

**Case Study**

**Federally Qualified  
Health Center (FQHC)  
stays on top of federal  
HRSA requirements  
with Panviva**



**INDUSTRY**  
**Healthcare**

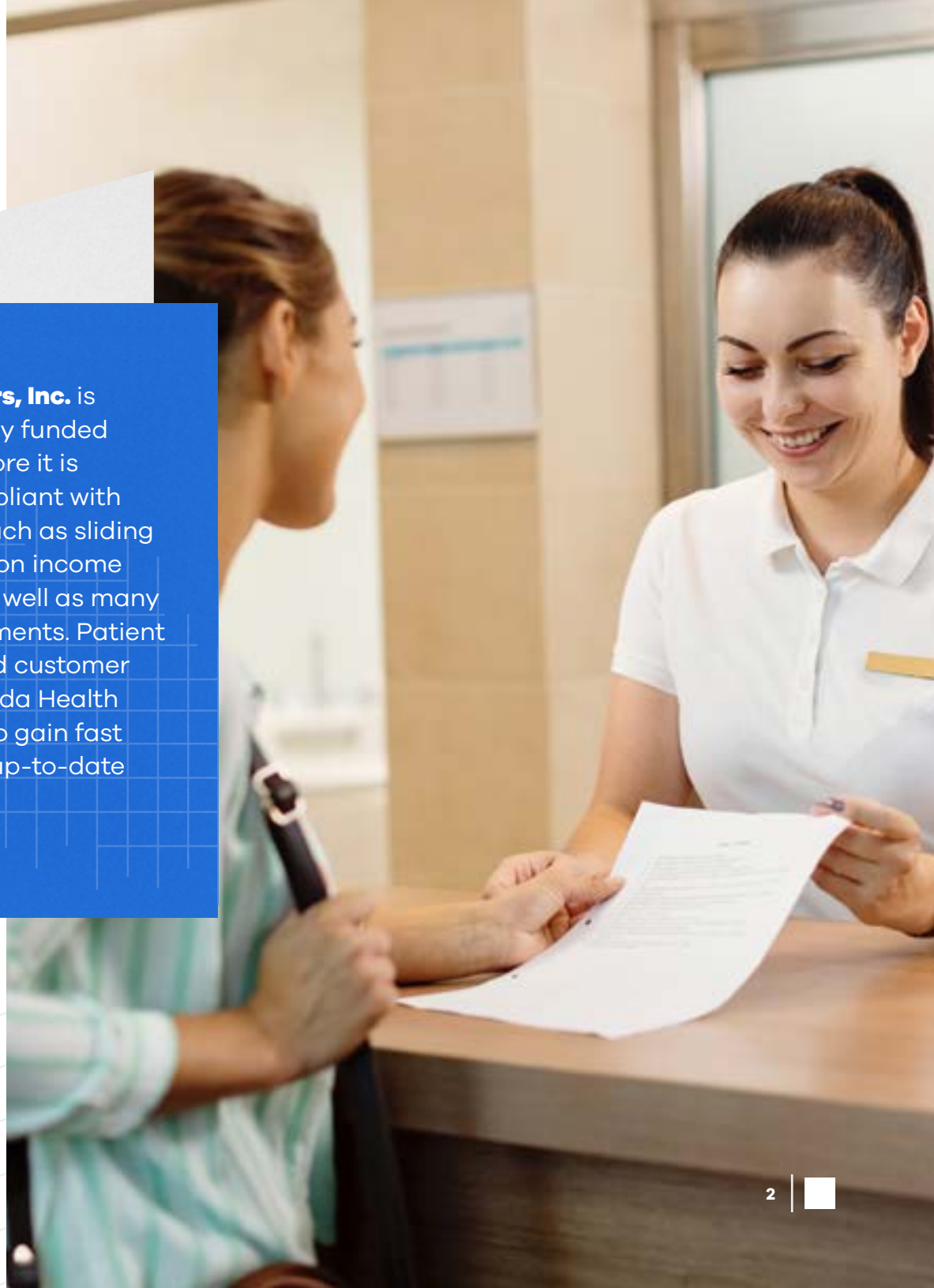
**COMPANY**

**Nevada Health Centers, Inc.**  
**Nevada, USA.**  
[nevadahealthcenters.org](http://nevadahealthcenters.org)

A Federally Qualified Health Center (FQHC) providing high-quality healthcare to insured, uninsured and underinsured. Their primary goal: To provide access to quality healthcare services throughout Nevada. Nevada Health Centers runs 18 rural and urban health centers and three mobile clinics, as well as a large volume of virtual services.



