

Medical Institute Little Company of Mary

Implements EMR Solution across Multiple Facilities, Achieves Growth and Clinical Excellence

At a Glance

Organization

Medical Institute Little Company of Mary
Torrance, Calif.

- More than 10 locations, including four urgent care facilities
- 71 physicians representing family practice, internal medicine, pediatrics and several subspecialties
- 140,000 active patients

Solution Spotlight

- Practice Partner® Patient Records

Critical Issues

- Use EMR platform to drive expansion and quality initiatives
- Effectively and rapidly deploy EMR solution without negatively affecting productivity or physician morale
- Achieve rapid growth
- Decrease paper documentation

Results

- Successfully expanded from 38 physicians at 10 locations to 71 physicians at 17 locations, including four urgent care clinics
- Doubled total group revenues
- Reclaimed and reallocated more than 2,000 square feet of space previously occupied by paper charts
- Clinicians gained instant access to patient data from the hospital, practice or urgent care center

In 2001 the Medical Institute Little Company of Mary (MILCM), a medical foundation affiliated with Providence Health and Services, was a group of 38 predominantly primary care physicians serving the South Bay region of southern California. The group wanted to transition from individual silos of information into a connected care system in order to improve productivity and care quality. MILCM achieved its objective through a phased implementation of the Practice Partner® Patient Records electronic medical record (EMR) system, which became a platform for clinical excellence and a springboard for growth. With the EMR solution in place, MILCM has raised care quality, opened several new facilities and significantly increased revenues.

Challenges

Management at MILCM believed the right EMR solution would transform the practice. "Our goal was to achieve a practice where patients could flow between clinics, physicians, hospitals and outpatient centers without clinicians and staff having to chase patient documentation," says Francesca Wachs, chief operating officer.

The practice wanted an EMR system to connect the practice to labs and affiliated hospitals. With 10 separate locations,

MILCM also required a robust wide area network (WAN) with high availability that would enable anywhere, anytime physician connectivity. However, the practice was concerned about the disruption that could occur during the transition from paper to electronic files. Another concern was physician adoption. MILCM required an EMR system that was easy to use and empowered physicians to be more productive and provide better care.

Answers

MILCM formed an EMR selection committee comprised of physicians, office managers and administrators. After a lengthy process, the committee chose Practice Partner® Patient Records from McKesson. "We wanted something that all of our physicians could use," explains Glenn Wishon, chief medical information officer. "The chartlike look and feel of Practice Partner, along with its flexibility and ease of customization, made it the natural choice."

Working with McKesson project managers, MILCM set up a methodical implementation plan that rolled out the system to all 10 facilities within 24 months — roughly one office per quarter.

To ensure a rapid and efficient transition, providers summarized key components of paper charts into the EMR for active scheduled patients. The paper chart was then

Case Study

“McKesson has been instrumental in creating a connected care system for our patients. Practice Partner Patient Records has helped us optimize internal processes that are necessary for quality while providing us with a platform for growth.”

Francesca Wachs

Chief Operating Officer

Medical Institute

Little Company of Mary

“retired” to a location outside the main flow of the office. All new patient data was then entered into the EMR system. To connect MILCM to both internal and external sources of data, MILCM deployed the following interfaces to the Practice Partner Patient Records system:

- An admit/discharge/transfer/scheduling interface to its billing system
- A clinical reference lab results interface to Labcorp and the Little Company of Mary lab system
- A reports interface from the hospital information system of two local hospitals to capture radiology, medical history, physicals and other text reports

The practice also successfully established a robust, high-availability WAN using Practice Partner Patient Records on an Oracle® database and a Citrix® thin-client network.

Results

MILCM has grown from 10 facilities with 38 physicians to 17 facilities with 71 physicians. With this growth, the group has almost doubled its total revenues.

Revenue has also resulted from improved coding accuracy and reimbursement. Progress note

templates in Practice Partner Patient Records that incorporate payor rules and reminders have helped ensure providers are coding appropriately.

The practice recovered space once occupied by paper charts, gaining more than 2,000 square feet across the MILCM facilities. MILCM has used some of the extra space to add providers without incurring the additional expenses of opening a new office.

MILCM physicians like having easy access to patient records at two affiliated hospitals and virtually anywhere there is an Internet connection. MILCM urgent care providers have a complete record on patients and can easily create records and referrals for new patients who need follow-up visits at one of MILCM primary care offices.

Additionally, MILCM can now better monitor the administration of smoker cessation programs and influenza and pneumococcal vaccines.

“McKesson has been instrumental in creating a connected care system for our patients,” relays Wachs. “Practice Partner Patient Records has helped us optimize internal processes that are necessary for quality while providing us with a platform for growth.”

Copyright © 2008 McKesson Corporation and/or one of its subsidiaries. All rights reserved. Practice Partner is a registered trademark of McKesson Corporation and/or one of its subsidiaries. Citrix is a registered trademark of Citrix Systems, Inc. Oracle is a registered trademark of Oracle Corporation. All other product or company names mentioned may be trademarks, service marks or registered trademarks of their respective companies.
PRT350-10/08

McKesson Provider Technologies

5995 Windward Parkway
Alpharetta, GA 30005

[http://www.mckesson.com/
practicepartner](http://www.mckesson.com/practicepartner)
1.800.770.7674