

Case Study

At a Glance

Organization

OMNI Medical Group
Tulsa, Okla.

- Subsidiary of St. John's Health System
- 100-provider multispecialty practice
- 35 locations in northeastern Oklahoma

Solution Spotlight

- Practice Partner® Patient Records

Critical Issues

- High operational costs
- Inefficient processes
- Inaccessible patient information

Results

- Eliminated over \$500,000 per year in transcription costs
- Increased annual revenue by \$260,000 with accurate coding
- Saved \$275,000 per year through the reduction of medical records staff
- Launched a disease management initiative that helped physicians increase the number of diabetic patients receiving an A1c test

OMNI Medical Group

Implements EHR Solution, Yields Positive ROI and Better Disease Management

When OMNI Medical Group and its parent hospital, St. John's Health System, made the strategic decision to abandon paper charts and automate operations by implementing an integrated electronic health record (EHR) solution, the multispecialty physician practice sprang into action. OMNI saw this as an opportunity to further its mission to achieve medical excellence through evidence-based medicine. Management began a comprehensive search for the right EHR vendor, and then embarked on a phased implementation across OMNI's multiple, geographically separated practices. Once the EHR system was implemented, OMNI not only freed-up cash but also released from paper files patient medical information critical for analysis in the group's disease management program. Now, OMNI's clinical processes and operations are more cost-effective, saving full-time equivalent (FTE) costs and capturing lost revenue with increased coding accuracy. Additionally, the group's quality of care is better. OMNI physicians use the EHR system to track and manage treatment for patients with chronic conditions.

Challenge

When OMNI Medical Group began implementation of an EHR system for its 62 physicians and 18 midlevel providers across

its 17 offices, its main concern was finding the right solution that would support both cost reduction and disease management. The group also wanted to avoid a chaotic implementation period, properly customize the system and train its physicians.

A seven-physician team canvassed the group to see what features doctors wanted in the EHR system. The group then purchased a six-month trial system from an EHR vendor. When this system failed to meet the practice's needs, a task force of both doctors and office managers refined the search criteria and met with several EHR vendors to thoroughly evaluate their systems in live demos and on-site visits.

Answers

OMNI Medical Group chose the Practice Partner® integrated EHR system from McKesson. (Practice Partner version 9.2 from McKesson is a CCHIT CertifiedSM product for CCHIT Ambulatory EHR 2006 and 2007.) "We were convinced Practice Partner would offer the level of customization our group required, enable disease management and quality improvement initiatives, reduce operational costs and still deliver a return on investment," explains Tim Young, president of OMNI Medical Group.

OMNI adopted a phased approach to implement the system without causing chaotic business

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"Since implementing Practice Partner, OMNI has enjoyed significant cost savings and revenue enhancement while also improving quality."

Tim Young

President

OMNI Medical Group

interruptions. Additionally, this implementation strategy made it easy to refine the system and make process changes necessary to meet the practice's needs.

Results

The financial impact on the organization has been dramatic. Virtually all of the physicians at OMNI use Practice Partner's customizable progress note templates to document encounters. As a result, the organization has eliminated more than \$500,000 per year in transcription costs.

Because of the clear and comprehensive documentation stored in the EHR, OMNI has been able to code more accurately, increasing annual revenue by \$260,000.

Since all staff members now have immediate access to patient charts and routine chart pulls have been virtually eliminated, OMNI has saved \$275,000 per year through the reduction of medical records staff.

The Practice Partner system has also enabled OMNI to launch a disease management initiative. "We are using Practice Partner as a quality improvement tool," relays medical director Rob Gray, M.D. "By using it in combination with our disease registry, we can look at diabetes

measures and give physicians feedback on what they're doing and how their performances match one another." Using reports to access clinical data in Practice Partner, OMNI can track the effectiveness of the organization and individual providers in caring for patients with chronic conditions.

Clinical data from Practice Partner also provides a tool for reaching specific patients who are overdue for interventions such as an A1c test or ACE-inhibitor therapy. This data has proved extremely useful for management of OMNI's diabetic patients. Currently, over 95% of more than 10,000 diabetes patients have had their hemoglobin A1c tested according to protocol.

OMNI has continued to expand the use of Practice Partner. Now more than 100 providers across 35 locations are using the system.

Because of the efficiency gained from universal chart access and the ability to document in the EHR, Practice Partner has proven to be a wise financial investment. The system is also the cornerstone of OMNI's disease management initiatives. "Since implementing Practice Partner, OMNI has enjoyed significant cost savings and revenue enhancement while also improving quality," says Young.

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