



Davies Award Executive Summaries:
Miramont Family Medicine. 2010 Davies Ambulatory Award Winner

Miramont Family Medicine opened its doors in 2002 with one physician and three staff members as the transformation of one of the oldest papered practices in the community. The practice has doubled its practice size about every two years and also has expanded into two neighboring rural communities. In 2005, Miramont Family Medicine was approached by the local hospital system to beta-test system-wide EHR and practice management software that was being implemented within the hospital, at minimal direct cost. Patient care efficiencies immediately improved in the hospital and nursing homes with off-site access to the office medical records via a HIPAA compliant VPN-style portal feature.

Clinical Goals and Performance:

Patient care has definitely improved with use of the EHR. The practice worked with the Colorado Foundation for Medical Care and its Value-Added Team (“VAT”) with their stopwatches to measure patient processing times before and after implementation. The percent “value added time” improved from 64.2% to 67.5%, a huge accomplishment considering that the average appointment time increased from 41 minutes in paper to 51 minutes electronically. Examples of improved clinical outcomes include:

- Percentage of diabetic patients with documented A1Cs has gone from 42% to 91.4%.
- Online surveys indicate patients can easily make appointments 97% of the time, refill prescriptions 92% of the time, get lab results 93% of the time, and talk to a physician or provider 92% of the time.
- Prescription refills are now requested electronically from the pharmacies and responses sent the same way, eliminating multiple phone conversations or misplaced faxes.
- The phone messaging system has also improved with all messages and responses tracked and recorded into the patient chart, increasing patient satisfaction.

Use of the EHR has resulted in diabetic patients who are more compliant, more educated, and more engaged in their own healthcare. Tracking tools allow them to monitor tests needed, creating a work list as “reminders” attached to each individual patient chart that needs to be addressed the next time the patient is contacted or arrives for an appointment.

Financial Goals and Performance:

The initial EHR investment was \$134,900. They recognized cost-savings of \$231,600 resulting in 71.68% ROI. Examples of the cost-savings are:

- Reduction in Transcription Costs \$16,200.00
- Malpractice Reductions \$7,600.00
- Reduction in Paper Chart Supplies \$3,000.00
- Reduction needed for Storage \$5,400.00
- Reduction in overtime hours \$13,000.00
- Reduction in Billing costs \$4,200.00
- Increased collections for Providers \$86,000.00
- Increased Procedure Charges \$16,000.00
- PQRI Incentives \$10,200.00
- Grants or other P4P moneys \$56,000.00
- Reduction in A/R relative to monthly billings \$14,000.00

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