



Leverage Your Electronic Medical Record Investment - You Only Spent Billions



You've seen the reports of larger healthcare systems and their investments into Electronic Medical Records ("EMR"). Most are spending hundreds of millions of dollars, and many are spending over a billion dollars! This includes the actual software modules of the EMR, vendor labor-hours spent implementing the project, consultants, your hospital IT budget, servers, and so many other things. This doesn't even include the upgrade fee after being on the new system for a year!

With all the unexpected overruns in both cost and time, hospitals are blaming missed financial expectations on their EMR investment. Hospital after hospital is reporting reduced profits compared to the previous year, and EMR implementations are often cited as the reason. We have seen it with our clients, and with various hospitals across the country.

But is the financial drag the biggest drawback of EMR implementations? Dollars can be made back. We are hearing hospital after hospital, clinical user after user, telling us – "It hasn't removed work, it's added time to my work." Today, in a large northeastern hospital where Epic has been installed for 2 years, two nurses in the OR disclosed: "We are now at steady state. We just looked at the numbers and it takes us close to 10 minutes longer to document each patient now than before our Epic implementation." Hundreds of nurses and other users are spending inordinate amounts of time entering data in their hospital's EMR. Mobile Aspects studies show that the cost of these additional hours will exceed the investment made in the system. Time is money, after all.

So, what are you doing to leverage that big investment in the EMR? What tools can you layer on top so that it becomes a platform for your hospital or healthcare system rather than just a point solution? Mobile Aspects believes well designed solutions should take work and time away from clinical end users, not add time to their day. So where to start?



Talk with your team members, first and foremost. The critical operations in your procedural areas can't allow for one minute

extra to be wasted. That is why we worked with 3 hospitals' OR teams to understand their issues with their EMR implementation. We then customized our solution to remove time spent in entering critical implant data (required by the FDA), while ensuring the right amount of information is in the EMR. This is increasing billing rates while decreasing staff time, and reducing frustration with EMRs.



Make sure the data is clean. Make sure that you're doing whatever you can to eliminate manual data entry. Manual data

entry in to the EMR will almost surely lead to 20-50% of data going into the EMR to be incorrect (misspellings, wrong choices, empty data, etc.). Automate wherever

possible in the EMR to reduce the manual burden on clinicians. This will lead to a host of benefits to the hospital: improved patient outcomes, increased revenue and decreased costs.



Find a beachhead solution to leverage your EMR. Don't go "big bang." In our experience, the big bang approach to

solution implementation never works. Find an area, test out solutions and get feedback from your team. Then adjust and grow from there.



Measure, measure, measure. Measure time, of course, and any other efficiencies gained. And look for any other tangential benefits that add economic value to your hospital.



Find a story. Data is great, but humans respond to stories. Buttress your data that you measured with a compelling story.

Find that story with the teams in your procedural areas where they are frustrated and how you alleviated just one major frustration. Stories sell.

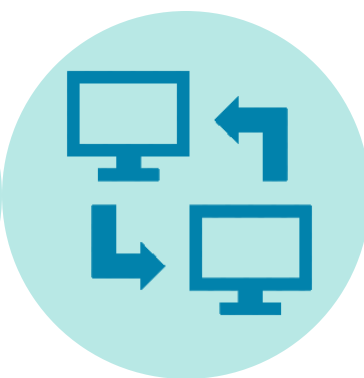
Automated Charge Capture and Billing Workflow



Supplies used in a case are automatically associated to patient's EMR record via RFID technology



Supplies are validated during the procedure in real-time by staff



Supply usage for the procedure is transmitted via interface directly to the billing system upon case completion



Billing team is presented with a complete, accurate record of supplies used in the procedure to maximize charges

How Mobile Aspects can help you leverage your EMR

“We needed to figure out how to use RFID to enhance what the staff are doing, so we mapped the current work process to find where we were losing data capture and, ultimately, revenue. We found we were losing 10 to 20 percent from missed charges related to data loss. We do procedures valued at tens of millions of dollars, so the amount was not insignificant. This is not about cutting costs. You are capturing revenue that you have been leaving on the table.”

Rob Sheridan, Director of Interventional Radiology, Massachusetts General Hospital

Modern software tools such as iRISupply from Mobile Aspects have been introduced in recent years to help hospitals automate the way they document the usage of supplies in their EMR. Systems like these utilize RFID technology to track the usage of supplies at the point of selection from inventory and/or at the point of use. Utilizing this technology can allow hospitals to accurately document their supply usage directly into their EMR at a rate approaching 100%. This is because staff are no longer manually keying in information in the control room during a case or waiting until after a procedure to complete documentation. Instead, EMR documentation is being completed in real-time without any human intervention. In addition to the financial benefits this will bring, staff now have higher satisfaction because they can spend more time doing what they do best – patient care.

These systems also generate a lot of valuable data that can be turned into actionable insights. You now have access to the exact usage data for all of your supplies in real-time. You can begin to drill down into insights like: which physicians are spending more than others for similar procedures; what is your true cost per case; and where do you have opportunities to reduce your inventory carrying cost.

Using an automated supply documentation system such as iRISupply will provide numerous operational and financial benefits to your hospital. Most importantly, you'll re-claim valuable dollars by plugging the holes that are leading to your hospital's charge capture leakage and begin to recoup some of the dollars invested into your EMR. The return of your hard-earned dollars will be accompanied by an increase in employee satisfaction due to their reduced administrative burden. You'll also have access to analytics and customizable filters that will allow you to glean actionable insights from your procedural areas so you can continue to make operational improvements.

Sample of a Charge Capture Analysis from iRISupply

