

eClinicalWorks

Achieving National Recognition With a State-of-the-Art EMR

Edward Rippel, M.D.

Quinnipiac Internal Medicine, PC

The Challenge

Find a comprehensive EHR solution that was affordable and provided the chronic disease management and preventive measure outcome tracking needed to ensure quality of care.

The eClinicalWorks Solution

The eClinicalWorks comprehensive EHR solution with unified practice management provides extensive database and registry report functions that allow for querying critical data on an entire population of patients.

Success!

After installing eClinicalWorks in his office, Dr. Rippel's success in controlling Diabetes to the nationally accepted goal, rose to 70 percent, while the national average in primary care practices for the period 1999-2004 was about 48 percent.*

Dr. Edward Rippel, owner of Quinnipiac Internal Medicine in Hamden, Connecticut, is a Board-certified internist providing comprehensive primary care to the Hamden/greater New Haven community. His vision is simple – providing patient-centric, comprehensive care for individuals, as well as the entire population, that emphasizes preventive care measures and chronic disease measurement outcomes. Dr. Rippel has earned NCQA recognition in three programs: Diabetes (DRP), Heart/Stroke (HSRP) and most recently, Level 3 Patient-Centered Medical Home (PCMH), making Dr. Rippel the first solo practitioner in the state of Connecticut to achieve this recognition.

EMR Selection and Implementation

Combining an emphasis on preventive care with a philosophy focusing on personalized service with superior availability and patient communication, implementing an electronic health record solution seemed like a natural progression for Dr. Rippel. However, as a solo primary care doctor, Dr. Rippel faced quite a hurdle – the substantial cost involved in purchasing the software, paired with a significant practice workflow change.

Dr. Rippel began his search for an electronic medical record solution in late 2005, after attending a conference sponsored by the local hospital-community medical group regarding pay for performance programs. At the time, Dr. Rippel was creating spreadsheets for each one of his patients as a way of tracking information regarding chronic disease management (hemoglobin A1C levels in diabetic patients) and preventive measures including mammography and colorectal screenings.

After reviewing many EHR systems, Dr. Rippel concluded that eClinicalWorks was the best solution for his practice— easy customizations and the almost infinite ability to make modifications on-the-fly made the software extremely user-friendly. In addition, eClinicalWorks offered the least expensive upfront investment, easy implementation, and the best support services.

*Source: Centers for Disease Control and Prevention, National Center for Health Statistics, National Health and Nutrition Examination Survey, 1988-2004 and 1999-2004.

Clinical and Administrative Improvements:

- First solo practitioner in Connecticut recognized for **achieving Level 3 Patient Centered Medical Home status** by the National Committee for Quality Assurance (NCQA)
- Additional recognition by NCQA for the Diabetes (DRP) and Heart/Stroke (HSRP) Programs
- A significant enhancement in appointment scheduling with accessibility from any workstation

“I have always been patient-centric in my approach, focusing on preventive medicine and chronic disease management. The eClinicalWorks electronic medical records application is a powerful tool that afforded me the ability to achieve significant improvements in the quality of care I provide for my patients and to supply the documentation required for PCMH recognition.”

- Edward Rippel, M.D.
Quinnipiac Internal Medicine, PC

- Patients have easy and secure access to lab results, medication refill requests and referral management at anytime via the Patient Portal
- Features including real-time clinical decision support and registry reporting provide significant improvements in patient and population health outcomes
- Improved workflows for automatic capture of discrete data from paper and faxed forms
- Bi-directional lab interface improves timeliness of results for improved quality of care
- Personal and professional growth—one user has gone from not knowing how to turn on a computer to running database queries independently
- Adoption of Registry Reporting to monitor performance outcome measures including levels of control in diabetes, mammography and colorectal cancer screenings
- Successful performance in getting diabetic patients to goal levels of hemoglobin A1C—starting at 39%, Dr. Rippel reached 70% within two years through the use of eClinicalWorks’ reporting tools
- Utilization of letter generation and mailings, calls and electronic messages for higher efficiencies in follow-up care

Return on Investment

Dr. Rippel's initial EHR investment was recouped after only two years through pay-for-performance incentives, conversion to in-house billing, and the additional patient volume resulting from registry generated reminders to patients for follow-up care.

Efficiencies gained by the eClinicalWorks practice management module have led to a very substantial percentage of A/R remaining in the 0-30 day category allowing for faster compensation.

"The significant reduction in time between the completion of a progress note to reimbursement has been a substantial advantage of an EHR. Using the eClinicalWorks practice management module, we are able to scrub claims for an entire day's billings and submit them to our clearinghouse in about 15 minutes."

Dr. Edward Rippel

Rapid Adoption of eClinicalWorks

"I started at Dr. Rippel's office when we had paper charts. There was a lot of up and down; in the morning there would be piles of paper charts on your desk. I was very excited to switch to an EHR and have everything right in front of you—referrals, labs, messages, etc. There is no longer a need of flipping through charts looking for one key element—everything that you need is easily accessible with the click of a button. The adoption of the eClinicalWorks comprehensive EHR solution has made me more knowledgeable and allows me to stay as current as possible with our patients."

Jennifer, Medical Assistant
Quinnipiac Internal Medicine, PC



Patient Centered Medical Home – Level 3

In February 2011, Dr. Rippel was recognized by the National Committee for Quality Assurance (NCQA) for achieving Level 3 Physician Practice Connections®-Patient-Centered Medical Home™ (PCMH) status, the highest level available, making him the first solo practitioner in Connecticut to achieve this recognition. The patient centered medical home is a model of delivering primary care that is accessible, continuous, comprehensive, family-centered, coordinated, compassionate, and culturally effective.

PCMH Features in eClinicalWorks

Features in the eClinicalWorks application that support the goal of PCMH include: the ability to capture demographics, real-time clinical decision support, registry reporting, coordination of referrals, e-prescribing, managing labs and x-rays electronically, compiling a comprehensive electronic medical record spanning the continuum of care for every patient, as well as participation in local, regional and state-wide health information exchanges.