
MEDICAL FACULTY ASSOCIATES

THE GEORGE WASHINGTON UNIVERSITY

EHR Stimulus Tour Client Experience

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June 2, 2009



Background

GW Medical Faculty Associates

- Large multi-subspecialty physician practice in Washington, DC
 - Affiliated with the George Washington University
 - Non-Profit 501 (c)(3)
- Separately incorporated in July 2000
- Over 4,500 patient visits per day
- 1.1M Outpatient visits per year
- \$365 million in charges per year
- 41 medical and surgical specialties
- 550 physicians
- Over 400 GW residents and fellows
- Over 700 GW medical Students
- Over 900 Support Staff
- Paperless





Background

The GW Medical Faculty Associates

- 2005- HIMSS, Article of the Year Award
- 2005- Featured in Time Magazine
- 2006- Sen. Bill Frist and Sen. Hilary Clinton
- 2006- Sec. of Health and Human Services, Mike Leavitt
- 2007- Opened the Richard B and Lynn V Cheney Cardiac Institute
- 2008- Featured on NBC Green series
- 2008- Sen. Hilary Clinton Health Care Policy Speech



Past Reference Site Visits





EHR Vision and Strategic Objectives

- Provide Information Access (Reliable, Fast, Easy, Remote)
- Improve Efficiencies (Resulting in Cost Savings)
- Allow for Enhanced Risk Management and Compliance
- Facilitate Research Mission of MFA
- Centralize Information Technology
 - Security Control
 - Reduce Long-term Support and Training

Interoperability & Interconnectivity

Nuclear images from a camera are interfaced into the EHR

PACS has a link in the EHR to bring up radiology images with a point and click

Pharmacy data incl. formularies and pharmacies around the country, is loaded and available for direct transmission of medication prescriptions



Interfaces and links are in place to enhance information available to our physicians.

HeartLab has a link in the EHR which will bring up cardiology images with a point and click

Welch Allyn devices capture and electronically file clinical data into our EHR (including blood pressure, heart rate, temp. and SpO2)

Lab result interfaces for **Quest**, **LabCorp**, and the hospital system (**Opus**)



Impact of EHR Quality of Care

- **Recalls:** MFA was able to query all patients on Vioxx and contact the patients proactively
- **Error Avoidance:** Rxs electronically sent to pharmacy, improving accuracy/avoiding errors
- **Triage:** Reorganized telephone messaging...Now real time to physicians (cut by 3 days)
- **Refills:** Refills for “bridge” prescriptions (Rx+) 24 hr. turnaround (no longer 5-7 days)
- Improved Rx Safety with ability to view prescriptions across departments. (Triggers prescription interaction warnings)
- Ability to view entire multi-specialty chart which improves communication between specialties and has also reduced duplicate tests



Impact of EHR

Patient Satisfaction

- **Communication** : Tasking facilitates triage, personal contact and improved physician/patient communication
- **Information**: Access to their records and lab results in exam room during visit
- **Follow-up**: Patients receive letter w/ status of their test results vs. calling on multiple occasions
- **Facilitation**: Connect physicians and patients
- **Patient Online**:
 - 24/7 access from anywhere
 - Scheduling / Canceling appointments
 - Appointment reminders
 - Accurate Rx Refills
 - Secure communication with provider
 - Rapid referral requests
 - Online payment – Credit Card module



Impact of EHR

Physician Satisfaction

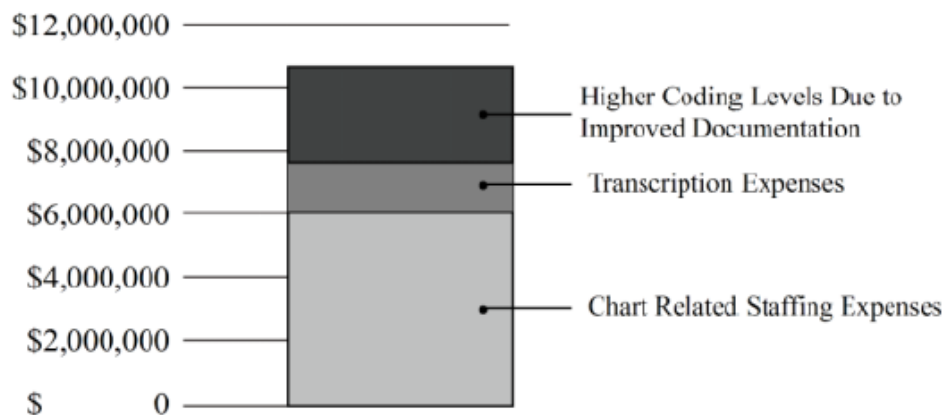
- **Information:** Information accessible anywhere, anytime
- **Flexibility:** Physicians handle tasks remotely and can use multiple options for documentation
- **Access:** Direct lab interface for results and direct radiology interface from hospital for x-ray and procedure results
- **Reporting:** Develop reports to monitor status of errors
- **Clinical Advances:** Providers/clinical staff see and address abnormal lab results in real-time

