



## Case Study

### L.A. Downtown Medical Center achieve 5-star CMS rating

*How Azalea Health's EHR supports the hospital's growth in beds, patient volumes, and revenue.*

L.A. Downtown Medical Center (LADMC) is a 212-bed hospital serving a culturally diverse patient population in downtown Los Angeles. LADMC is one of only two hospitals in the city of Los Angeles to receive a five-star rating from the Centers for Medicare & Medicaid Services in January 2020, said Dilip Niranjana Jay, IT administration lead at LADMC.

*"This journey has been supported by the Azalea EHR, which has delivered the scalability and flexibility to support our growth and clinical quality excellence," he said. "This growth has included a 24% increase in revenue, a 25% increase in beds and a 77% increase in patient volumes between October 2019 and October 2020."*

The EHR's cloud backbone enables the kind of scalability staff needed to support growth, while also delivering the elasticity required to adjust to changing patient volumes and demands, he added.

### Partnering with Azalea Health

In 2019, Azalea Health proposed to LADMC to deliver an EHR offering that would be easy to implement and adapt, lightweight, and straightforward to integrate with other technologies, said Dilip Niranjana Jay, IT administration lead at LADMC. The documentation and patient charts would be configurable by workflow, provider type and patient population – without coding changes or the involvement of IT resources.

The Azalea EHR also promised to give LADMC providers more time with patients.

*"More than 80% of a clinician's work could be done from one screen, reducing clicks," Jay said. "A consistent layout across the application simplified navigation. This eased the cognitive load on our providers to mitigate burnout. And because it was intuitive to use, we could spend less time on testing and training."*

### The future of EHR is in the Cloud

*"Not having to host the infrastructure on-premises makes a huge difference in maintenance costs and enables our IT team to focus on the business," Jay advised. "Hospitals are taking a big hit financially from this pandemic, especially small and mid-sized hospitals like ours. Having a cloud-based EHR eliminated a lot of overhead costs at just the right time. It also makes it easier for patients to access their data, which allows them to be more engaged with their care."*

***"If a provider doesn't already have a solution that can support the data exchange and intelligence required in this new reality, they need to take a serious and hard look at their EHR."***

Read the entire article [here](#).

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