

PPG cardiology:

**bottom line: intentionally
“dragging our feet” led to
“immediate return on
investment” with WebChart**



quick view:

measurable impact



- ↘ *Anywhere access to patient records saves physicians time*
- ↘ *Swifter time to treatment with immediate access to current, complete patient data, including medications*
- ↘ *Faster reporting to family/referring physicians via direct faxing from WebChart*
- ↘ *Minimally invasive™ implementation – tailored to the experience, philosophy and comfort of the practice physicians*

about the practice

Founded in 1978, Fort Wayne Cardiology — now Parkview Physicians Group Cardiology — is a 22-physician practice that operates out of two primary office locations and 11 clinics in the surrounding communities.

The practice conducts nearly 60,000 office and hospital consultations each year. Like most cardiologists, the practice's physicians spend a great deal of time on call. Access to records from home, from the hospital, from anywhere, anytime, delivered unexpected benefits, even with “old school” physicians who initially resisted the move to an electronic medical record system.

making a minimally invasive change with WebChart

Doug Martin, RN, MBA and Director of Clinical Operations at Parkview Physicians Group Cardiology, set the pace for WebChart EHR implementation and he had big concerns about speed. Specifically, he wanted to move slowly. Really slowly.

“We have physicians in a wide range of ages with very different comfort levels using computer technology. While they do many things the same way, each is different and adopts new ideas and new technology at varying levels. Some do everything in their lives using a computer, and some were holding on to their paper charts like a security blanket. We wanted to find an EHR partner that could implement at a pace appropriate for our practice.”



“We wanted to move slowly, starting with the basics. Other EHR vendors made it an all-or-nothing proposition. WebChart required less change up front from our physicians, and even brought in leaders from other practices to talk with us.

“We certainly had some physicians who were champions, but they were realistic about the need to start by appealing to the lowest common denominator. Now the vast majority of our physicians have adopted the technology for managing clinical information and tasking.”

the implementation strategy

“We drug our feet and intentionally moved really slowly with the implementation process. We started by training the entire staff, before bringing even the first physician on board. We used WebChart Document Management to scan and store our patient data, enabling on-call physicians to access patient records online. From there we started to slowly add functionality. After the charts were all online, we added the medication module, which is now one of the most important and popular tools our nurses and physicians use. We also began faxing reports to family and referring physicians directly from WebChart. We were already known for prompt response, but now we can send reports the very same day.

“For us, moving slowly meant fewer mistakes. We used the carrot instead of the stick, giving physicians meaningful reasons to use the system from day one.”

proven success: easier for physicians, better for patients

“Many EHR suppliers want physicians to change the way they treat patients, which slows them down and creates frustration. Our goal was to create the opposite effect — to give them a painless way to increase productivity and enhance patient interaction and outcomes.

“WebChart let us put patient records at their fingertips, saving them hours of time — especially valuable when they’re on call at night. Instead of having to wait until the office opened the next morning, our physicians had current medication lists and allergies immediately available. They were able to avoid medication errors, and eliminate medication redundancies.



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“Overall, WebChart has improved the quality of life for physicians by getting them patient information quickly and efficiently. We saw an immediate return on our investment with WebChart.”



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