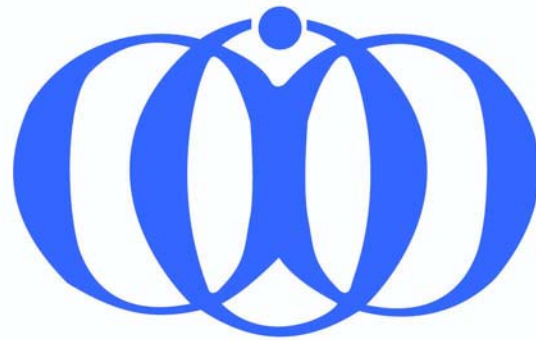


CHCANYS CONFERENCE

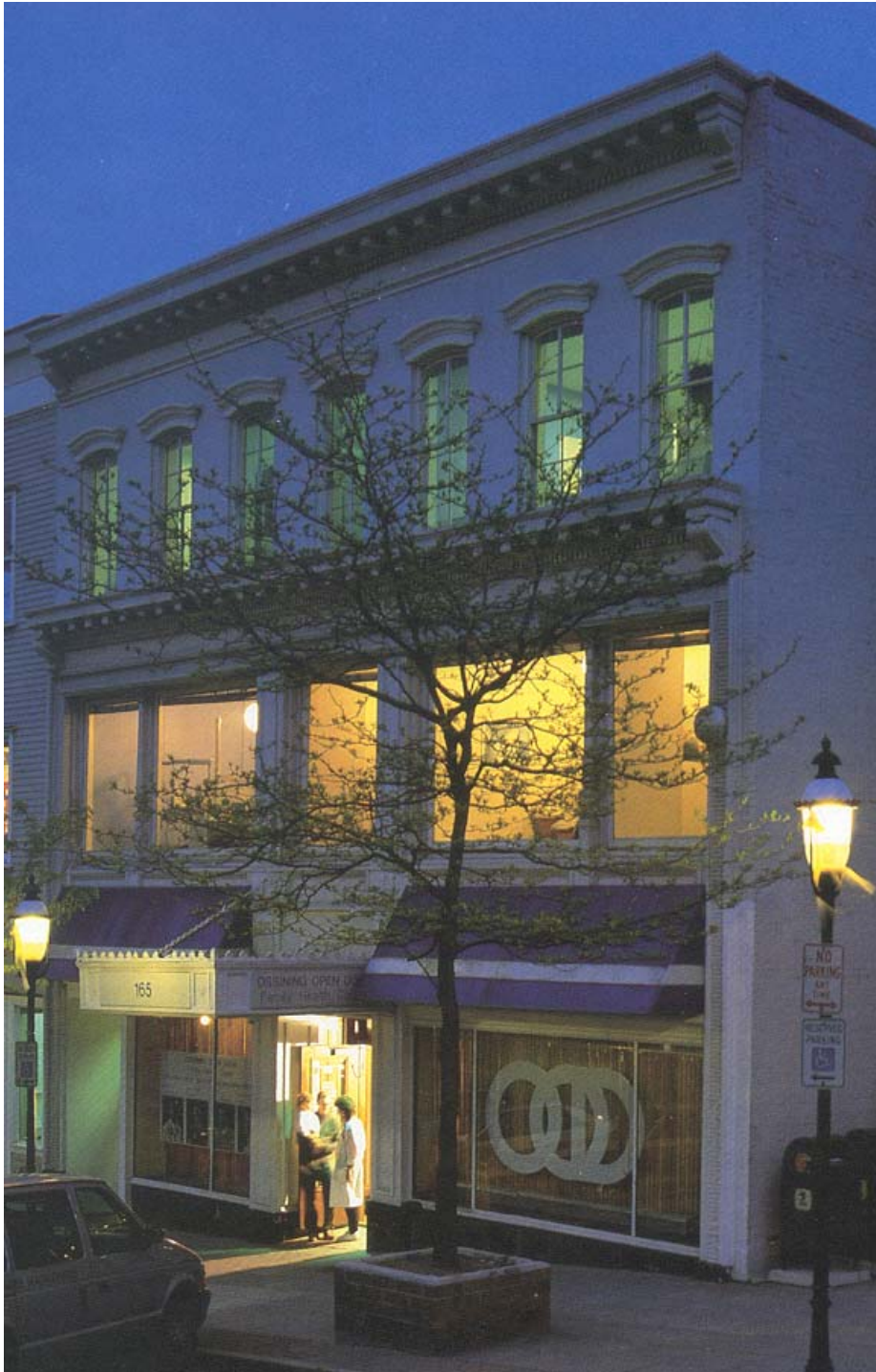
OCTOBER 16, 2007



**OPEN DOOR
FAMILY MEDICAL CENTERS**

OSSINING ~ SLEEPY HOLLOW ~ PORT CHESTER

MOUNT KISCO



EHR IMPLEMENTATION AT THE OPEN DOOR FAMILY MEDICAL CENTERS

LINDSAY FARRELL MBA,
PRESIDENT & CEO

DAREN WU MD,
CHIEF MEDICAL OFFICER



OPEN DOOR THUMBNAIL SKETCH

FOUR SITES

+ 2 SCHOOL BASED

170,000 VISITS

225 STAFF MEMBERS

54 LIPs

\$21 MILLION OP BUDGET



EHR IMPLEMENTATION
FOUR YEAR
HORIZON
2004 - 2007



2004

ENHANCE OD'S IT KNOWLEDGE BASE

ASSESS GAPS

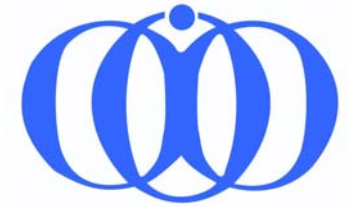
MEDICAL MANAGER'S LIFECYCLE

PRACTICE MANAGEMENT FUNCTIONALITY

INADEQUATE VENDOR SUPPORT

LIMITED STAFF KNOWLEDGE

LIMITATIONS OF PAPER RECORDS



- 2004
- Commitment to EHR
- Attended HIMSS Conference
- Raised Board's awareness
- Developed HIT Strategic Plan
 - Dedicated IT staff
 - Enhance IT backbone
 - Upper & lower data warehouse



