

CASE STUDY

NASHUA MEDICAL GROUP, NASHUA, NH



- 107% ROI
- A/R under 30 days
- Improved coding



HEALTHMATICS® OFFICE

NASHUA MEDICAL
Group

Harvard Pilgrim
Health Care of New England

PRACTICE PROFILE

Type of Practice/Specialty	Multi-specialty (Internal Medicine, Pediatrics, Allergy, Orthopedics, Podiatry)
Date Practice Founded	1985
Number of Locations	1
Number of Physicians	10 + 5 extenders (NP, PA, PharmD, RD)
Number of Employees	55
Patient Volume	30,000 annual patient encounters
Lab Vendor/Interface	Quest Diagnostics®
Technical Support	Wireless Fujitsu P series notebooks, HealthMatics® SafeGuard Proactive Technical Support

SEEKING THE BEST SOLUTION

Nashua Medical Group, owned and operated by Harvard Pilgrim Health Care of New England, provides a wide variety of specialties, including Internal Medicine, Pediatrics, Physical Therapy, Orthopedics, Behavioral Medicine, Allergy, Nutrition – as well as on-site Lab and X-Ray Services. In 2002, the group decided to replace their existing practice management system with a system that provided more functionality and flexibility. A formal RFP was presented to several vendors and ultimately the group selected HealthMatics® Ntierprise Practice Management System to manage the administrative processes of day-to-day operations.

After one year on HealthMatics Ntierprise, an internal committee of physicians and administrators sat down to discuss and define the IT needs of the group. After reviewing current office systems, various degrees of automation and where they wanted to be in five years, a strategic plan for Electronic Medical Records and enhanced office automation was developed. In the group's search for an EMR, HealthMatics® EMR was selected for its functionality, integration capabilities with existing technology systems and an established level of trust with A⁴.

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IMPLEMENTATION AND TRAINING

EMR training began two weeks prior to go-live and consisted of classroom training for providers and support staff. Between training and go-live the practice set up mock encounters, which each provider participated in for at least two hours.

According to Practice Administrator Mark Santos, adjusting providers' schedules to their individual practice style was extremely beneficial to system adoption. For the first three days live on the system, hour appointments were set and patient volume was cut by 50 percent to ease the transition. It was left to the individual physician to return back to their normal schedule. One provider was back to full schedule within one week, and all providers were completely up-to-speed at week four.

Nashua Medical Group approached historical data entry with the goal to retire paper charts quickly. Three years of transcription and diagnostic data were easily converted electronically to the EMR. For all paper data, the Internal Medicine group used the following process:

- Patient completes past medical questionnaire at first post go-live appointment;
- Provider reviews for accuracy;
- Medical assistant enters data;
- Medical records supervisor and internal medicine supervisor reviews and signs off;
- Paper chart is retired.

For the pediatric group, the process included:

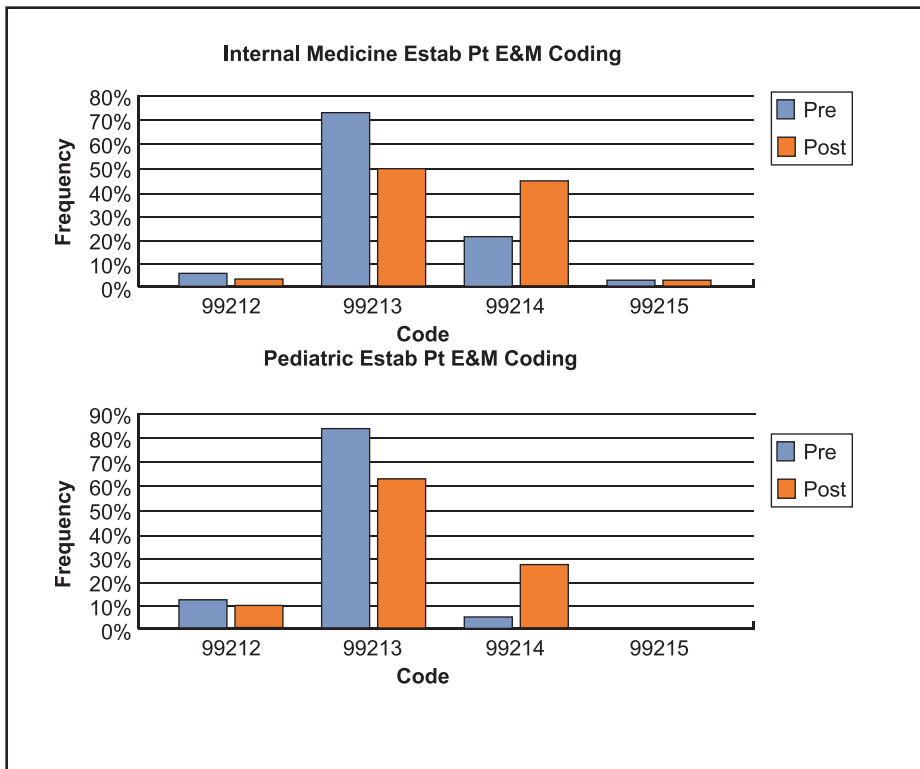
- Immunization history entered before patient arrives for first post go-live appointment;
- Provider tags pages to scan;
- Medical records staff scans pages;
- Paper chart is retired.

