



## Case study: Kinachtchouk and Kinachtchouk MDs

Saginaw, Michigan



### Quantum EHR mobility and reporting functions bring added efficiencies to MI practice

Nikolai Kinachtchouk and Lioudmila Kinachtchouk are a husband and wife physician team who have been practicing internal medicine for over 17 years in Saginaw, Michigan. The practice employs 15 people, including Jennifer Radewahn, certified physician's assistant. Of the 60 patients seen per day, approximately half are Medicare patients.

#### Challenge

In 2012, doctors Kinachtchouk and Kinachtchouk were ready to transition their paper charts to electronic health records (EHR). This would help them to comply with Medicare regulatory and incentive programs. An EHR would assist the practice in not only meeting these new requirements for submitting quality of care measures, but would also help it avoid Medicare penalties.

#### Solution

A Quest Diagnostics laboratory was located in the same medical building as the practice, so the doctors were already using Quantum eLabs, and had also begun using our ePrescribing solution. When one of the Quantum EHR sales representatives approached the practice about implementing its EHR, the office staff immediately liked what they saw.



Jennifer Radewahn,  
Dr's Lioudmila, and Nikolai  
Kinachtchouk (L to R)

#### Practice quick facts:

**2** physicians

**15** employees

**17+** years in operation

**60** patients per day

**50%** Medicare

**2012** began using Quantum EHR and attesting to MU

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“The fact that the doctors could access patient records, including lab results and prescription requests on-the-go, anytime, via their smartphones or tablets was a big factor in choosing this EHR,” said Carol Reminder, office manager for doctors Kinachtchouk and Kinachtchouk.

The practice implemented the EHR software in 2012.

### Outcome

In order to ensure a smooth transition from paper to electronic records, the practice chose to upgrade the patient’s paper chart to EHR as each individual came in for their annual physical.

“This kept the doctors from having to back off their patient schedules to accommodate the time it would take to transition every record at once,” said Reminder. “Doing this also made us aware of any patients who had not been in to see us in a while. It was a wise decision to manage the transition this way.”

Radewahn set up the EHR’s clinical templates to align with the practice’s unique workflow and deliver efficiencies when it comes to managing patient care.

While Doctors Kinachtchouk and Kinachtchouk are pleased that the transition to EHR went smoothly, they have also enjoyed several business benefits as a result of implementing the EHR—the biggest being their ability to comply with regulatory and incentive programs. Not only can they document the full clinical encounter but also qualify for the Centers for Medicare & Medicaid Services Incentive for Meaningful Use of an EHR.

“We really like the patient dashboard and the fact that we can customize it to pull the data that we need most,” said Reminder. “It’s so user friendly in showing the patient demographics, health history, and current status.”

In addition to complying with Meaningful Use, the software has helped the practice with reporting for being a Patient-Centered Medical Home.

“With Quantum EHR we can demonstrate the strong statistics that we are able to report in our evidence-based care,” said Reminder.

**Quantum solutions utilized:**  
eLabs, ePrescribing, Electronic Health Record

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While the reporting features have been most beneficial to the practice, the software also helps Reminder stay on top of office responsibilities. For instance, the audit functionality tracks user actions throughout all areas of the application and then stores the auditing information in a database. This information can be accessed to provide a detailed log of actions taken by users within the organization. It has helped Reminder catch any errors, and quickly identify the person who made the mistake. She can then discreetly take corrective action.

The third benefit the practice has seen with the EHR has been the improved patient workflow. “The check-in feature allows us to see at a glance who is still in the waiting room, and we’ve customized it further to identify which patient is in which exam room,” said Reminder. “We essentially use the Patient Flow feature to follow the patient through their visit, with the goal to reduce the time they spend waiting.”

Reminder says that it’s been great to watch the evolution of the Qunam brand and that the practice is happy with the software. “Qunam EHR has been so proactive about the changing government regulations. In the beginning, so many other practices were scrambling to comply with Medicare rules. For us to have this partnership has been such a relief.”

“With Qunam EHR we can demonstrate the strong statistics that we are able to report in our evidence-based care.” —Carol Reminder, office manager

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