



The CPR in Eleven Paperless Physicians' Offices: Performance, Processes, and Results

Charles Webster, MD
JMJ Technologies
Vice President, Medical Informatics
Marietta, GA

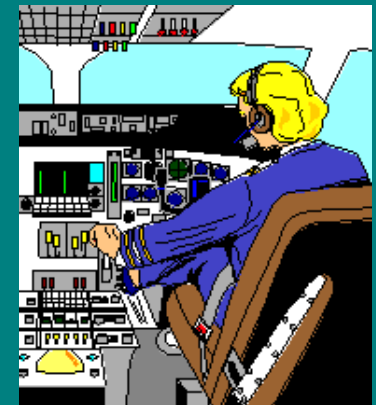
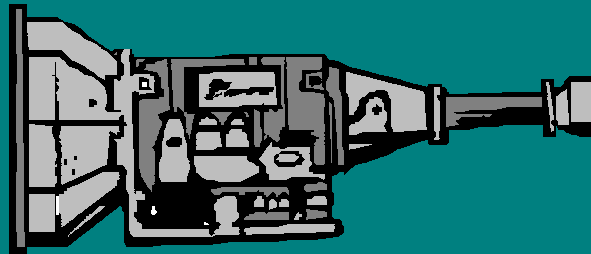
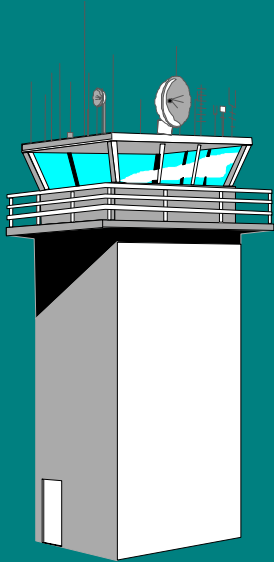
Jeffrey D. Cooper, MD, FAAP
Cooper Pediatrics
Norcross, GA

Dee McGee
McDonough Pediatrics
Office Manager

Overview

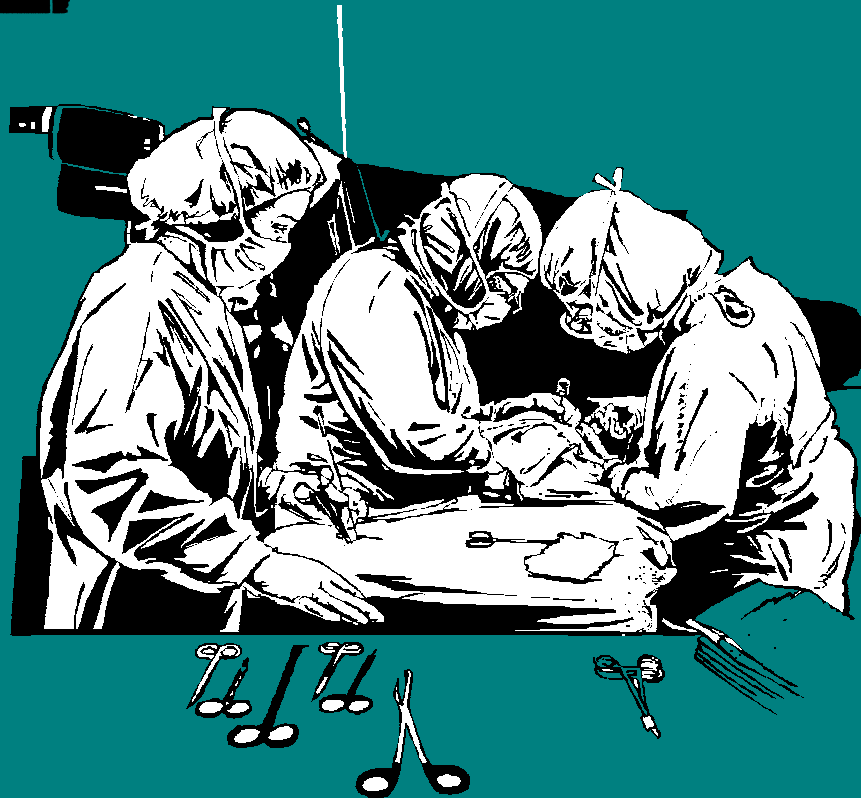
- Workflow history & concepts
- One workflow-enabled CPR
- Customizability & extensibility
- Physician survey
- 11 practices using workflow-enabled CPR
- Impressive statistics