Improvements

Estimates over 5 Years

- Improved documentation allows providers to bill higher levels
 - Estimated \$3.5 million generated from EHR related E/M coding improvements over 5 years
- Reduction of 30 FTE's (approx. \$6.3 million over 5 years)
- \$2 million saved in coding related costs
- \$6 million saved in chart related expenses
- \$1.8 million saved in transcription expenses

FIGURE 3. FIVE YEAR IMPACT OF EHR





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Renovation/Facility Success





Economic Stimulus- Physician Incentives

Physicians deemed “meaningful users” of “Certified Electronic Health Record’s” will receive 75% of the estimated allowable charges for all covered professional services during the year up to the maximum levels established below:

2011	\$18,000
2012	\$12,000
2013	\$ 8,000
2014	\$ 4,000
2015	\$ 2,000
Total	\$44,000

The incentive is for every ambulatory physician so the total Incentive could be in excess of \$20M!

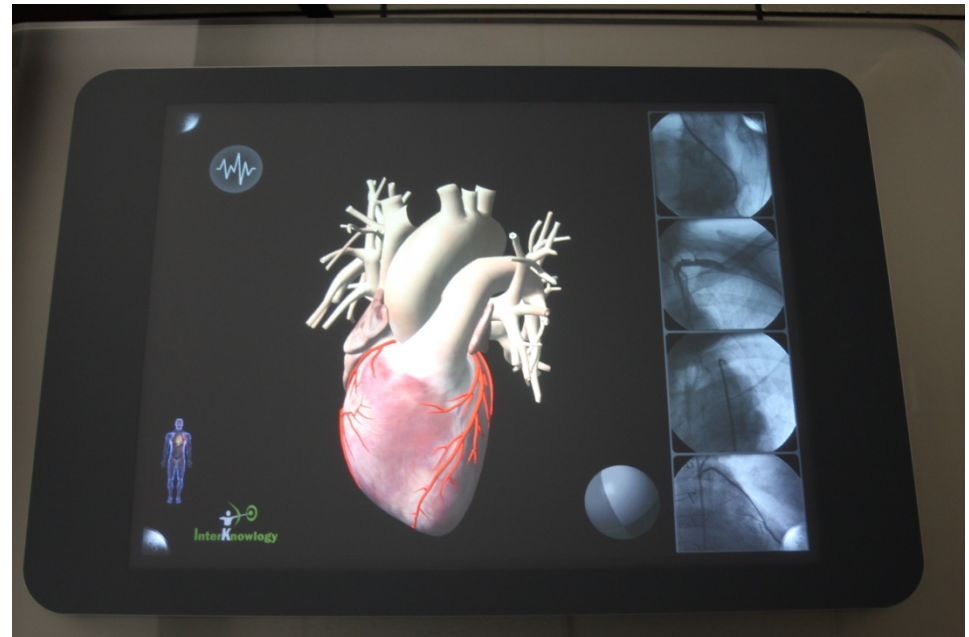


New Technology

MFA is the beta site for two new technology solutions:

- **Kiosk: incorporates state of the art Fujitsu PalmSecure(TM) Biometric Authentication, self-service check in, credit card scanning, and patient information updating to revolutionize patient Registration Process for Physician Practices**
- **Allscripts Practice Concierge and Consult: a series of solutions being built for Microsoft's new Surface Computing technology. These solutions are meant to enhance the overall patient experience while improving patient satisfaction and adherence.**

Kiosk and Microsoft Surface





Summary

- **Widely Deployed**
- **Positive RIO**
- **Enhances Patient Care**
- **Enhances Patient Satisfaction**
- **Enhances Physician Satisfaction**
- **Enhances Risk Management**
- **Additional Financial Incentives beginning 2011**
- **Additional Financial Dis-Incentives if you do not adopt soon**
- **Green Friendly**
- **What are you waiting for?**

A small inset image in the top left corner shows a person's hands holding a white ECG strip. The strip has a pink grid with a red line representing the heart's rhythm. The name 'Dr. P. J. H.' is written in blue ink at the bottom of the strip.

Open Discussion and Questions

