



Jacksonville Heart Center A NextGen® Case Study

Overview

Practice

Jacksonville Heart Center
Jacksonville, Florida
www.jaxheart.com

Practice Profile

Jacksonville Heart Center's three clinical offices and one business office provide patients with extensive expertise and strong continuity of care. The center's 120 knowledgeable staff members strive to deliver a compassionate, comfortable, clean, and safe environment for cardiology patients.

Business Problem

Due to its rapidly growing needs, Jacksonville Heart Center's enterprise practice management (EPM) solution was outdated and ineffective. The center decided to upgrade its EPM and simultaneously introduce an integrated electronic medical record (EMR) solution.

Solution

Jacksonville Heart Center implemented NextGen® EPM and EMR—in conjunction with NextGen's Image Control System—in order to increase efficiencies, enhance documentation, and improve the quality of patient care.

Product Distinctions

- ▶ Cardiology-specific content and modules
- ▶ Improved/more secure patient data access
- ▶ Better clinical documentation and coding
- ▶ Comprehensive interfacing

Benefits

- ▶ Enhanced operational efficiencies
- ▶ Accelerated collections process
- ▶ Upgraded documentation capabilities
- ▶ Increased revenue
- ▶ Improved overall margin
- ▶ Elevated safety

Jacksonville Heart Center Improves Efficiencies with Leading EMR/EPM Technology

In 2003, Jacksonville Heart Center's (JHC) enterprise practice management (EPM) solution was outdated and ineffective. As Mark Masters, Chief Administrative Officer at JHC, explains, "Our EPM made accounts/receivable (A/R) operations cumbersome and efficient tasking difficult. With Medicare's electronic filing deadlines looming, we decided to explore new EPM solutions. And, while we were at it, we wanted to upgrade fully on an electronic medical record (EMR) solution."

That year, JHC began investigating its options. "We utilized the Cardiology Leadership Alliance [a national organization providing leadership, networking, and support for cardiology practices] and put out requests for proposals. As a result, we developed a list of about seven potential providers. From there, an executive committee—consisting of physicians, a chief administration officer, a business office manager, and office administrators—evaluated the alternatives. After devising a final list of three vendors, we chose the NextGen solution in 2006," says Masters.

Seeking an integrated, proven solution

JHC felt strongly that it should acquire its EPM and EMR solution from a single vendor. Masters comments, "NextGen Healthcare delivered an integrated EPM and EMR solution with a track record of success. Another primary reason we chose NextGen Healthcare was because the company has cardiology templates that we feel are superior to the competition. What's more, the company appears more seriously invested in further developing cardiology templates than other potential partners. Finally, NextGen Healthcare's references spoke very highly of their experience using the company's solution, vouching for its effectiveness. As a result, we were sold."

JHC implemented its EPM in 2006 and the EMR in 2007. The center also uses NextGen's Image Control System (ICS) which is fully integrated with NextGen EPM and EMR. This ICS indexes, stores, and manages all of JHC's scanned documents within the NextGen

NextGen.



system. All images are stored in a central library, enabling users to quickly search for and locate images. JHC's NextGen solution also interfaces with critical EKG equipment.

"Our implementation went very smoothly thanks both to our EMR committee, which met every two weeks, and to NextGen's stellar implementation staff. All along the way, we had really great participation and cooperation from our 17 doctors—which has been critical," comments Masters.

JHC electro physiologist Satish Goel, adds, "I was pleased to discover NextGen didn't require significant training—one hour of my time was enough."

Eliminating paper for increased revenue and improved safety

Since implementing its NextGen EPM and EMR, JHC enjoys the following benefits:

Improved collections process—

JHC decreased A/R days by 20. In addition, Masters comments, "With NextGen, we can pull effective reports and task properly. As a result, we're increasing the amount of money we collect and decreasing write offs. In fact, we've improved collections by three percent."

Increased revenue—

JHC reduced dictation and transcription costs. Staff previously assigned to these tasks are currently assigned to abstraction. Masters adds, "In a year, we anticipate abstraction will drop significantly, saving us additional money."