Planes, Brains, and Automobiles: Understanding Workflow-Enabled CPRs by Analogy



Press Enter to Animate

History of Workflow

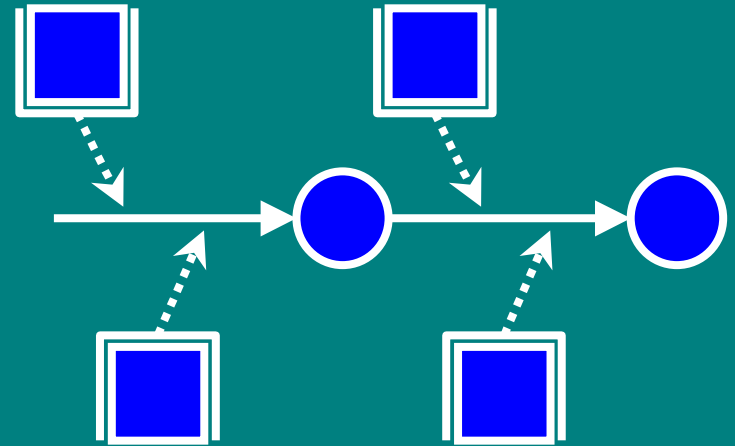


Press Enter to Animate

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Workflow Automation

- Tasks → ○
- People □
- Roles □
- Processes → ○ → ○

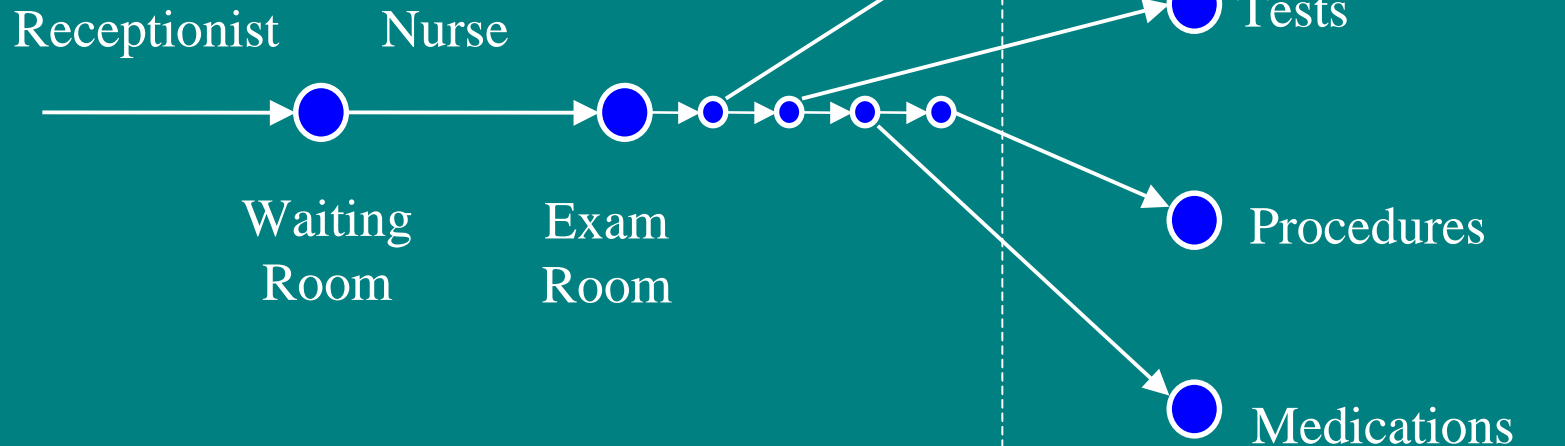


A Workflow-Enabled CPR (abbreviated)

- Smart sequences

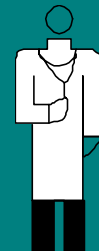
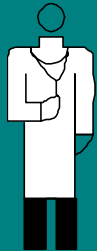
 - role to role

