



# PURSUIT OF QUALITY – AND THE VALUE OF HEALTHCARE-SPECIFIC IT SUPPORT

*A conversation with CHCGD Executive Director, Gregory Hopkins*





## Growth and Quality Demand Technology and Data

Community Health Centers of Greater Dayton (CHCGD) first opened its doors in 2008 with three centers. "You've seen one health center, you've seen them all," jokes Executive Director, Gregory Hopkins, who notes that most if not all community health centers serve a patient population tending toward low income, regardless of ability to pay. "That's where the similarities are," he adds.

It's also where the similarities end. Since its founding, CHCGD has grown to include six centers in and around Dayton. And, under Hopkins' leadership the organization has been repeatedly recognized for excellence. Most notably, CHCGD's focus on quality outcomes earned it a top 30% ranking from the U.S. Health Resources & Services Administration (HRSA) in 2020, then a top 20% ranking in 2021.

In 2023, the organization saw more than 15,000 patients making nearly 48,000 visit per year. So, it's easy to see how information technology and data support must be critical components of the CHCGD's success. That's where Medicus IT comes in.

## Support for Day-to-Day Operational Reliability

Medicus IT has supported CHCGD's IT infrastructure and operations since 2011, enabling the health centers to focus on delivering quality healthcare services without being hindered by technological challenges.

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**"We're dead in the water without our computers,"** explains Hopkins, who adds that CHCGD's ability to achieve its quality objectives is strongly tied to the ability of providers and staff members to have instant access to electronic health records data. "I go back to the days of paper charts, so I find it amazing how much computers factor into everything we do," he affirms. "Of course, EHRs are critical. But so is our ability to have virtual meetings online, to track productivity – electronic systems are everywhere. That's why we count on Medicus to provide us with good reliability."





## Advancement of Strategic Planning Objectives

Hopkins speaks of CHCGD's strategic plans with clarity and confidence. "One of our core strategies in our 2023-2025 plan includes leveraging technology to improve services, clinical outcomes, and operations," he states. "In other words, everything we do has a technology component."

When we asked him to talk about how Medicus IT supports CHCGD's strategic objectives, he honed in on **three critical differentiators: Clear communication, relationship consistency, and the value of healthcare-specific IT support.**

"When we first started working with Medicus, we were having weekly conversations with our reps. And I almost felt like it was too much – but it worked. It kept us focused on what we needed to do, and how we were going to do it," Hopkins recalls, noting that at one point, a Medicus team member was on-site once a week in support of CHCGD's small in-house IT staff. "Through it all," he says, **"clear, frequent updates and seamless communication kept things running smoothly."**

Hopkins goes on to note that while he's aware of high staff and leadership turnover in the general IT industry, the comparatively low turnover at Medicus has made it easy to establish and build on important relationships. **"With Medicus, we have people who know the organization, who have the history and consistency to recognize issues and be highly responsive."**

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## More than IT – Healthcare IT

Medicus IT's unique position specializing in the unique technology needs of healthcare organizations is an asset to CHCGD, asserts Hopkins. "The truth is that I probably take Medicus' healthcare IT expertise for granted. But it's huge. There's so much that we don't have to explain. They speak our language." He goes on to discuss how Medicus IT's experience with a wide range of healthcare groups, specifically community healthcare centers, delivers additional benefits. **"When we find ourselves looking ahead, the team at Medicus is ready to respond with what and who they know.** Organizations that can provide benchmarks. Introductions to fellow-leaders who have been where we are. It makes a difference, which enables us to make a difference."

Hopkins sums up that difference by returning to CHCGD's high emphasis on quality. "Every day, we're aiming to improve the health of our community. And for that, we need information. We need the right systems and expertise. Our partnership with Medicus supports it all."

