

# The Pulse

Spring 2016

*Your resource for  
everything at the LFC*



Volunteer Newsletter • Upcoming Events • Clinic Updates • Other Clinic News

## LFC's New EHR: Athena

Most of you, by now, have been introduced to Athena and are beginning to use it in some fashion at the clinic. The patient data migration from our previous EHR (Care 360) to Athena continues to be the most burdensome piece of this transition has to be done manually on a patient-by-patient basis. This has caused us to have to increase the length of appointment times for a short time period. We continue to look for additional volunteers to help us with this project. If you know of anyone who is interested in data migration, please notify Rachel. We are confident that Athena will prove to be a much more useful and robust system once we all get used to it...hang in there!!

## Volunteer Spotlight: Referral Support Effort

Retired physician **Joel Barton** and long-time LFC volunteer **Dan Watson** are part of a small team of volunteers who support LFC staff in processing patient referrals and reducing the clinic's referral backlog. They generate referral requests to medical providers in the local community and to the UVA medical system. They also call patients to notify them of acceptance status so that they can schedule their appointments. This activity helps extend the busy LFC clinical staff and helps connect patients to necessary and free or reduced-cost medical resources outside the LFC. These volunteers make an important contribution to the extended care of our patients.

## Phone Tree

We have heard the patient feedback about our phone messaging system being too complex and a challenge to navigate. We are working to simplify the options presented so that messages go where they are supposed to for faster receipt and return.





## **Volunteer Spotlight: Community Provider Relations**

Long-time LFC volunteer **Sharon Crowell** provides the LFC with an invaluable service - she spends time out in the local medical community calling on providers and asking them to see our patients free of charge. She also calls on established local volunteer providers and brings them thank you notes and small gifts of gratitude. This work is vitally important for the continuing care and well-being of our patients. It helps LFC patients to have local resources that they can go to for specialty exams and services. Sharon's efforts to find new - and recognize existing - care providers is very much appreciated by LFC patients and staff.

## **What's ALLPhase?**

ALLPhase Program is a collaborative initiative between LFC, Kaiser Permanente, and NovaScripts Central Pharmacy with the aim of preventing cardiovascular events in patients who are deemed high risk such as those with Diabetes and Hypertension. You may hear patients, nurse, or providers talk about "ALLPhase patients" and see where both group and individual sessions are being held to educate patients on the medications and lifestyle changes desired as part of this program.

## **Care Coordinators at LFC**

The healthcare system can be difficult to navigate for our patients as they face unique barriers to care. We are excited to announce that LFC hired two new staff members with the initiation of our Care Coordination Program! Tina O'Shaughnessy and Kim Carren are serving as liaisons to help connect members of a patient's healthcare team as well as serving as resources for healthcare navigation so that patients can get the maximum benefit from the care offered to them!

## **Congratulations, Hinduja!**

A volunteer at the LFC for the last three years, Hinduja Nallamala will be starting medical school at Marian University in August! Hinduja's dedicated service at the LFC has included over 400 hours as a PAP assistant, working with our PAP Coordinator Joanne Wallace to process patient medications. We wish her all the best - she'll make a great physician!