 - task to task



- Simultaneous action

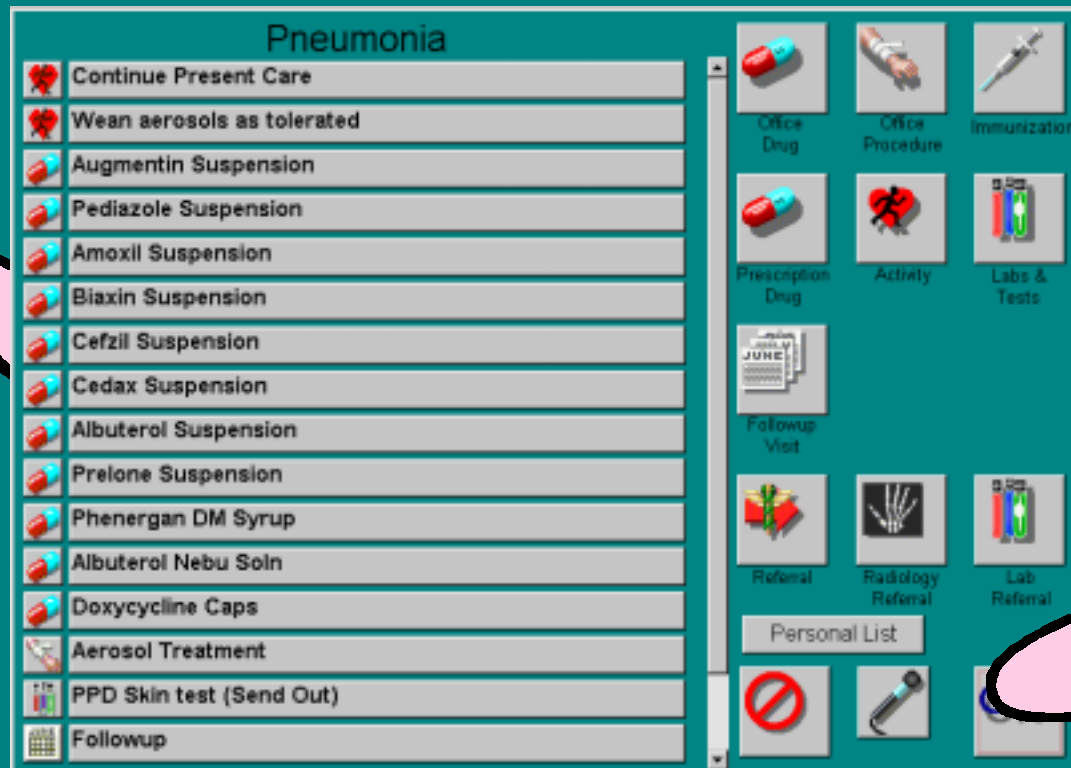
Workflow and Patient Tracking



Press Enter to Animate

Navigational Interfaces

No mouse! Large, color-coded, touch-sensitive icons...




















...no double-clicks, right-clicks, menus, or multiple windows.

Press Enter to Animate

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User-Customizable CPRs

Assessments

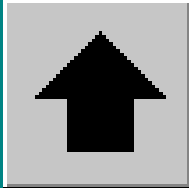
 Ulcer, skin	707.9
 Tendonitis	
 Back Pain	
 Bronchitis, A	
 Colic	
 Conjunctiviti	
 Constipation	
 Pneumonia	
 Pneumonia	
 Dermatitis, A	
 Dermatitis, C	
 Dermatitis, S	
 Diarrhea, Ac	
 Gastroenteritis	009.1
 Gingivostomatitis	523.1
 Hyperbilirubinemia	774.6
 Impetigo	684
 Lymphadenopathy	785.6

