



Quatris Healthco Customer Profile KO'OLAULOA HEALTH CENTER

THE BASELINE

Ko'olauloa Health Center (KHC), a Federally Qualified Health Center (FQHC) opened in 2003 and is a highly-regarded comprehensive community health center serving the east and north shore communities of O'ahu, Hawaii. KHC operates in three locations, one of which is a school-based health center which opened in 2013, and one of only a few in the area serving students, parents and faculty.

KHC has been fulfilling its mission of "Improving the quality of life for all - IMUA!". They do so by providing high quality, culturally responsive, and consumer driven medical, dental, behavioral health, and ancillary services regardless of ability to pay and on a sliding discount. The surrounding community is disproportionately affected by poor socio-economic and health indicators. The KHC service structure is designed to eliminate barriers, improve outcomes, and enhance the quality of life for the Ko'olauloa service area.

Several years back the Center experienced internal business and IT challenges ranging from a lack of Community Health clinical content, staff training and documentation and to top it off, a less than optimal IT area infrastructure based on the rural area where they are located on the island. At the time KHC knew there were other Centricity CHCs on the Island that were happy and decided to look at Quatris Healthco because of their depth of experience in Community Health.

THE PROCESS

KHC implemented Centricity Practice Management and EMR in 2012. The Center also added several CHC specific components to help them manage the unique requirements of a CHC. Implementing the ezAccess patient portal has also been helpful and KHC can now send appointment text reminders and announcements to their patients.

Because of the unreliable Internet they also opted to host the Centricity software via the Quatris Healthco hosting center. KHC can now enjoy the benefits of Centricity without having to install, configure or maintain their own database. "It's refreshing to work with Quatris Healthco. The support we've received from the staff over the years has been valuable and greatly appreciated. Quatris Healthco just feels like family." said Bella Gary, Chief Operating Officer at KHC.

THE RESULT

KHC is more self sufficient because of the tools available to them and the support they receive from Quatris Healthco. KHC has been fortunate to add new providers over the last several years enabling them to increase the service offerings for the members of their community. Additional service offerings include substance abuse counseling, dental enhancements, evening hours, and additional screening services for pre-diabetes and tobacco treatment.

"It's because of the relationship we have built with Quatris Healthco that we are in a much better place" said Gary, Chief Operating Officer at KHC.



Location: Hau'ula & Kahuku, HI

Specialties: Medical Primary and Specialty Care, Dental, Behavioral Health and Pharmacy Services

Number of Providers: 8 doctors, 3 dentists, 2 mid-levels, 1 hygienist, 1 LCSW, 1 LMFT

