

## Ephraim McDowell Health Saves Money, Speeds Workflows, and Improves Patient Care with iatricSystems™ Physician Office Integration



**OBJECTIVE:** Ephraim McDowell Health needed to exchange clinical data electronically with outside physicians to eliminate the delays and inefficiencies of faxing that are an obstacle to quality care. However, area physicians use a wide variety of Electronic Medical Record (EMR) systems, and building connections would require knowledge of each of them — a tall order for a community health system with limited IT resources.

**SITUATION:** Ephraim McDowell Health is an integrated health care delivery system serving six counties in central Kentucky. It includes Ephraim McDowell Regional Medical Center in Danville, Ephraim McDowell Fort Logan Hospital in neighboring Stanford, and other health care facilities, all using a MEDITECH Client/Server Healthcare Information System (HCIS) for managing patient care.

**SOLUTION:** Ephraim McDowell Health uses iatricSystems™ Physician Office Integration to exchange patient data with virtually any physician office EMR system. The solution combines powerful interface development, management, and support tools with comprehensive integration expertise to lower hospital IT costs and increase patient safety.

**RESULTS:** Ephraim McDowell Health is sending clinical results and reports to 14 physician practice EMRs from 11 different vendors. Information flows from the MEDITECH HIS to the physicians' desktop, cutting turnaround time from hours to minutes for most lab and radiology reports. The solution eliminates faxing costs including the number of FTEs required for sorting/distribution, and about \$12,000 annually in equipment and supplies. A 7% reduction in information requests has resulted in several thousand dollars of additional savings. Ephraim McDowell Health is planning many more connections to other EMR systems to support its physician community. They are also planning to add electronic ordering.

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Information Services  
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Ephraim McDowell Health



One of the biggest challenges for a hospital IT department is how to exchange clinical information electronically with physician practices that use different vendor Electronic Medical Record (EMR) systems. Ephraim McDowell Health relies on a solution they can trust: iatricSystems Physician Office Integration. The solution combines a powerful interface development tool and the extensive integration expertise of iatricSystems Managed Interface Services to enable seamless information sharing between Ephraim McDowell's MEDITECH system and the many EMR systems used by outside physicians.

"With all the EMR vendors out there, it's almost impossible for a community-based hospital to have the resources to understand each system. iatricSystems provides that knowledge base," says Becky Blevins, Information Services Project Manager at Ephraim McDowell Health. iatricSystems draws upon its experience integrating systems from more than 800 vendors (including 85 EMR vendors) to offer comprehensive, expert, and cost-effective interface services, such as strategy recommendations, information mapping, custom coding, testing, and 24x7 support.

### Knowing the Nuances Saves Time and Money

Using the iatricSystems solution, Ephraim McDowell's MEDITECH system is currently connected to or in the process of connecting to 14 physician practices, running EMR systems from Allscripts, EMD, GE Centricity, Meridian, Varian, Care Data, Vitera, GCare, Practice Fusion, Amazing Charts, and Modernizing Medicine. "iatricSystems is already familiar with the nuances of each of those systems," Becky adds. "Their expertise allows us to integrate with whatever EMR product the physician chooses rather than try to find qualified programmers for each system on our own."

Ephraim McDowell Health uses Physician Office Integration to send clinical results and dictated reports from MEDITECH to the different physician EMRs, where they are available instantly within the patient record. The Ephraim McDowell Health hospital staff members, practice physicians, and patients all see the benefits:

- **Improved workflows for physicians:** The ability to share results electronically with physicians has cut turnaround time from hours to minutes for most lab and radiology reports, while eliminating the risk of misfiling or losing paper documents. Pieces of paper are not waiting in a stack to be filed.
- **Lower costs for the hospital:** By eliminating the need to fax results and reports to physician offices, Ephraim McDowell Health has reduced the number of FTEs required for their sorting and distribution. The health system is also saving about \$12,000 annually in faxing equipment and supplies, and a 7% reduction in information requests has resulted in several thousand dollars of additional savings.
- **Improved care for patients:** Physicians have access to comprehensive lab and radiology results as soon as they become available, eliminating faxing delays. Because physicians receive results faster, they have the information they need at their fingertips — and patients don't have to wait as long to hear results. Errors are reduced because staff members aren't keying in summary data and then faxing. And with results delivered electronically, physicians can easily trend the results over time and provide better care.

### What's Next? Plenty

Future plans include enabling inbound orders (in addition to results) to provide a fully electronic workflow between physicians and the hospital. The hospital is also planning many more connections to other EMR systems to keep up with interface demands. "We're taking on the new wave of EMR products out there, expanding to all the physicians ready to integrate with us," Becky says. "It doesn't matter what kind of architecture the EMR has — with iatricSystems, there are no limitations."

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