



Case Study

Comprehensive Cardiology Langhorne, PA

Allscripts Enterprise EHR

Comprehensive Cardiology Engages Allscripts and Dell Services to Create Community Health Network

BACKGROUND

Comprehensive Cardiology provides quality cardiovascular care for patients while employing a personal and caring approach. The cardiologists work in collaboration with internal medicine and family practice physicians to ensure the cardiovascular well being of patients. As consultants, the providers at Comprehensive Cardiology perform specialized procedures and testing in both outpatient and inpatient settings. Comprehensive Cardiology has locations in Langhorne, Richboro and Bensalem, Penn.

OPPORTUNITY

Creating a Community Health Network

Comprehensive Cardiology had a vision of improving care throughout its region by creating a community health network that would connect clinicians to share patient information. Central to this vision was the implementation of an electronic health record (EHR) solution that could support the network's connectivity and information sharing requirements. The goal was to provide access to information that could improve patient health and reduce the costs associated with duplicate tests. Comprehensive Cardiology's plan was to first connect the three clinics within its group, then allow other outside physician practices to connect to the network.

In addition to creating the network, Comprehensive Cardiology wanted to take advantage of the other benefits resulting from EHR usage, such as the reduced need for transcription and its related costs, plus the potential for eliminating medical record storage space and reallocating it for other uses.

SOLUTION

Allscripts Enterprise PM and EHR: The Health Network's Foundation

Comprehensive Cardiology selected the integrated Allscripts Enterprise Practice Management (PM) and EHR solution. "We looked at solutions from other vendors, but they didn't have the functionality we needed to support our health network model," said Robert Peirce, Systems Manager for Comprehensive Cardiology. "We also decided to replace our practice management system with Allscripts PM because it feeds the EHR with patient information, and Allscripts provides an integrated PM and EHR solution."



"Hosting our solution with Dell Services has alleviated many of our technical responsibilities, and allows our physicians to do what they do best, which is providing patient care."

*Robert Peirce, Systems Manager
Comprehensive Cardiology*

CUSTOMER PROFILE

- > 3 Locations
- > 50+ Employees
- > 7 Physicians, 5 Mid-Level Clinicians

ALLSCRIPTS

222 Merchandise Mart, Suite 2024
Chicago, IL 60654 / 1.800.334.8534

www.allscripts.com



Case Study

Comprehensive Cardiology

The practice decided to implement the Allscripts solution in a hosted model and selected Dell Services as its application hosting provider. Comprehensive Cardiology had an existing relationship with Dell Services for hosting.

Secure and Accessible Data 24/7

"We regard Dell Services as a key component of our success. Our ability to move forward with caring for patients, while knowing our technology needs are well taken of, allows us to meet our clinical and professional goals. Dell is very proficient with multiple aspects of current and legacy technology. This enables them to provide exemplary service, which is imperative to the success of our organization," Peirce said. "The single biggest advantage of using Dell Services is our peace of mind. Our data is secure and accessible onsite and remotely 24/7."

Both Allscripts and Dell Services worked together closely during the implementation. "It is evident that both support teams are very interactive and well versed in processes, procedures and applications. It is apparent that each supporting staff has received significant cross training," Peirce said.

End-User Training and Go Live

System training started with having Peirce, the practice's nurse manager and Dr. Ronald Fields, managing partner, attend training sessions at Allscripts. To help train the practice's remaining end users, Allscripts recommended that Comprehensive Cardiology employ The Abreon Group, which is Allscripts' premier partner for training, communication and education services. The Abreon Group conducted onsite training for 2 days.

Comprehensive Cardiology went live with Allscripts PM at its Langhorne practice in June 2008 — only 45 days after investing in the solution. Enterprise EHR was then deployed at the other two practices by November 2008. Abreon and Allscripts training and implementation representatives were onsite for both go lives.

RESULTS

Savings Increase with System Adoption

Following EHR go-live, Peirce headed a three-week phase in of having clinicians increase their use of the solution to document patient encounters. As user adoption increased, the practice began realizing an immediate savings in paper and printing cartridges. Now, the practice estimates that it is saving upwards of \$3,000 per month in printing supplies by using the solution.

Reduced Payroll Costs

The automated capabilities of Allscripts Enterprise has enabled Comprehensive Cardiology to reduce its staff by five full-time equivalents, including two filing room clerks, one billing clerk, one front-office staff member, and one miscellaneous support person. Deploying Allscripts Enterprise as a hosted solution with Dell Services allowed the practice to maintain its onsite infrastructure with only one information technology manager, Peirce, who maintains the 50-plus workstations in place at the three locations. With the staffing reductions, Comprehensive Cardiology realized a \$90,000 per year decrease in its payroll costs.

RESULTS

- > Reduced payroll costs by \$90,000 per year
- > EHR helps drive increased reimbursement
- > Saving \$3,000 per month in printing supplies
- > Reclaimed chart storage space for other uses
- > Hosted services prove efficient and saves money

Other cost savings are due to a reduction in nurse overtime hours. "They are no longer looking for lost paper charts, which enables immediate access to all patient clinical information. In addition, we have provided remote access for some nurses to work from home at certain times in order to complete tasks that do not require patient contact," Peirce said.

EHR Drives Reimbursement Increases

In addition, the Allscripts EHR has helped increase the practice's reimbursement. "We have found that more complete documentation of each office visit has allowed for proper E/M codes to be utilized. This has resulted in an overall increase in the practice's reimbursement." Peirce said.

The elimination of paper-based patient records has created an opportunity for Comprehensive Cardiology to reclaim storage space for other uses. One records storage area was converted into a lab, and another was transformed into an office for the practice's research nurses. Also, all offsite storage for paper charts has been virtually eliminated.

Making its Health Network Vision a Reality

With the solution in place, the right partner in Dell Services and all users accustomed to using the system, Comprehensive Cardiology is working to fulfill its vision of creating a community health network. "Our expectation is that we will have many outside physician practices also integrated into our Allscripts EHR and PM system as part the Comprehensive Cardiology community health network," Peirce said. "This model will provide instant access to clinical information to those practices with whom the patient is active. As a result, the patient will receive a higher quality of care by reducing the redundancy of clinical testing, and clinical information will be accessible to physicians at the click of a button."

Best of all, Comprehensive Cardiology has greatly reduced its system maintenance responsibilities so it can focus on achieving its health network vision. "Hosting our solution with Dell Services has alleviated many of our technical responsibilities, and allows our physicians to do what they do best, which is providing patient care," Peirce said.

"The single biggest advantage of using Dell Services is our peace of mind. Our data is secure and accessible onsite and remotely 24/7."

*Robert Peirce, Systems Manager
Comprehensive Cardiology*





222 Merchandise Mart #2024
Chicago, IL 60654
800.334.8534

www.allscripts.com

Connect to Health™