

# Challenges to EMR/Clinical IT System Acquisition

Gloria Austin

CEO, Brown & Toland Medical Group



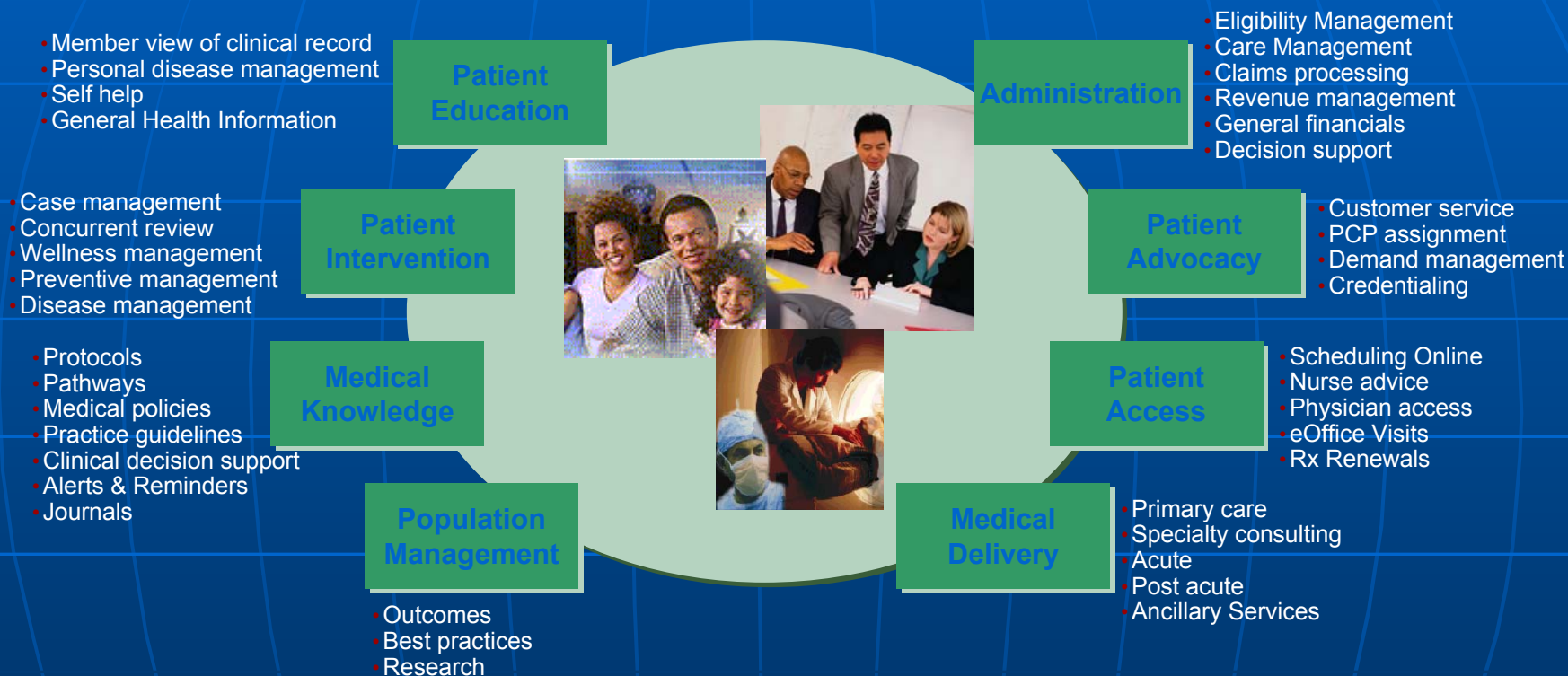
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# Problem Identification

- Evolve to a Fully Integrated Community Medical Group
- Provide Greater Efficiency within the Community Practice Model
- Enhance the Value/Quality Equation for Purchasers and Consumers

