

COMMUNITY HEALTH OF CENTRAL WASHINGTON

Total Patient Engagement for Central Washington's underserved patients

ENGAGING PATIENTS FOR MEASURABLE RESULTS

FQHCs like Community Health of Central Washington are increasing access to high-quality, comprehensive care in hard-to-reach communities all over the country.

Luma Health's HIPAA-compliant, multilingual, two-way messaging enables better engagement throughout the patient journey. With this mobile-first approach to communication, CHCW experienced a dramatic increase in the patients they were reaching.



12% higher
Net Promoter Score
(compared to industry average)



52% response rate
for appointment
confirmation texts



\$20,100 increase
in additional revenue from
waitlist fills in the 1st 6 months

“Due to the nature of our patient population, it can be challenging to make sure the community is receiving the care it needs. Communicating with Luma Health's text-first approach has improved our patient response rate immensely to make sure that people are getting in for their primary and preventative care.”

Yakziry Carbajal, HR & PM Application Specialist
Community Health of Central Washington



WHY FQHCS SHOULD PAY ATTENTION



20% of Americans can't afford or access health care



Nearly 50% of uninsured, nonelderly adults in the U.S. lack a usual source of care



The onset of a **chronic illness can reduce wages by 18%** over time

LUMA HEALTH CAN HELP YOU ACHIEVE KEY GOALS

- ✓ Streamlining patient outreach
- ✓ Increasing screening rates
- ✓ Improving CAHPS scores
- ✓ Reducing health disparities

We make smart, simple, and intuitive technology that streamlines the entire patient journey. Learn more about how choosing Luma Health as your technology partner can help position your clinic or system for success, all while working toward your goals of healthier and happier patients at www.lumahealth.io.



Sources: Centers for Disease Control and Prevention, Kaiser Family Foundation, Health Affairs Blog