

EHR Case Study

Knapp Medical Center



“Knapp Medical Center will be where: Patients seek their healthcare; Doctors seek to practice; Community seeks healthcare information and education; Volunteers seek to serve; Employees seek to work.” This is the vision statement of Knapp Medical Center and they chose Anthelio as their technology and EMR business process partner to help make this vision a reality.

Dallas, Texas-based hospital services firm Anthelio Inc. (“Anthelio”) provides a vast continuum of services to hospitals and healthcare organizations, including health information technology, health information management (records management, records storage, release of information, coding, transcription and electronic health records (“EHR”)), and revenue cycle management. Anthelio’s services allow healthcare facilities to improve their operations and technology while reducing costs through the maximization of their resources and infrastructure.

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“We could not have been successful without Anthelio. Their expertise in daily healthcare processes and procedures, coupled with their deep experience with electronic health record (EHR) implementations, were critical success factors for our clinical transformation project. In addition, their project management assistance shows their capabilities’ scope and depth.”

Jim Summersett,
KMC Chief Executive Officer

“Successful EHR implementations, like KMC’s, are dependent upon understanding both the workflows and the system capabilities. Anthelio excels at both. We were proud to be a part of Knapp’s Paragon and EHR conversion that was recognized by HHN as ‘Most Improved’ for Texas.”

Rick Kneipper,
Anthelio Chief Administrative Officer and
Co-Founder

Client Overview

Knapp Medical Center (KMC) is a not-for-profit, acute care hospital in South Texas providing quality health-care services to citizens in the heart of the Rio Grande Valley. Located in Weslaco, KMC offers 233-private rooms and is rated one of the top South Texas hospitals in the country for clinical excellence in pulmonary services.

www.knappmed.org

Systems Implemented

Paragon Suite of Clinical and Financial Applications:

- McKesson Horizon Patient Folder
- Business Folder

From Vision to Reality – Partnering to Make IT Beneficial for All

High-Tech Vision: In early 2006, Knapp Medical Center (KMC) focused its attention on defining its IT strategy and future IT goals. The resulting technology vision was brought to life in a scenario titled “Jerry’s Story.” This story takes place in the year 2015. The reader follows 78-year old Jerry (a Weslaco winter Texan who spends summers in Peoria, Illinois) through a series of medical situations including medications, lab and radiology visits, doctors’ appointments and a hospital stay at KMC. The story explains how the medical processes are fully automated and electronic, eliminating paper handling that is prone to human error and time consuming. They also are patient-friendly, allowing Jerry instant access to data, and provide automated clinical workflow to improve his safety and care.

Jerry is able to control his own medical situations including viewing and distribution of his records, scheduling his own appointments, and seeing his procedures and their costs – using a click of the mouse. The 2015 IT system, based on KMC’s vision, eliminates many of the challenges normally associated with accessing and coordinating care, and sharing needed clinical information. Now, his medical data is instantly and simultaneously available via an EHR to multiple healthcare providers. KMC’s EHR helps these professionals provide the best medical care and avoid needless procedures and unnecessary expenses. KMC has a vision for an innovative, electronic future that benefits patients, like Jerry, hospitals, and healthcare professionals.

The Anthelio Solution

Assess and Implement: Recognizing the complexities involved in EHR integrations and implementations, KMC knew planning was the most important part of the process. KMC chose Anthelio with its vast experience in technologies, EHR implementations, and healthcare processes to help KMC find an EHR system to exactly fit its needs. KMC ultimately chose the Paragon Suite of Clinical and Financial Applications and McKesson’s Horizon Patient Folder and Business Folder. Also, KMC realized it needed specialized project management skills; expertise gained from a history of successfully completing healthcare implementations. Again, they came to Anthelio for support.

With Anthelio’s assistance, KMC’s EHR implementation was completed on time and on budget. Anthelio focused on the EHR implementation and its complex systems’ integration. Adoption of the enhanced patient-centric processes and technology also produced a positive transformation in hospital culture. Physician and clinician training focused on benefits to them and to their patients. Partnering with KMC, Anthelio re-engineered multiple clinical and business workflows to take full advantage of the new systems’ capabilities and ensure enhanced patient outcomes. Anthelio experts worked side-by-side with KMC subject matter experts to document and flowchart processes and to design, build and test enhanced, streamlined activities that promote patient care effectiveness and efficiency.

Positioned for Success: With Anthelio’s help, KMC began realizing its IT vision shown in “Jerry’s Story.” As a result, KMC was recognized in 2009 by Hospitals & Health Networks as one of 25 US hospitals selected as “Most Improved” due to effective IT use. KMC successfully implemented an integrated EHR system and streamlined workflows and processes to ensure optimized patient-centered results. KMC staff and patients realized immediate benefits. Paper documents are scanned and merged with electronic documents, creating a single information repository and eliminating paper handling.

Now, electronic documents are sent instantly to healthcare providers, regardless of location, for review. Complete, integrated information that is easy to read, understand and share, benefits both patients and caregivers. For patients and physicians, EHRs must enhance, not disrupt, clinical and business workflows to be effective and adopted.

Previous Anthelio EHR Implementations

- Performed 27 successful EHR implementations
- Saved over \$20 million in operational improvements
- Re-negotiated vendor contracts to reduce costs by over \$20 million
- Reduced costs by \$8 million by eliminating unnecessary, high cost vendors
- Recovered \$3 million in erroneous vendor overcharges
- Reduced paper record retrieval time from 55 minutes to an automated access of 1.78 seconds
- Reduced record delinquency rate from 52% to 7% in less than 4 months
- Decreased supply costs by 50% with form redesign, consolidation and reduction

About Anthelio

Anthelio provides comprehensive clinical informatics/analytics and deployment services as well as information technology and business process optimization (BPO) to hospitals and healthcare providers across the United States. By provisioning hospitals with comprehensive, high-quality, flexible and secure IT services, Anthelio improves hospitals’ healthcare services while reducing costs and streamlining processes. It leverages knowledge and expertise built over a decade of operations about clinical and administrative IT processes and best practices to provide improved IT and BPO services at lower costs to customers. Anthelio is headquartered in Dallas, Texas.

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