

best

practices

EMR Essential to Document Clinical Outcomes

Many practices are already aware of the significant operational and administrative efficiencies delivered by an electronic medical records (EMR) system. But in addition to time savings, reduced paperwork and increased focus on patients, Centricity EMR also provides two additional benefits: opportunities for improved quality of care, and qualification for disease-specific treatment recognition programs, which may eventually lead to increased reimbursements.

While documenting clinical outcomes on paper is almost impossible, an EMR system makes it easy to track data, identify trends and target specific areas for improvement.

Improved Quality & Safety

Day-to-day use of an EMR system substantially improves the quality of information gathered, facilitates precise prescription writing and captures important information regarding patient health — all at one time.

Because all the data about a specific patient resides in one electronic repository, the system can remind providers of important care issues based on widely accepted clinical guidelines. The most obvious example is prescription drug interaction warnings. But the system will also recognize more subtle care issues, such as a diabetic patient's need for an annual eye exam. The system actively assists physicians and nurses by highlighting issues relative to the overall care of each patient.

Quality Recognition, P4P Opportunities

Using an EMR system, practices may also be eligible for quality recognition programs, eventually leading to pay-for-performance (P4P) — a hot topic in healthcare. The National Committee for Quality Assurance (NCQA), for example, has three programs in which physicians can qualify for recognition as high-quality care providers. To qualify, practices must submit a large volume of sample data showing that they meet

established treatment performance thresholds. Last fall, Centricity EMR was the first record-keeping software certified by the NCQA for the NCQA/American Diabetes Association Diabetes Physician Recognition Program (DPRP).

“Using Centricity EMR significantly streamlines the DPRP application process,” said Susan Thomas, MD, GE Healthcare’s Chief Medical Officer, Practice Solutions. “It also allows users to see exactly how their practice compares to others in terms of treatment scores. And while DPRP is not a P4P program, it is certainly a forerunner to that type of program. Hospitals are already participating in P4P pilots, and we’re seeing more and more movement in this direction for physician practices as well.”

Metric	Member	Westside Clinic Physician Associates
Diabetes Quality Score	55.0	40.0
Diabetes Patients	141	50
Percentage with Last HbA1c > 9.0 %	13.47%	19.04%
Percentage with Last HbA1c < 7.0%	63.12%	60.31%
Percentage with Last BP < 140/90 mm Hg	74.46%	57.14%
Percentage with Last BP < 130/80 mm Hg	82.98%	37.68%
Percentage with Dilated Eye Examination	10.63%	30.15%
Percentage with Smoking Assessment	75.89%	60.31%
Percentage with Complete Lipid Profile	100.00%	98.41%
Percentage with LDL < 130 mg/dl	98.59%	96.30%
Percentage with LDL < 100 mg/dl	92.19%	69.64%
Percentage with Nephropathy Assessment	92.19%	92.06%
Percentage with Foot Examination	39.71%	17.46%

The bottom line? Using an EMR system not only dramatically improves efficiency around the office, it is also essential to realizing improved clinical care and treatment recognition opportunities. With physician P4P programs looming in the future, EMR will be the standard tool for gathering, tracking and delivering required data.

If you have questions about EMR and clinical outcomes, or would like to find out more about DPRP, please contact Wayne Moore at wmoore@healthsystems.net or 404-207-1293.

EMR News from GE ...

GE Healthcare announced several important Centricity EMR enhancements at the recent Centricity Healthcare User Group (CHUG) meeting in Portland, Oregon. This year, EMR users can look forward to:

- A new clinical content product that contains substantial decision-support and evidence-based guidelines.
- A strengthened interface engine to allow for improved operability.
- A fully functioning e-prescribing solution.
- Implementation of several frequently requested enhancements, including a history tab in the patient chart and a more flexible reminder system.

