

# Case Study >>>>

## Jacksonville Heart Center Improves Efficiencies with Leading EHR/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In 2003, Jacksonville Heart Center's (JHC) enterprise practice management (EPM) solution was outdated and ineffective.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 health record (EHR) 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.



### Overview

#### PRACTICE

Jacksonville Heart Center  
Jacksonville, FL  
[www.jaxheart.com](http://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 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Due to its rapidly growing needs, Jacksonville Heart Center's enterprise practice management (EPM) solution was outdated and ineffective.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 health record (EHR) solution.

#### SOLUTION

Implemented NextGen® EPM and NextGen® EHR—in conjunction with NextGen's Image Control System (ICS)—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

**NEXTGEN**  
HEALTHCARE INFORMATION SYSTEMS

---

## Seeking an integrated, proven solution

JHC felt strongly that it should acquire its EPM and EHR solution from a single vendor. Masters comments, "NextGen Healthcare delivered an integrated EPM and EHR 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 NextGen EPM software in 2006 and NextGen EHR software in 2007. The center also uses NextGen's Image Control System (ICS) which is fully integrated with NextGen EPM and EHR software. This ICS indexes, stores, and manages all of JHC's scanned documents within the 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 EHR committee, which met every two weeks, and to NextGen Healthcare'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 the NextGen solution 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 EHR software, JHC enjoys the following benefits:

### *Improved collections process*

JHC decreased A/R days by 20. In addition, Masters comments, "With the NextGen system, 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 is currently assigned to abstraction. Masters adds, "In a year, we anticipate abstraction will drop significantly, saving us additional money."

---

**"NextGen EHR software makes  
documenting and storing detailed  
patient data easier."**

Mark Masters  
*Chief Administrative Officer*

---

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

Dr. Goel comments, "With NextGen software, 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 the NextGen EHR system 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 NextGen EPM software 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 software 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.

JHC anticipates the following critical benefits moving forward:

### *Gain additional revenue increases and cost saving*

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 software's significant reporting power. The NextGen solution's 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 software can help us query patient data to identify research patients. Down the road, we expect NextGen software 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 the NextGen applications will keep evolving and expanding and continue to support JHC's ongoing positive growth," says Masters.

NextGen Healthcare Information System, Inc.

795 Horsham Road, Horsham, PA 19044

p: 215.657.7010 | f: 215.657.7011 | sales@nextgen.com | nextgen.com

For full information about the features and functions of NextGen Healthcare's products and services, please contact us at [www.nextgen.com/contact](http://www.nextgen.com/contact).

© 2009 NextGen Healthcare Information Systems, Inc. All rights reserved. NextGen is a registered trademark and a service mark of NextGen Healthcare Information Systems, Inc. All other marks are the property of their respective owners.

♻️ NextGen strives to be a responsible steward of the environment. This paper is recycled and certified by the Forest Stewardship Council (FSC), which promotes the responsible management of the world's forests.

**NEXTGEN**  
HEALTHCARE INFORMATION SYSTEMS