



Frederick Primary Care Assoc. Frederick, Maryland

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Practice Overview

- Single Specialty – Family Practice
- 25 Physicians (some PT)
- 18 Midlevel Providers
- 200 Employees
- Physician-owned
- Average Partner Physician (17 total) compensation over 90th percentile vs. MGMA national data
- 8 Locations (soon to be 9)
- ~75,000 lives
- \$15 million + in Revenue
- Ancillaries: Dexa Scans, PT, Occ Health, Travel Health, Carotid/IMT Scans, Wellness Ctr

Locations

- 56 Thomas Johnson Drive (Frederick)
- 63 Thomas Johnson Drive (Frederick)
- Ballenger Creek
- Brunswick
- Jefferson
- Spring Ridge
- Woodsboro
- Walkersville
- Urbana (10/09)



Technology Adoption

- Went live on Allscripts Professional PM in 2002 (system was Compusense Ntierprise at the time)
- Went live on Allscripts Professional EHR in 2005 (system was A4 Healthmatics EMR at the time)
- Utilizing Televox Housecalls for automated appointment and recall reminders since 2004
- Interactive web site since 2004, about to be replaced with a new Patient Portal
- Automated patient insurance eligibility verification
- Sophisticated network with central data center and remote VPN access to all practice systems

The Road to EMR....

- Began looking at EMR software in 2003
- Had demos from approx. 10 different vendors
- Went on numerous site visits over a one year period
- Narrowed decision to 2 finalists in Fall 2004 and decided to go with Allscripts (Healthmatics)
- Took out a bank loan for ~\$500,000 to finance EMR software, hardware, and necessary network improvements (Terminal Servers, wireless network, etc.)

Why the Allscripts EMR?

We made our decision based on the following critical factors:

- Single vendor for both PM and EMR is preferable
- Strong features and provider usability
- Flexible provider data entry options
- Solid implementation and training program
- Company market share and long term viability

EMR Implementation Survival Tips

- Identify at least one and preferably multiple “Physician Champions”
- Make adoption of EMR by all providers mandatory – no opportunity to “opt out”
- Make sure your work flows are sound prior to EMR adoption and then adapt all work flows to take advantage of the EMR
- Implement features of EMR in stages, you will not be able to utilize everything right off the bat
- Make sure that all of your staff are as computer literate as possible prior to EMR adoption
- Be prepared for a very rough first six months – Change is hard and people hate change

EMR Benefits

- Significantly improved provider access to patient information, both in the office and from home, etc.
- Improved quality of patient care – reporting, disease state management, etc.
- Participation in Medicare PQRI & E-Prescribing, beginning a pilot Medical Home project with United Healthcare
- Reduced supply, clerical FTE, and transcription costs have paid for additional expenses of EMR and then some
- Ability to share medical information with patients more easily

Questions & Answers

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