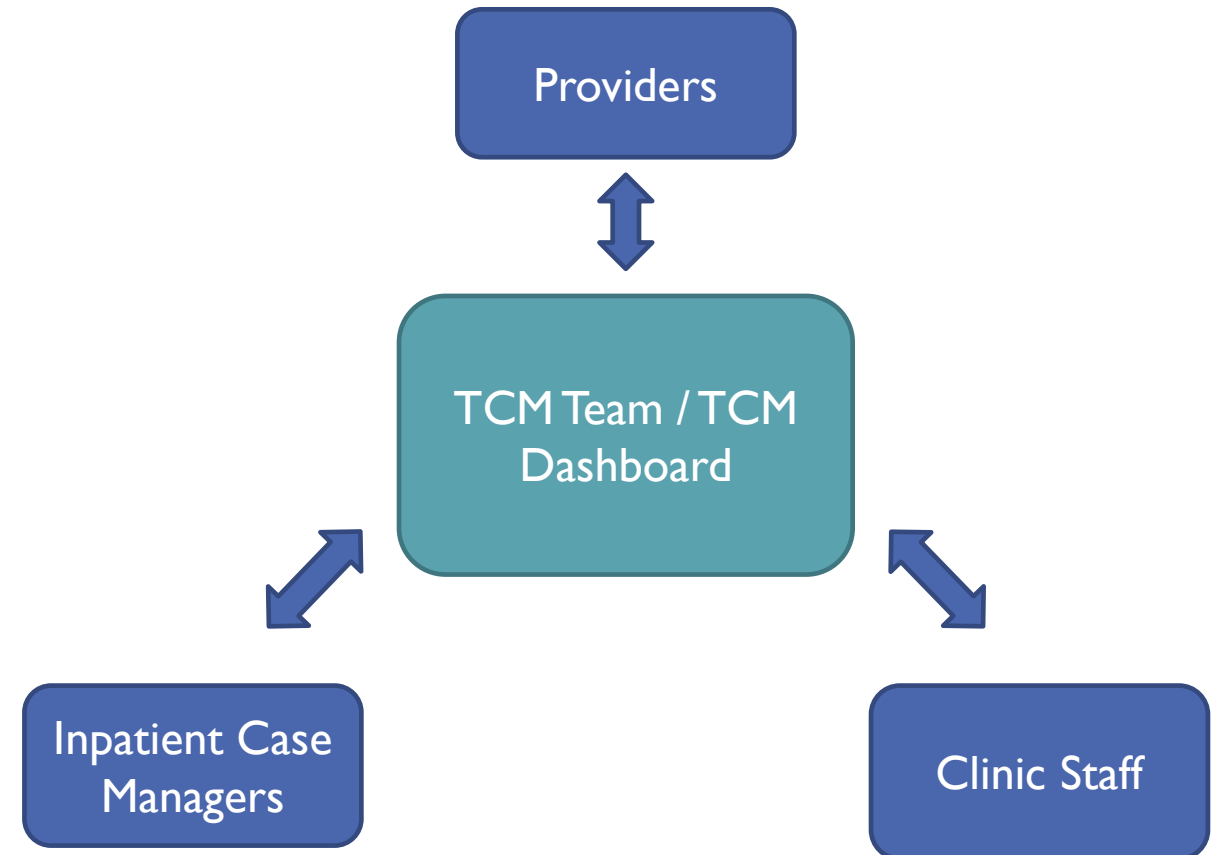
PILOT PROJECT – ACO REACH PATIENTS

- Challenges in Getting Project off the Ground
 - Difficult to measure ROI due to capitation
 - Large number of users, departments involved
- Assumed Benefits
 - Meeting time spent attempting to solve this problem already more expensive than TCM Dashboard
 - Identify and eliminate redundant/inefficient tasks



STRUCTURE IS STRATEGY

- Merged departments, consolidated tasks
- Empowered these departments to own the process
- “If it’s not in the chart *TCM Dashboard* then it didn’t happen”
- All roads lead to the TCM Dashboard



