

One of Largest Physician-owned Neurology Practices Finds Achieving Meaningful Use Easy with PrimeSUITE’s MU Dashboard

Challenge

In a large physician-owned practice such as the **Minneapolis Clinic of Neurology** (MCN), successfully adopting mandates for change can be difficult. But seeing the value of a modern electronic health record to support their delivery of coordinated, best-practice care, in 2010 MCN took the leap from paper charts and an old practice management system to a new fully integrated EHR/PM solution from Greenway — PrimeSUITE®.

With the new EHR in use for only a few months, the clinic began the process to attest to meaningful use so it could qualify for federal incentive funds. The challenge was how to track and prove meaningful use across so many providers and locations...especially since the organization is relatively flat, with few intermediate staff members between the front desk and the physicians themselves.

Solution



“We found the PrimeSUITE Meaningful Use Dashboard to be a phenomenal tool,” said *Irfan M. Altafullah, MD*. “It’s quick, easy to run and self-explanatory. It is one of the most functional tools I’ve seen for helping achieve meaningful use.”

Cathy McCarty, MCN’s director of Internal Operations, agreed. “The dashboard captures all of the information needed for us to easily report to CMS during the attestation process. Without it, tracking the

many MU measures would be extremely labor-intensive and expensive.”

Results

Most physicians already attested — By the end of 2011, virtually all MCN physicians easily met the ePrescribing metrics; 31 of the clinic’s 34 doctors successfully attested to Stage 1 meaningful use of the PrimeSUITE certified EHR and MCN received its first checks. For a practice the size of MCN, that represents a sizeable return on its EHR investment to support ongoing initiatives.

McCarty starts each day reviewing the MU Dashboard’s data. “It’s so easy to see how we’re doing as a practice overall, and how each physician is tracking to the metrics. I love it that we can drill down to the provider and patient level to see exactly where we can improve further.”



The largest privately owned neurology practice outside of an academic setting in the nation, the **Minneapolis Clinic of Neurology**, founded in 1955, is widely known and respected for the expertise of its staff and the quality of its care.

The clinic provides comprehensive neurology and physical therapy services through its Golden Valley, MN main office, four satellite offices and 40 outreach locations throughout greater Minnesota and western Wisconsin. Services include adult and pediatric general neurology, subspecialty neurology programs, neurodiagnostic testing, rehabilitation services, neuropsychology and psychology.

www.minneapolisclinic.com

“PrimeSUITE and the Meaningful Use Dashboard have provided us with hard metrics of our success.”

— Dr. Altafullah

PrimeSUITE's EHR, implemented in October 2010 after a May activation of its integrated practice management functionality, is extensively used in the main MCN office but hasn't yet been rolled out extensively to the many remote clinics. "We're pretty much chart-free in our metro locations, but the next step is to use it more extensively across the outreach locations," McCarty reported. "Certainly, the meaningful use incentive funds will support that process."

Remote access improves care and productivity — Physicians already appreciate remote access to their patients' electronic records through PrimeSUITE — either from the remote clinics, their homes or while providing patient care at area hospitals. "As a comprehensive neurology practice, our documentation is extremely detailed," Dr. Altafullah noted. "It's really critical to providing the best-possible care that we have access to that information from *wherever* we're making decisions impacting the health of our patients...in the hospital or at our various clinics. Also, having that easy access means our staff doesn't have to pull charts and send all of that paper back and forth between locations."

Transcription costs cut in half — Through a combination of PrimeSUITE's templates and its ability to receive information through speech-recognition software, MCN has been able to reduce its transcription costs by 45 percent in one year alone. "Again, that's a significant benefit we've received by implementing PrimeSUITE," Dr. Altafullah said.

Multiple awards for clean claims — McCarty reported that the clinic has been a regular recipient of Gateway's Gold Star Award — considered its gold standard of revenue cycle quality for medical practices. This means that through the use of PrimeSUITE's integrated EHR/PM, the practice has submitted claims to its claims and eligibility clearinghouse multiple months that were at least *99 percent error-free*. "That of course directly translates into reduced time and costs for having to re-file claims, improved Accounts Receivable days and cash flow, and maximized reimbursements. "Gateway says it best: 'The efficiency and financial benefits yielded from your efforts are great.' We're very proud of that."

Embracing change — Dr. Altafullah noted that "I believe it takes a year to a year and a half to fully integrate new systems and processes into a practice. It's never easy to give up highly learned practices and adopt new ones. Thus far, my colleagues and our staff have been up to the challenge and we've come a long way in our first year. We look forward to continuing to use PrimeSUITE to deliver better and more cost-effective care to our patients."

For More Information

For details about how Greenway customers are utilizing our solutions to coordinate and improve cost-effective care, visit www.meetgreenway.com, see our main website at www.greenwaymedical.com or email us at info@greenwaymedical.com.

"There will be a day when we look back and wonder how we provided care without an EHR, using all of that paper."

Cathy McCarty
Minneapolis Clinic of Neurology
Golden Valley, MN

Key benefits/outcomes

- Supports easy tracking of all meaningful use metrics to enable attestation
- 31 of 34 physicians already attested to Stage 1 MU and received funds
- Anywhere, anytime access to comprehensive patient information — from satellite and outreach clinics, physicians' homes, etc.
- Transcription costs down 45 percent

Greenway solutions featured

PrimeSUITE

- Electronic health record
- Practice management
- Meaningful Use Dashboard