# Integrated Community Medical Group Characteristics



## Core Features

- **Patient centric**
- **Care & care management is coordinated across the continuum**
- **Clinical & administrative data is accessible enterprise-wide/EMR**
- **Enterprise-wide reporting with “feedback loops”**
- **Support for wellness and medical quality improvement**

# Provide Greater Efficiency to Physician Groups

- Patient Eligibility & Benefit Plan Verification
- Direct Claims Submission & Contract Rate Verification
- Reconcile Patient Schedule with Charge Capture
- Increase Coding Accuracy
- Increase turnaround time for authorizations and Referrals - Rules Integrated
- Decrease Charting Time & Eliminate Dictation Cost
- Reduce Office Labor
- Decrease Record Storage

# Network Efficiency & Cost Savings

- Patient Information Available at the Point of Care
- Network Diagnostic Results Reporting & Shared Data between Primary Care & Specialty Care
- Eliminate Unnecessary Duplication of Diagnostic Testing
- Increase Efficiency of Referrals and Authorizations
- Improve Patient & Physician Satisfaction
- Reduce Medical Errors

# Enhance the Value/Quality Equation for Purchasers and Consumers

EMR/Clinical  
IT Infrastructure

Care Coordinated  
across Network

Clinical Data  
Accessible  
Enterprise  
Wide

Outcomes  
Analysis

Purchaser  
Decision  
Support

Consumer  
Decision  
Support

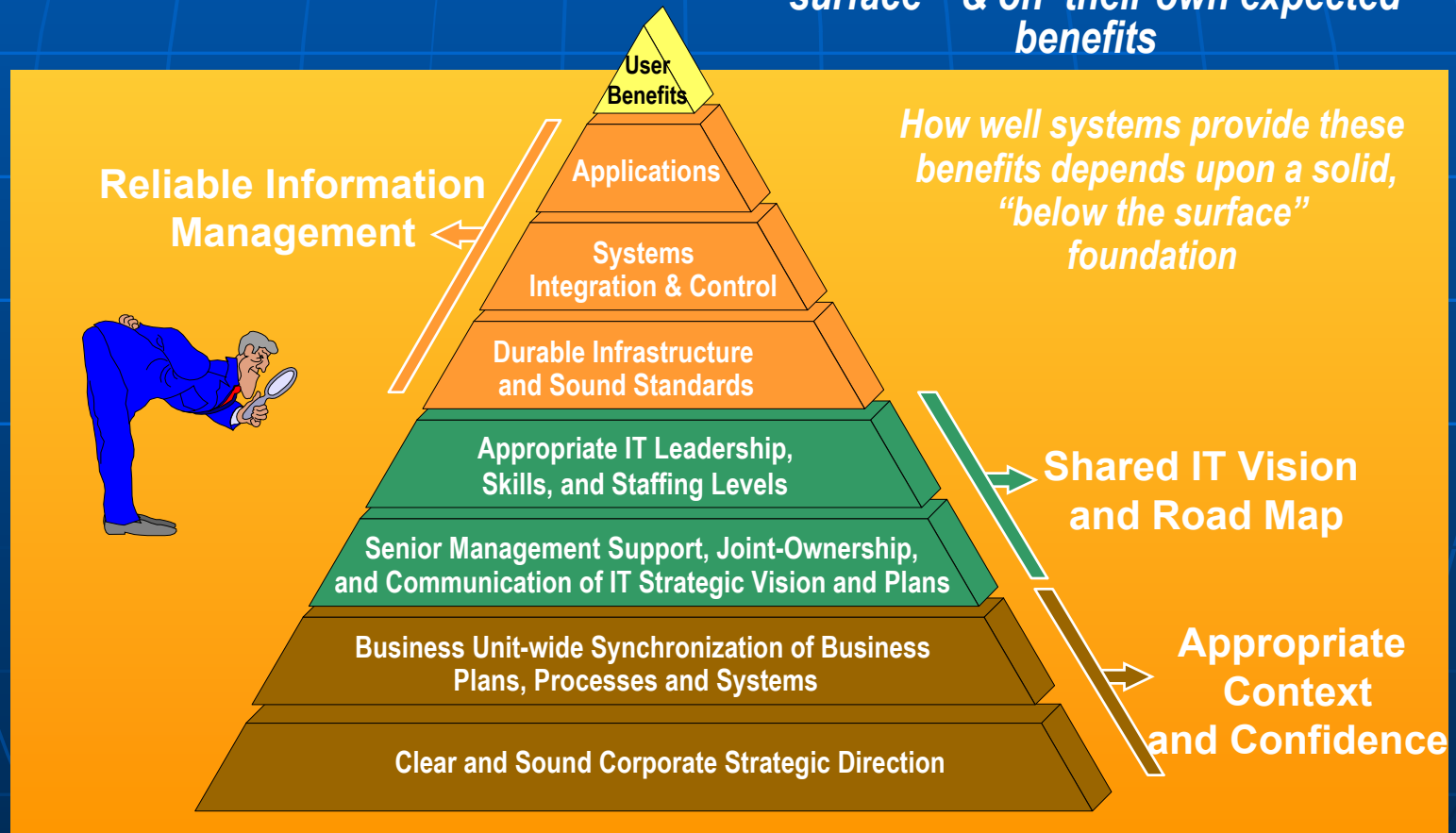
# Process

- Leadership Vision & Strategic Priority
- Technology Needs Assessment
- Product Evaluation & Selection
- Implementation Plan

# Building the Strategic Priority

*Success depends on building a solid foundation*

*Physician focus is typically at the "surface" & on their own expected benefits*





# Technology Needs Assessment

Internet ■ Intranet ■ Wireless

## Web Foundations

Recommendation: Based on eStrategy, develop eArchitecture plan and coordinated design across all stakeholders. Depending upon anticipated content needs, may want to create publishing templates. A tertiary priority may be to assist non-wired physicians to get wired.

## Clinical & Care Management

Recommendation: Evaluate physician "portal" products; a combination of 1-2 products can fulfill the following functionality requirements. Post existing or to-be-developed clinical guidelines and reference material. Roll-out strategy for EMR may include hand held devices, another way to make decision data readily accessible.

