

Customer Profile

Medical and Practice Management



Centura Health

Englewood, Colorado

Vital Statistics

Name:	Centura Health
Location:	Englewood, Colorado (15 miles south of Denver)
Size:	13 hospitals (1600 beds), 7 senior living communities, home care and hospice services
Practices:	Approximately 60 clinics covering all major specialties
Care Region:	State of Colorado
Tax Status:	Non-profit (Faith-based)
LSS Go-Lives:	Practice Management - November 2007 Electronic Health Record - April 2009

Selection Criteria

The partnership between LSS Data Systems and MEDITECH, and the seamlessness of the companies' products, was central in Centura's decision to purchase Medical and Practice Management (MPM) in early 2007. "It was definitely the integration that led us to select MPM," says Amy Feaster, Vice President of Information Technology at Centura. "Our EHR strategy is to have a single record for all of our patients to manage their care and help with care decisions across our continuum." As their state's largest healthcare organization -- with 13 hospitals, approximately 60 clinics, seven senior living communities and home care and hospice services -- Centura was also looking to automate and simplify its administrative processes, including registration, billing and reporting. "It's important for performing quality reporting across an organization as large as ours," adds Feaster.

Financial Benefits

Marty Schultz, Director of Physician Client Services, agrees. She's seen the benefits of the native aggregation of data from across the enterprise. "It's helped greatly with reporting. Previously we had some practices on Epic and others using a mix of outsourced billing services, and it required a lot of work bringing the data together," says Schultz.

And the registration process has been significantly streamlined, too. "It's been very beneficial to end the double entry of data during registration," reports Feaster. "Previously our staff had to register patients on the hospital side as well as on the clinic side."

Early in the organization's implementation, one of their medical assistants noticed that approximately one quarter of all patient records being loaded from their previous practice management system already had records in their MEDITECH hospital system. "That's a huge

Executive Summary

Centura Health is Colorado's largest family of hospitals and health care service providers, and one of the state's largest private employers, with over 13,000 associates. A faith-based, nonprofit health care organization formed in 1996 by sponsors Catholic Health Initiatives and Adventist Health System, Centura comprises 13 hospitals, seven senior living communities, approximately 60 physician practices, and home care and hospice services.

Centura is recognized nationally for its award-winning stroke care, consistently ranking as one of the leading providers of cardiac services. Additionally Centura is at the forefront of bone and joint replacement. In line with their mission to nurture the health of people throughout their communities, Centura provides over \$50 million in charity care annually, contributing more than \$15 million to hundreds of community programs across the state.

thing to be able to communicate back and forth with the hospital.” says Bridget Clifford, who works at Touchstone Health, a family practice clinic based in Pueblo, CO and one of Centura’s first physician practices on the software. “It means our information is more up to date.”

On the financial side of their operations, Centura has appreciated the benefits of billing process integration in the form of lower AR days. “Our AR days have dropped over 15% in the past four months,” says Feaster. “This is positive, and we expect it to improve even more as we roll out MPM to additional clinics.” Nearly all of Centura’s 60 clinics are using MPM’s administrative and billing applications and approximately one third (and climbing) have implemented the clinical (EHR) components.

Clinical Benefits

For clinical users of the MPM Suite the benefits have been equally apparent. “Providers really like how they can access the entire record, with data from both the hospital and clinics,” says Schultz, who works directly with the physicians and nurse practitioners as they adopt the software.

In addition to access to care data from across the enterprise, Centura’s clinical staff have experienced improvements to general office workflow. “Our providers appreciate how the Physician Desktop centralizes all their messages and tasks,” says Feaster. “Previously they wouldn’t document all of the brief conversations they were having.” In addition, Centura clinicians particularly like receiving lab reports, x-rays and other results directly back on their desktop electronically. Adapting to the new system and workflow inevitably presents some challenges, but providers at Centura see the big picture and support the initiative. “This is a huge step forward for the organization and we’re happy to be part of it,” says Louise Schottstaedt, MD, who chairs the Application Steering Committee,

In fact, the engagement of providers in the technology adoption process is a point of pride for Centura’s IT team.

“We’re really proud of how well our providers have done adapting to the system, says Feaster. Change is hard but they’ve done a great job adopting the technology.”

Schultz agrees, observing that the rollout of their integrated EHR has strengthened relationships. “There has been a huge amount of collaboration between providers,” she says. “It’s been very positive to see this kind of teamwork.”

Conclusion

Looking ahead, Feaster and her staff plan to continue the rollout of MPM to additional physician groups, including piloting a select group on e-prescribing over the next few months. “We’re also really looking forward to the Zynx (evidencebased) templates for PQRI and Disease Management, as well as the improved OB templates.” And as she scans the horizon and sees the HITECH portion of the ARRA continue to ripple through the industry,

Feaster says they’ll keep doing what they’re doing: Implement their one patient one record strategy.

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Amy Feaster
Vice President
Information Technology
Centura Health