

Fall 2016

An Update for Centricity Users in the Southeast

GE's Project Northstar Moves Centricity to the Cloud

As the move to value-based care slowly comes upon us, GE has announced the launch of Project Northstar, its “next generation IT vision” for Centricity and ambulatory care delivery. Designed to help practices transition to and thrive in the world of value-based care, Project Northstar will combine population health, care delivery and financial management in a fully integrated, interoperable and intelligent workflow solution.

What does this mean? “GE is basically redesigning the fundamental architecture of Centricity to accommodate and take advantage of next-generation technology and cloud-based computing,” said HealthSystems Maurice Rosenbaum. “But they’re doing it very slowly and methodically, in a way that protects users’ existing investments. The transition will take couple of years, and should be completely seamless for Centricity users. It will set up Centricity for the future, both technologically and in terms of value-based care, which is where healthcare delivery is headed.”

Rosenbaum points out several key elements of Project Northstar that are worthy of note:

Optimized Workflows

Built in collaboration with leading medical providers and technology partners, Project Northstar will automatically offer clinicians actionable, patient-specific and population-based health insights, which will further enable evidence-based, streamlined workflows and improve efficiency.

Improved Outcomes

Taking a patient-centric approach, Project Northstar will introduce patient workflows that actively engage patients in the experience and provide them with all of the necessary information to better manage their health.

Cutting-Edge Technology

Built on the GE Health Cloud, Project Northstar will be a flexible and adaptable solution that keeps pace with

the evolution of how healthcare is delivered.

Easy Migration

For practices currently using CPS or Centricity EMR, Project Northstar will introduce new capabilities with a gradual and safe migration to the GE Health Cloud. Project Northstar also makes it easier for third parties to develop applications to work with Centricity in the cloud ecosystem.

Project Northstar is designed on the principles of the Institute for Healthcare Improvement’s Triple Aim Initiative, which promotes a better patient experience, improved health and reduced cost. “We followed these principles to reimagine how providers, patients and payers collaborate in the care delivery process,” said GE Vice President & General Manager Jonathan Zimmerman. “We want to bring clarity to the complex... and help practices thrive.”

“The announcement of Project Northstar underscores GE’s commitment and investment in Centricity in terms of both software development and cloud development,” said Rosenbaum. “Since 2011 GE has spent more than \$1 billion to build GE Digital, a software ‘Center of Excellence’ in San Ramon, California. This is the place that developed the new DenialsIQ product, and it’s where GE will continue to invest in the future of Centricity.”

Project Northstar’s first module — the orders module — is scheduled to be introduced in early 2017, and all subsequent releases will include similar cloud-based functionality. “Being cloud-based will allow GE to fine-tune Centricity without interfering with practices’ everyday use of the system,” explained Rosenbaum. “Centricity will always be updated. It will all happen behind the scenes, so users will not even notice.”

Practices can attend the SEUC November 2-4 to learn more about Project Northstar.

best

practices

A Way Toward the Cloud

How are you connected to Centricity? If you now have an onsite server housed in your office, you might want to consider a hosted solution as a next step toward the cloud.

With a hosted solution, you still own the software, but your application and all of your data is installed, configured and maintained on servers located offsite in a secure data center. Having a hosted solution guarantees 99% uptime, maximum levels of virus protection and security, and extreme redundancies (both power and internet). You can also host your email, accounting and other applications on outside servers so that all of your data is backed up in one location.

Many of our existing on-premise IT vendor partners offer hosting, and HealthSystems has agreements with several hosting-only partners as well. To learn more about hosting solutions, please visit our website or contact Janine Job at 404-207-1292 or jjob@healthsystems.net, or contact your current IT service provider.



Partner
Healthcare



HealthSystems

SEUC '16: Coming Up November 2-4

It's time! Time for the Southeast Centricity User Conference (SEUC), sponsored by HealthSystems.

This year's conference will take place at the Atlanta Evergreen Marriott Conference Resort in Stone Mountain, Georgia, November 2-4.

Designed for users who are new to Centricity as well as those who are established Centricity pros, the event will launch with three optional preconference sessions offered on



2 Wednesday afternoon, November 2. Conference attendees will then enjoy a full day of practice management (PM)-focused sessions on Thursday, November 3, and a full day of EMR-focused sessions on Friday, November 4.

The conference will also include

keynote presentations from frontline GE executives who will discuss the latest plans for Centricity: GE Healthcare Vice President & General Manager of Ambulatory Practice & Integrated Care Solutions Chad Dodd will speak on Thursday, and GE Healthcare Vice President, Government & Industry Affairs Mark Segal will speak on Friday. Participants will also hear from a physician from one of our customer sites, and several presenters from GE will share content from the CHUG conference in Austin, which will have taken place just a few weeks earlier.

