

Case Study

At a Glance

Organization

Moses Lake Community Health Center
Moses Lake, WA.

- 20 providers, 2 locations
- Provides family medicine, pediatrics and OB to underserved and migrant worker populations
- 21,500 patients generating 98,000 encounters per year
- 200+ work stations

Solution Spotlight

- McKesson's Practice Partner® Patient Records
- McKesson's Practice Partner® Appointment Scheduler
- McKesson's Practice Partner® Order Entry
- Lab Results Interface (Quest)
- Hospital Reports Interface (Meditech via Inland Northwest Health Service)

Critical Issues

- Transition to a paperless chart environment
- Need to provide detailed data and performance reports and chart audits to numerous funding sources
- Need to expand and improve quality of care initiatives

Results

- Annual savings of over \$100,000 in lower transcription costs
- Time for chart audits reduced from several days to four hours
- Award-winning and top rated in state for quality improvement.

(see back for detailed results)

Moses Lake Community Health Clinic FQHC uses Practice Partner EMR to expand reporting and improve quality of care

Moses Lake Community Health Center (MLCHC) is a 20-provider group with two locations in rural Washington state, with a patient volume generating nearly 100,000 encounters a year. Despite a challenging patient population consisting of both the underserved and a large number of migrant workers MLCHC achieves quality of care standards ratings that are among the highest in the state. Premera Blue Cross awarded them the 2008 Quality Performance Award for the Center's high quality and efficiency in chronic, acute, and preventive care. MLCHC also earned the Washington Health Foundation's 2008 Heroes of Health Award. McKesson's Practice Partner electronic medical record (EMR) has been instrumental to their success.

Challenges and Answers

Their decision to move to an EMR started as they were confronted with limitations of paper charts for reporting and quality improvement. "As a federally qualified health center, we must supply our funding agencies with an enormous number of reports and submit to time-consuming chart audits to show those agencies that we're making people better," says Carolyn Hutchinson, MLCHC's Database Analyst, "This is very difficult to do with paper charts." The logical solution was an EMR.

After a series of extensive demonstrations with several EMRs, Practice Partner came out on top. "The staff liked the look and feel of Practice Partner. It seemed easy to use, when compared to other systems," recalled Hutchinson. Besides ease of use,

Hutchinson was looking for the ability to generate reports. Our primary reason for getting an EMR was so that we could get tracking and recall of the data," says Hutchinson. "Otherwise an EMR is just a fancy filing system.," she explains. "Practice Partner gave us what we were looking for."

Successful Implementation

Moses Lake went live with Practice Partner in October 2002. They took advantage of Practice Partner features that allowed them to load their transcription prior to go-live, pre-populating the electronic charts with patient data. As a result, they quickly made the transition to the EMR. Within five months after the initial go-live, the staff stopped pulling paper charts.

To minimize impact of the EMR on providers, Moses Lake continued to use transcription in the beginning, using Practice Partner's unique dot code feature, which is capable of parsing data such as allergies, problems, and meds from the dictated note into the appropriate section of the chart. "When we started we wanted to make it easy for our staff to use the EMR. Practice Partner allowed us to do that, while still insuring that we have a complete chart," noted Hutchinson. Since then Moses Lake has been successful in transitioning their providers to direct entry in Practice Partner, resulting in annual savings of over \$100,000 in lowered transcription costs.

Practice Partner's Order Entry module lets MLCHC staff determine which

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Julie Weisenburg

Compliance Officer and Marketing Director

Moses Lake Community Health Center

patients have not followed up with lab and radiology tests or specialist referrals. “Order Entry is a huge piece of what we do with our data,” Hutchinson emphasizes. “We use it extensively.”

By taking advantage of Practice Partner’s open architecture, Moses Lake has built a impressive array of customized reports that extract and pool clinical data from the chart. As a result, their Quality Improvement committee can instantly collect baseline data to monitor quality improvement efforts for a particular initiative. Reports can be run for individual care providers and their patients to assess performance on a provider basis. “We sometimes have competitions among the providers on an issue like flu immunization,” says Hutchinson. “It makes everyone a little more aware.”

Practice Partner has also dramatically impacted MLCHC’s ability to comply with chart audits. This process—which used to take several days—is now completed in about 4 hours. “When insurance companies or DSHS come in for an audit, it’s so easy,” Hutchinson says. “They absolutely love it.”

“The detailed reporting and monitoring that Practice Partner gives us is central to our activities,” says Julie Weisenburg, Compliance Officer and Marketing Director at MLCHC. “It informs the overall strategic plan of the Center and helps determine the direction and scope of future care initiatives. Our reports measure our improvements but also tell us if what we’re doing is actually making a difference.”

Results

Using Practice Partner has allowed MLCHC to both monitor and improve its quality in a number of areas. In the past year alone, the results have been dramatic;

- The rate of patients with colo-rectal screening doubled, improving from 13% to 27%
- The rate of patients with a HgA1c value <7% improved from 42% to 50%
- The rate of children 3-6 with a well child exam in the preceding 12 months improved from 60% to 82%
- The percentage of fully immunized children rose to 91% for 2-year-olds and 88% for 13-year-olds

McKesson Provider Technologies

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