

Case Study

At a Glance

Organization

Medical Institute Little Company of Mary
Torrance, CA.

- 71 physicians representing family practice, internal medicine, pediatrics, and several subspecialties
- 140,000 active patients

Solution Spotlight

- McKesson's Practice Partner® Patient Records

Critical Issues

- Utilize EHR foundation as the basis to support expansion and quality of care initiatives
- Effectively and rapidly deploying across 10 locations without negatively impacting productivity or physician morale
- Continue to grow practice revenues without any negative impact
- Decrease paper documentation between the practice, hospital and urgent care centers

Results

- Successfully expanded from 38 physicians at 10 locations to 71 physicians including 4 urgent care clinics across 17 locations
- Doubled total group revenues
- Reclaimed and re-allocated over 2000 square feet of space previously occupied by charts.
- Immediate access to patient data from the hospital, practice or urgent care center

Medical Institute Little Company of Mary Successful Implementation Helps Multi-Site Practice Build Future with McKesson's Practice Partner

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 MILCM from individual silos of information into a connected care system in order to improve productivity and deliver a higher level of service to patients.

Led by Chief Medical Information Officer Glenn Wishon and COO Francesca Wachs, they felt that the right electronic health record (EHR) could help them achieve their vision "where patients can flow between clinics, physicians, hospitals and outpatient centers without having to chase patient documentation," said Ms. Wachs.

MILCM formed an EHR selection committee (represented by physicians, office managers and administration) and after a lengthy process, they chose McKesson's Practice Partner. "We wanted something that all of our physicians could use. Practice Partner's chart-like look and feel, along with its flexibility and ease of customization, made it a natural choice," said Dr. Wishon.

Challenge

Part of the challenge for any large group is both implementation and physician adoption. Working with McKesson project managers, MILCM set up a methodical implementation plan that rolled the system out to all of the initial ten facilities within 24 months—roughly one office a quarter.

The transition from paper to electronic requires a thoughtful process. To insure a rapid and efficient transition, MILCM providers summarized key components of paper charts into the EMR for their active, scheduled patients. The paper chart was then "retired" in a location outside of the main flow of the office. All new patient data was then entered into the Practice Partner EMR.

Connecting MILCM to both internal and external sources of data was also critical. Working with McKesson analysts, MILCM deployed the following interfaces to Practice Partner:

- An ADT/Scheduling interface to its billing system (IDX/GE)
- A clinical reference lab results interface to Labcorp and the Little Company of Mary (LCM) lab system
- A reports interface from Little Company of Mary and San Pedro Peninsula hospitals' Meditech system capturing hospital radiology, history and physicals, and other text reports

With 10 separate locations, MILCM also required a robust wide area network (WAN) with high availability. They successfully achieved this using Practice Partner on an Oracle database and a Citrix thin client network.

Results

Growth and Expansion

MILCM has been able to effectively embark on a significant expansion in terms of adding providers and offices, from 38 across ten facilities when the

Case Study

“McKesson’s Practice Partner has been instrumental in creating a connected care system for our patients. It 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

McKesson Provider Technologies

5995 Windward Parkway
Alpharetta, GA 30005

<http://www.mckesson.com>
1.800.981.8601

project started to over 70 physicians across 17 locations today now. This has led to almost doubling the groups’ total revenues.

With room to grow, recovering space once occupied by charts has resulted in savings of roughly 200 square feet of clinically or administratively useful space per facility—over 2000 square feet in total across the MILCM facilities. This has given MILCM, in several instances, the extra space to add providers without incurring the additional cost and expense of opening up a new office.

“Practice Partner has helped us expand and add physicians in a thoughtful way without compromising our goal of clinical excellence,” notes Wachs.

Connected Care

MILCM physicians like having ready access to their patients’ records at the two affiliated hospitals, Little Company of Mary Hospital and San Pedro Peninsula Hospital —and virtually anywhere there is an internet connection.

Since MILCM’s four urgent care facilities are using McKesson’s Practice Partner EHR and the MILCM database, urgent care providers have a complete record for any existing MILCM patients, and can easily create records and referrals for new patients that need follow-up visits at one of MILCM primary care offices.

MILCM Hospitalists provide inpatient care to the MILCM patients being admitted.

The hospitalists ensure continuity of care from outpatient to inpatient and back out to the community using Practice Partner as the “connector of care”.

“Physician connectivity is critical to providing clinical excellence” COO Wachs.

Coding and Monitoring

Coding accuracy and reimbursement has improved. Practice Partner progress note templates that incorporate payer rules and reminders have helped ensure providers are coding appropriately. MILCM can now also better monitor the administration of smoker cessation programs, Influenza and Pneumococcal vaccines.

“Practice Partner allows us to check items that are important from a quality of care perspective, but also reflects revenue-generating services and programs,” adds Dr. Wishon.

Copyright © 2007 McKesson Corporation and/or one of its subsidiaries. All rights reserved. Practice Partner is a registered trademark of Physician Microsystems, Inc., a wholly owned subsidiary of McKesson Information Solutions LLC. CCHIT Certified is a service mark of the Certification Commission for Healthcare Information Technology. All other product or company names mentioned may be trademarks, service marks or registered trademarks of their respective companies.