

# Customer Profile

Medical and Practice Management



## Northeast Health

Troy, New York

### *Vital Statistics*

Name:	Northeast Health
Location:	Troy, New York
Hospital Size:	518 beds (Albany Memorial Hospital, Samaritan Hospital and Sunnyview Rehab Hospital facilities)
Practices:	7 locations including family practice, internal medicine, general and thoracic surgery
Care Region:	22 counties in New York
Tax Status:	Non-profit, privately owned
LSS Go-Lives:	Practice Management - March 1997 Electronic Health Record - June 2006

### *Selection Criteria*

Northeast Health chose LSS Data Systems for their ambulatory electronic health record needs for a variety of reasons. According to Colleen Bornhorst RN, BS, MS Senior Clinical Analyst at Northeast Health, it was the high level of integration with Northeast Health's primary care clinics and hospitals that led them to LSS Data Systems' Medical and Practice Management (MPM).

"At the time we were evaluating software for our primary care network LSS had many advantages over the competitors that were evaluated," Bornhorst said. "We already had LSS Billing and we were a full MEDITECH clinical and administrative system. The integration with MEDITECH was a selling point even before the Stimulus [American Recovery and Reinvestment Act of 2009] dollars were proposed."

Northeast Health - a "Most Wired" health system according to Hospitals & Health Networks (H&HN) - has been utilizing the Admin/Billing portion of the MPM Suite for physician practice management since 1997, and the full MPM Suite (including clinicals) since 2006.

Because an effective implementation is a big factor in long-term success, it was important for LSS and Northeast Health to get off to a good start. Northeast Health's Chief Medical Officer John Collins observed, "Partnerships work best when both organizations are open to feedback."

### *Financial Benefits*

From the beginning, one of Northeast Health's primary goals has been to eliminate unnecessary manual work wherever possible by utilizing the electronic health record system. Having fully integrated software with other hospitals and clinics has proved to be a huge benefit to this end. With this continuous flow of patient data between facilities, Northeast Health has realized increased efficiency and saved time and money.

### **Executive Summary**

Northeast Health was formed in 1995 by the merger of Samaritan Hospital and The Eddy, and joined by Albany Memorial Hospital in 1997 and Sunnyview Rehabilitation Hospital in 2007. The facilities of Northeast Health are deeply rooted in their communities, each with a long tradition of providing high quality care and services. Serving 22 counties in the greater Capital Region of Upstate New York, Northeast Health cares for approximately 175,000 people each year and provides a vast array of senior care, hospital, rehabilitation, specialty and retirement living services.

Their Primary Care Network offers a full range of medical, preventive and diagnostic services for people of all ages at seven locations throughout the region, including: Albany, Troy, North Greenbush, Cohoes, Waterford and Green Island. As one of the region's largest private-sector employers, Northeast Health is a vital health and economic force employing over 5,000 individuals.

Another time saving example comes from their use of Electronic Remittance Advice (ERA), which has helped prevent the manual keying of remittances. In fact, Northeast Health has lowered their AR days by 11 (more than 20%) since they began maximizing the use of the reporting tools. EDI Claims, Client Billing, Accounts Payable (AP) and General Ledger (GL) have all contributed to their success with the Admin/Billing functionality.

“Northeast Health continues to look for ways to utilize the LSS system to automate functions allowing them to be as efficient as possible,” said David Pettingell, Marketing Vice President at LSS. “It’s a pleasure working with such knowledgeable users and assisting them in meeting their goals with the MPM product.”

### *Clinical Benefits*

Some of the greatest benefits Northeast Health has experienced come from their use of MPM’s clinical applications. For instance, the notification processes of task lists, reminders and overdue Health Maintenance items have helped with their overall goal to provide high-quality health care accessible across all facilities. Integration with MEDITECH’s EMR, has allowed providers to appropriately code a patient’s visit and update a patient’s chart across the Northeast Health enterprise.

“We are able to integrate diagnostic results from our two acute care hospitals into the messaging system for immediate notification of results,” Bornhorst commented. “Also we are able to incorporate these results into provider notes for visits. Any orders can be electronically recorded and transmitted to the correct department in our hospitals without needing to write or print anything.”

As part of Northeast Health’s EHR strategy they’ve also utilized Zynx Health templates and content for increased efficiency with evidence-based decision support.

“The LSS EMR (Electronic Medical Record) has definitely helped me in my daily practice,” said Northeast Health Family Practice physician Olai Sam, MD. “I like that my staff don’t have to leave their desk to look for information on a specific patient’s chart. It has greatly improved communication with other providers and the ER department.”

“All the information I need is at my fingertips,” Sam continued. “When it comes to my office notes, I’m finished within the same day as the visit. And since it’s electronic instead of handwritten, it’s readable by anyone.”

### *The Future*

Looking forward, Northeast Health plans to continue with MEDITECH’s Advanced Clinicals and initiate EMR documentation in their acute care hospitals, as well as expanding physician documentation to their rehabilitation hospitals and emergency rooms.

With the industry landscape forever changed by the 2009 ARRA stimulus opportunities, Northeast Health continues to position themselves to take advantage of reimbursement incentives. “By using the LSS and MEDITECH websites and participating in customer events, we’ve been able to keep informed of current industry info and government regulations relevant to our organization,” Bornhorst said. “Their expertise has been very helpful.”

Regardless of incentives though, they continue seeking ways to accomplish the highest level of patient care while staying up to par with the latest industry standards.

### *Conclusion*

“At Northeast Health we offer a full service integrated health system that spans the life of a person,” Bornhorst said. “With MEDITECH & LSS we’re able to connect our acute care hospitals, nursing homes, assisted living homes, rehabilitation hospital, independent living homes, and a home care system that spans 22 counties in Upstate New York.”

**LSS is proud to provide Northeast Health with an integrated ambulatory EHR and practice management solution that helps bring them optimized workflow efficiencies and a foundation for achieving the best care possible.**

**“The use of LSS in combination with MEDITECH and the advanced clinicals has positioned us well for the integrated electronic health record.”**

**Colleen Bornhorst RN, BS, MS**  
Senior Clinical Analyst, MIS  
Northeast Health