In addition, many returning and new GE vendor partners will be at the conference, sharing their products and showcasing their services. Attendees will have plenty of time to interact with these vendors and see what's new in terms of services and add-ons to enhance practice administration and clinical workflow.

And of course, back by popular demand will be our support/upgrade lab, staffed by HealthSystems technical and support personnel. We'll be highlighting new CPS features and functions as well as giving participants hands-on assistance, time-saving tips and

HealthSystems Gets ConnectWise

Next time you contact us at HealthSystems, you'll be connecting with a more efficiently integrated company, thanks to our new customer relationship management (CRM) system, ConnectWise.

While you will probably not notice the switch, behind the scenes, we will be running ConnectWise as our new business management platform. Using one centralized system to document conversations, issues and records will make it easier for us to provide the exceptional service HealthSystems is known for.

One of the features that *will* impact customers is an enhanced "self-service" component, where customers can log into the system, create a support or help desk ticket,

and be able to see the status of the support issue.

"Just like Centricity helps our clients with their workflow, ConnectWise will help us with ours," said HealthSystems Chief Operating Officer Larry Stoumen. "Like many of our customers seeking new PM and EMR technology, we looked at several different options. ConnectWise is the top-rated CRM system for technology companies and will fully integrate our business processes, customer service, support, sales, marketing and business analytics."

Stoumen says it's been interesting to wrestle with many of the same questions HealthSystems customers encounter when converting to



answers to all of their Centricity questions.

We promise some fun, too, including a welcome reception and our renowned Thursday evening entertainment.

Affordable and information-packed, the conference is attractive to practices of all sizes in all specialties. Many send several participants.

Past participants have raved about the content, and we always have many repeat attendees. "I've attended the conference many times and I always get so much out of it," said one practice COO. "The presentations were timely and very informative," said another attendee.

For more information and a registration packet, visit our website at www.healthsystems.net/seuc, or contact Karen Byrne at kbyrne@healthsystems.net or 404-207-1295.



Centricity. "For example, we had to decide how much historical data to bring over to the new system," Stoumen explained. "We had to do our homework, create a reasonable training schedule and figure out how to handle implementation without disrupting our business too much."

We're happy to report that the switchover to ConnectWise has been smooth so far. Be on the lookout for more information as we launch the enhanced self-service support function.

MACRA, MIPS & APMs: New Medicare Payment Models on the Way

The Medicare Access and CHIP Reauthorization Act of 2015 (MACRA) introduced two new payment systems for Medicare providers — the Merit-Based Incentive Payment Models (MIPS) and Advanced Alternative Payment Models (APMs).

According to the Centers for Medicare and Medicaid (CMS), MACRA is designed to “equip clinicians with the tools and incentives to focus on improving health care quality, efficiency and patient safety.” Providers can choose either MIPS or APMs for their reimbursement program. To accommodate the unique challenges of small practices (typically defined as 15 or fewer clinicians), CMS has built in some flexibility for these types of practices.

MIPS: Four Measures

CMS has proposed four performance categories for MIPS, replacing Meaningful Use, PQRS and the Value-Based Modifier programs with one composite score:

Quality (50% of the score in Year 1): This measure reduces the reporting burden to six instead of nine reporting clinical quality measures.

Advancing Care Information (25% of the score in Year 1): This category emphasizes information exchange, allowing clinicians to select a customizable set of measures (former

Meaningful Use measures) that reflects how they use electronic health records in their day-to-day work.

Clinical Practice Improvement Activities (15% of the score in Year 1): Clinicians may select activities that match their practices’ goals from a list of more than 90 options.

Cost (10% of the total score in Year 1): This category involves no reporting because it is scored based on Medicare claims.

Once the composite score is calculated, positive, neutral and negative adjustments will be made to Medicare Part B payments submitted two years following MIPS score submission, with as much as a 4% bonus in 2019. This will migrate up to a 9% bonus or penalty starting in 2024.

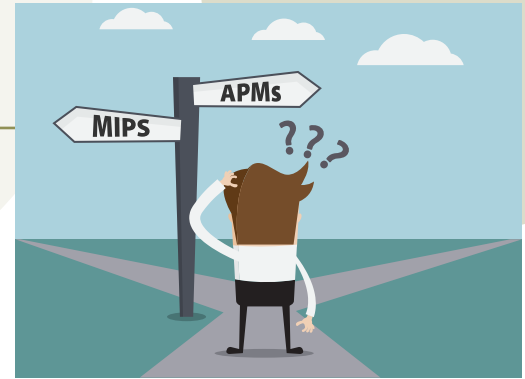
APMs: Incentive Payments

Clinicians who are already participating in APMs may choose to participate in Advanced APMs and qualify for 5% lump-sum bonus payments in 2019-2024, and a higher fee schedule beginning in 2026.