WORKFLOW IMPROVEMENTS – DOCUMENTS

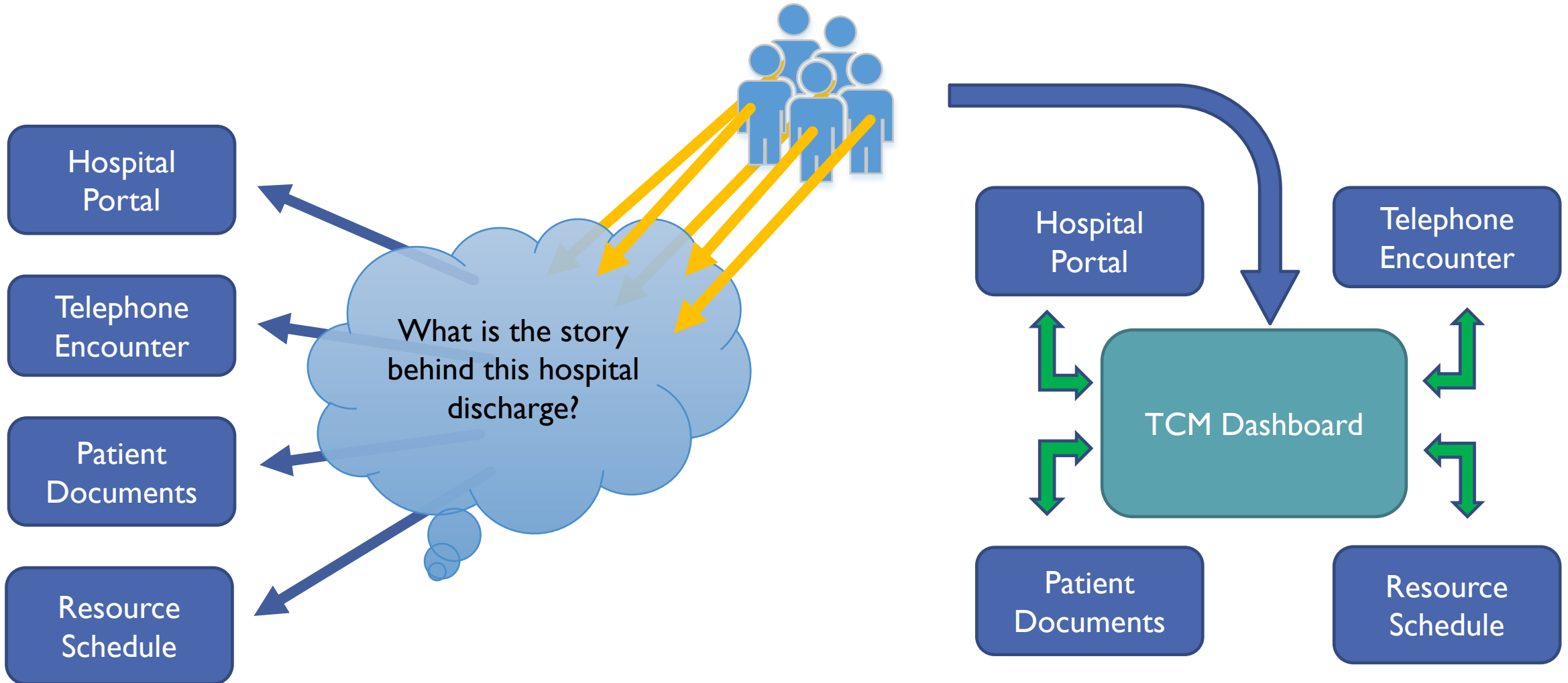


Two clicks to get to any document related to this hospital stay

Transition Care Management

No	Questions	Values	Notes	View
1	Education provided, diagnostic tests reviewed, evaluated for possible referrals	Select		View

TCM PERSPECTIVE IN APPLICATION



WORKFLOW IMPROVEMENTS – HOSPITAL CENSUS

As a provider, who do I have in the hospital?

