



COMMUNITY HEALTH
CENTER NETWORK

Electronic Consults and Federally Qualified Health Centers

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November 2019

Community Health Center Network (CHCN)



About CHCN Financing

- Risk bearing organization, delegated for **full professional risk** for primary and specialty care, radiology, laboratory and durable medical equipment
- Electronic consult makes up less than 1% of total specialty care spending

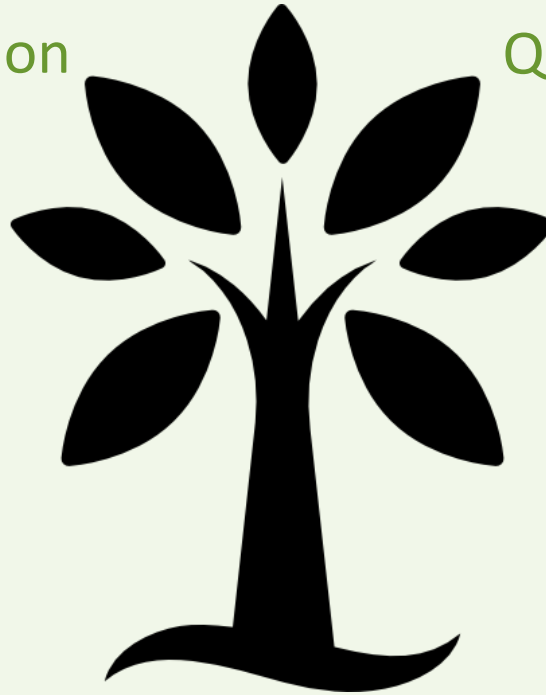
CHCN's Electronic Consult Program

Provider satisfaction

Quicker patient care

Provider retention

Provider capacity



Local layer of specialists

Payor Agnostic

All sub-specialties

Quick turn around time

["CHCN RubiconMD Evaluation," John Snow Inc., October 17, 2019.](#)

Funded by California Health Care Foundation

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RubiconMD

Engagement Strategy

- Champions (clinical & IT)
- Electronic health record integration
- Mandatory consult prior to referral
- User engagement initiatives
- Provider incentives program
- Continuing medical education
- Utilization reports
- “Hacking” the system
- Referral staff read-only access



Challenges

- Primary care provider time
- FQHC reimbursement
- Understanding return on investment
- Consult to referral workflow & specialist buy-in
- Specialist consultant credentialing

