

# Rx for success



## Neurosurgical Associates Does It All with Centricity

It's hard to say which elements of Centricity the clinicians and administrators at Neurosurgical Associates find to be most helpful. The practice management or EMR? The patient portal? The eRX? The document scanning function? The Meaningful Use dashboard?

The Birmingham-based practice has been using Centricity since 2005 — and they like it all. Using Centricity to its fullest has had a huge impact on the way the practice runs at all four of its locations.

### Robust & Flexible

“What’s interesting about Centricity is that it’s robust enough to meet any practice’s needs,” said Robby Carruba, practice administrator. “It’s not just designed for primary care or OB/GYN. It can be easily customized to meet any specialist’s needs. And it’s not as if GE has ‘added on’ a bit to accommodate specialists. It’s clear that, at its core, Centricity is robust enough to accommodate all types of practices, from the most basic to the most sophisticated.”

Carruba believes that Centricity has also helped Neurosurgical Associates manage its resources more efficiently. “We have four locations — one main office and three satellites — all linked by Centricity,” he said. “Clinically, having access to the same information in each location is imperative, so Centricity has easily made that happen. But it’s also important from a management perspective to have the right people at the right pay grade doing the right work. Centricity helps us organize ourselves so that each person is doing what he or she is best trained to do relative to record keeping, entering and using information, and running reports.”

Carruba also credits HealthSystems with providing excellent service. “If we have a question or problem, it gets resolved,” he said. “Even upgrades have gone smoothly. People generally don’t like change, but HealthSystems

has provided thorough training and specific opportunities for our staff to ask questions. We’re very happy with their service.”

### And Now, Meaningful Use

Neurosurgical Associates is now in the process of attesting for Meaningful Use for all five physicians. In fact, HealthSystems helped the practice on its path to attestation by developing a custom “check out” dashboard that shows clinicians in red or green whether they’ve completed the core and specialized reporting measures before they wrap-up each appointment. “Our physicians feel that they’re getting good information from our reports — information that’s helping them help patients,” Carruba said.

To motivate the staff toward Meaningful Use attestation, the practice has created a bonus system. “We’ll be giving away part of our Meaningful Use money in incentives, but it’s a good decision,” he said. “It’s important that we get everyone in the practice engaged in meeting the standards, and a little bit of financial incentive is one way to get everybody on board.”

Regarding implementation, Carruba says that it’s not surprising that new users might have some reservations. “People get scared of a new system,” Carruba said. “They don’t realize there’s a way to customize it so it supports their practice in a helpful way. Implementing and using Centricity hasn’t slowed us down. To the contrary — at this point — everybody’s comfortable with it and we’re rocking along.”

### At A Glance Neurosurgical Associates

5 physicians  
3 physician assistants  
3 nurses  
17 support/administrators  
4 locations

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