WP eClinicalWorks¹² Remember reset your cac... N 0 E 0 S 0 D 17 R 14 I 18249 L 33 M 480

Transition Care Management TCM Reports Import File

Admission Date: MM/DD/YYYY To: MM/DD/YYYY Patient: Search by Name Name

Discharge Date: MM/DD/YYYY To: MM/DD/YYYY Provider: Rodriguez, Orlando MD

Hospital Facility: Name Discharge Facility: Name

Default Facility: Insurance: Name

Event Type: All No of Attempts: All

Discharge Disposition: Enrollment Status: Open

Assigned To: Search by Last name, F

Clear All Filter

Reassign to: Search by Last name, First name Reassign Messenger

				Patient Name	DOB	Discharge Date	Days Since Discharge	Contacted After Discharge	Event Type	Hospital Facility	Discharge Facility
<input type="checkbox"/>				Female Lopez	04/18/1988				Admit	HEALTH TEXAS... (F.L.)	
<input type="checkbox"/>				Alvarez-Lopez	04/18/1988				Admit	HEALTH TEXAS... (F.L.)	
<input type="checkbox"/>				Rodriguez	04/18/1988				Admit	HEALTH TEXAS... (F.L.)	
<input type="checkbox"/>				Female Lopez	12/04/1987	04/18/2025	5 days	3 (3)	Discharge	HEALTH TEXAS... (F.L.)	
<input type="checkbox"/>				Female Lopez	04/18/1988				Admit	HEALTH TEXAS... (F.L.)	
<input type="checkbox"/>				Female Lopez	04/18/1988	04/16/2025	7 days	4 (3)	Discharge	HEALTH TEXAS... (F.L.)	
<input type="checkbox"/>				Female Lopez	04/18/1988	04/15/2025	8 days	4 (3)	Discharge	HEALTH TEXAS... (F.L.)	
<input type="checkbox"/>				Female Lopez	04/18/1988				Admit	HEALTH TEXAS... (F.L.)	

WORKFLOW IMPROVEMENTS – HOSPITAL CENSUS

As a provider, who do I have in the hospital?

Oh, three discharges, when are they being seen?

