

Samuel U. Rodgers Health Center Embodies Whole-Person Community Care

A healthcare pioneer’s vision lives on more than 50 years later

Samuel U. Rodgers Health Center opened in 1968 as the first federally recognized community health center in Missouri and only the fourth in the United States at the time. Its founder, Samuel U. Rodgers, MD, pioneered care delivery to families in need—believing that families deserve access to everything they need to thrive. His vision lives on more than fifty years later. The health center provides medical, dental, behavioral health, and other services to more than 20K people in the Kansas City area per year. Fifty-six percent of their patients are addressed in their first language, emphasizing a commitment to being culturally competent in all aspects of care delivery.

A single source of truth

Samuel U. Rodgers Health Center partnered with NextGen Healthcare in 2008 but transitioned to a different electronic health record (EHR) vendor in 2017—however, they retained NextGen EDR as their dental health record. In 2021, Sam Rodgers decided to return to NextGen Healthcare not only because of significant revenue losses but with the desire to have one source of healthcare information from different specialties.

“We wanted to make sure that we could document everything in one EHR instead of putting demographics into two different EHRs,” said Bob Theis, chief executive officer of Samuel U. Rodgers Health Center. “It’s just a lot easier to work in one electronic health record.”

Sam Rodgers estimates that 60% of visits are for medical reasons, 30% for dental, and 10% for behavioral health. This distribution of services allows the health center to deliver integrated behavioral health—meaning behavioral health consultants are on the floor with medical teams.

“Providers can call in someone right away after we do a screening, and if someone needs help with different behavioral health areas, we can make that happen as seamlessly as possible,” said Theis.

Community health workers can ask social determinants of health questions to identify other services a patient may need. For example, they can schedule an appointment in real time for a patient’s dental needs.

“It’s always harder when operating out of two different systems. You can’t necessarily tell that someone needs a dental visit if you’re on the medical side. That’s why we changed. We could be in one system and have that one place to be the holder of truth for our patients,” Theis explained.

Sam Rodgers finds value in sending out reminders that look the same for medical, dental, or behavioral health and are proud of their ability to connect people to the different services they need.

CLIENT PROFILE

Samuel U. Rodgers Health Center

Location: Kansas City, MO

Mission: To provide high-quality, compassionate, and affordable healthcare for all.

Values:

- Kindness
- Integrity
- Professionalism
- Excellence

Services: Medical, behavioral health, women’s health, children & adolescent health, dental, health insurance services, telehealth

NEXTGEN HEALTHCARE SOLUTIONS

- NextGen® Enterprise EHR
- NextGen® Enterprise PM
- NextGen® Mobile
- NextGen® Patient Experience Platform
- NextGen® EDR
- NextGen® EDI

HIGHLIGHTS



Ability to provide integrated behavioral health services



Benefits from configurable EHR templates to fit specialty needs



Achieved Silver Level Health Center Quality Leader Award

“I don’t think Sam Rodgers is unique in this, but we can help someone sign up for Medicaid. We can get someone connected to dental, medical, behavioral health; provide transportation to prenatal care postpartum; and make sure all our kids are getting their vaccines,” said Theis.

The benefits of configurable templates

Theis explained that a major problem with their previous EHR vendor was the inability to extract vital data (discrete data fields) out of customizable templates. If they did extract it, the data would populate as large text strings.

“The coolest thing about being back with NextGen Healthcare is the ability to make changes, to try new templates out so we can mold it for what we need it to be,” said Theis. “That was one of the things I regretted the most when we left. We couldn’t get automated.”

Health Center Quality Award Leader

Prior to Sam Rodgers returning to NextGen Healthcare in 2021, they were Health Center Quality Leader Level 3, aka Bronze—the top 20–30% of all other health centers. However, they switched back to NextGen Healthcare on March 1, 2021, and in that year, following implementation, achieved Silver status, ranking in the top 11–20% of health centers.

“I was thrilled that we were able to increase our quality while moving into the new electronic health record of which 80% of our providers had not seen,” said Theis. “Anytime you can tell your story that you’re a quality leader, it’s good for funders, it’s good for patients, it’s good for staff, and we’re proud of everything we do here.”

Looking forward

Samuel U. Rodgers Health Center looks forward to teaming up with NextGen Healthcare to create unique fields for different services like transportation, utility assistance, food and rent assistance, and other social determinants of health categories.

“We use NextGen for everything, and I’m super excited about the future when we can put all our community health worker information in there with good templates.”

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Bob Theis
Chief Executive Officer
Samuel U. Rodgers Health Center

HOW CAN WE HELP?

Partner with us at **855-510-6398** or **results@nextgen.com**