

At a Glance

Organization

Greenbrier Physicians Clinic
Ronceverte, W.Va.

- 6 offices
- 14 physicians
- 3 physician assistants
- 9,000 office visits per month
- Specialties include: family practice, internal medicine, ophthalmology, pulmonary medicine, general surgery, pediatrics, gastroenterology, orthopedic surgery and OB/GYN

Solution Spotlight

- Horizon Ambulatory Care
- Horizon Practice Plus

Critical Issues

- Manual, paper-based charting system
- Time-intensive medication and care processes
- Disconnected registration process

Results

- Decreased paper charts by 50%
- Reduced medication call back by 50%
- Reduced transcription costs by 33%
- Decreased registration staff by 20%
- Improved access to vital patient information
- Streamlined registration

Greenbrier Physicians Clinic

Improves Access to Patient Charts and Practice Efficiencies with Electronic Health Record

In 2006, Greenbrier Physicians Clinic underwent a renovation. Not a bricks and mortar remodeling, but a technology-driven renovation that included the phased implementation of an electronic health record (EHR) solution. And while Greenbrier's facilities remain the same on the outside, internal processes such as registration, charting and prescribing have been transformed to enable higher quality and more cost-effective patient care.

Challenges

Even though Greenbrier's care services were on the leading-edge, its paper-based process for managing clinical information was outdated and had reached its limits. "We essentially had a loose-leaf binder record system," explains William Dukart, M.D., a pediatrician at Greenbrier Physicians Clinic. "We were dealing with three- to four-inch charts where data could get mixed or mismatched depending on the last person to use the record and the reason for the encounter."

The clinic decided to implement an EHR solution that would integrate with its practice management system to support its goal to deliver the best patient care. The technology would also

need to support connectivity with a nearby hospital to eventually create a longitudinal health record. "We felt purchasing an EHR that could eventually integrate with the hospital's clinical infrastructure would give us the ability to provide a higher level of care for our patients and give us an advantage other practices do not offer," notes John Trout, administrator of the clinic.

Answers

With several years of success using McKesson's practice management solution, Horizon Practice Plus™, Greenbrier Physicians Clinic selected McKesson's Horizon Ambulatory Care™ solution for its integration strengths and capabilities to better manage the clinical functions of the practice. "With McKesson, we also knew the service and support team was experienced and responsive and would be there for us over the long term," adds Trout.

While everyone was excited about improving care with an EHR, the group realized that success would depend on setting clear expectations and creating an implementation plan to support the physicians and the staff. McKesson and clinic management worked together to ensure a high level of adoption for the new systems and processes — not only during implementation, but long after as well.

Case Study

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Administrator

Greenbrier Physicians Clinic

Janice Centa, a certified physician's assistant at the clinic, worked on building specific care templates to streamline patient visits and ensure best practices for the clinic's pediatric services. "The templates cover the majority of pediatric visits we handle," says Centa. "They are very helpful, particularly for the more routine visits that many of our physicians deal with 80% of the time."

Greenbrier Clinic began its phased installation of Horizon Ambulatory Care in August 2006 to minimize disruption and provide proper training time for physicians. The electronic prescribing and charting modules went live first. In order to move to a centralized registration process, the clinic also leveraged the integration and capabilities of Horizon Practice Plus.

Results

Within several months of launching e-prescribing, prescription callbacks decreased. Formerly, the practice received more than 100 calls per day for new and renewal prescriptions. To date, time-consuming call backs have been reduced by 50%.

"With McKesson's system, we are reducing the potential for medication errors," explains Dr. Dukart. "The medication list is more accurate and you can add or delete a prescription with a mouse click, which is a lot more precise and neater than the paper system where we just crossed out a medicine."

Now, when a patient checks in with centralized registration, the nurse can immediately view the patient's status without walking away from the work area. The technology helped reduce paper charts by more than 50% and reduce registration staff by 20% during the first six months of use. Transcription costs have also been cut by about 33%.

"An EHR changes the dynamic of the office," Dr. Dukart explains. "After being in the same pattern for 20 years, I relied on staff to convey pertinent patient information. Now I can access that information quickly on my tablet PC. I would not go back to paper-based charts."

Trout adds that while the cost savings are not immediate, the benefits of an EHR are clear. "Every practice is going to have an EHR and the sooner you get a system like Horizon Ambulatory Care, the better off you – and your patients – will be."

McKesson Provider Technologies

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