2005

Organization-wide capital improvement program

Facility improvements & wiring for network backbone

Hired IT staff to support network

Set up data warehouse



2005 & 2006

Vendor research & intelligence

4 products carefully reviewed

Evaluated EMR functionality

Vendor and independent references



2005 & 2006

Investigated funding opportunities

Private foundations & individuals

Government grants

Congressional ear-marks



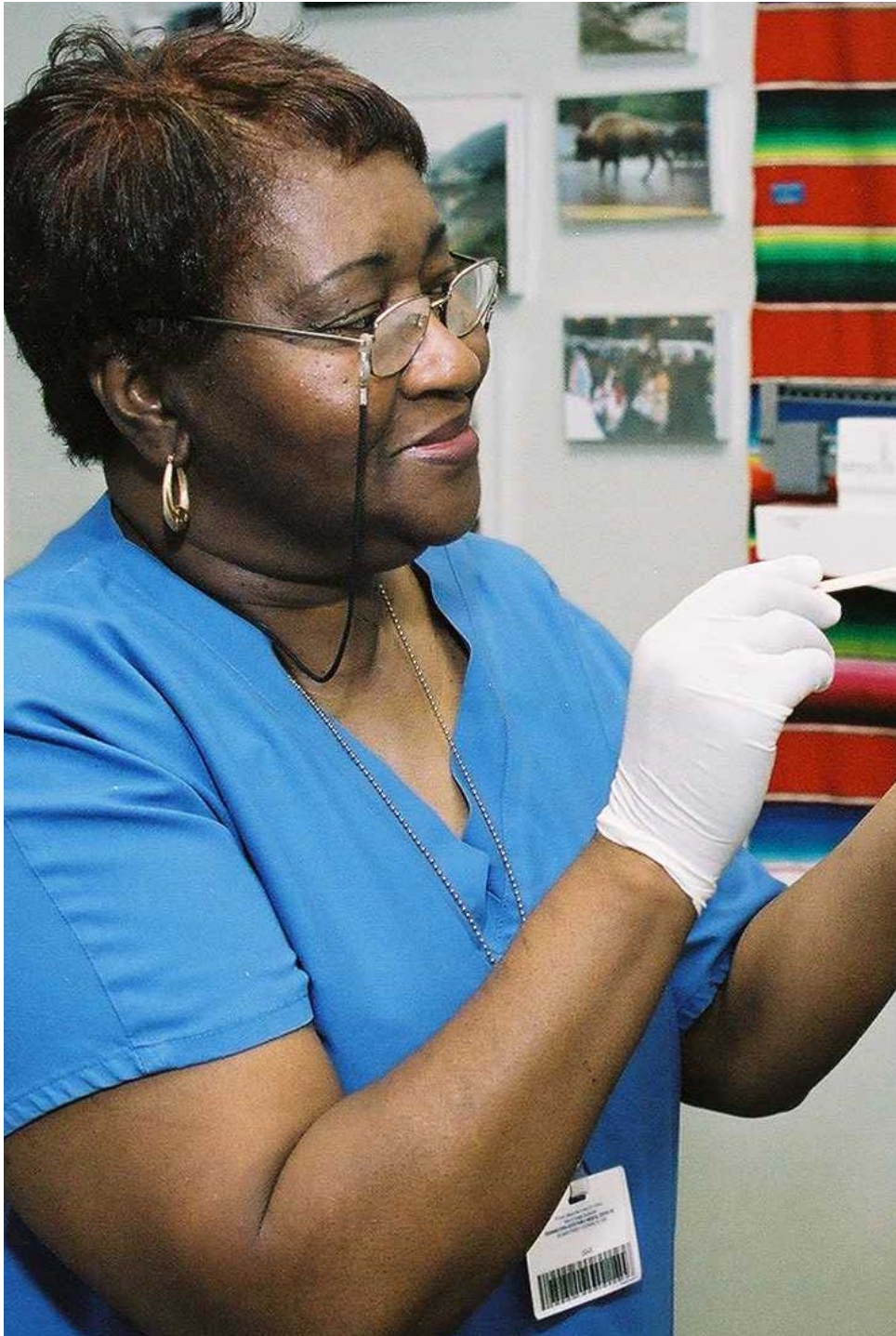
2005 & 2006

Staff Preparation

Collaboratives

Planned Care

Registry Use



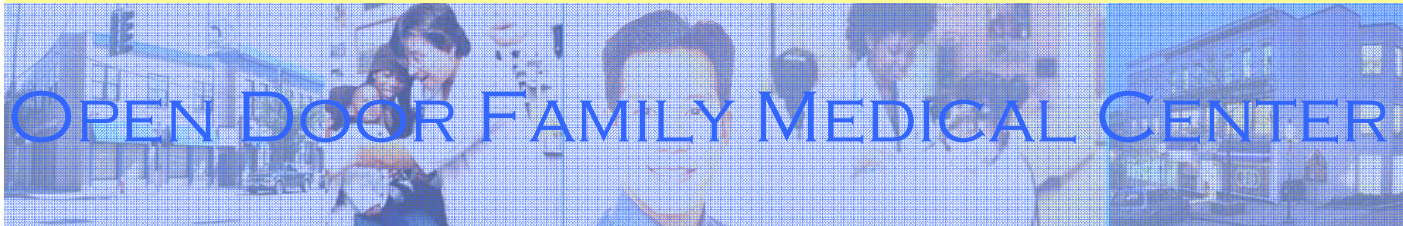
Cancer

Collaborative

PECS to manage
15,000 patients

Computer terminals in
every exam room

Physician data entry in
exam room



LATE 2006

Decision to purchase ECW – in time
for the 2007 Budget

Implementation timetable was
vendor driven

Funding NOT secured...we leased!

