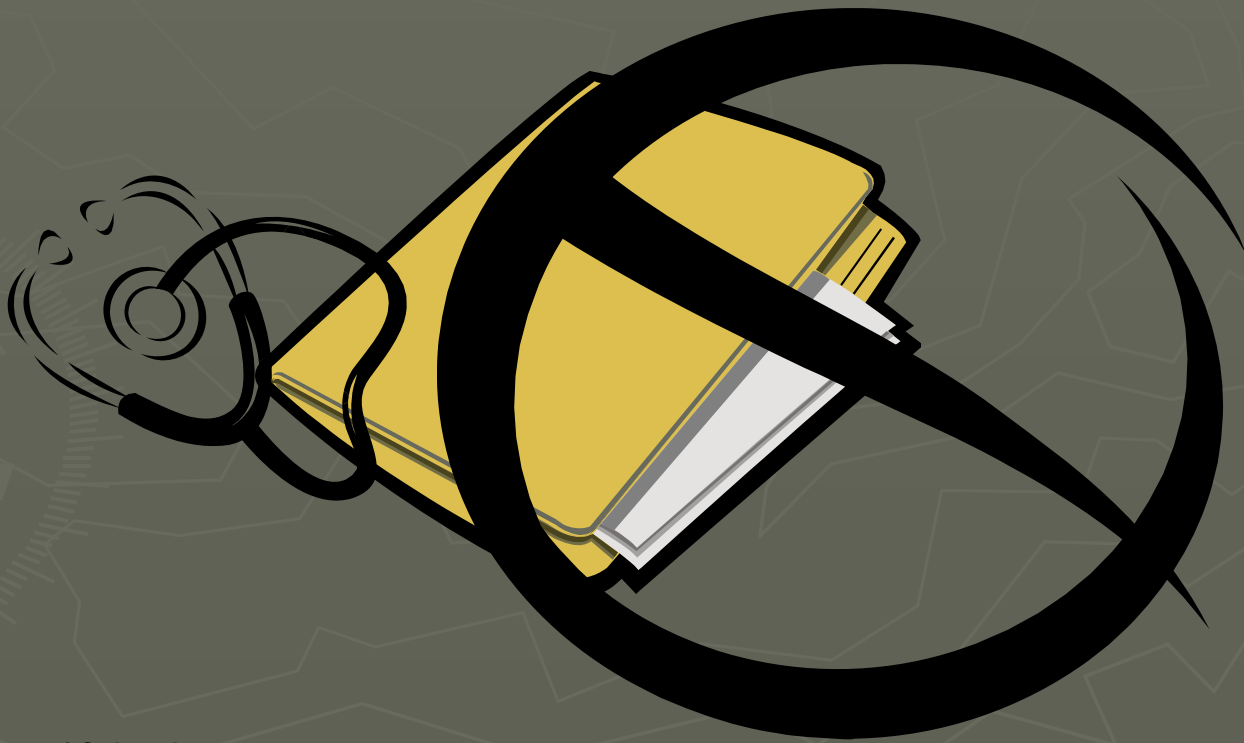


From Paper to Paperless

- ▶ Making the Transition to the Electronic Medical Record (EMR)



From Paper to Paperless

- ▶ Making the Transition to the Electronic Medical Record (EMR)



From Paper to Paperless

- ▶ The Decision
- ▶ The Implementation
- ▶ The Outcomes (Benefits/Changes)
- ▶ The Gaps
- ▶ The Woes (Transition)
- ▶ The Lessons Learned



Who We Are

- ▶ CLINIX Health Services of Colorado
- ▶ Integrated medical clinic of
 - 7 medical providers (3 M.D.s, 1 D.O. 2, P.A.s & 1 N.P.)
 - 5 Chiropractic doctors
 - 1 Naturopathic Doctor
 - 1 Psychologist
 - 5 Alternative Therapists (massage therapists, acupuncturist, aromatherapist and exercise therapists)
 - Approximately 16,000 active patients



Why EMR (The Decision 2004)

- ▶ *Where is that chart?*
 - *Only one person at a time can access a paper chart*
 - *Employees spent too much time hunting down charts*
 - *Lost money because we could not submit timely claims*
- ▶ *We like to be Cutting Edge (if you are not on the edge, you are taking up too much space!)*
- ▶ *We felt that it would eventually be necessary to meet requirements*
- ▶ *Most of all, we wanted to improve patient encounter documentation*



