

SouthPark Internal Medicine Leverages EHR Functionality to Efficiently Manage Pay-for-Performance Program

At a Glance

Organization

SouthPark Internal Medicine
Highlands Ranch, Colo.

- 2 physicians
- 1 physician assistant
and 2 nurse practitioners

Solution Spotlight

- Practice Partner®
Patient Records

Critical Issues

- Access to patient population data to effectively participate in pay-for-performance program
- Developing new workflow templates to address health maintenance measures
- Enabling disease-specific health maintenance function or reporting capabilities

Results

- Greater visibility into patient population to measure and validate practice performance
- Better patient care
- Higher revenue resulting from increased reimbursement from payors

When Anthem Blue Cross and Blue Shield of Colorado started a pay-for-performance program, the physicians at SouthPark Internal Medicine, a two-physician, Internal Medicine practice serving the community of Highlands Ranch, Colo., jumped at the chance for additional reimbursement. The practice already had the important element in place — a world-class EHR (electronic health record) system. Physicians and staff were proficient in using the EHR solution, and electronic interfaces with labs and the local hospital were established. The only hurdle was redesigning workflow, extracting the required data from its EHR system and providing the required services to patients.

SouthPark used its EHR system from McKesson – Practice Partner® Patient Records* – to meet 80% of the payor’s quality-care requirements. The practice’s reimbursement increased, patient care improved, and the foundation was laid for participation in additional pay-for-performance programs.

Challenges

Dr. Michael Mignoli, one of the two physicians at SouthPark and longtime EHR user, believed the practice’s EHR system could be used to improve and document adherence to payor guidelines.

However, the current progress note and preventive templates in SouthPark’s EHR did not meet the specific data requirements of Anthem Blue Cross and Blue Shield of Colorado’s pay-for-performance program, which was based on 10 clinical parameters, including screening for preventive measures such as mammography, PSA, hypertension control, HgA1C, and Pap smear. The challenge for SouthPark was to adapt its EHR to help ensure that the practice was managing care according to Anthem’s pay-for-performance criteria.

Answers

Led by Dr. Mignoli, SouthPark Internal Medicine took advantage of built-in quality improvement tools in Practice Partner Patient Records to develop a system that allows the physicians to follow recognized standards of care, without disrupting their workflow or productivity.

SouthPark now benefits from the automated health maintenance reminders in Practice Partner. Reminders appear when a visit is scheduled, when the chart is opened and at the point of care in the progress note. The Practice Partner solution even includes a “recall system” that generates a letter to prompt patients to make an appointment for follow-up treatment.

Case Study

“Without the Practice Partner solution, the additional reimbursement and improved patient care would not have been possible. Practice Partner is really the only way to find out who my patients with chronic conditions are and target them for treatment. It’s impossible to do this with paper charts.”

Dr. Michael Mignoli

Physician

SouthPark Internal Medicine

By combining the Practice Partner system's unique progress note templates with an electronic lab interface that automatically imports lab data into the patient chart, SouthPark physicians are able to incorporate quality measures into their daily workflow.

For instance, in managing diabetic patients, most recent HgbA1c results are automatically presented to the physicians while documenting their visits with diabetic patients.

Reminders for overdue preventive screening measures such as PSA tests are automatically presented to the physicians during documentation of the patient visit.

“The Practice Partner system is flexible and has enabled us to develop both progress note and preventive care templates for patients with chronic illness,” says Dr. Mignoli.

Dr. Mignoli reviews patient population data in Practice Partner Patient Records every three months. He uses this information to manage specific patient populations as a whole – for example, his entire diabetes patient pool – and to manage individual patients who are not meeting the care guidelines for their condition.

“With Practice Partner Patient Records, you can find out how you’re doing and figure out what you need to do to improve,” he explains.

SouthPark’s data-driven approach to care enabled by the Practice Partner system has helped the practice improve patient care.

Results

By customizing the Practice Partner Patient Records system, the clinic met or exceeded eight of Anthem Blue Cross and Blue Shield of Colorado’s 10 quality targets and received additional reimbursement.

“Without the Practice Partner solution, the additional reimbursement and improved patient care would not have been possible,” explains Dr. Mignoli. “Practice Partner is really the only way to find out who my patients with chronic conditions are and target them for treatment. It’s impossible to do this with paper charts.”

**Practice Partner versions 9.1 and 9.2.1 from McKesson are CCHIT CertifiedSM products for CCHIT Ambulatory EHR 2006 and 2007.*

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