



Embracing Change

By Paul Hayes

Being a patient these days is a far cry from yesteryear. As healthcare organizations move toward today's reality of an Electronic Health Record, patients are being brought closer to their care and health data than ever before. Many organizations are planning or implementing technology to allow patients to sign into systems and update registration and insurance data, schedule appointments, view results and even pose questions to their doctor, through

patient portals. Before we know it, Quicken and Microsoft will have their healthcare products on the shelves of software sellers and we will be busy balancing our healthcare books.

At Hayes Management Consulting we are working hard to stay abreast of these developments and to help our clients embrace the changes of these exciting times.

Hayes Management Consulting Allscripts™ Tip

Resolving a particular printer issue – without any cost

Have you ever had users at one clinic print to another clinic's location by accident? Do you have all of your printers listed under one server – even if those printers are located at different sites?

To view the complete tip please visit our website www.hayesmanagement.com.

To view our latest IDX DBMS trick
please visit our website
www.hayesmanagement.com.

Patient Web Access to Electronic Health Records

By Mary Charnes, RN

As the number of health care providers using electronic health records increases, we are seeing more computers at hospital bedsides, workstations in the exam rooms and handhelds being carried by our health care providers. It is no wonder that in today's world of technology and instantaneous access to information, patients are requesting online access to their health information. Their reasoning is simple: current technology allows us internet access to our financial records, school records, travel records... then why not our health care records? A growing number of health care providers, hearing these demands, are complying. Medical practice groups are distinguishing themselves in the market place with patient portals, granting access to medical record information as well as other features.

So why are patients asking for these systems? The simple answer is: they make life easier. Scheduling one's own appointment, privately on-line, any hour of the day is easier and offers more privacy than calling the clinic during business hours, the same hours you're busy with your own work. Paying bills on-line has become commonplace and consumers want that extended to medical bills. Other features commonly offered include printing immunization records, sending a secure message to the clinic asking for medical advice, reviewing the lab results from a recent medical visit, and even graphing those results over a period of time. More recently there are now payers that will reimburse organizations for E-care visits. In order for the visit to be reimbursable the

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UPDATES FROM OUR OFFICES

Mike Tagliento, joined the Physicians Practice Group in February. For the past 11 years, Mike worked for IDX in sales, finance and IT project management roles. He spent over four years as a Project Manager for the Flowcast upgrade team where he completed over eighty successful upgrades. Mike also served as a PeopleSoft Product Manager for IDX's Corporate IS department. At Hayes, Mike will bridge many projects between the technical and physician practice area.

Ben Nagaprasanna, CHE, MHA, FHIMSS, joined the Clinical Services team in May. Ben has over 23 years of healthcare experience in strategic planning, IT operations assessments, revenue enhancement, project management, process re-design and implementation of information systems. He has extensive Epic Systems implementation experience, in particular with Resolute Hospital Billing, ADT and Cadence, and is certified in Epic System's Resolute Hospital Billing.

Mary Charnes, RN, joined the Clinical Services team in June. Mary has over 30 years of nursing experience and 15 years of health care system design, build and implementation experience in home care, hospice and ambulatory care settings. Her most recent experience has been with EpicCare Ambulatory and MyChart and she is certified in both of these modules.

Heidi Luk joined Hayes in July as a Consulting Associate. A recent graduate of UCLA with a Bachelor of Science in psychobiology, Heidi has served in a variety of positions in the fields of healthcare, customer service, and information technology. Heidi will be based out of the California office.

Bonnie McNabb joined Hayes in July as a Business Assistant. A graduate of the University of New Hampshire, Bonnie will be working in the Finance Department.

