

Case Study

Overview

Audrey Spencer, M.D.

Preventative care and family practice
Maysville, Kentucky

Practice Profile

Solo practitioner with four support staff seeing around 15-20 patients per day from her practice located at Kenton Station Drive in Kenton, Kentucky.

Business Problem

Having tried a number of EHR solutions in the quest to meet Meaningful Use attestation, Dr. Spencer ultimately chose WRS Health EHR platform and Meaningful Use services. She used the platform to successfully attest in Stage One and is hoping to repeat the victory in Stage Two.

Solution

WRS Health offered a solution tailor-made for MU Stage Two attestation in a family practice, including technical elements and access to WRS Health staff who helped the practice work towards Stage Two attestation.

Solution Distinctions

- » Family practice specific
- » Integrated Meaningful Use features and training materials
- » Simple yet powerful patient portal
- » Direct support and feedback from WRS Health Meaningful Use experts

Benefits

- » Successful Stage Two Meaningful Use attestation
- » Simple patient portal Leadership and guidance to meet more complicated Stage Two requirements
- » Reduced staffing costs
- » Reduced necessity of training staff on MU updates

SUMMARY

Having successfully attested to Meaningful Use Stage One while using WRS Health, Dr. Spencer and her practice were looking to repeat their successes with Stage Two. The challenge that now faced them was that Stage Two was more complicated than Stage One and required a practice to show attestation for a one year period rather than for three months as the case was in Stage One. Dr. Spencer turned to WRS Health again in her time of need to replicate her previous victories and triumph over Stage Two as she did with Stage One.



Client Background

Dr. Spencer has been practicing medicine for over three decades. As a specialist in family medicine, Dr. Spencer always felt like she did not want to get stuck in the murky waters of legislative hoop jumping and as such, cut her ties with any hospitals with which she was affiliated and decided to launch her solo practice 15 years ago. She now runs her practice with four support staff: a receptionist, a biller, and two nurse practitioners.

Before adopting EHR technology, Dr. Spencer took pride in efficiently managing her practice the paper way. Having trained her Dragon dictation software to work like a charm, her office was running smoothly until Meaningful Use requirements came into play. With the government's push for practices to adopt EHR technology, she was compelled to take that step.

After shopping around and trying out six different EHR services, Dr. Spencer conclusively chose WRS Health four years ago, as she found other services were too expensive and complicated. What attracted her to WRS Health was that the system was simple to use, cloud-based hence easy to deploy, and cost effective. Throughout Stage One of Meaningful Use attestation, Dr. Spencer used WRS Health CEHRT platform herself and was able to meet attestation successfully within only six months of using the platform.

As significant as this victory was, Dr. Spencer and her practice were soon facing a steeper challenge in the form of Stage Two of Meaningful Use. Because Dr. Spencer knew this would be much more complex than Stage One, she sought out

WRS Health to help her practice complete the next round.

Challenges and Solutions

- » Understanding the usefulness of the patient portal and communicating this to patients
- » Attesting for a whole year compared to three months in Stage One
- » Immunization requirements for the state
- » Implementing secure e-messaging

PATIENT PORTAL



In Meaningful Use Stage Two, patient engagement requirements lay great emphasis on the patient portal that doctors, practices and hospitals have to supply to their patients. The goal is to have at least 5% of patients log into the patient portal and check their details within the year of attestation.

Dr. Spencer found it particularly challenging to make the portal as meaningful to her patients as possible. This is common with many practices and one of the major reasons why so few meet the patient engagement measures in Stage Two. "I knew the patient portal was important and necessary to meet Stage Two requirements. "I just couldn't communicate effectively enough to my patients that the portal was there for them and that it was important," said Dr. Spencer, "I therefore reached out to WRS Health for help with this and their leadership and guidance was invaluable in turning this challenge into a success."

*“In Kentucky, immunization is a big deal and trying to keep abreast of all the immunization requirements by the state was a huge headache, especially with regard to Stage Two attestation,” said Dr. Spencer. **“We tried meeting the criteria but it was just too much work – and complex work at that.”** I ended up contacting WRS Health and asking them if they could assist me with meeting these criteria. Their response can only be described as heroic.”*

WRS Health offers a patient portal as one of the features of its integrated CEHRT platform, but goes a step further giving practices hands-on assistance and support to set up the portal and market it to their patients.