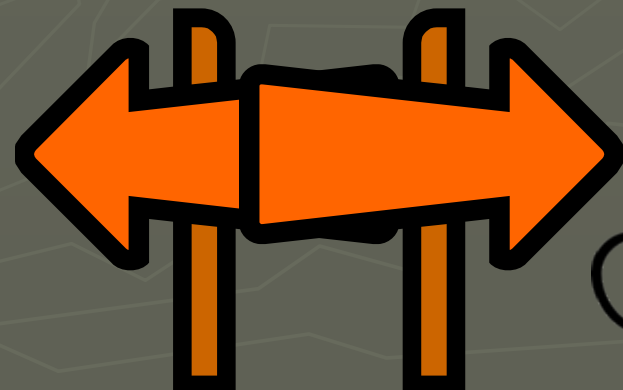
Why EMR (The Benefits 2005)

- ▶ *Increased Efficiency and better patient care*
- ▶ *Communication*
- ▶ *Checks and Balances*
- ▶ *Tracking and Closing the Loop*
- ▶ *Patient Data*
- ▶ *Reporting (Data Registries)*



Paradigm Shift

- ▶ *From Lone Physician to Healthcare Team*
- ▶ *From Ultimate Authority to Shared Decision-Making*
- ▶ *From Acute Care to a Holistic Approach and patient-provider relationship*
- ▶ *From One Patient to Patient Population*
- ▶ *From Variation to Evidence-Based Medicine (Protocols)*



Patient Intake Simplified

- ▶ *SOAP note is detailed and comprehensive and takes less time to complete*
 - *Templates can be set up for each step of the Patient Encounter*
 - ▶ *Review of Systems*
 - ▶ *Reason for Visit*
 - ▶ *Physical Exam*
 - ▶ *Assessment and Plan*



Patient Past, Present and Future

- ▶ *Diagnoses*
- ▶ *Diagnostic Tests*
- ▶ *Procedures and Surgeries*
- ▶ *Hospital Stays*
- ▶ *Labs (Pending and Trending)*
- ▶ *What is current and what is overdue*
- ▶ *Upcoming appointments*



Communication is Increased

- ▶ *Between Staff and Providers*
- ▶ *Between MAs and Providers*
- ▶ *Between Provider and Patient*
- ▶ *Between Providers in the same clinic*
- ▶ *Between Providers and Specialists*
- ▶ *Between Providers and Laboratories*
- ▶ *Between Providers and Pharmacies*



Partners in Healthcare

- ▶ *Referral Providers*
- ▶ *Laboratories (Quest and LabCorp)*
- ▶ *Pharmacies (via SureScripts)*
- ▶ *Vendors (Midmark, McKesson, GE Lunar)*
- ▶ *Quality Assurance organizations (NCQA, PQRI, CFMC)*



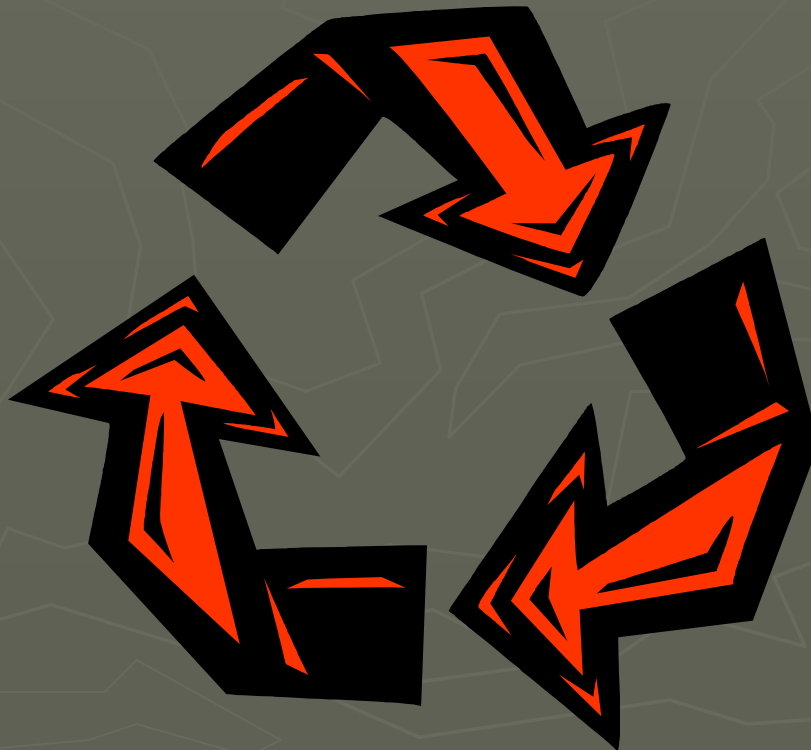
Checks and Balances

- ▶ *Prescription Requests and Refills*
- ▶ *Contraindications and MediSpan updates*
- ▶ *Formularies and ABN Checker*



