

How Smart Lists Transformed Medication Reconciliation at United Physicians

A persistent challenge in medication reconciliation

Despite strong transition-of-care processes and a 90% engagement rate for post-discharge visits, medication reconciliation completion rates hovered around 30%, hurting Stars ratings and reimbursement.

Michael Gleeson, Manager, Practice Technology and HIE Services at United Physicians, explained the frustration: "Providers were doing the hard part, getting patients in for follow-up visits and reviewing medications. But because of documentation gaps, they were not getting credit. It wasn't a performance issue. It was a workflow issue."

Documentation often stayed in the plan of care instead of being coded as a completed procedure, preventing practices from earning credit. This gap lowered quality scores and financial incentives tied to value-based contracts.

Medication reconciliation is a key measure for transition-of-care quality. Falling short not only affected reimbursement but also raised concerns about patient safety and continuity of care. United Physicians needed a solution that was practical, scalable, and easy for providers to adopt.

Collaboration sparks innovation

The turning point came during United Physicians' annual user group meeting. Veradigm's Patrick Gilligan and Trevor Elliott, Principal Technical Program Managers, worked with attendees to explore how the Practice Recommendations feature within Smart Lists could close the gap by prompting providers while documenting the assessment and plan to ensure essential steps are completed.

In real time, a provider built and tested the workflow on a sample patient. It worked. By the end of the meeting, the solution was documented and ready for rollout.

CLIENT PROFILE

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United Physicians is Michigan's largest independent physician organization, supporting more than 2,200 physicians across 650 private practices. The network includes both primary care and specialty providers focused on delivering high-quality, value-based care. United Physicians has worked with Veradigm for over 15 years to improve workflows, compliance, and patient outcomes.



VERADIGM SOLUTIONS

Veradigm® EHR

CHALLENGES

- Despite a 90% patient engagement rate for post-discharge visits, medication reconciliation completion rates hovered around 30%, hurting Stars ratings and reimbursement.
- Documentation often stayed in the plan of care instead of being coded as a completed procedure, preventing practices from receiving credit.
- United Physicians needed a practical, scalable solution that providers could adopt easily without adding administrative burden.

SOLUTIONS

- At United Physicians' annual user group meeting, Veradigm's Patrick Gilligan and Trevor Elliott worked with attendees to design a Smart List workflow that addressed the documentation gap.
- Smart Lists prompt providers during documentation to ensure medication reconciliation is completed and coded correctly.
- The workflow was built and tested in real time with provider input and then shared for immediate rollout.

"We did not hear that it was a burden," Gleeson noted. "Most practices were able to take the workflow and apply it easily."

This collaborative approach exemplifies Veradigm's Built with You, for You philosophy. Rather than offering a one-size-fits-all solution, Veradigm collaborated with United Physicians to design a workflow that addressed a specific pain point and could be scaled across diverse practices. The meeting became a working session where ideas turned into actionable steps, and providers left with a tool that could immediately improve performance.

Results and measurable impact

Six months after implementation, the results were clear:

- Every participating group improved, with no regressions
- The top performer achieved a 30% increase, correcting more than 750 patient encounters
- 13 monitored practices all achieved double-digit gains
- Financial impact estimated in the six-figure range across the network

United Physicians also moved up at least one Star tier, with potential for a second. This improvement strengthens their position in value-based programs and enhances reimbursement opportunities.

"Just this one improvement more than justifies the investment in hosting that meeting," Gleeson said. "The ROI is enormous."

The success was not limited to numbers. It demonstrated that when technology and collaboration intersect, practices can overcome long-standing challenges quickly and effectively.



"We were finally able to fix a long-standing issue because we had the right people in the room and a partner willing to work with us."

— MICHAEL GLEESON, VICE PRESIDENT
UNITED PHYSICIANS



AT A GLANCE — IMPACT IN NUMBERS

- 30% improvement in medication reconciliation performance
- More than 750 patient encounters corrected
- Thirteen practices improved
- Six-figure financial impact

Improving continuity of care

Beyond compliance and reimbursement, Smart Lists strengthened care coordination. By ensuring medication reconciliation was documented and billed correctly, practices improved transition-of-care processes, reduced readmissions, and delivered timely follow-up.

Smaller practices without technical staff implemented the workflow easily, thanks to clear guidance and Veradigm's support.

"These meetings aren't just educational, they're transformative," Gleeson emphasized. "They help practices stay viable, keep their doors open, and deliver high-quality care."

The ability to identify and correct documentation gaps also supports patient safety. When medication reconciliation is completed accurately, providers can prevent adverse drug interactions and ensure patients leave the physician practice with the right prescriptions and instructions.

United Physicians also noted that adoption was smooth. While a few practices needed reminders or retraining, most implemented the workflow quickly. The process did not add extra burden to providers, which was critical for success.

Driving value-based success

United Physicians' success story highlights the power of collaboration and technology in advancing value-based care. By addressing a documentation gap, Veradigm helped improve quality scores, enhance financial performance, and support better patient outcomes.

This initiative exemplifies Veradigm's Built with You, for You philosophy. By listening to client challenges and co-creating solutions, Veradigm EHR continues to evolve in ways that matter most to providers and patients.

See what Smart Lists in Veradigm EHR can do for your practice

Discover how Veradigm EHR "Smart List" workflows can help your organization close documentation gaps, improve quality scores, and capture the revenue you've already earned. Contact us today to learn more or [schedule a demo](#).