

**Pamela Coyle-Toerner,  
MHHA**

**CEO**

**Queen City Physicians  
Cincinnati, Ohio**



# Queen City Physicians

- ▶ Primary Care Practitioners
- ▶ 30 + Physicians
- ▶ 60,000 Lives
- ▶ 8 Locations
- ▶ \$20 million in Revenue



# EMR Journey

- ▶ EMR decision to purchase July 2001
  - Product choice
  - Integration
  - Equipment
  - Funding
  - Training
  - Implementation
  - How do you pay for “go live” costs?

# EMR Opportunity

- ▶ Leading Through and Embracing Change
  - Change is necessary
  - EMR will not fix problems; it will make them worse. (Be prepared.)
  - Lead by doing; totally immerse yourself in it.
  - Be aware: it affects all within your practice.
  - Keep your sense of humor

# EMR In Bites

- ▶ Don't eat the elephant in one bite!
  - Build confidence
  - Develop strategies that aid all in their EMR learning
  - Be unrelenting (EMRs can become very expensive calendars)
  - Plan daily “huddles”
  - Plan fun

# EMR Strategies

Don't delay your decision; do it now

Take your practices temperature & lead the change necessary for success

Celebrate success daily

Get involved and stay involved