

American Health Network Unleashes Burnout-Busting Mobile Technology

THE CHALLENGE

American Health Network (AHN), part of Optum, prides itself on a personal, hometown touch. AHN treats the needs of the whole family—from newborns to seniors.

With services ranging from primary care to specialty care, AHN covers the healthcare needs of Indiana and Ohio communities. But who covers AHN?

NextGen Healthcare has been AHN's trusted IT partner from the beginning.

AHN wanted to avoid this common scenario: In the exam room, the provider sits behind a laptop, dragging their mouse, clicking, and trying to pull up key information, all while doing their best to engage with the patient. The disconnect between provider and patient made clinical work frustrating.

THE SOLUTION

Providers at AHN turned to NextGen Healthcare to restore connections with patients and alleviate burnout—two main issues in healthcare delivery today.

“If you go down the list of the four components of provider burnout, NextGen Healthcare, as a partner, addresses each one by reducing our stress and administrative burden through wonderful tools that we can use to help our patients,” said Brian Heimer, MD, medical director of digital and virtual health at AHN.

Mobile dictation options make all the difference for busy AHN providers. In particular, specialists such as orthopedic surgeons enjoy mobile dictation functionality. They have everything they need on their phones and can not only dictate cases seamlessly in the exam room but can also quickly access a holistic view of patient information anywhere. This is essential for surgeons because of the incredible importance of their roles and from a liability standpoint.

“I could not operate without NextGen Mobile. It's that critical,” said Heimer. “Having an easy-to-use tool that enables us to sit down and talk with the patient face-to-face is pretty spectacular.”

Healthcare providers didn't go to medical school to sit and type endlessly on a keyboard.

AHN providers love that NextGen Enterprise EHR has a unique hover capability. This click-reducing strategy allows providers to hover over patient information without the need to actually click. “With NextGen Mobile, we have at our fingertips the ability to tap into wonderful resources such as a database for medications, allergies, lab results, and imaging,” said Heimer.

CLIENT PROFILE

American Health Network (AHN), part of Optum

Background: In 1994, a group of physicians founded AHN as an independent practice with the goal to create a better way to deliver quality health care. They provide primary and specialty care to communities throughout Indiana and Ohio.

NEXTGEN HEALTHCARE SOLUTIONS

- NextGen® Enterprise EHR
- NextGen® Mobile Plus
- NextGen® Population Health
- NextGen® Enterprise PM
- NextGen® Share
- NextGen® API
- NextGen® PxP Portal
- NextGen® Pay powered by InstaMed
- NextGen® Instant Medical History
- NextGen® Financial and Operational Analytics
- NextGen® Patient Engage powered by Luma
- NextGen® Self Scheduling powered by Luma
- NextGen® Remote Scribe

HIGHLIGHTS



Leverages Mobile Plus for smooth dictation



Reduces overall clicks with hover technology



Highest overall quality of any medical group in Indiana and Ohio



Lowest total cost of care in Indiana and Ohio

In addition to mobile technology, AHN appreciates the illuminating access to data NextGen Healthcare provides. As a risk-bearing entity, metrics are important to AHN. They use data from NextGen Population Health to answer the following questions: Are we doing quality work? Are we leading the way when it comes to total cost of care? AHN has the information needed to successfully change behaviors for the sake of the patients.

The results? AHN has the highest overall quality of any medical group in the state of Indiana and the highest overall quality of any medical group in the state of Ohio. AHN also has the lowest total cost of care in these states.

“At AHN, we’re very groundbreaking, and I think it speaks volumes to have a partner like NextGen Healthcare who is the same,” said Heimer.

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Brian Heimer, MD
Medical Director of Digital and Virtual Health
American Health Network



HOW CAN WE HELP?

Partner with us at **855-510-6398** or **results@nextgen.com**

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