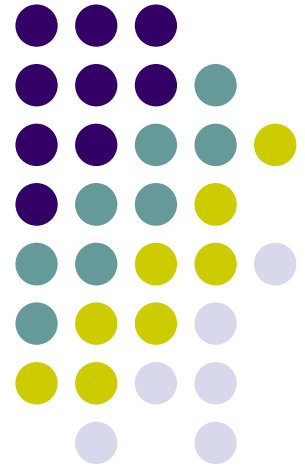


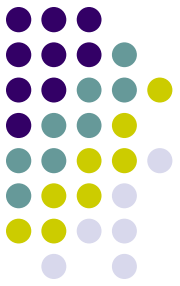
# Electronic Practice Management Systems *Lessons from the Frontline*

Hawaii Primary Care Association  
Annual Conference  
October 10, 2008

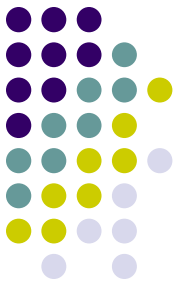
Emmanuel Kintu  
Kalihi-Palama Health Center



# Objectives



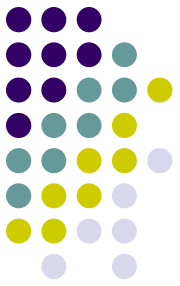
- Increase awareness of the complexity that surrounds planning for and implementing Electronic Practice Management Systems - including operational, financial and process implications
- Highlight possibilities and the promise of Electronic Practice Management System - share improvements realized since implementation



# Main Items

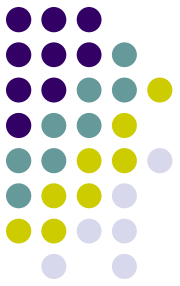
- **Practice Management Basics**
- **Electronic Practice Management System (EPM)**
- **Value Proposition**
- **Do you really need an EPM?**
- **Four Things You Must Account for**
- **Four Plans – Some Text Book Stuff**
- **KPHC's Experience**

# Practice Management Basics



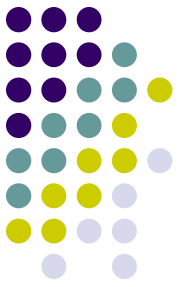
- Patient Demographics
  - Patient Management
- Scheduling and Tracking Appointments
- Charge Capture
- Financial Class and Payers' Information
- Billing Tasks
  - Accounts Receivable Management
  - Claims and Statements
- Reports

# Electronic Practice Management Systems



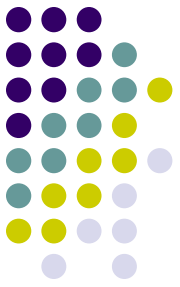
- Patient Demographics
  - Patient Management
- Patient Appointment Scheduling, Tracking and Management
- Charge Capture
- Financial Class and Payers' Information
- Electronic Data Exchange with Payers and Partners
- Billing Tasks
  - More Accurate Billing
  - Faster Collections
  - Improved Accounts Receivable Management
  - Claims and Statements
- Enhanced Reporting Capabilities
  - Document Creation and Management
- Integration with EMR/EHR

# Electronic Practice Management Value Proposition



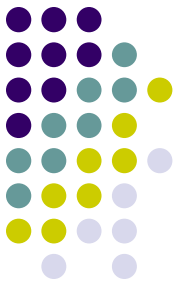
- Improve Operational Efficiencies
  - Automate Routine Tasks
  - Patient Alerts
  - Assign and Monitor Tasks
- Improve Revenue
- Improve Cash Flow
- Informed Decision Making
  - Improved Data Completeness and Accuracy
- Integration with EMR/EHR

# Do You Really Need an EPM?



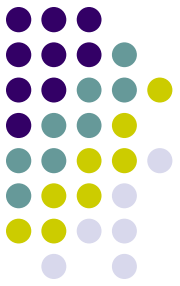
- Examine the current reality **objectively**
- Articulate the desired future **clearly**
- Do You Really Need an EPM?

# Four Things You Must Account for



- **Organizational Culture**
- Politics
- Management Structure
- Capabilities

# What is the *Culture* of the Organization?



- It is shared values, beliefs, assumptions and behaviors of the Board, management, providers, and staff
- It is that which creates an impression of quality or lack thereof in those, including staff, who come into contact with the organization for any reason
- It is “The Way We Do Things”

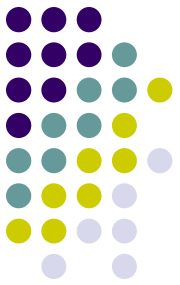
Russell Massaro, MD, FACPE

# Four Plans

## Some Text Book Stuff



- Application Plan
- Technology Plan
- Management Plan
- **\$\$\$\$** Plan



# Application Plan

- What is your business?
- What applications do you need today/tomorrow?
- Can you support implementation?
- Do you need to share data with Others?

# Technology Plan



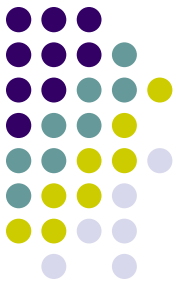
- What technology do you need?
  - Pipe size
  - Bandwidth
  - Architecture
  - Direction
  - Platform
  - Wireless Devices???



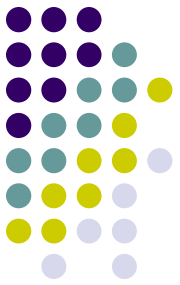
# Management Plan

- The People and Processes Side: How are we going to get this?
  - Organization
  - Governance
  - Priorities
  - Human Resources
  - Training
  - Patient communication

# \$\$\$\$\$\$\$ Plan

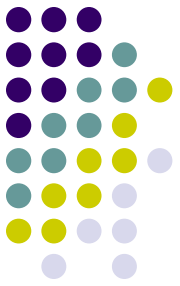


- What will it cost?
- How do we pay for it?



**It is what you learn after you  
know it all that matters the most.**

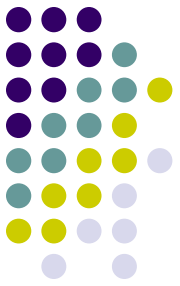
**--John Wooden**



# Kalihi-Palama Health Center's Experience

## Implementing the GE Centricity Practice Management System

# KPHC's Experience

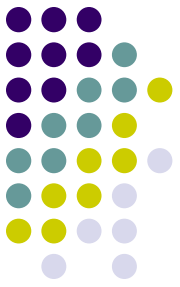


“The glass is half *full*...”

“The glass is half *empty*...”

**Half a glass!**

# KPHC's Experience



“Life is a box of *chocolates...*”

Forrest Gump

“Life is a jar of *Jalapeños...*”

Seasoned Preacher

KPHC's conclusion...