

CharmHealth delivers an integrated end-to-end digital electronic health records solution on time and on budget to CCVNA, a community health care clinic of Monterey, CA to meet CCVNA's need for a rapid deployment of Covid-19 vaccination administration program.

## How CharmHealth played a cornerstone role in COVID-19 relief efforts for Monterey County's most vulnerable population



2 months from start to launch vaccine clinic-in-a-box

### ACCELERATED DEPLOYMENT

Patient care with one seamless integrated system



Vaccinated 7000+ patients/month at PEAK

### SCALABLE SOLUTION

26,000+ vaccinated and reported to CAIR over a 12-month period



Number of submitted claims at PEAK month 4500+

### SPEEDY CLAIMS

Able to submit claims without adding additional resources.



Number of vaccinated patients per nurse/hour 15-20 patients/hour

### COST EFFICIENT

Repurpose and efficient use of staff for more meaningful tasks

The **Central Coast Visiting Nurse Association (CCVNA)** is a nonprofit community health care clinic, an essential health asset to the Monterey County , CA and surrounding areas. It has been providing community and home health care since 1951.

Typical communities served by CCVNA are migrant agricultural employees workgroups, seniors, and homebound populations who do not have reliable access to healthcare. As the only travel health clinic for the area, the local VNA provides routine health screenings and vaccinations.



*“Jay and I can’t emphasize enough how valuable and essential I believe the VNA immunization services are for our community in Monterey County. Without access to such services locally [the community] would be very hard-pressed to find them without driving a considerable distance to find them...”*

A recipient of CCVNA services

## THE CHALLENGE

**By February 2021, Monterey County, a community of 500,000 people, reported over 40,000 COVID cases per day, with more than 80% of COVID-19 deaths occurring in people over age 65.**

The outbreak overwhelmed Monterey hospitals. CCVNA’s existing paper-based system was unscaleable to meet the needs of the population. A paper-based system meant increased risk to loss or damage of vital patient information, risking violation of HIPAA. Additionally, to mitigate the transmission of COVID-19 a fast, safe touchless experience at mass vaccination sites, without the use of paper and pens, became the call of the hour.

As a result, in March 2021, CCVNA became entrusted with a pressing task: replace the strategic process and create an accelerated delivery of Covid-19 vaccinations efficiently and economically to the citizens of the Monterey community and the surrounding areas. A mobile, cloud-based digital vaccination administration solution would not only increase velocity of administering vaccines but would be more HIPAA compliant, enable greater portability, interoperability and security.





## SEARCH FOR A TECHNOLOGY PARTNER

Though CCVNA has experience with vaccine administration, they needed a quickly deployable and reliable solution to handle the surge. A scalable solution for end-to-end vaccine administration starting from custom patient registration to billing and reporting to California Immunization Registry (CAIR) and accounting functionalities.

CCVNA needed a technology partner that possessed the same sense of urgency. In addition, prioritizing budget, low administrative overheads, and speed of rollout, the following operations were required to be streamlined:

- **ADMINISTER VACCINES:**  
Facilitate the efficient administration of COVID-19 vaccines at pop-up locations to large groups of people.
- **BILLING/CLAIMS MANAGEMENT:**  
Invoice foundation and employers; immediately submit claims to payers and HRSA after vaccine administration.
- **VACCINE REPORTING:**  
Submit data to CAIR as part of the COVID vaccination drive.

After evaluating several technology vendors, CCVNA selected CharmHealth and its marketplace partner Countermind to implement a state-of-the-art integrated mobile health clinic solution.

The challenge was to roll out the solution on time and on budget with a clawback clause tied to CharmHealth's contract to ensure timely and reliable implementation.



*"CharmHealth was able to quickly respond and help us stay on track with our integration development efforts. Things worked out and got us up and running in a very short timeframe!"*

**Chuck Krutsinger CEO of Countermind Mobile Intelligence™ Clinic**

## THE SOLUTION

### Accelerated Launch

**"As a non-profit clinic with a limited budget, the solution provided by CharmHealth and Countermind was timely, economical, and extremely efficient. We were able to roll out vaccine campaigns and report to California Immunization Registry easily." - CCVNA**

The integrated solution went live in under 2 months using CharmHealth's API. As seen in the table below, the customized solution was built by Countermind and CharmHealth's development team to meet the needs of CCVNA.



#### Rapid Collection and Transfer of Patient Data at pop-up site

- Countermind's Mobile Intelligence™ Clinic Mobile App - Enables nurses to quickly register individuals, administer vaccines at the point of care.
- Patient demographic and insurance information are stored in the system and can be retrieved during follow-up visits using a patient's driver's license or date of birth.



#### Data Automation

CharmEHR fetches data from Countermind's Mobile Intelligence™ Clinic Mobile App to

- Post vaccine information to the patient's medical record
- Perform additional processing, followed by generation of invoices and claims ready for submission



#### Inventory Management and Reporting

CharmEHR's Vaccine Inventory Management enables CCVNA to

- Quickly and accurately plan vaccination schedules
- Forecast vaccine supply needs and generate required regulatory reports



#### Claims Management

- CharmEHR's one-click claims processing allows customization of code and Dx so CCVNA can do bulk submission of claims post-vaccine administration



#### Reporting

- CharmEHR reports COVID-19 vaccinations within 24 hrs of administration to CAIR. Monthly closing reports are generated so
- CCVNA can invoice their donors and agencies on time.

**"We have been able to train our staff how to use it-" said Andrea Zoodsma, Director, Community Service at VNA & Hospice, "they can take it into the field and deploy it without a great deal of difficulty!"**



## MEASURABLE RESULTS

The “vaccination in a box” deployment was completed on time with no claw-back penalties. Along with saving several thousand dollars, the CCVNA saved hundreds of hours in overhead time in both patient registry and claims processing. CCVNA can now administer and submit claims in less than a day without additional resources.



*“The workflow starts with the introduction of our health and safety questions, goes all the way to billing insurance and sends information to the immunization registry in one complete flow- very smooth. In a word. It’s been brilliant”.*

**Andrea Zoodsma, Director, Community Service at VNA & Hospice.**

### Efficiency leads to a wide reach

Since April, CCVNA has set up clinics at the point-of-care- in churches, homeless shelters, malls, parking lots, senior retirement homes. They have been able to manage the volume present at mass vaccination clinics with data entered and streamlined accurately from the point of care.

The CCVNA has vaccinated over 26,600 people from all difference income levels and demographics, reducing operating expenses. **“One nurse can see 15 to 25 people per hour.”** says Andrea, **“That’s unheard of, and it’s all accurate and everything is within the system! The numbers that we have been able to see in a short period of time has made a huge difference in our COVID outreach.”**



**Countermind**, using their award winning Mobile Intelligence™ platform technology, build customized mobile solutions that optimize workflows for mass vaccination, patient screening, healthcare worker monitoring, and patient self-service processes.

[www.countermind.com](http://www.countermind.com)

**CharmHealth**, awarded for customer satisfaction and usability by Gartner Digital Markets, is a SaaS Digital Health platform to empower medical groups with clinical tools and technology that improve provider experience and patient outcomes.

[www.charmhealth.com](http://www.charmhealth.com)