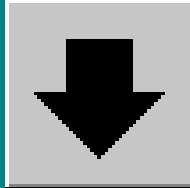
Assessments


 Edit Assessment

 Delete Assessment



 Remove Top-20

 Move Up

 Move Down

 Sort

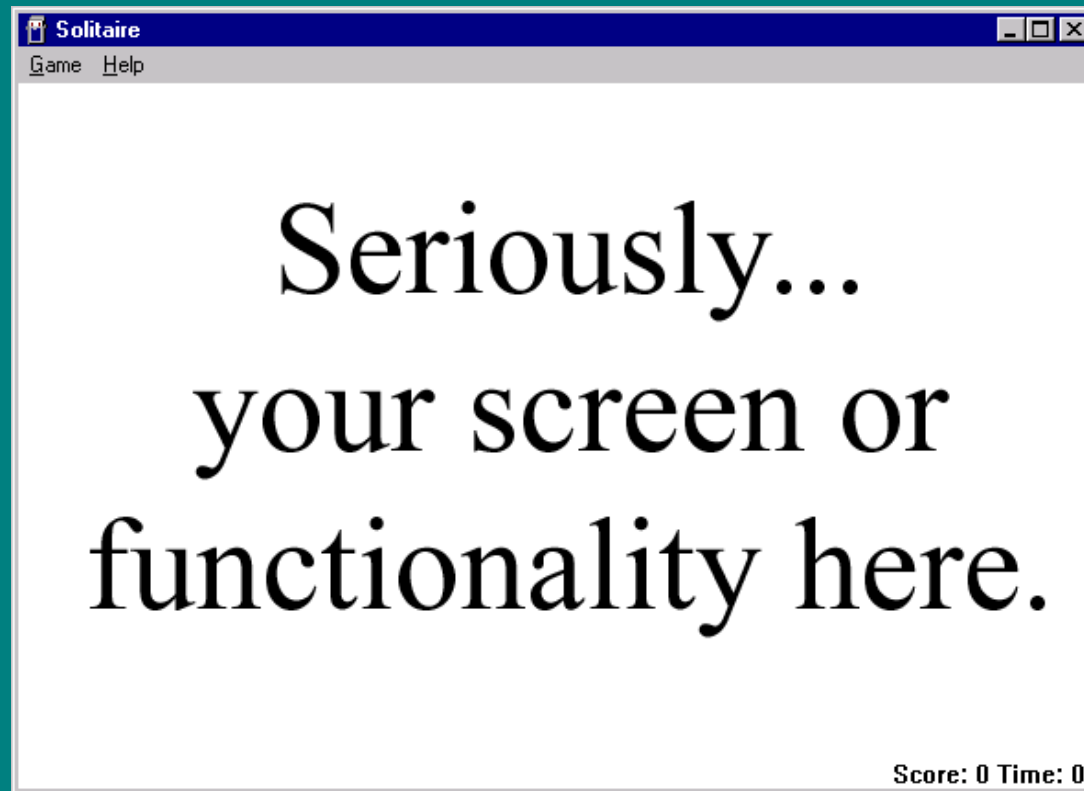
New Assessment

Personal List  

Press Enter to Animate

Workflow-Enabled CPRs Should Be Extensible

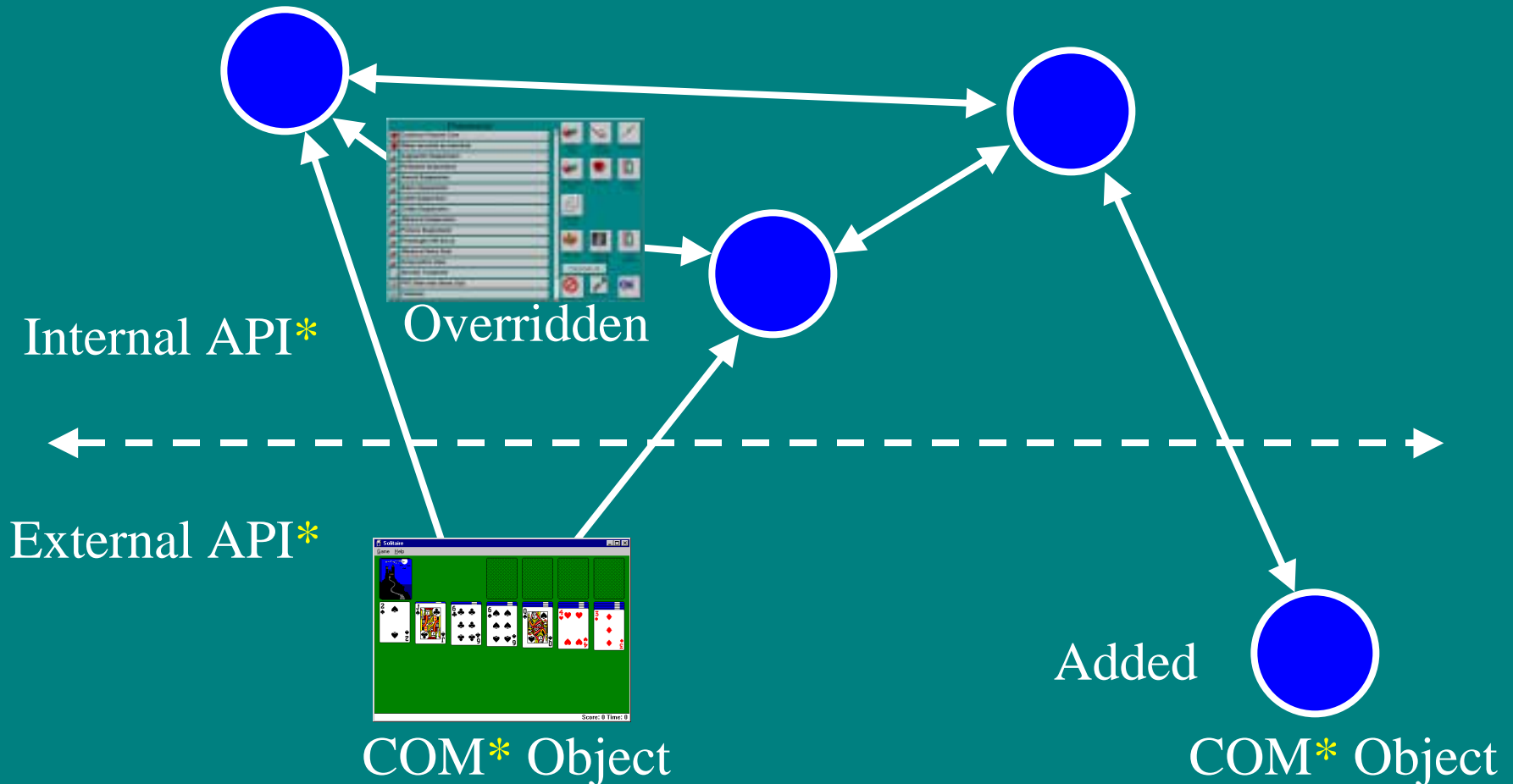
If you prefer your own, or someone else's screen...