CMS has issued a list of six Advanced APMs for the first performance year with the assumption that more will be added annually.

What It Means to You

“It’s our assumption that most practices that meet the Medicare volume threshold will start with



MIPS,” said HealthSystems Project Manager Tom Forsberg. “Advanced APMs will grow in number and participation. And of course private insurance will follow the Medicare model, so this gives us a picture of where we’re headed in terms of quality-based payments.”

With that in mind, Forsberg encourages practices to take steps toward updating their capabilities for meeting standard quality measures, such as installing a patient portal, and checking with their specialty academies to see what quality measures they are recommending relative to the proposed models.

MACRA is scheduled to go into effect in 2017, but according to Forsberg, “There’s been heavy pushback on this from the industry, so it wouldn’t surprise us to see a delay in implementation.”

To learn more register to watch the recorded [MACRA Webinar](#) on the HealthSystems website, or contact Tom Forsberg at tforsberg@healthsystems.net or 404-207-1291.

How’s Your Financial Health? Get a Free Centricity Check-Up

Just because you have money in the bank doesn’t mean you have all the money you are owed. This is the idea behind our Centricity Financial Check-Up, a complementary service for HealthSystems clients, provided in conjunction with Management Resource Group (MRG).

“We find that even the most organized and efficient practices have areas where they can improve their billing and collection protocols,” said MRG Director of Special Projects Nancy Mealar. “This check-up will

show you how to get the money you are owed into your practice as quickly as possible.”

“The results are eye-opening for most practices,” said HealthSystems Director of Sales Mike Sweeney. “It’s helpful to have an outsider look at how things are working in your practice and give you tips on how to improve your cash flow. And best of all, it’s free!”

For more information, contact Janine Job at jjob@HealthSystems.net or 404-207-1292.

How to contact us...

Division	Phone	Fax
Main Office	404-207-1300 info@healthsystems.net	800-834-5016
Sales	404-207-1314 sales@healthsystems.net	800-834-5016
Training	404-207-1312 training@healthsystems.net	800-834-5016
Billing	404-207-1299 billing@healthsystems.net	404-506-9196
Support	404-207-1311 support@healthsystems.net	770-936-1921

Online support is available at www.healthsystems.net/support

Mark Your Calendar

Please make note of these upcoming events.

October

13-15 CHUG, Austin
(JW Marriott Austin)

November

2 - 4 Southeast Centricity User
Conference, Stone Mountain,
Georgia (Atlanta Evergreen
Marriott Conference Resort)

11 Georgia MGMA Governmental
Fall Forum, Atlanta (Le
Mériidien Atlanta Perimeter)

We are continuously adding new events to our schedule. For up-to-date information, visit www.healthsystems.net/events.



NEWS & NOTES

HealthSystems Participates in TAG Day of Service

A group of HealthSystems employees was pleased to participate in the Technology Association of Georgia (TAG) Day of Service in August. The team volunteered at The Atlanta Community Food Bank, which distributes 61 million pounds of food each year, feeding 80,000 people in 26,000 households in 29 counties in Georgia each week.


Register Now for CHUG Conference in Texas

Get ready for all that Austin has to offer at the CHUG Fall 2016 Conference, scheduled for October 13-15 at the JW Marriott Austin. Themed “A New Beginning,” the conference will provide more information about GE’s Project Northstar and other hot topics for Centricity users. For more information, visit <http://CentricityUsers.com>.

CPS: Official EMR at 2016 Olympics

There were many “firsts” at the 2016 Olympic Games in Rio de Janeiro, but did you know Centricity Practice Solution was among them? Chosen by the International Olympic Committee as the official EMR of the summer games, a cloud-based version of Centricity was used by the entire medical services team in Rio. While Centricity was chosen by the US Olympic Committee to be used at the London (2012) and Sochi (2014) games, the games in Rio marked the first time that *all athletes and spectators* at the games had their health interactions managed by an EMR.

CPS was available in English and Portuguese and was accessible at medical posts throughout the Olympic venues and at the central “Polyclinic” in the Olympic Village.

 HealthSystems
Centrum at Glenridge
780 Johnson Ferry Road NE, Suite 410
Atlanta, Georgia 30342-1439

Partner
Healthcare



best practices

www.healthsystems.net
404.207.1300
800.834.8359

Fall 2016