

## Westwood-Mansfield Pediatric Associates

### The Challenge

Westwood-Mansfield Pediatric Associates, a multi-location pediatric practice, understood its current paper-based system had become a detriment to the efficiency of the office. As a result, the practice needed to implement a comprehensive EMR/PM system to increase patient satisfaction and improve outcomes.

### The eClinicalWorks Solution

eClinicalWorks' comprehensive EHR solution, with unified practice management, met the needs of Westwood-Mansfield Pediatrics. The system increased the efficiency and is now able to provide the proper care the patients deserve.

### Success

After installing eClinicalWorks, Westwood-Mansfield Pediatrics now has the ability to streamline the processing of claims, posting of payments, and provide insurance follow-up. The adoption of the EHR, corresponded directly with the renovation of both medical offices, leading to an exam room designed to maximize the efficiencies of the technology.

Westwood-Mansfield Pediatric Associates, a 16 provider practice, with two locations in Southeastern Massachusetts, provides a full range of services in pediatrics. The practice is dedicated to a caring, compassionate, and competent team approach to the healthcare of patients from infancy to young adulthood. The practice partners with families to provide the best possible care for every child and strives for continuous quality improvement. Affiliated with Children's Hospital Boston through the Pediatric Physicians' Organization at Children's Hospital (PPOC), the practice's dedication to quality has been noted in the pediatric health care community. As an early adopter of implementing a comprehensive EHR through the PPOC, Westwood-Mansfield Pediatrics looks to provide the upmost care to all of its young patients.

### EMR Selection and Implementation

In 2008, Westwood-Mansfield Pediatrics began its search for a comprehensive electronic medical records system. The paper-based system they were using had become a detriment to the efficiency of their office. On multiple occasions, nurses were unable to decipher the doctor's notes resulting in extra time spent double checking accuracy to provide the proper care. With two offices, patients also wanted the flexibility to have appointments at either site which was impossible with a paper system. The goals of implementing a new EMR/PM system were to:

- Increase patient satisfaction and improve outcomes
- Affordable system
- The ability to track labs

After Westwood-Mansfield Pediatrics' lengthy search of multiple vendors, eClinicalWorks was the perfect fit. The ease of use and accessibility were driving factors for selecting eClinicalWorks. The adoption process was brief, only taking a weekend to complete, and both offices were set up in less than an hour.

"I've been working at Westwood-Mansfield Pediatrics for over 20 years now and I've seen the practice grow from being very disorganized and paper centric to efficient and paperless. With eClinicalWorks we are now able to provide the proper care our patients deserve!" Lori Kral, Nurse Manager.

## Clinical and Administrative Workflow Efficiencies

For the staff at Westwood-Mansfield, the eClinicalWorks solution has meant greater efficiency and time saved. There are no longer stacks of charts to carry back and forth. Automating the practice makes sure each patient receives the best care possible. With a pediatric practice, many parents want to be informed and involved with their child's care.

**"Since the implementation of eClinicalWorks we now have the ability to streamline the processing of claims, posting of payments, and provide insurance follow-up."**

Alicia Stabley, Front Office Staff

With the elimination of paper charts, the clinical staff can instantly view the patient's record online, print the information out immediately and respond to patient calls or questions for medication refills, and lab results. With the use of the Patient Portal parents can communicate directly and quickly with the practice, allowing them to be proactive in the management of their own family's healthcare. Parents can now access the medical records online anytime, even during the middle of the night, to request medication refills, view lab results, and even request appointments for that very morning.

In a July 2012 report, [How Does Your Doctor Care?](#), from the *ConsumerReports® Health* for Massachusetts residents, Westwood-Mansfield Pediatrics scored top marks in patient communication and how well doctors provide preventative care and advice. The study, in which patients were surveyed, focused on willingness to recommend, how well doctors communicate with patients, how well doctors coordinate care, how well doctors know their patients, getting timely appointments, care, and information, and getting courteous and respectful help from office staff. The high ranking for the practice is directly related to the adoption of the electronic health records and how well the practice has been utilizing the technology. In conjunction with the implementation of eClinicalWorks, Westwood-Mansfield Pediatrics patient's willingness to recommend improved dramatically from 83% in 2007, to 90% in 2011.

"The doctor is the medical expert, but you're the expert about you and your child," said Lester Hartman, M.D., the quality improvement director at Westwood-Mansfield Pediatrics, in the ConsumerReport. "It's that collaboration between the doctor and the patient that results in the best health care for all involved."



### Clinical and Administrative Improvements

- Long-term appointment scheduling (scheduling patients 1 year in advance)
- Ability to scan records directly into the patients charts
- Ease-of-use
- Accessibility
- Ability to track labs
- Ability to track allergies and medications

“With the EHR we now know when a patient has checked in and arrived. With the increase of childhood allergies, being able to prepopulate the information in the eClinicalWorks system improves patient safety.”

Bridgid, Nurse.

### eClinicalWorks P2POpen™

Westwood-Mansfield Pediatrics is currently using a network, P2POpen, that provides the practice with the ability to connect the physicians and help them to collaborate and connect with any provider or staff, both in the practice, and within the Network's community. At Westwood-Mansfield Pediatrics, communication and clinical data exchange are essential to delivering high-quality patient care. As a result, the front office staff continuously utilizes the inter-office messaging capabilities to notify one another and to send messages directly into patient's charts. P2POpen also provides access to new reporting and analytic tools allowing the transmission of records easily in fewer steps to help increase efficiency. Access to the peer-to-peer network is built right into the EMR, providing easy access to integrated features for Westwood-Mansfield Pediatrics such as:

- Enhanced file support for patient document attachments
- Improved documentation
- Ability to work as an integrated staff with the use of messages
- Ability to connect and exchange messages directly with specialists

“The eClinicalWorks system is both easy-to-use and accessible. I love the P2POpen as it allows me to message other staff throughout the office and place messages directly into patient's charts.”

Karen Collins, Front Desk Receptionist

### Innovation in the Exam Room

In 2008, Westwood-Mansfield Pediatrics' adoption of eClinicalWorks corresponded to the renovation of one of its offices. As a result, the practice took the opportunity to design its exam rooms to incorporate the new technology on the tablet computers. Having all of the records in one centralized location allowed the practice to be more comprehensive and improve the overall quality of care. However, with the new technology came an increase in usage of tablet computers. The previous

exam rooms were designed to incorporate paper records and the current setup promoted a decrease in patient-doctor interaction. Some viewed the computer as a threat to the relationship and determined the only solution was to develop an exam room to use the functionality of the technology without losing the vital interactions.

Even parents are noticing a difference in care as a result of the renovated exam rooms. One parent in particular, Jane, whose child has been with the practice since birth stated, "I love the new redesigned exam rooms.

The rooms are designed with the patient in mind as my child's doctor keeps both of us engaged. With the advent of the EHRs and the new layout I feel that our visits go very smoothly and I am able to build a long standing relationship with my child's doctor!"

