

Jackson Health System

MIAMI, FL

SUCCESS
STORY

HDS and Allscripts MyWay™

Jackson Health System is an integrated healthcare delivery system consisting of Jackson Memorial Hospital, Holtz Children's Hospital, Jackson Rehabilitation Hospital, Jackson Mental Health Hospital, Jackson North Medical Center and Jackson South Community Hospital, as well as multiple primary and specialty care centers. The organization also features a variety of school-based clinics serving many elementary, middle and high schools and two long-term care nursing facilities. The flagship center, Jackson Memorial Hospital, is a 1,500+ bed facility.

Opportunities

Jackson Medical Group, part of Jackson Health System, had previously used EHR technology and they were not impressed. "The doctors had given up on our previous system," stated Jose Rocha, Administrator for Jackson Health System. "They were actually starting to go back to paper charts because they were so frustrated with how difficult it was to document in that EHR. The system simply was not flexible enough to meet the demands of how our doctors need to work."

The organization launched a search for a new EHR platform and Allscripts MyWay, supported by Healthcare Data Solutions (HDS), quickly rose to the top. "We selected MyWay because the free-style approach to documentation really gave us options to enable each physician to customize the charting to meet his or her unique style," said Rocha. "A very strong additional benefit was that HDS provided us with a local team with which we could interface. We felt that HDS could help us ensure a smooth transition to a new system and provide a quick response to any issues we might have."

Solutions

Jackson Medical Group deployed Allscripts MyWay as a hosted solution, including all servers and related hardware hosted by HDS at a secure offsite location. This enabled the health system to come online with the EHR in the shortest timeframe possible, and shifted maintenance responsibilities from the hospital to HDS. This approach also protects critical patient data in the event of a natural disaster or other emergency.

HDS also ensured that the staff of Jackson Medical Group was completely comfortable with their new EHR. "The training was wonderful," declared Rocha. "We were able to maintain our patient volumes at normal levels throughout the training process. We originally planned on a six-month window to get our physicians comfortable with MyWay. HDS had our physicians using the system in less than 2 months."

Outcomes

With an adaptive learning platform and intelligent navigation system, Allscripts MyWay

Overview

CLIENT PROFILE:

- Integrated healthcare system 1500+ bed primary hospital and five ancillary hospital centers
- Ten offsite primary care and specialty centers
- Specialties include cardiology, internal medicine, rheumatology, oncology, hematology, surgical oncology, general surgery, colorectal surgery, endocrinology, neurology and pulmonology

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Jose Rocha
Administrator



Healthcare Data Solutions

quickly adapted to the patterns and preferences of the physicians at Jackson Medical Group. "Out of all of our doctors, none of them use it the same way," shared Rocha. "They all come from different specialties—and even those in the same specialty have their own preferred way of working. Some use templates, some use free text in combination with the templates, some use common problem palates and some use Dragon NaturallySpeaking. Each individual physician has discovered a different way of using the EHR to meet their unique methods of practicing medicine. I think that's one of the best features of Allscripts MyWay."

The resulting value of the enhanced charting was immediate. Rocha outlined this value in clear terms as he explained, "We're starting to see physicians' patient volumes increasing. Our doctors have all patient information at their fingertips. They can create the note and simply move on to the next patient. They can also delegate to staff, so staff can process orders within the system. In the last 2 months, we have seen 15 physicians adding 1-2 patients per day to their patient load. That's 30 more patients per day on average for our group. Add to that the fact that some of our physicians now feel more comfortable coding at a higher level due to enhanced documentation. Between these two factors, we've seen our revenue jump by 3-5% as a result."

DOCUMENTED ADVANTAGE

The Jackson Health System is using the full MyWay documentation suite to qualify for stimulus incentives beginning in 2011.

The organization also documented to qualify for the 2 percent ePrescribing incentive from Medicare in 2010. "ePrescribing is one of our favorite features as it has reduced the overall volume of phone calls," stated Rocha. "We use ePrescribing through MyWay for everything except controlled substances. It builds better coordination between our organization and pharmacies, and patients appreciate having their prescriptions waiting for them practically as they leave the exam room."

Jackson Medical Group utilizes Allscripts MyWay to maximize productivity across the health system. "We use inter-office messaging for tasking, pharmacy requests, approving messages, and to eliminate previous communication challenges," related Rocha. "It's a great help for a practice spread out over so many different locations." Patient appointment scheduling across all locations is also efficiently handled within the system.

Allscripts MyWay features robust reporting capabilities to drive future improvements in patient care. "We run reports to see what patients we have on certain medications, we analyze trends on certain diagnoses, we run reports by procedure and we have gained significant visibility into what's happening across the organization," Rocha explained. "We all enjoy not having to hunt for charts," he continued. "All documentation is in one place where everyone can access it." The elimination of paper charts yields another built-in cost savings for Jackson Medical Group: The organization is now avoiding \$60,000 annually on transcription expenses.

Jose Rocha feels that his health system has definitely gained a full return on their initial investment in Allscripts MyWay. HDS is currently working with the hospital to integrate Allscripts MyWay with their McKesson billing platform. Once this interface is complete, Jackson Health System can expect to reduce total days in A/R and drive up revenue even further through coding enhancements.

OUTCOMES:

- HDS provides secure, offsite Allscripts MyWay hosting to deliver easy implementation and maintenance, and ensure patient data protection
- HDS cuts training time for physicians by over 60 percent
- HDS ensured smooth data migration and provided a local support base to Jackson Health System
- Increase in patient volume of 30 per day across 15 physicians due to flexible charting and intelligent navigation provided by Allscripts MyWay
- Revenue increase of 3-5 percent attributed to thorough MyWay documentation
- Qualification for stimulus incentives in 2011 due to the ARRA-certified Allscripts MyWay solution
- Qualification for 2 percent Medicare incentive in 2010 due to ePrescribing capability of Allscripts MyWay
- Elimination of transcriptions saves the organization \$60,000 annually

STIMULUS SET FEATURES:

- CCD to PHR & Reminders
- eReferrals
- Basic clinical quality reporting
- Immunization registries
- Stimulus reporting & syndromic surveillance

"With HDS so close to our location, they provide a very good level of support. I consistently turn to HDS because they have so many practices as clients right in our downtown area. HDS encounters the same problems that we typically encounter, and they are very responsive in fixing those problems."

Jose Rocha
Administrator