...you should be able to easily add it to a workflow-enabled CPR.

Press Enter to Animate

Importance of Component Architecture to Workflow CPRs



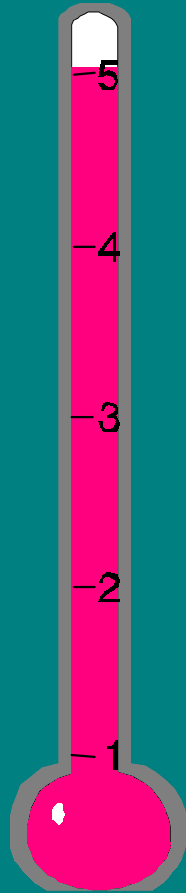
* Microsoft Component Object Model, Application Programming Interface



Physician Survey Overview

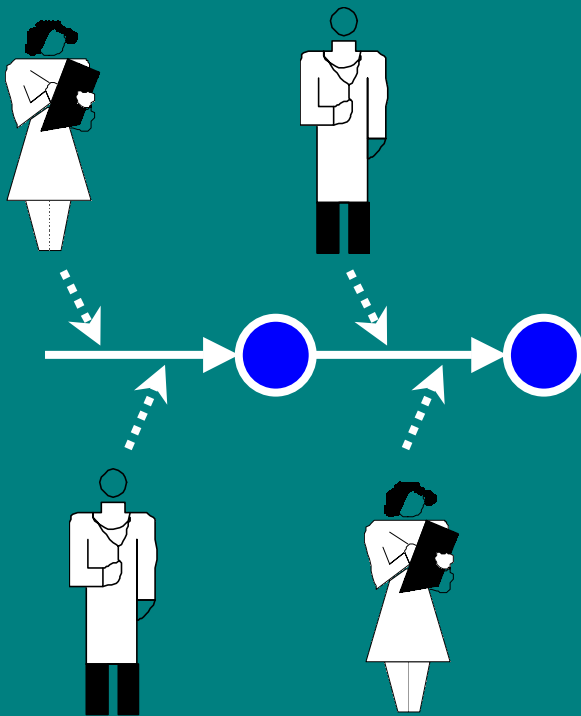


- 17 physicians, 11 practices
- 4 hours training
- 1 to 5 scale of satisfaction
- Three categories
 - Time savings
 - Quality of care
 - Office productivity



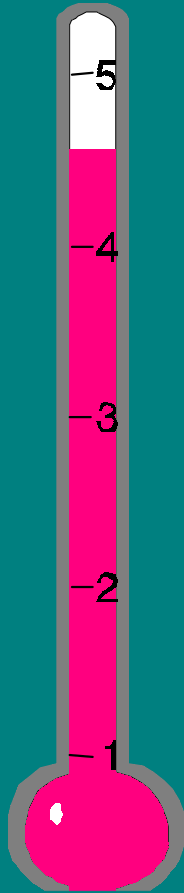
Overall Quality of Workflow

4.31



- Input screens for each function are presented as needed.