With NextGen, Jacksonville Heart Center enjoys the following benefits:

- ▶ Improved collections process by three percent and decreased A/R days by 20
- ▶ Increased revenue by reducing dictation and transcription costs
Improved overall margin by three percent
- ▶ Enhanced efficiencies by redesigning the scheduling and collection process
- ▶ Upgraded safety with more thorough patient screenings and patient education materials
- ▶ Expedited access to cardiology-specific content for better documentation and storage of patient data

JHC anticipates the following future benefits:

- ▶ Gain additional revenue increases and cost savings via ongoing improvements to its claim processes



Dr. Goel adds, "With NextGen, office dictation costs are down to almost zero."

Enhanced efficiencies—

Scheduling now happens at the point of service. "NextGen enabled us to redesign the scheduling process—today, the patient check-in and check-out process is much more efficient. We can determine payment amounts and insurance co-pays prior to delivering service, enabling easier and more effective collection at check-out," says Masters.

NextGen also delivers interoperability and connectivity with multiple test and procedure modalities, while enabling the automatic exchange of clinical data into the EMR. What's more, the NextGen solution enables JHC to easily generate referral letters.

Dr. Goel comments, "With NextGen, I can review patient records in a shorter period of time than what was previously possible. In addition, I use speech recognition software in conjunction with NextGen to accelerate my dictation. I can tap into existing patient records to generate notes that are more comprehensive. Plus, the updated patient medication lists are extremely helpful. In the near future, thanks to our new solution, I expect that I'll be able to leave the office sooner."

Upgraded safety—

Masters confirms significant safety improvements. "We can more easily and thoroughly conduct screenings of patients in the NextGen system by navigating through follow-up visit templates. Plus, we can automatically check for drug interactions. Because our EPM has improved accuracy with an enhanced system of checks and balances, we enjoy a higher level of patient safety and service. Finally, our doctors are using the patient education materials to better explain cardiology-specific tests, procedures, and disease management strategies," says Masters.

Expedited access to cardiology-specific content—

NextGen features the industry's richest cardiology knowledge base, built from 10 years of experience working with practicing cardiologists and access to over 400 pre-built cardiology templates. "NextGen makes documenting and storing detailed patient data easier," explains Masters.



JHC anticipates the following critical benefits moving forward:

Gain additional revenue increases and cost savings—

JHC expects ongoing improvements to its claim processes. "Moving forward, we plan to reduce the number of full-time employees required to bill and collect, to transition our paper storage space into revenue-generating space, and to turn over all staff devoted to outdated procedures," comments Masters.

Automate data collection—

JHC will participate in quality initiatives in 2009 that will leverage NextGen's significant reporting power. NextGen reporting tools help users evaluate productivity, referral patterns, and internal operational practice patterns and to identify patients for clinical trials.

Dr. Goel confirms, "We're exploring the ways NextGen can help us query patient data to identify research patients. Down the road, we expect NextGen will help us report on various quality of care criteria in order to earn reduced rates on our medical insurance."

Tapping into cardiology content that evolves with changing needs

Looking forward, JHC is excited about growing with its NextGen solution. "We are really impressed by NextGen Healthcare's ongoing commitment to research and development improvements in its product. I'm excited to see how NextGen will keep evolving and expanding and continue to support JHC's ongoing positive growth," says Masters.

**NextGen Healthcare
Information Systems, Inc.**

795 Horsham Road
Horsham, PA 19044
215-657-7010
215-657-7011
<http://www.nextgen.com>
email: sales@nextgen.com

NextGen is a registered trademark of NextGen Healthcare Information Systems, Inc., and Free Yourself to Practice Medicine is a service mark of NextGen Healthcare Information Systems, Inc. Copyright 1994-2008. All rights reserved. All trademarks not owned by NextGen Healthcare Information Systems, Inc., or its subsidiaries, that appear in this document are the property of their respective owners who may or may not be affiliated with, connected to, or sponsored by NextGen Healthcare Information Systems, Inc. or its subsidiaries.