



Reducing Operational Complexity

William Newton Benefits from One Platform for Rural Health and Specialty Care Clinics

William Newton Hospital runs six rural health clinics and six specialty clinics along with its hospital in south-central Kansas. Clinic services include primary care, surgery, orthopedics, OB/GYN, pediatrics, wound care, and cardiology at its main campus and four satellite locations.

Supporting providers across locations, specialties, and care settings creates unique operational challenges. Workflows vary by specialty. Scheduling needs differ from clinic to clinic. And information has to move efficiently between providers, departments, and systems to support patient care.

For Molly Jones, director of clinic operations, the complexity of supporting providers and staff across 12 clinics and 4 communities is part of everyday reality.

It's also why in 2018, William Newton chose the Azalea Ambulatory EHR as the platform for the majority of its rural health and specialty clinics.

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*— Molly Jones, director of clinic operations,
William Newton Hospital*

With services that span primary care and multiple specialties, William Newton needs technology that adapts to different scheduling requirements and documentation workflows without forcing clinics to adapt to one process.

“The scheduling structure and the way the program works has been very helpful,” Jones said. “Being able to easily adjust the variety of schedules and appointment types across specialties makes a big difference. And Azalea has more features than other EHRs I’ve used, like the templates that providers can create.”

Connecting Clinics, Specialties, and Systems

For William Newton, in addition to accommodating different workflows, information needs to be easily accessible across locations. Important, especially when you're communicating with other systems,” Jones said.

William Newton Hospital Clinics

Locations: Winfield, Dexter, Sedan, Cedarville, and Moline Kansas

Facilities: Six rural health and six specialty clinics

Providers: 15

Staff: ~32

Specialties: Primary care, pediatrics, surgery, orthopedics, cardiology, wound care, and OB/GYN

Azalea EHR user since: 2018

wnhcares.org

With Azalea EHR

- **Reliable interoperability** across multiple EHRs and care settings
- **Flexible, easy-to-use workflows** that support 6 rural health and 4 specialty clinics
- **Fast, easy provider onboarding** with minimal hands-on training
- **Easily accessible training resources** and responsive support

The organization uses a different EHR within the hospital and additional systems in two of its clinics, making interoperability an important part of day-to-day operations. As patients move between primary care, specialty care, and hospital services, having a reliable interface between systems helps support continuity of care while reducing administrative burden for staff.

“Those interfaces are really important, especially when you're communicating with other systems,” Jones said.

Easily Onboarding New Providers

As William Newton adds providers and expands services, onboarding new clinicians is an ongoing task. And onboarding providers to Azalea is a straightforward process for Jones and new providers and staff.

“I’ve added several new providers, and it really wasn’t difficult at all,” she said. “It’s a fairly well-oiled machine as far as being able to learn how to use it. I don’t have to sit with someone while they learn how to use it, which saves me time.”

Having worked with several EHR systems throughout her career, Jones feels Azalea is one of the easier platforms for staff to learn.

“I’ve used a lot of different EHR systems and Azalea is one of the easiest to jump into and learn.” Jones said. “I think it’s a user-friendly program, it’s easy to learn, and it’s easy to self-direct when you’re trying to figure something out.”

Readily available resources from Azalea Health also make training and adoption easier.

“If you have a question, you can go to Azalea’s training resources or you can use the support chat feature and talk to somebody,” Jones said. “They always walk you through exactly what to do. And what is nice is that a lot of the time, you end up talking to the same person.”

Reducing Administrative Burden

Meeting documentation requirements while maintaining provider productivity is an ongoing challenge for healthcare organizations. To help reduce documentation burden, William Newton implemented Azalea AI Clinical Assistant, an ambient charting tool that’s part of the patient chart in the Azalea Ambulatory EHR.

“The feature has been nice,” Jones said. “Some of our more proactive providers have had a really good experience with it. It’s made a big difference in helping providers get their notes done in the right timeframes.”

The organization also relies on Azalea’s user permissions and tasking functionality to easily support communication between departments while maintaining appropriate access control and meeting compliance requirements.

“I can send a task to another department and limit access to only the information they need,” Jones explained. “The HIPAA log is great because you can see exactly where everybody’s been and what they’ve accessed.”

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Support that Goes Beyond the Software

In a setting as diverse and dispersed as William Newton’s, easing the complexity of daily operations isn’t limited to the EHR software itself. For Jones, responsive support is important because her team manages multiple clinics, providers, and workflows. Having direct access to knowledgeable product experts helps staff resolve questions quickly and keep operations moving.

That’s why for Jones, one of the most valuable aspects of the relationship with Azalea is the support team behind the software.

“We’re always going to run into bumps in the road, but their expertise in their own product is very helpful,” she said. “That’s definitely one of the biggest benefits with Azalea.”