- Nurses
 - Chief Complaint
 - Vitals
 - Labs
- Physician
 - Physical exam
 - Diagnosis
 - Treatment
 - Orders

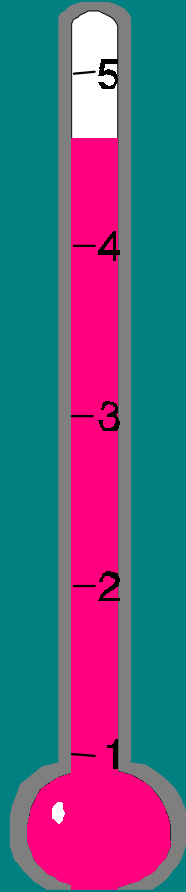


Better Management of Patients, Check-in to Check-out

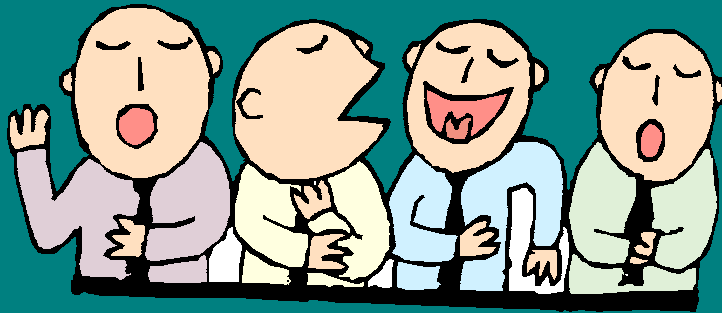


- Office view
 - Who
 - What
 - When
 - Where
- Color coded
- Opportunistic task execution

4.50

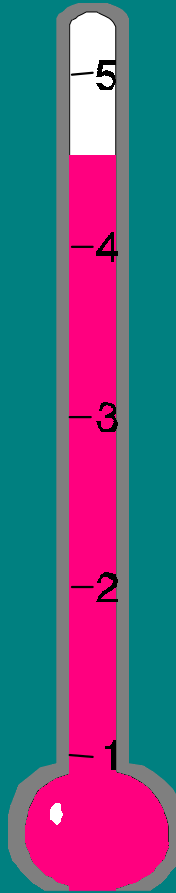


Increased Efficiency of Communications with Administrative Staff



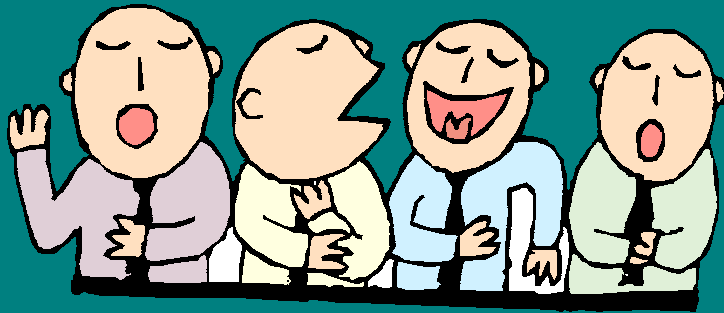
- Simultaneous communication
 - Lab results
 - Vaccine history
- Office view
 - Physician orders for nurses
 - Referrals
 - Immunizations
- Phone messages