## Decision Support

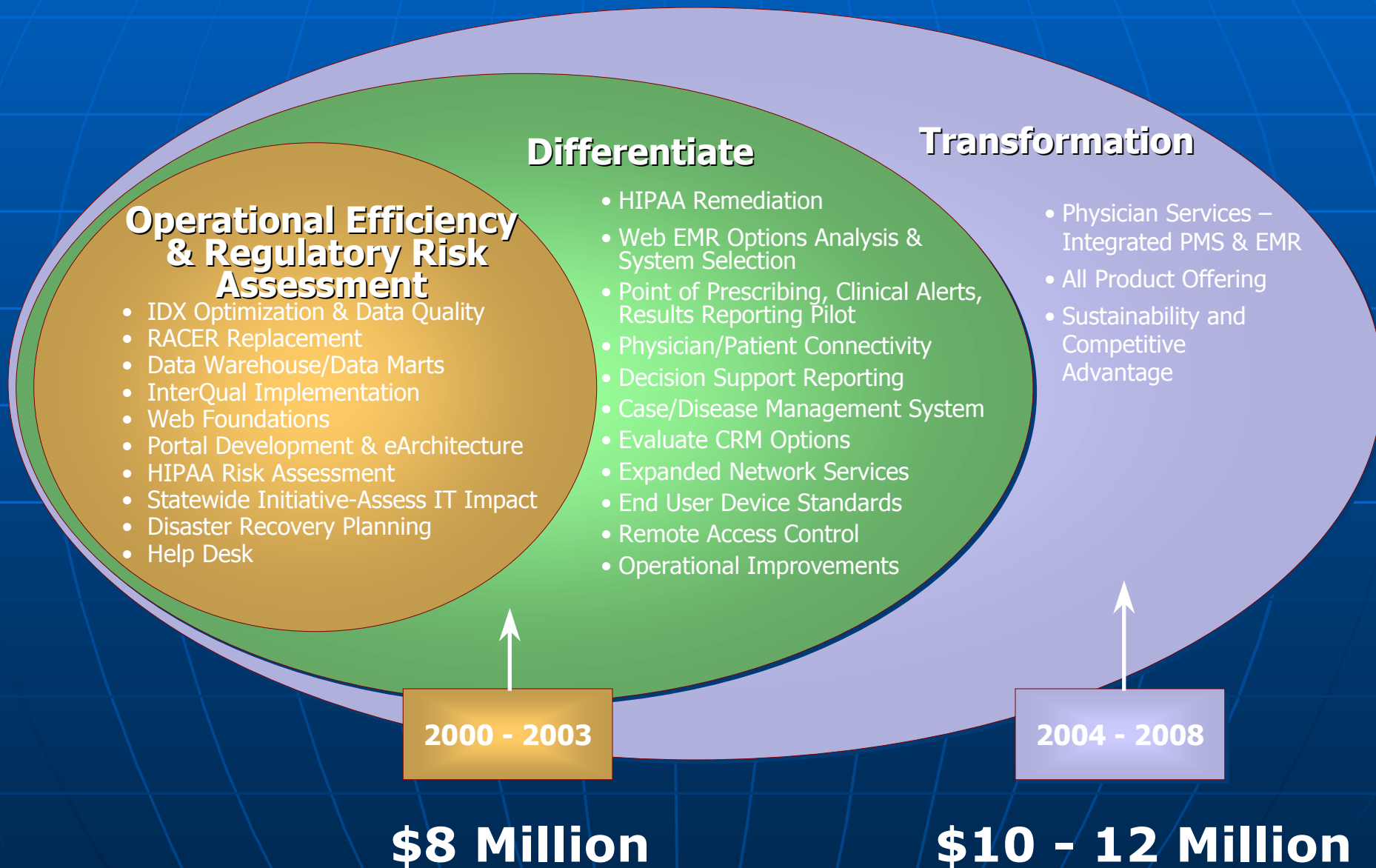
Recommendation: Determine reporting objectives and post on Website for stakeholder access.

- Governance structure, staffing, funding
- eArchitecture and site re-design
- Portal development
- Guidelines, standards & template development
- MD infrastructure

- Developing the EMR
  - Clinical Messaging
  - Prescriptions
- Clinical Look Up Information
- Clinical Advice
  - Preventive service reminders
  - Q & A - PCP and Non PCP
- Patient Access – Scheduling online

- Reporting
  - Physicians – Monthly Utilization
  - Employers – Quality/status

# Staged IT Strategy: 2000 - 2008



# Brown & Toland Solution

Suites			
Applications	<ul style="list-style-type: none"> <li>• Master Patient Index</li> <li>•Scheduling</li> <li>•Visit Management</li> <li>•Eligibility Verification</li> <li>•Referrals</li> </ul>	<ul style="list-style-type: none"> <li>• A Single Financial Solution</li> <li>•Claims Editing Software</li> <li>•Combined business Services</li> </ul>	<ul style="list-style-type: none"> <li>•Charge Capture</li> <li>•Clinical Results</li> <li>•E-prescribing</li> <li>•Scan</li> <li>•Order</li> </ul>

**BTMG will also provide sophisticated reporting systems for physician use**



**TECHNOLOGY FOUNDATION**

**Delivers operational benefits across the organization**

# Implementation Imperatives

- Solidify Early Adopters
- Flexible Critical Path
- Resource Management
- Enterprise Alignment



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