

# CASE STUDY

OB GYN ASSOCIATES OF WEST MICHIGAN, P.C., MUSKEGON, MI



## HEALTHMATICS<sup>®</sup> EMR ELECTRONIC MEDICAL RECORD

### PRACTICE PROFILE

<b>Type of Practice/Specialty</b>	Obstetrics and Gynecology
<b>Go-Live Date</b>	November 9, 2000
<b>Number of Locations</b>	1
<b>Number of Physicians</b>	4 + 2 Physician Assistants
<b>Number of Employees</b>	17, includes 1 Ultrasonographer and 7 nurses
<b>Practice Volume</b>	100-200 daily
<b>PM Vendor/Interface</b>	Misys <sup>™</sup>
<b>Lab Vendor/Interface</b>	Quest Diagnostics <sup>®</sup> , Hackley Hospital LIS

### SEEKING THE BEST SOLUTION

OB GYN Associates of West MI decided it was time to purchase an electronic medical record when they were unable to respond to patient needs in a timely manner. It was taking hours to locate charts and, even with two medical records techs and three transcriptionists, the practice could no longer keep up with the typing demand. The practice decided it was time to unbury themselves from the mountain of paperwork.

The practice selected HealthMatics EMR because they liked the ability to customize templates and make fast tracks specific to each caregiver. Other attractive features of HealthMatics EMR included flexibility, thoroughness, lab connectivity, fax module, E&M coder and intra-office email, and the system encompassed nearly every patient-oriented process in the practice.

### IMPLEMENTATION

OB GYN Associates of West MI anticipated that it would take a few months to accustom each staff member with the new system because they knew each patient's first visit [post-EMR] would involve re-tracing past history. Since the practice wanted the histories entered directly into the electronic chart, they doubled appointment lengths and gradually weaned back to normal appointment times over several weeks.



- **Shortened work days by 45 minutes**
- **Decreased support staff by 30%**
- **Reduced foot traffic and phone calls**

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## RETURN ON INVESTMENT

- 65% return on investment, despite losing a highly productive physician and hiring two new physicians just out of residency
- Reduced support staff by 30%, which translates to savings from staff wage reductions and accompanying benefits
- Eliminated transcription department, and medical records is down to .25 FTE

## COUNTING THE BENEFITS

### • Superior coding

- Average RVUs/E&M encounter increased 15% since implementing an EMR.
- Caregivers are finding the E&M calculator prompts them if they are under or over-coding; they now have coding that is most appropriate based on the documentation.

### • Streamlined workflow

- Nurses enjoy the system because they can enter vitals and chief complaints by point-and-click. Everything is organized in a desktop format and phone messages are electronically delivered with the chart attached.
- The practice estimates that each caregiver heads home 45 minutes earlier each day. There is no longer a big pile of charts or phone messages needing attention.
- Billing and scheduling staff are happy because patient documentation can be faxed from the system or directed to one of several network printers.
- The front desk can track patient check-in and check-out by point-and-click. The intra-office email and ISDN line access to the Internet cuts down on foot traffic and phone calls.
- From a practice administration standpoint, the practice can track workflow, staff work logs, duration of patient encounters and documentation by component. The practice administrator can easily detect if a nurse needs training inputting past medical histories, or if a caregiver does not understand the E&M calculator module.

### • Improved patient care and documentation quality

- Although physicians are not seeing more patients, they have been able to deliver superior care and documentation.
- PCs and flat screen monitors are mounted in every room, and many patients love to watch the caregiver build the encounter documentation. If there are sensitive patient issues, caregivers simply wait until after the patient leaves or complete the chart from another workstation.

### • Instilled efficiencies

- The practice is more efficient with fewer bottlenecks and more responsive to patient needs. Even with fewer staff members, the practice is providing better service. For example, the practice can now respond to calls quickly because waiting on charts is no longer an issue.
- The lab interface sends lab results directly to the ordering caregiver's desktop for review. Abnormal results are highlighted in red for immediate attention.
- Previously, there were as many as five transcriptionists and medical records clerks running around the office trying to answer requests from about 50 patient calls a day. With the reduction of this foot traffic, the EMR has created a much quieter atmosphere that sounds and looks organized.