

fort wayne neurological center:

**bottom line: an anticipated
\$2 million net impact
in incentives and
cost savings combined**



quick view:

measurable impact



- ↘ *Multiple individuals can use the same chart simultaneously*
- ↘ *No lost charts — ever*
- ↘ *Dramatically reduced paper and paper handling costs*
- ↘ *Reduced building costs — no chart room required*
- ↘ *Nursing labor costs reduced by \$122,000 — same number of staff that used to support 12 physicians can now support 20*
- ↘ *ePrescribing implementation resulted in \$120,000 in CMS eRx incentive payments*
- ↘ *Additional Meaningful Use incentives — combined with eRx and practice-wide savings — will help the practice net an anticipated \$2 million in incentives and savings*

about the practice

One of Allied Physicians' specialized Institutes of Care, Fort Wayne Neurological Center (FWNC) is a 20-physician practice operating out of two main offices and seven satellite locations. The Center treats patients in a 90-mile radius of Fort Wayne, Indiana, extending into Ohio and Michigan.

why WebChart EHR?

Steve Smith, General Manager and CEO of Allied Physicians, describes how FWNC selected WebChart, and successfully implemented the system throughout the practice:

"Our physicians do much of their work in hospitals. In the paper world, we would receive data from hospitals all over our 90-mile service area — mail, faxes, paper charts. Our medical records staff had to pull charts over and over again when our patients were in the hospital, alphabetize, add paper and refile. Still, some of our physicians and office staff did not want to use the computer...and purchase of a system was cost prohibitive. WebChart's web-based solution gave us the option of a graduated transition to EHR, at a lower cost.

"We were able to implement one doctor at a time, and still support paper-based patient encounters for the few physicians who were still most comfortable with that approach. WebChart lets us print out a five-page mini-chart for the day's encounters, and those doctors can dictate into WebChart without ever having to use a computer screen.

"MIE helped us tailor WebChart for our physicians and the way we practice medicine. They bring us suggestions from other practices and



show us how other people are using the system in ways that could benefit us. The system is very flexible and adaptable, and it's the most user-friendly software we've ever encountered."

strategies for successful implementation

"WebChart's minimally invasive™ approach worked well for us. We phased in the system, starting with our medical records staff who used document management as a way to store records and replace paper charts. Physicians used bar coded encounter forms that were scanned and auto-indexed into WebChart, and eventually they began viewing records electronically and ePrescribing.

"We started with the early, enthusiastic adopters — our "Eagles." Then we moved to the physicians who were not opposed, who would go along — our "Pigeons." Finally, we went to the "Chickens" and got them comfortable using WebChart. People got more confident working online, with just the occasional piece of paper to document an encounter.

"We gradually added home computers and mobile access so physicians could view records and images 24/7, which made it easier to be on call. Doctors realized they could avoid a trip to the hospital or office in the middle of the night. They were able to see more data, make better informed decisions and give better direction to the hospital staff in the ICU or ED."

surprises?

"We found that WebChart enables us to do things we hadn't anticipated. As an example, we started a stroke care initiative that incorporates telemedicine and the electronic chart. We're also able to track and report quality and ePrescribing, which qualified our practice for incentive payments. It's also great for recruiting — showing candidates a fully integrated, 100 percent web-based EHR that can be accessed at home, in the hospital or the office. WebChart helps us distinguish our practice and adds a professional halo that helps us recruit new physicians."



results

"As a medical group manager, I hear all the problems. That's why, for me, the silence is the best thing about WebChart. I don't hear our physicians saying it doesn't work or that it was a mistake. Our high producers are still high producers, and I'm not putting out fires or answering 100 questions about WebChart. The system just works. Every day. So all I hear the silence — the quiet hum of WebChart working."

bottom line savings

Cash savings or increased revenue from WebChart EHR totals **\$252,490** per year:

➤ Printed materials savings	\$62,490
➤ Medical chart storage	16,000
➤ Legal disability medical record copying	52,000
➤ Lowered clinical staff cost	122,000

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