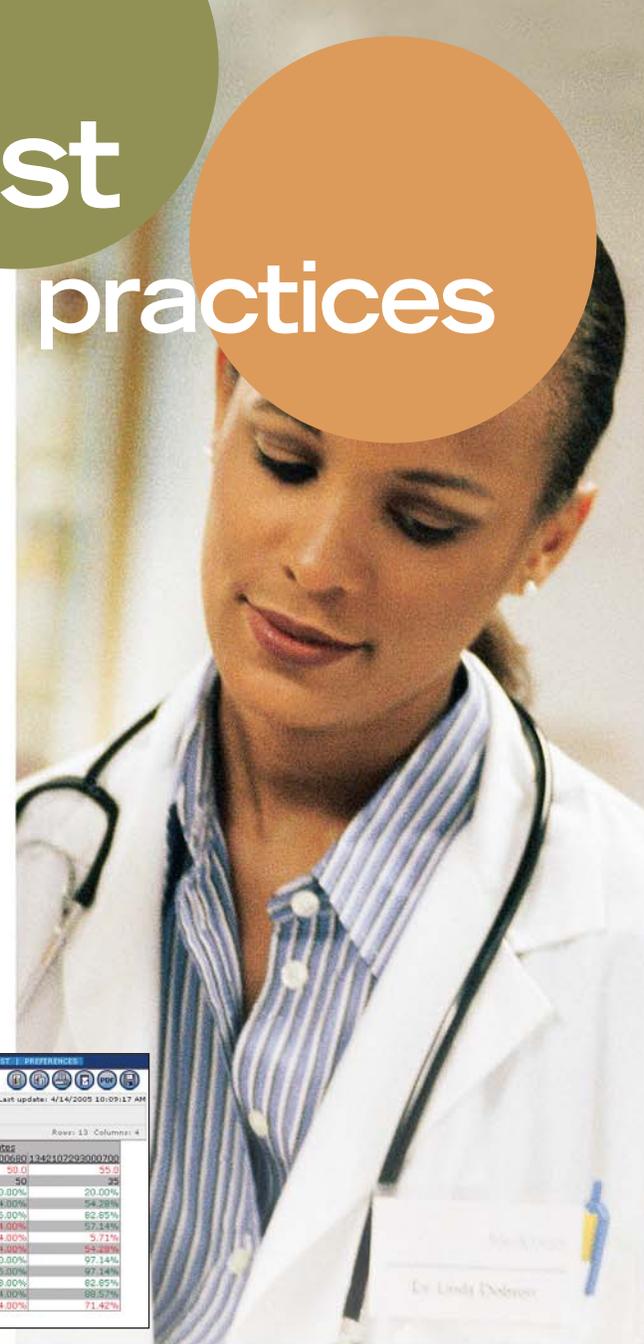
HealthSystems will keep its customers apprised of these changes as they roll out, so stay tuned for updates!



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GE Healthcare
Centricity Physician Office



HealthSystems



Local User Groups Share CPO Tips

Answers! Camaraderie! Lunch! What could be better than a local Centricity user group meeting? According to a group recently formed in Tuscaloosa, Alabama, their monthly meetings are both fun and informative. “We have four practices, all different specialties, that get together once a month,” explained Brenda Dzurino, office manager for OB/GYN of West Alabama. “At the first meeting, most of us had just gone live, so we had lots to talk about — and we haven’t run out of topics since.”

To add more meat to meeting content, HealthSystems salesperson Janine Job came to the first meeting to share some PM tricks and tips. Thom Cook, also of HealthSystems, attended the second meeting to discuss reports. Since one practice has access to a conference room, the group meets at that location. Each practice pays for everyone’s lunch on a rotating basis. “Getting together is really helpful to



Brenda Dzurino talks with David Bien, our GE Alabama Centricity Representative at the GE / HealthSystems booth at the AL MGMA Spring show.

all of us,” Dzurino said. “We all learn something new every time.” If you would like help starting a local user group in your area, please contact Karen Byrne at 404-207-1295 or kbyrne@healthsystems.net.

Case Study

At A Glance

Pediatric Associates of Mobile
 5 Physicians
 9 Nursing Staff
 20 Total Employees
 Centricity PM

Established Pediatrics Group Improves Cash Flow With PM

Pediatric Associates of Mobile (PAOM) has been in business for more than 50 years. But even given all the changes they’ve seen over half a century, installing Centricity PM was a revolution in the way they do business.

“For years we used a management service to handle invoices, insurance claims, fee tickets and appointments,” said Office Manager Diana Cale. “We would deliver paper records, and they would load it all into the computer. We could see the information on our system, but we couldn’t enter any data ourselves.

“We were paying huge fees, and decided it was time to keep more of our money,” Cale continued. “We had the staff and facilities in place to do it ourselves — after all, we were generating all the information on paper. So it was just a matter of preparing ourselves for the transition.”

Choosing Centricity — Easy!

Another group in Mobile had already installed Centricity PM and was very pleased with it, finding the system easy to learn and manage. PAOM was delighted that the other group had already done the legwork on which system was best, and in November 2004, PAOM installed the system, had about a week of system set-up and training, and embraced the shock of using something so different.

“We really wondered if everything was going to fall apart,” said Cale. “We were also concerned from a cash flow perspective because we knew it would take us a few weeks to get caught up. But of course, after our initial adjustment, we now know what to expect and we’re very happy to be using Centricity PM.”

System Delivers Immediate Results

“Centricity has had a really positive impact,” said Cale. “I think we’re more patient-friendly at the front desk, and our claims are getting turned around faster. Where it used to take us five to seven days to submit a claim, it now takes us no more than a half-day. That’s an enormous improvement in our cash flow.”

The POAM team is also taking advantage of HealthSystems classes to learn more about the ins and outs of the system, and they’re customizing their fee ticket to precisely fit their practice.

Cale’s advice to new Centricity users? Keep it simple. “Talk to other practices using the system, and ask what they’re doing,” she said. “There are lots of simple things that make it easier to adjust.”

Pediatric Associates of Mobile - satisfied Centricity users since 2004.



