

At a Glance

Organization

St. Vincent de Paul Village Family Health Center
San Diego, Calif.

- An eight exam room clinic serving the homeless
- More than 200 volunteer providers representing family medicine, internal medicine, psychiatry, pediatrics, obstetrics and gynecology, etc.
- 5,000+ active patients

Solution Spotlight

- Practice Partner® Appointment Scheduler
- Practice Partner® Medical Billing
- Practice Partner® Order Entry
- Practice Partner® Patient Records

Critical Issues

- Inaccessible clinical and demographic data to support reporting needs and grant application efforts
- Illegible paper charts
- Training a large volunteer staff

Results

- Successfully trained more than 200 volunteers
- Established quality of care and administrative benchmarking program
- Simplified the preparation of utilization review reports to save more than 80 staff hours per year
- Transitioned to a paperless office
- Improved ability to comply with grant application requirements
- Became prototype for deploying solution to a mobile health facility and an affiliated clinic

St. Vincent de Paul Village Family Health Center

Implements EMR Solution to Improve Care Delivery to the Homeless

Father Joe's Villages consists of several facilities that offer a variety of services and programs to the homeless and medically uninsured in the San Diego area. One of the Father Joe's facilities has a pioneering medical clinic called the St. Vincent de Paul Village Family Health Center.

With a staff that includes more than 200 volunteer clinicians, St. Vincent de Paul Village Family Health Center struggled with illegible charts, poor care coordination and ineffective reporting capabilities. These issues made treating homeless people in the San Diego area difficult. To better manage the needs of its patients, the clinic implemented an electronic medical record (EMR) solution. The system's ease of use and sophisticated reporting capabilities enabled the clinic to boost quality of care and drive benchmarking programs that have enabled the practice to better track and manage patients. St. Vincent's success made it a prototype for other Father Joe's Villages facilities.

Challenges

The staff at St. Vincent found it challenging to deliver quality care to a transient patient base. Paper charts, which were illegible and often unavailable, made tracking patients across the continuum of care complicated. Additionally,

paper charts made reporting frustrating. "It was very difficult to get the data we needed to comply with our reporting requirements," recalls Margaret E. McCahill, M.D., medical director. "We also didn't feel that we were competitive on grant applications because our ability to tap prospective and retrospective data was so limited."

Answers

After reviewing a number of industry publications rating EMRs and visiting individual vendors, Dr. McCahill and her staff chose the Practice Partner® EMR solution from McKesson.

With more than 200 volunteer providers slated to use the system, the implementation team had to be creative about training. Provider volunteers were given a 60-minute orientation and immediately began documenting their visits with Practice Partner® Patient Records and placing orders and writing scripts with Practice Partner® Order Entry. The successful training plan was a testament to the solution's ease of use.

Even in the absence of a large IT staff, the clinic – working with the Practice Partner implementation team – deployed a comprehensive solution including Practice Partner® Appointment Scheduler as well as an integrated ECG, spirometry, document management, interfaces

Case Study

“With Practice Partner, we have legible records — and we eliminated the problem of lost charts.”

Margaret E. McCahill, M.D.
Medical Director
St. Vincent de Paul Village

to Father Joe’s resident registration system (eliminating the need for redundant entry of patient demographics), and a laboratory interface to Quest Diagnostics.

Results

Taking advantage of the open database structure of the Practice Partner system, St. Vincent’s has created customized queries using a third-party reporting tool called Crystal Reports. This functionality has saved the clinic time in meeting its regulatory requirements, such as the utilization report to California’s Office of Statewide Health Planning and Development (OSHPD). “Practice Partner has been incredibly helpful,” says Teresa Simms, clinic manager. “It has saved me two weeks of preparation time.”

The Practice Partner system has allowed the clinic to create benchmarking reports for a broad spectrum of clinical and administrative activities including prenatal care, psychiatric care, diabetic and asthmatic disease management, as well as incidence of health screening procedures, including mammograms, pap smears and vaccinations. St. Vincent is also using Practice Partner to track the quantity of dental care procedures — a critical component for its patient population. There have been other benefits, too.

Ready access to patient data has made the clinic more competitive in its grant applications.

Today, the daily operation of the clinic is much smoother. “With Practice Partner, we have legible records — and we eliminated the problem of lost charts,” reports Dr. McCahill. “Both of these factors are helping us ensure that we are giving the best quality of care to our patients.”

Based in part on the success at St. Vincent de Paul Village, the Practice Partner solution has been successfully deployed at a similar clinic at another one of Father Joe’s facilities called Martha’s Village and Kitchen in Indio, Calif.

Practice Partner also became the EMR of choice for an innovative mobile clinic concept — a 40-foot-long truck outfitted with exam rooms that travels to churches in local communities to provide free medical services to the underserved.

“Practice Partner has been instrumental in helping us serve this very needy, and often overlooked population throughout the San Diego area,” says Dr. McCahill.

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. All other product or company names mentioned may be trademarks, service marks or registered trademarks of their respective companies.
PRT352-09/08

McKesson Provider Technologies
5995 Windward Parkway
Alpharetta, GA 30005

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