4.00

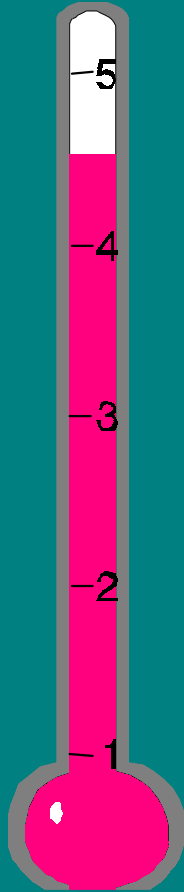


Increased Efficiency of Communications with Clinical Staff

4.47

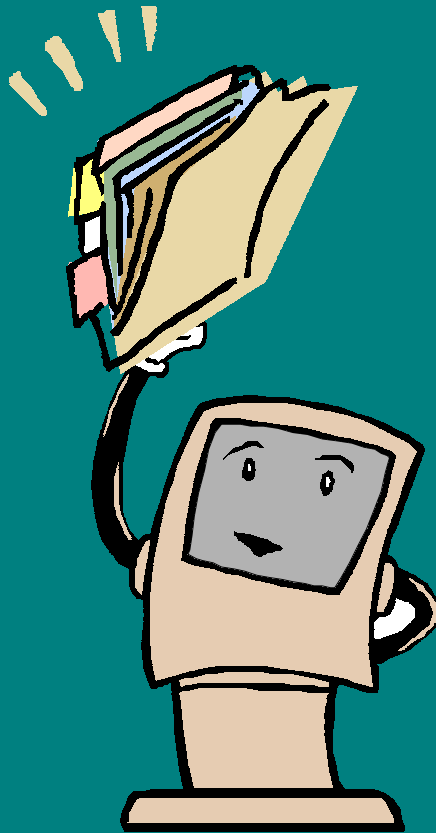


- Simultaneous communication
 - Lab results
 - Vaccine history
- Office view
 - Physician orders for nurses
 - Referrals
 - Immunizations
- Phone messages

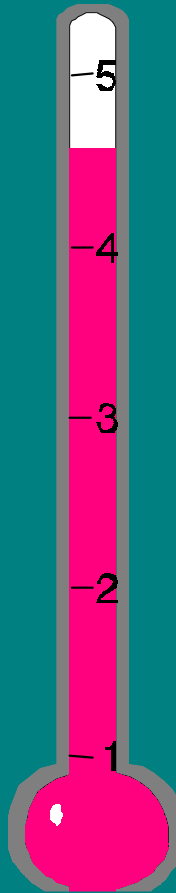


Ease Accessing a Patient's Record

4.59



- Search by first or last name or account number
- Always available
 - No waiting on chart pulls
 - No lost or misfiled charts
- Available from home