Ask the Experts

The HealthSystems support staff knows many tricks and tips to help you use your Centricity office system more efficiently. Here are answers to questions frequently asked of support team members Kermit Baker and Sheri Orapello.



Kermit Baker

Prior to joining HealthSystems in October 2004, **Kermit Baker** spent more than 15 years in database and applications development in the nuclear medicine, blood banking, hospital and long-term care arenas. Kermit holds a B.S. in Accounting Information Systems from the University of West Florida and is a Vietnam Era veteran of the U.S. Army.



Sheri Orapello

Sheri Orapello joined the HealthSystems technical services team in March of 2005 as an EMR implementation and support specialist. Sheri has nine years of experience in healthcare technical support, most recently as a network administrator for a 36-physician practice in North Carolina. She has also worked in a hospital setting.

MREP

By Kermit Baker

Q: How can I use Medicare's MREP software?

A: Free and user-friendly, Medicare Remit Easy Print (MREP) software is available to all Medicare providers and suppliers. It can be used to access and print Medicare remittance advice information, including special reports, by importing the 835 remittance file into the EZ Remit software.

MREP software allows you to choose one or all patients on the EOB. You can print an EOB for an individual patient to forward to the secondary carrier if sending a hard copy.

The Claims Detail tab allows you to view the patient(s) you selected on the Claim List tab. If you have any questions about the verbiage used on the EOB, the software also provides a Glossary tab for reference.

HealthSystems Support is available to assist you with any questions you may have about importing the 835 file from Centricity into the MREP software.

InfoScan

By Sheri Orapello

Q: What is InfoScan? How is it maintained?

A: InfoScan publishes individual HMO formularies and provides formulary information services. Formulary data is available for use by providers, available in downloadable clinical kits located at <http://support.medicalogic.com>.

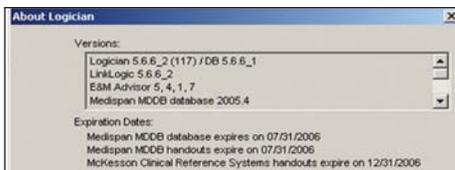
GE puts out an update to this database every quarter. You can find the updates on the Medicalogic website under Products, InfoScan. The instructions for downloading are also available along with the Release Notes. (Of course if you have any questions or problems downloading and installing, please give HealthSystems a call and we will be glad to help you!)

If you want to know which update you are currently using, log into Centricity EMR go to "Help About Logician" and look at "Versions."

In the example (left), the system is using "Medispan MDDDB database 2005.04," with 2005 being the year and .04 representing the fourth quarter.

To check which formularies you have imported go to "Go, Setup, Settings, Chart, Formulary Management." This will show you all the insurance company formularies you have imported.

There are many benefits to regularly updating formularies. For example, when a physician wants to prescribe medication, only the medications covered by the patient's insurance company will show up in the patient's chart in the EMR system. This eliminates the problem of a patient going to the pharmacy only to find that a prescribed medication is not covered, and allows physicians to prescribe medications with confidence.



Mark Your Calendar

Please make note of these upcoming events.

July

- 11 Greater Atlanta Medical Manager Association (GAMMA), Decatur, GA (DeKalb Medical Center)
- 12 Mobile MGMA, Mobile (Mobile Infirmary)
- 12 Emerald Coast MGMA, Pensacola (Landry's)
- 19 – 21 Alabama MGMA Summer Conference, Destin, FL (Baytown Wharf)
- 27 Central Savannah River Area-MMA, Augusta (Partridge Inn)

August

- 8 Huntsville MGMA luncheon, Holiday Inn Select, Huntsville, AL
- 9 Emerald Coast luncheon, HealthFirst Network First office, Pensacola, FL
- 16 Mobile MGMA, Providence Hospital, Mobile, AL
- 24 CSRA-MMA luncheon at The Partridge Inn, Augusta, GA
- 24 HealthSystems EMR Seminar, Ashford Club, Atlanta, GA
- 25 HealthSystems EMR Seminar, Ashford Club, Atlanta, GA

We are continuously adding new classes and events to our training schedule. For up-to-date information and registration details, visit www.healthsystems.net/events.htm.

NEWS & NOTES

HealthSystems Expands Into Florida

HealthSystems has recently expanded its reach to include medical practices in Florida, from Pensacola to Tallahassee. We are pleased to have the opportunity to serve the many practices in the panhandle interested in Centricity PM and EMR products. HealthSystems has already joined the Emerald Coast MGMA Chapter and participated in the Professional Association of Healthcare Office Management health fair in May. For more information, contact Janine Job at 404-207-1292 or jjjob@healthsystems.net.

Join the Ride!

Last year the HealthSystems cycling team raised \$7,200 for the Multiple Sclerosis Society by participating in the Cox MS 150 Atlanta Bike Tour. We'd love to have you join us this year, either as a rider or a sponsor. The

2006 ride is scheduled for September 9-10.

If you'd like to participate or find out more, contact team captain Sandra

Girten at 404-207-1286

or sgirten@healthsystems.net.



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