The successful marketing of the portal to patients is critical to help the practice achieve the measures stipulated. “For one thing, I knew without the patients using the patient portal, we would not meet our Stage Two attestation requirements,” Dr. Spencer said. “The WRS Health staff was very helpful in this regard and offered me and my staff trainings, video tutorials and one-on-one chats and calls to help us understand the patient portal well enough to market it to our patients. The results were fantastic.”

ONE YEAR ATTESTATION COMPARED TO THREE MONTHS

In Stage One of Meaningful Use, eligible professionals were required to meet their MU attestation measures for three months in order to pass the requirements. However, with Stage Two, it was extended to one year, which posed a new challenge for Dr. Spencer.



“Stage two came with its own set of challenges that just overwhelmed us as a practice,” said Dr. Spencer. “Stage One was hectic enough and we spent hours upon hours logging data and making sure everything was accurate and by our effort were able to meet the requirements. Stage Two was just impossible for us to accomplish by ourselves and that’s when I reached out to WRS Health. They came in like the cavalry and helped sort out all the data and requirements that were needed.”

One of the special ways WRS Health supports its clients is through providing personalized support when clients need that extra help. This assistance comes in the form of one-on-one phone or online chat support, training and educational materials, as well as the retrieval and sorting of any additional data or requirements the practice may need.

This extended service made the difference for Dr. Spencer when she was ready to throw in the towel. “When Stage Two came in, I thought we were finally beat after having a string of victories attesting to MU. But WRS Health saved the day,” Dr. Spencer said. “Through their personalized and easily available support, as well as their extended service well beyond just supplying software, we were able to successfully meet the one-year threshold for attestation in Stage Two. What a huge relief that was!”

STATE IMMUNIZATION REQUIREMENTS



The state of Kentucky requires certain measures to be met regarding child immunization, including certificates of immunization, immunization of children and retention of records, immunization exemptions, and immunization schedules. This added yet another complication for Dr. Spencer as these were also part of her practice's requirements in attesting Meaningful Use Stage Two.

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WRS Health helps practices from all across the country to meet both federal and state sanctioned healthcare requirements. In Dr. Spencer's case, WRS Health worked closely with her to customize

and optimize the platform to make it easier for Dr. Spencer to meet the immunization requirements set by her state legislature. "We met our state immunization requirements!" exclaimed Dr. Spencer. "It was one of those things that I had misgivings about, but WRS Health totally came through for us. Through a combination of technical savvy and personalized support, they listened to the challenges we were facing and tailormade a solution to help us meet the criteria," she conceded.

SECURE E-MESSAGING

Meaningful Use Stage Two states that the eligible practitioner shall use secure electronic messaging to communicate with patients on relevant health information.



Dr. Spencer elaborates, "Secure messaging was a challenge for us from the beginning. Not being extremely technically savvy, setting this up and ensuring patients used it was a steep mountain we couldn't scale. Again WRS Health really came through for us in this regard as they took up our challenge and ran with it."

One of the core features of the WRS Health EHR platform is the secure messaging module.

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Encrypted with 128 bit SSL technology and built on the latest programming standards, the module meets all certification criteria laid out by the CMS for certified electronic health records technology (CEHRT). In addition to supplying the technology, WRS Health also offers technical support to practices to set up, train staff, and ensure everything is running smoothly.

“The secure messaging module in the WRS Health platform was all we needed to meet the secure messaging requirements in Stage Two,” Dr. Spencer attests. “They helped us set things up, educate our staff and patients and ensured that we met the MU threshold. I’m pleased to say we passed this measure as a result of their timely assistance.”

“I can’t say enough good things about the staff at WRS. They are always so kind and friendly. I am so fortunate I picked the right EMR!”

Outcomes and Impact

- » The practice has attested to Meaningful Use three years in a row.
- » Dr. Spencer was able to cut the amount of time she spends attending to MU attestation by getting assistance from WRS Health, ultimately allowing her to spend more time with her patients.
- » WRS Health MU certified platform helped Dr. Spencer attest for Meaningful Use three years in a row.
- » Supported through technology and human assistance, Dr. Spencer is prepared to face whatever changes may come to healthcare as she has a partner that she can rely on.

WRS Health

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