CASE STUDY:
Information Technology

Physician EMR Implementation
A 500+ multi-specialty physician group working in 150+ sites throughout a Northeastern metropolitan area wanted to implement an integrated Electronic Medical Record (EMR).

Business Challenge
Prior to the EMR implementation, most sites utilized paper medical records and a mixture of disparate registration and scheduling applications; a few were also using standalone EMR systems. Each physician site had different workflows, policies, and staff roles and responsibilities. In order to provide continuity of care in a more cost effective manner, enhance reporting capabilities and enable enterprise-wide access to patients’ records, the physician group sought to implement a single, integrated EMR.

Solutions
WeiserMazars, working with management and the physician leaders, developed a plan to successfully implement the selected integrated EMR system at all physician sites. The team:
- Identified the unique functional requirements needed at each site, as well as current and future state workflows
- Established appropriate project management governance and processes to ensure implementation issues were addressed and resolved in a timely manner
- Provided coordination and oversight of critical tasks to ensure project milestones were met

Results

- Standardized operational procedures and increased coordination of care across all sites
- Optimized system functionality and patient throughput to support the unique needs of each site
- Enhanced staff productivity and operational cost effectiveness
- Improved reporting tools and ability to gather data for Meaningful Use, Patient Centered Medical Home, and other accreditation and regulatory needs
- Reduced EMR ongoing support costs and requirements