



Epic transformation standardizes patient education at scale

Overview

Grace Health is a Federally Qualified Health Center (FQHC) serving diverse populations across southeastern Kentucky. The organization provides comprehensive primary care and pharmacy services across six counties, operating eight locations with more than 90 providers and serving over 40,000 patients annually. With a strong focus on improving access and outcomes in underserved communities, Grace Health plays a critical role in addressing both clinical needs and the broader social determinants that impact patient health.

Challenge

Patient education is a critical clinical touchpoint. For FQHC populations facing complex chronic conditions, social determinants of health (SDoH) barriers, and varying levels of health literacy, every missed education moment is a missed opportunity to influence outcomes.

CLIENT

 GraceHealth

SOLUTION

Ignite on FHIR (IOF)
Ignite Clinical Solutions

RESULTS

Total IOF sessions

226.7K

Education rate

99.9%

Patients reached

43.7K

Before Epic integration, Grace Health faced several systemic challenges. Staff carried a high maintenance burden, manually curating materials without standardized workflows, which created inefficiencies and inconsistent delivery. As a result, patient education varied widely by provider, leading to uneven experiences. Language access gaps further limited effectiveness, with insufficient Spanish and other language resources creating barriers for non-English-speaking patients. This often led to delayed, inconsistent, or skipped education altogether.

Workflows were also fragmented. Education was delivered on an ad hoc basis, without structured intake prompts or systematic assignment within the legacy EHR, resulting in inconsistent documentation and missed opportunities to support quality measures. At the same time, the content library had become outdated and no longer aligned with current clinical standards, leaving patients with fewer and lower-quality educational resources.

Solution

Grace Health implemented WebMD Ignite Clinical Solutions with Ignite on FHIR (IOF) to embed patient education directly into Epic workflows, making delivery consistent, scalable, and easier for care teams. The approach centers on three integrated elements:

1. Workflow standardization ensures education is delivered at the right moment in every encounter. Structured intake notes prompt review, while a defined wrap-up process ensures education is assigned before the patient leaves, creating consistency across providers and locations.
2. Seamless delivery and documentation extend education beyond the point of care. Content is automatically delivered through the After Visit Summary (AVS) and MyChart, allowing patients to engage between visits. At the same time, all activity is documented within the EHR, creating a clear, auditable record of what was assigned and accessed.
3. A scalable, multilingual access strategy ensures education is accessible to all patients. Language preferences are captured at scheduling and registration, native Spanish translations are available across the full content library, and real-time interpreter services support communication during visits.

OCHIN members' Ignite on FHIR utilization

2.1m
Sessions w/
assignment

1.1m
Patients provided
education

95%
Education rate

20k
Unique titles
assigned

16k
Unique users

Data from 6/4/23-3/31/26

For informatics and IT teams, this model reduces operational complexity. It eliminates the need for local content maintenance, shifts updates to an external model, and ties reporting to actions taken rather than content views. Success is driven by standardized workflows and clear governance, not ongoing customization.

Results

By embedding education into Epic workflows, Grace Health transformed patient education from a fragmented task into a standardized, scalable part of care delivery. The impact is clear: **226,779 total IOF sessions**, a sustained **99.9% education rate**, **43,707 patients reached**, and 269,437 total title assignments across 5,466 unique education assets — engaging 211 clinicians in the process.

Care teams now deliver consistent, evidence-based education at every visit without added burden. Patients receive timely, relevant content in their preferred language, both during and between visits, supporting better understanding and adherence.

At the same time, standardized workflows improve documentation and reporting, helping the organization better align with quality measures and demonstrate impact across chronic disease management and population health initiatives. For Grace Health, patient education is no longer an afterthought. It is a structured, measurable component of care — integrated into workflows, scaled across the organization, accessible to patients, and aligned with clinical and operational goals.

BENEFITS FOR CARE TEAMS

- Less time spent searching for and assigning content
- More consistent education at every visit
- Clear visibility into what patients receive and engage with
- Better alignment between education, documentation, and outcomes



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