Board approval needed



JANUARY & FEBRUARY 2007

Implementation plan delineated

Hardware specified & purchased

Core “super-user” team established

Training plan developed

SUPER-USER TEAM

▪ CEO

▪ COO

▪ CMO

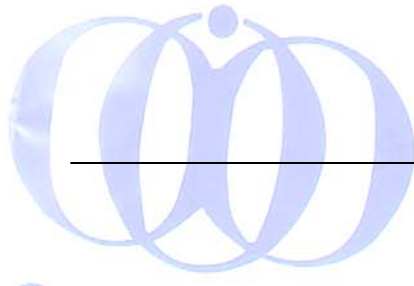
▪ CFO
(BILLING SU)

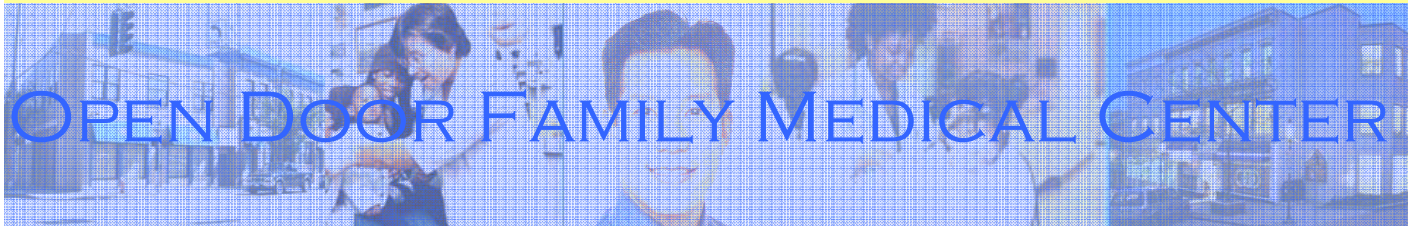
▪ DIRECTOR OF PI
(CLINICAL SU)

▪ NURSING DIRECTOR

▪ DIRECTOR OF
BEHAVIORAL HEALTH

▪ BUSINESS ANALYST/
IT SPECIALIST





FEBRUARY & MARCH 2007

Hardware configured

Network checked

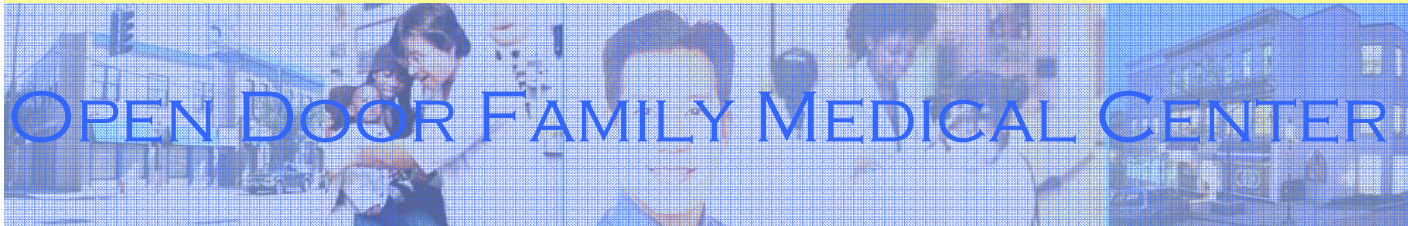
Sandbox provided for Super User practice