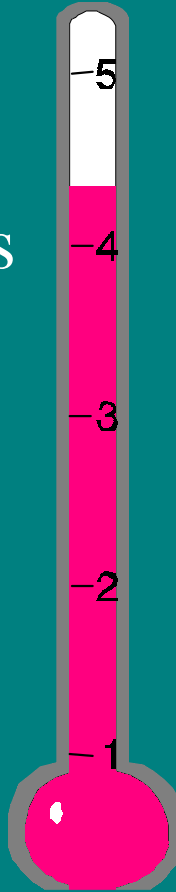


Ease of Finding Specific Information in a Patient's Record

4.18

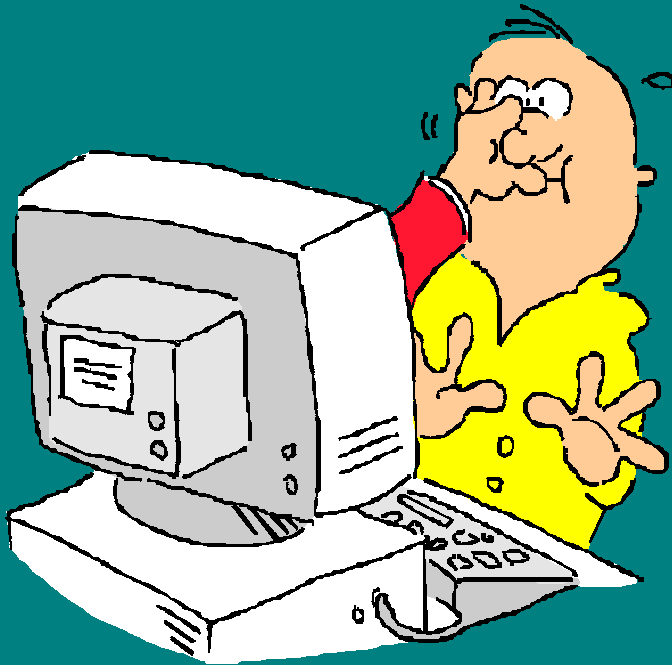


- Natural chart divisions
- Large icons
- No pull-down menus

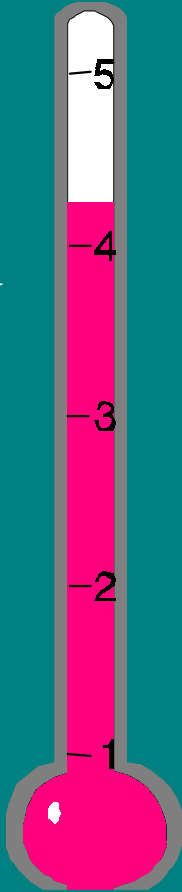


Confidentiality and Security

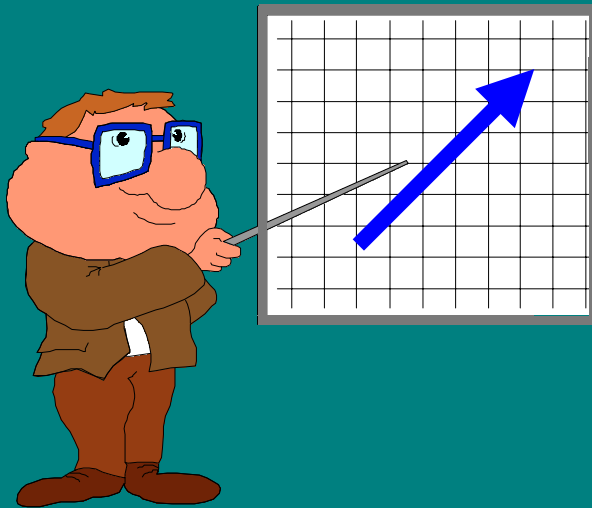
4.05



- Individual logons allow tracking of all entries into record and prevent unauthorized access
- New biometric technologies
- Daily backup of data

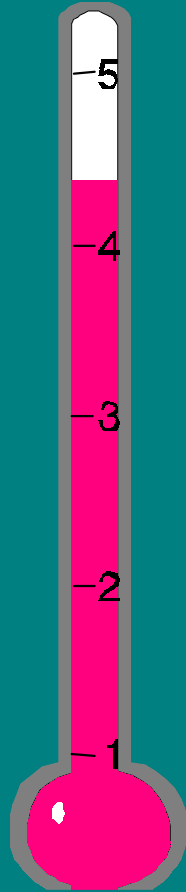


Increased Overall Quality Care Delivered



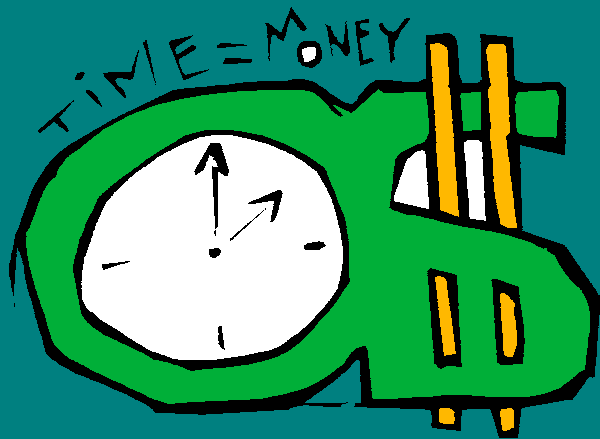
- Better documentation = better care
- UTD summary level information
- Fewer drug interactions
- Higher immunization Rates
- 100% rating with NCQA reviews

4.31

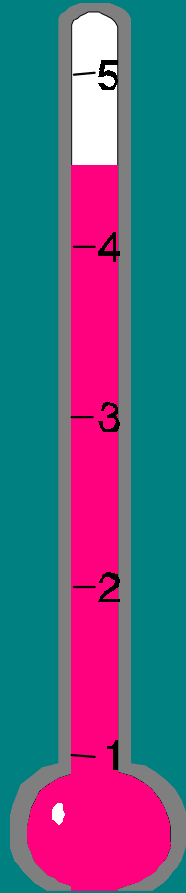


Increased Overall Efficiency of Office's Business Operations

4.28



- No missed charges
- Fewer keystrokes = fewer errors
- Integration with PMS allows for seamless operation



Other Statistics



- Cut waiting time 50 percent*
- Reduced operating costs, including training costs*
- Increased patient volume 50%*
- Increased revenues > 30%*
- Reopened closed practice*
- Building second office*

*Actual medical practices

The CPR in Eleven Paperless Physicians' Offices—Conclusions:

CPR + Workflow = Time Savings
Quality of Care
Office Productivity