Transition Care Management

TCM Reports Import File

Admission Date: MM/DD/YYYY To: MM/DD/YYYY

Discharge Date: MM/DD/YYYY To: MM/DD/YYYY

Hospital Facility: Name

Discharge Facility: Name

Patient: Search by Name Name

Provider: Rodriguez, Orlando MD

Default Facility: Name

Insurance: Name

Event Type: All

No of Attempts: All

Discharge Disposition: Name

Enrollment Status: Open

Assigned To: Search by Last name, F

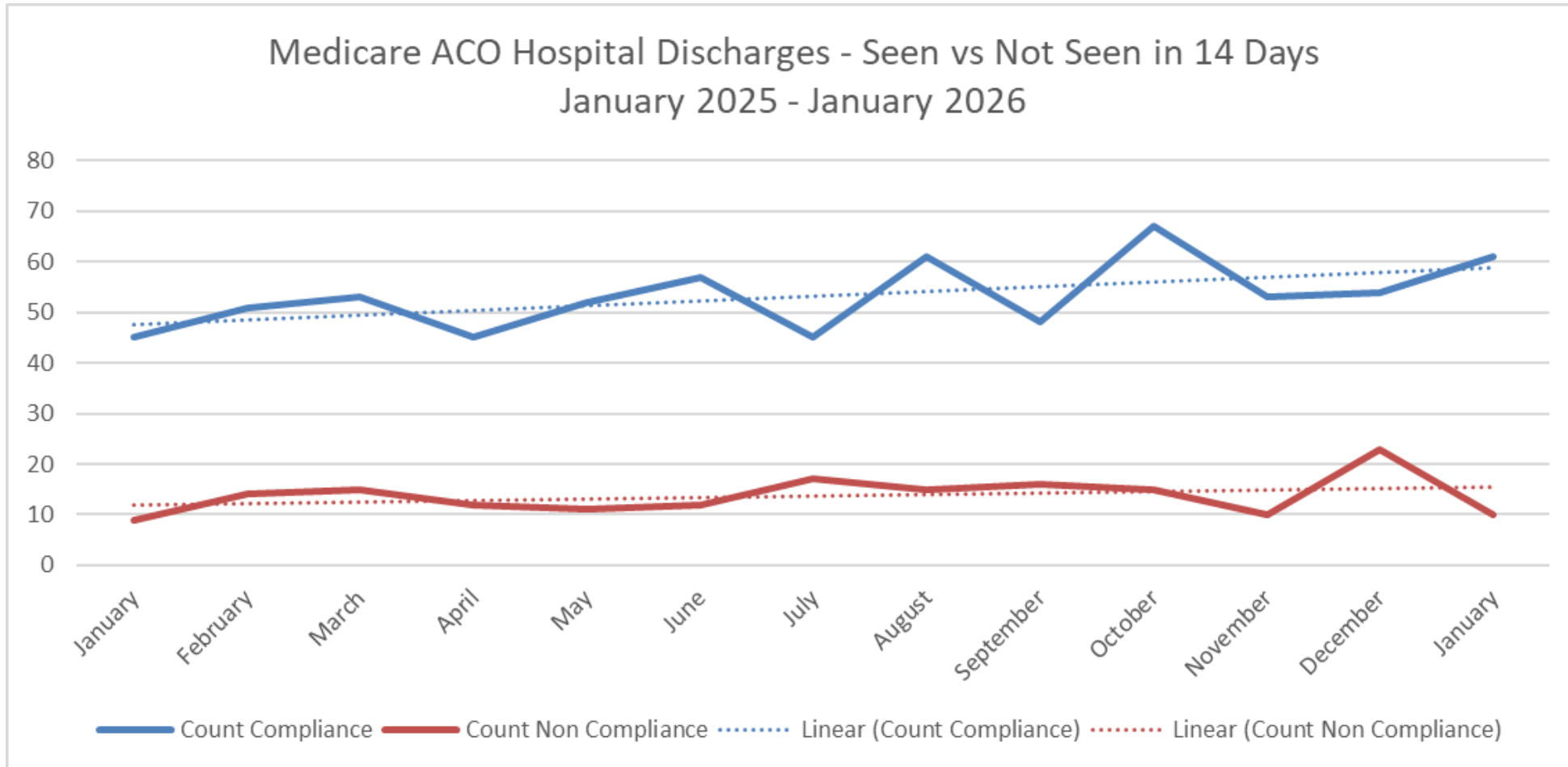
Clear All Filter

Reassign to: Search by Last name, First name Reassign

Messenger

				Patient Name	ility	Discharge Disposition	Attending Provider	Assigned To	Diagnosis	TCM notes	Appointment	Additional Detail
<input type="checkbox"/>				Francis, Mary			Rodriguez, Orlando MD	Salazar, Sabrina2	H04428			
<input type="checkbox"/>				Alfonso, Virginia			Rodriguez, Orlando MD	Avila, Melissa A	H04428			
<input type="checkbox"/>				Alfonso, Virginia			Rodriguez, Orlando MD	Avila, Melissa A	H04428			
<input type="checkbox"/>				Francis, Melinda			Rodriguez, Orlando MD	VBC, Outreach	H04428		04/23/2025 Orlando,Rodriguez	
<input type="checkbox"/>				Francis, Melinda			Rodriguez, Orlando MD	Morales, Melanie	H04428			
<input type="checkbox"/>				Francis, Arjuna		Home	Rodriguez, Orlando MD	VBC, Outreach	H04428		04/23/2025 Orlando,Rodriguez	
<input type="checkbox"/>				Francis, Arjuna		Home Health	Rodriguez, Orlando MD	VBC, Outreach	H04428		04/25/2025 Max,Cruz	
<input type="checkbox"/>				Francis, Arjuna			Rodriguez, Orlando MD	Tijerina, Roxanne	H04428			

ACO REACH – SEEN VERSUS NOT SEEN PATIENTS (14 DAYS)





Questions?





Continue the Conversation

Don't miss the next session of this 4-part series!

Session 3: Thursday, May 21

Azara Healthcare &
Harmony Healthcare Long Island

We hope to see you then!

***Additional Resources**

- Healthcare Interoperability 101 Course
- Optimizing Transitions of Care Workflows Case Study



Please fill out our survey!

Please share your feedback using the survey link in the chat, the QR code, or the link in the follow up email!

Completing the survey helps us to provide relevant and helpful information. Thank you in advance!