COUNTING THE BENEFITS

- **Reduced costs & expenses**
 - Office supply costs were cut by 80% (chart supplies, encounter and pre-printed forms)
 - Eliminated \$48,000 annual transcription fees
 - Medical Records staff expense was reduced 33% in the first year
- **Superior A/R** — HealthMatics Enterprise reduced A/R from 50 to 40 days in its first year of use. Now, A/R is less than 30 days, which is well below average.



- **Streamlined billing**—No more charge tickets or lost charges with the EMR/PM billing interface.
- **Simplified claims processing**
- **Flexible scheduling**—Managing scheduling and same-day appointments is easier. Plus, no more scheduling errors.
- **Improved coding**— The system’s built-in E&M Calculator has led to more appropriate coding for service.



- **Smoother workflow & improved communications**
 - Auto-faxing medication orders eliminated time spent on telephone orders
 - Electronic lab results eliminate paper reports, quicken turnaround time and alert the physician to abnormal results
 - Professional and complete forms are easily generated from the EMR for school, camp and other purposes
 - Patient results and referral letters are easily organized and created by the system for improved provider/patient and PCP/specialist communications



“We now have the ability to capture services other than generic E&M and procedure codes. We generate more RVUs and can easily identify missing charges with the system.”

Mark Santos, Practice Administrator





“For our physicians to have all the necessary tools available to them, when and where they want, is a significant benefit of HealthMatics EMR.”

Mark Santos, Practice Administrator



- **Information access, anywhere, anytime**—Remote connectivity is a major benefit for the physicians, who only work four clinic days. When at home or at the hospital, the physician will log into the system for messages, patient information or to complete charts.
- **Better clinical management**— The EMR improves the ability to manage difficult clinical cases through the use of flowsheets, results summaries, medication management tools and other readily accessible data.
- **Higher quality of care**

“The quality of patient information and care is the biggest benefit. We are able to provide a higher level of service to our patients, which is our top priority. The response by our patients to the technology is incredible. It’s great to show them graphs of their results in the office and see their excitement.”

EMR ANNUAL RETURN ON INVESTMENT = 107%

Coding Revenue Increase	\$262,800
Overhead Savings	\$111,000
- Transcription	
- Chart & Supply Costs	
Total	\$373,000

Chart does not quantify time/workflow savings for processes such as orders/results, intra-office and external communications, prescriptions, etc.

LOOKING AHEAD

Nashua Medical Group is consistently looking for ways to improve, and its technology systems are no exception. For improved physician satisfaction, EMR customization is ongoing. A weekly operations team is discussing the addition of clinical and billing reminder systems. And, the practice is considering HealthMatics® Access, an online patient Web portal where lab results, demographic updates, appointment and refill requests and much more can be securely managed with patients. Finally, the group is strengthening its disaster recovery strategy to protect its IT investments with enhanced back-up systems.