

# Implementing OCHIN Epic to drive Health Equity in the LGBTQ+ community: A Howard Brown Health Success Story.

## The Challenge

Howard Brown Health, one of the Midwest’s largest providers of LGBTQ+ healthcare, had decided to transition to OCHIN Epic. Acknowledging the magnitude of the change, they concluded that they needed an experienced consulting partner to provide expert guidance and project management in their goal to improve clinical documentation, increase patient engagement, and optimize revenue cycle and reporting capabilities.

## Our Approach




Pivot Point Consulting brought an experienced team of project management, revenue cycle, behavioral health, and virtual care subject matter expertise to lead the platform design and development.

The Howard Brown build of OCHIN Epic was an iterative approach of detailed discovery, refinement, and build over nine months. Leveraging Pivot Point’s knowledge of industry best practices, experience with OCHIN and proven change management strategies, Howard Brown’s clinical and operational stakeholders coordinated to improve clinical workflows and reporting capability and to increase revenue cycle collections.

In preparation for MyChart patient portal, Howard Brown and Pivot Point collaborated on a detailed marketing campaign to inform patients of the new tool and to prepare them to the robust features of the platform. This proactive messaging helped drive early adoption of MyChart and use the full suite of features to increase patient engagement and compliance.

## Value and Outcomes

Working together, Pivot Point Consulting and Howard Brown

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  - **Reviewed and documented over 200 workflow optimizations** to improve both efficiency and reporting capability.
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  - **Conducted an in-depth review of revenue cycle operations** and implemented CPTII codes and code pairing
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  - **Achieved exceptional MyChart adoption:** Over 65% of patients were actively using it within two months post go-live.

### Lauren Sullivan

*CIO, Howard Brown Health*

“Howard Brown undertook the transition to OCHIN Epic to take advantage of the “best in KLAS” capabilities of Epic and better serve our community.

Pivot Point’s deep expertise with OCHIN Epic and proven record of cultivating successful partnerships with OCHIN and members was a big part of our success. Our partnership with Pivot Point helped us to realize immediate value from our EHR and data and grow our digital health capabilities to best serve our patients.”