New Trend - Rapid Technology Assessment

By Kathleen Gaffney

Hayes clients recognize the significance of the many technological advancements in the marketplace and the impact that they could bring to their organization, including benefits such as:

1. increased levels of patient safety across the continuum of care
2. reduced risks of medical errors
3. better communication with external providers
4. easier access to information for physicians
5. enhanced ease in which their patients can navigate the healthcare system

To support these initiatives an organization must have a clearly defined IT Strategic Plan. In many cases we are seeing a trend for a rapid technology assessment and recommendation. The reasons for this type of assessment may include:

- Organizational and governance changes may propagate changes in the way IT supports the organizational goals.
- Vendor contract renewals have IT management assessing whether their current vendor products are positioned to support the industry requirements.
- Defining what is the long term viability of their vendor and its ability to maintain its quality products and market share.
- Owning cutting edge technology solutions provides a competitive advantage in some markets to attract physicians and patients to their facilities.
- Maintaining the integration between disparate clinical systems is compounded as more systems are put in place.

Hayes has been engaged in many of these projects to provide a truly unbiased assessment of the facts and to clearly articulate the most effective IT strategies and solutions to meet our clients' budgets and organizational goals. Providing factual analyses and gaining organizational support for initiatives are just a couple of the ways Hayes can help you be successful in IT Planning. To learn more about Hayes engagements visit www.hayesmanagement.com.

Improving Billing Compliance Effectiveness (without adding more staff)

By Brad Boyd

The coding and compliance audit process is inherently inefficient, labor intensive and time consuming. These unfortunate but all too common attributes often compromise the effectiveness of a compliance program. For example, the gap between an occurrence of a coding or documentation problem and when the problem is identified through the audit process typically takes months. It takes even longer to provide corrective action education to providers and senior management. Another example is the lack of standardization across auditors and departments in terms of audit sample selection, interpretation of what classifies a compliance risk and reporting criteria. This makes risk assessment, comparison reporting (provider to provider, practice to practice, department to department) and trending very difficult, if not impossible.

Fortunately, the MDaudit billing compliance management software provides a combination of automation and risk-based audit functionality that enables an organization to dramatically improve the effectiveness of their existing compliance program. By integrating with your practice management system, MDaudit automates many of the time consuming activities of the compliance audit. This frees up your staff to concentrate on the activities that add the most value to your compliance program: auditing more cases and provider education. Additionally, automation collapses the audit cycle, which identifies problems faster and provides actionable information to providers and management on a timelier basis. Lastly, standardization and robust reporting enables organizations to compare compliance performance at various levels throughout their organization (provider, division, department), while evaluating the organization's performance over time.

For product information, a customized ROI analysis or to schedule a product demonstration, please contact Brad Boyd at 617-559-0404.

Patient Web Access to Electronic Health Records

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visit must be electronically generated and have the documentation to support a level two office visit. As more organizations "go online", there will be pressure on other payers to recognize and reimburse for E-care visits.

At your organization, you may be reviewing the impacts of implementing a patient portal, along with determining the most desired features. A primary reason given for implementing a patient portal is patient satisfaction and increased market share. Easier appointment scheduling, timelier lab results, ready access to health information and ease of confidential communication will increase patient satisfaction, which in turn should translate into increased market share. Literature suggests that females between 35 - 50 years old are most likely to use a patient portal since they generally handle the medical issues and scheduling for the family. The feature most commonly used is appointment scheduling, followed closely by

electronic communication, access to health summaries and clinical results, either lab or radiology.

Beyond patient satisfaction, there may be operational savings, including decreased office staff needed to schedule appointments, decreased postal costs for patient communication, and increased revenue for E-care visits.

However, there are a number of issues that must be carefully considered and planned for, including additional systems costs, data security concerns, and the "unknowns" of this relatively new technology. Training and maintenance, for both staff and patients, must be ongoing and will require spending of both financial and human capital.

Hayes Management Consulting has been working with clients that are implementing this option of their electronic health records, and has staff ready to assist your organization as you consider your options.



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HAYES CONFERENCE CALENDAR		
IDX Users' Conference	August 13–15	Boston, MA
Epic Users' Group Meeting	September 18–21	Madison, WI
MGMA	October 22–25	Las Vegas, NV