Medical Manager/PECS data evaluation

Data migration decisions

System set-up commenced

Training schedule refined



MARCH & APRIL 2007

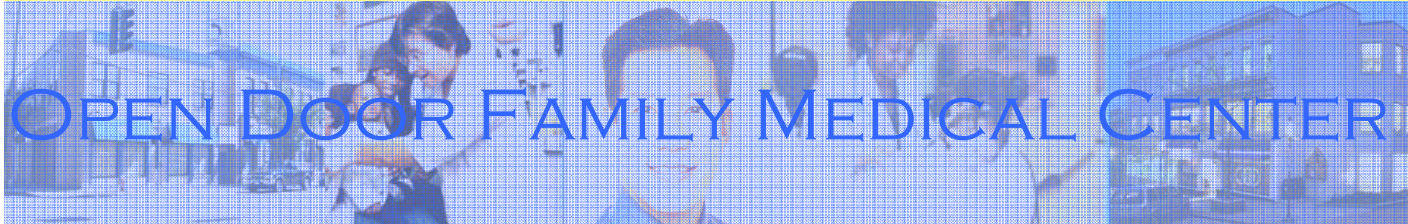
Data migration

Appointment templates set-up

ICD-9, CPT, HCPC set-up & linking

Go live date confirmed/ Vendor trainers
scheduled

8am daily huddles for core SU team
sharing of set-up issues & lessons



MARCH & APRIL 2007

Practice Management Go Live April 16th

Clerical & support staff rotate

Super Users deployed across sites

Daily huddles continued

Audits of appointments/charge capture

Claims submitted & paid

ERA fine tuning



JUNE 2007

Clinical staff rotate for training

EMR Go Live by unit & site

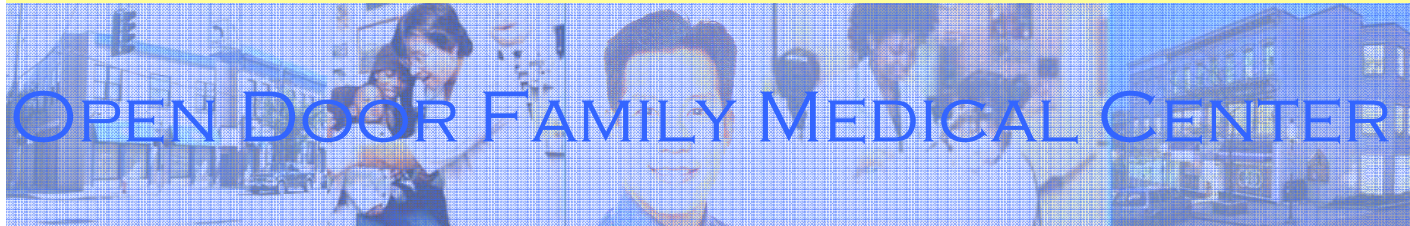
Audits of clinical notes/

charge capture

Lab results received via fax batches

Fax prescriptions

Lab module set-up



AUGUST 2007

System functionality learning

Bi-directional lab operational

System limitations



WORK FLOW TRANSFORMATION

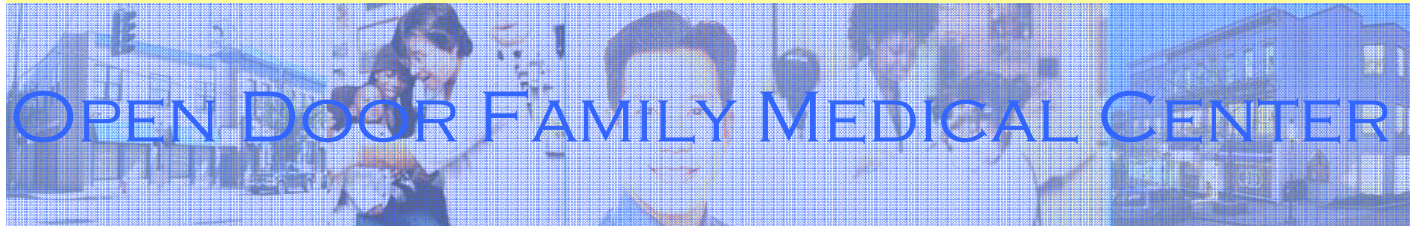
Patient Care Units (faxed scripts, referrals)

Medical Records

Laboratory

Billing

Telephone Messages



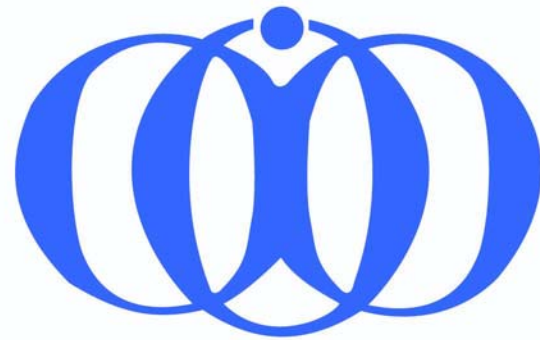
KEY LESSONS

CMO enthusiasm essential

Huddles essential for clear communication

Standard CHC set-up guidelines needed

Data entry audits important



**OPEN DOOR
FAMILY MEDICAL CENTERS**