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Women's Care Improves Patient Care, Improves Productivity, Eliminates Paperwork, and Gains \$214,176 in Net Benefits with Ingenix CareTracker EMR

Highlights

- With the use of Ingenix CareTracker EMR, Women's Care reduced the turnaround time for lab results from days to hours.
- By using Ingenix CareTracker EMR to reduce the use of paper-based charts, Women's Care will realize an estimated cumulative \$178,000 in savings over five years.
- Women's Care will see a cumulative five-year productivity benefit of \$360,685 from the use of Ingenix CareTracker EMR.
- By capturing and reporting quality measurements, Ingenix CareTracker EMR has helped Women's Care increase reimbursements in a pay-per-performance program.



Challenges

Women's Care, a multi-site OB/GYN practice in Rhode Island, provides a full continuum of health care to women in southeastern New England. Meeting the health care needs of women throughout their life span, Women's Care integrates all necessary primary care services into one practice. Women's Care has 18 providers, 5 locations, 13,000 patients, and 67,000 visits per year.

Blue Cross & Blue Shield of Rhode Island selected Women's Care to participate in the Quality Counts program, which helps fund the adoption of electronic medical records (EMR) by physician practices, and provides bonus payments for improving the level of quality of care over a three-year period. Women's Care decided to participate in the program and set out to deploy an EMR solution that would:

- **Reduce administrative costs.** Paper-based records required a significant amount of administrative and clerical work. Women's Care wanted a solution that would reduce paperwork and clerical overhead.
- **Reduce paper-based costs.** The paper charts that Women's Care was using for tracking patients were expensive, particularly when the costs of files, liners, paper, and clips were taken into account. Women's Care was looking for an EMR system that would allow it to reduce or eliminate those costs.

- **Increase productivity.** Paper-based systems are inefficient, and require that clinical staff spend time filling out forms and tracking down information, instead of focusing on patient care. Women's Care wanted a system that would increase the productivity of all staff, including clinicians.
- **Improve patient care.** Women's Care's primary reason for moving to an EMR system was that such systems can improve patient care by more carefully tracking patients, quickly and accurately finding lab results, and better capturing and reporting on quality measures. It was looking for a system that would help it improve patient care in all those ways.

Solutions

Women's Care chose Ingenix CareTracker EMR for its EMR solution. Ingenix CareTracker EMR easily works with all the operational functions of a practice, including pulling charts, approving refill requests, and signing lab results. Very little effort was required to integrate Ingenix CareTracker EMR with Women's Care's existing billing and scheduling system.

"Less than a year after transitioning to Ingenix CareTracker EMR, we've seen a tremendous return on our investment." —Dr. Pablo Rodriguez, president and CEO of Women's Care

Unlike traditional client/server-based EMRs, which require large up-front investments in hardware, software, and implementation fees, Ingenix CareTracker EMR offers a low-cost alternative without sacrificing functionality, security, or physician productivity. Physicians access Ingenix CareTracker EMR through any connected computer in the world through a secure Web interface, and connect their practice to a network of labs, pharmacies, partner physicians, and hospitals. It is simple to deploy and use with a simple pay-as-you-go monthly subscription fee. For as little as \$5,000 per year, a single-physician practice can start using Ingenix CareTracker EMR with just four hours of physician training and six hours of office manager training.

Results

For Women's Care, Ingenix CareTracker EMR has improved patient care, reduced costs, increased productivity, and enabled Women's Care to increase reimbursements in the Blue Cross & Blue Shield of Rhode Island pay-per-performance program.

Women's Care was able to save \$40,000 a year by eliminating paper-based charts. It has also been able to reduce the number of filing clerks by 50 percent. In addition, by using the Web-based Ingenix CareTracker EMR, rather than a server-based solution, Women's Care does not need to hire IT staff to build and maintain networks, servers, and infrastructure, or pay to maintain hardware and software.

Turnaround time for lab results has been dramatically reduced, from weeks to days. Previously, it took Women's Care three weeks to obtain results of certain tests. Now, lab results are received electronically in two to three days, and in most instances the same day.

Ingenix CareTracker EMR also saves clinicians substantial amounts of time when performing tasks such as requesting follow-ups, recording that lab results have been reviewed, and prescribing medications. Notes are recorded electronically and are a permanent part of a patient's electronic records, so accurate, comprehensive information is properly communicated between clinicians. Patient data is available to all physicians, regardless of the clinic where they are located; physicians always

have a comprehensive picture of a patient's entire health history at their fingertips, anywhere, anytime.

When new patients enter the practice, information about them can be transferred from other EMR systems. If information from other systems is not available, patients are interviewed about their medical issues, allergies, medications being used, previous surgeries, and similar data. That data is then scanned into Ingenix CareTracker, and becomes part of their permanent medical record.

Ingenix CareTracker EMR generates proprietary, hospital-based pre-natal clinical reports, tracks mammography results, monitors gynecology annual visits, and manages diabetic follow-up care. Through increased functionality in reporting on quality measures, Women's Care has implemented workflow enhancements around these reports, including preventative care. Using these benefits, Women's Care has improved its quality of care, and increased its reimbursements in a pay-per-performance program by Blue Cross & Blue Shield of Rhode Island. In addition, because Ingenix CareTracker EMR can accurately reconcile the results of tests, Women's Care receives credits in its malpractice premiums.

Overall, Women's Care will gain financially from the use of Ingenix CareTracker EMR, and will realize an estimated, cumulative five-year net benefit of \$214,176, with a return on investment of 66 percent.

The bottom line for Women's Care, though, goes far beyond financial payback—it is in improved patient care, says Dr. Pablo Rodriguez, president and CEO of Women's Care.

"CareTracker helps us improve care by making all patient data available to clinicians regardless of location and reducing turnaround time for lab results from days to hours," he concludes.

"Ingenix CareTracker is helping us increase reimbursements in a pay-for-performance program by capturing and reporting on quality measures across our five clinics."—Dr. Pablo Rodriguez, president and CEO of Women's Care

Project Summary

ROI	66%
Cumulative Net Value	\$214,176
Net Present Value	\$157,438

Benefits	2004	2005	2006	2007	2008	TOTAL
Cost Avoidance	\$28,000	\$36,000	\$38,000	\$38,000	\$38,000	\$178,000
Administrative Savings	\$37,500	\$77,250	\$79,568	\$81,955	\$84,413	\$360,685
TOTAL BENEFITS	\$65,500	\$113,250	\$117,568	\$119,955	\$122,413	\$538,685

About Women's Care

Women's Care, based in Providence, Rhode Island, provides a full continuum of the highest quality health care to women in southeastern New England. Women's Care is responsible for meeting and exceeding the health care needs of women throughout their life span by integrating into one practice all the primary care services necessary. Women's Care has 18 providers, 5 locations, 13,000 patients, and 67,000 visits per year.

About Ingenix

Ingenix delivers Intelligence for Health Care, uniting the brightest minds to improve health care through information and technology. Ingenix serves more than 250,000 diverse health care clients including insurance companies, federal/state agencies, pharmaceutical and biotech firms, Fortune 500 enterprises, hospitals and physicians within the health care community. For more information about Ingenix and its products and services, please visit www.ingenix.com.

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