**Nevada Health Centers, Inc.** is a FQHC that is partially funded through HRSA. Therefore it is vital they remain compliant with complex guidelines, such as sliding fee scales dependent on income and household size as well as many data tracking requirements. Patient intake, scheduling, and customer service teams at Nevada Health Centers use Panviva to gain fast access to consistent, up-to-date information.



# How do you keep up with constantly changing guidelines?

## How to ensure consistent processes, workflow, and messaging?

NVHC offers a wide range of service lines, including primary care, behavioral health, dental services, mammography, nutrition support, pharmacy and more, provided both in-person and virtually. Although there is some training for staff, there is no way to ensure consistency in scheduling, registration, or revenue cycle protocols through training alone, due to the amount and complexity of information. NVHC also needed an easy way to keep up with ongoing changes throughout the organization.

## Offer a consistent, step-by-step tool that key staff can access.

With Panviva, call center, scheduling teams, front desk, and customer service teams have access to the information they need to do their jobs quickly, consistently, and efficiently, in compliance with government and company guidelines. Using Panviva, the front desk expects to improve the registration process to positively impact the revenue cycle.

NVHC hopes to experience fewer rejected claims, returned mail, assigned tasks to fix demographic and eligibility errors, and unnecessary write-offs of patient encounters. NVHC also expects to improve employee satisfaction by increasing access to information through Panviva.

*“Panviva is an incredible tool that is transforming our business – in terms of employee time-to-competency, productivity, and the customer experience.”*

**– Lisa Dettling**

Executive Vice President Ancillary Services, Nevada Health Centers





# Proven results in keeping up with continuous change

## Content creation is key.

Nevada Health Centers retained the services of Panviva's implementation partner, Collected Thoughts, to create content together with their subject matter experts (SMEs). "The partnership has been great. The content is well written, and our SMEs review it and adjust if needed," said Lisa Dettling, Executive Vice President Ancillary Services. Quarterly reviews with practice managers ensure that information is up-to-date and consistent.

## Tremendous support during COVID.

"During the height of the pandemic, information was changing daily. Our teams needed the latest information at their fingertips," said Dettling. "Panviva really

pulled through for us. Content is updated once, and as the single source of truth, is accessible by everyone in real time."

Guidelines and regulations are still changing often, and Panviva enables Nevada Health Centers to remain compliant in the face of constant change.

## Expanding Panviva to more departments.

Nevada Health Centers began its rollout of Panviva to the departments with the greatest need for intricate information: call center, front desk, and referral team. They use Panviva as the single source of truth for information. Updates are also communicated via Panviva, rather than relying on verbal instructions, emails, and chats. Gone also are the sticky notes;

documents can be saved to Favorites and notes can be added in Panviva.

Since they have all the information at their fingertips, the teams are receiving kudos from customers for their professionalism, compassion, and ability to answer all questions.

Future considerations include rolling out Panviva to more departments. "Our medical assistants (MAs) undergo intensive training around immunization schedules and protocols, as well as tracking inventory. It would be great if we could get the MAs on Panviva," said Dettling. Other departments they hope to move onto Panviva include the clinical support team and the revenue cycle team.

## Results for Nevada Health Centers, Inc.

**75%**  
reduction in training  
time

(from 4 weeks down to 1  
week)

**59.4%**  
reduction in agent  
turnover

**15%**  
reduction in call  
abandonment

**Upland** helps global businesses accelerate digital transformation with a powerful cloud software library that provides choice, flexibility, and value. Our growing library of products delivers the "last mile" plug-in processes, reporting, and job specific workflows that major cloud platforms and homegrown systems don't provide. We focus on specific business challenges and support every corner of the organization, operating at scale and delivering quick time to value for our 1,700+ enterprise customers. To learn more, visit [www.uplandsoftware.com](http://www.uplandsoftware.com).