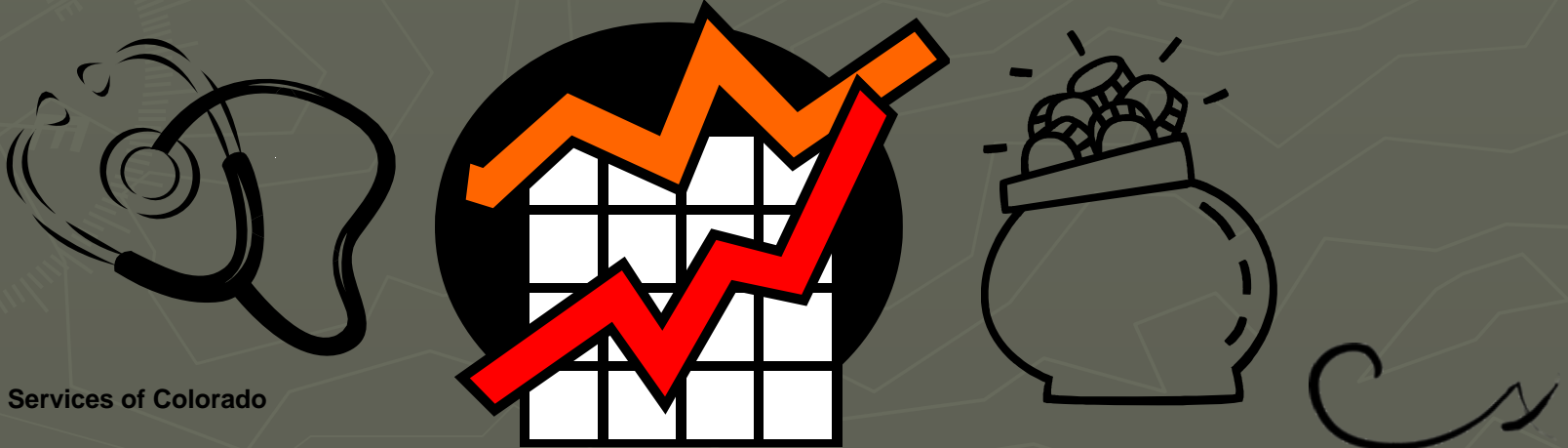
Tracking and Closing the Loop

- ▶ *Patient Messages*
- ▶ *Prescriptions (ePrescribe, FAX, Print, FAX)*
- ▶ *Referrals*
- ▶ *Orders*
- ▶ *Labs*



Reporting (Registries)

- ▶ *Promotes patient tracking and outreach*
- ▶ *Improves overall healthcare*
- ▶ *Increases revenue and reduces liability*
- ▶ *Leads to Pay for Performance*
- ▶ *and Provider Performance reviews*



Gaps (but quickly gaining speed!)

- ▶ *Reporting/Registries*
- ▶ *Communication among outside entities*
- ▶ *ePrescribe (not all Pharmacies are created equal)*
- ▶ *Patient Portal*



Transition Woes

- ▶ *Dissention*
- ▶ *Took 6 months to a year to prepare*
- ▶ *Entering patient data in EMR was time-consuming*
- ▶ *Depended on a single provider to learn and customize the application*
- ▶ *Depended on the EMR vendor to set up clinical processes*



Implementation/Customization

- ▶ *Choose a responsible party*
- ▶ *Work with a representative provider*
- ▶ *Don't rely solely on the EMR vendor*
- ▶ *Get to know the experts*
- ▶ *Network with other users*
- ▶ *Read the release notes prior to upgrades*
- ▶ *Keep an open mind and embrace change!*



Summary

- ▶ The Decision
- ▶ The Implementation
- ▶ The Outcomes (and Benefits)
- ▶ The Gaps
- ▶ The Woes (Transition)
- ▶ The Lessons Learned

