



Medical Practice Case Study Family Medical Specialists of Texas

Despite not having an office manager, a small family practice still improves clinical quality, exceeds ROI expectations in 18 months⁷

EHR Objectives:

- Improve business efficiency, customer service, clinical quality, staff and physician satisfaction
- Achieve financial return on investment

Implementation Process:

- Without office manager, EHR-experienced physician champion led the process, working after hours and on weekends to meet six-week implementation deadline
- Steepest part of learning curve planned for slowest time of year
- Priority placed on securing staff buy-in, incorporating their views in all decisions
- New workflow processes determined collectively, tested before implementation
- Preloading patient information at point of care helped physicians master system

Results:

- Changes in prescription workflow alone saved 50 calls/day/doctor
- Improved Current Procedural Terminology (CPT) coding resulted in \$25,000/doctor additional income annually
- Improved blood pressure control from below national average to above
- > 90% of patient satisfaction surveys rated practice “excellent”
- 18 month payback period; physicians make about \$60,000 to \$80,000 more per year, credited specifically to EHRs

Practice Profile:

- Family practice in suburban Texas
- 3 MDs, 3 RNs, 3 front office, 1 collection
- 10,000 annual patient encounters

Source: http://www.himss.org/content/files/davies/2007/amb/FamMedSpecialistsTX_17.pdf