

# Success In Our State



By David Zupkovich

Ohio has a long and prestigious history with healthcare institutions. When one thinks about that history within the state's modern landscape, international health systems that call Ohio home may be some of the first names that come to mind. As important as those large groups are to the state's presence on a global level, there are many other Ohio-based organizations receiving acclaim from the services they provide within and beyond the borders of the Buckeye State.

**United Church Homes** (UCH) is a leading provider of healthcare and senior living services, proudly based in Marion, Ohio. What began in 1916 as an initiative to care for elderly members of church congregations has grown into a vast network of 81 communities in 15 states and two Native American nations. In 2019, nearly 100 years after opening the doors to their first "home for the aged," UCH entered a relationship with CliniSync to help meet their needs in the ever-changing world of healthcare. Their main goal was to provide better continuity of care by accessing medical records of residents on an ongoing basis. Additionally, UCH aimed to eliminate any potential loss of records during the transport from those healthcare entities participating in the CliniSync Healthcare Information Exchange.



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To meet these needs, UCH began using CliniSync's Community Health Record (CHR) application. This allowed care coordinators to access data on patients from over 150 hospitals and health systems that participate in the CliniSync HIE.

*"Simplified HIPAA compliant data sharing with other healthcare providers was key to our seeking out CliniSync for the data exchange engagement,"* said Glen Tibbitts, Corporate Director of IT for UCH. *"Cost efficient data exchange with hospitals, physicians, labs and other healthcare providers was essential to our needs,"* he said.

After recognizing the benefits of the CHR and adopting the application into their workflow, UCH decided to double down on their approach to interoperability and began publishing their own data to the HIE through the contribution of continuity of care documents (CCDs). With this process in place, providers and clinical care managers that utilize the CHR can now query UCH for data on their patients and retrieve whatever may be available.



Patti Klingel, Executive Director of Compliance & Clinical Services at UCH, emphasized the advantage of participating in the HIE as both a data retriever and contributor by stating how important it has been in providing a higher-quality transition of care.

*“We now can access information relative to treating and caring for our residents in an efficient and timely manner and vice versa for our referral clinicians and hospitals,” she said.*

Since their humble beginning in northwestern Ohio, UCH’s mission has always been celebrating the spirit of older adults. The organization looks to help all community members “age abundantly,” meaning that they are living the life that they desire and deserve. By dedicating the time and resources needed to stay on the cutting edge of healthcare technology, United Church Homes has managed to impact the lives of people for over a century while remaining true to their mission of celebrating the spirit.