



Case study: Woodhaven Family Medicine

Bensalem, Pennsylvania



Woodhaven Family Medicine demonstrates meaningful use with Qanum EHR

Laurie Ohayon is the office manager for Dr. Richard Cohen and Woodhaven Family Medicine in Bensalem, Pennsylvania. For 32 years she has worked at the practice, located just north of Philadelphia and affiliated with Pinnacle Physicians Group. Woodhaven Family Medicine has 7 employees, and sees 40 patients each day, many of whom are on Medicare or Medicaid.

Challenge

In 2011, the Centers for Medicare and Medicaid Services (CMS) established the Medicare and Medicaid Electronic Health Record Incentive Program to encourage eligible professionals to implement and demonstrate meaningful use of certified electronic health record (EHR) technology. Using EHR technology in a meaningful manner, such as electronic prescribing, can improve the quality of care, better engage patients, improve care coordination, and ensure privacy and security for personal health information.

Dr. Cohen's office needed to adopt an EHR to ensure documentation of the full clinical encounter while helping the practice qualify for meaningful use incentives. Not only would having an EHR assist the practice in meeting these new requirements for submitting quality of care measures, but it would also help it avoid Medicare penalties.



Dr. Richard Cohen

Dr. Cohen's office quick facts:

- 1** physician
- 7** employees
- 40** patients per day
- 2011** began using Qanum EHR and attesting to MU

Qanum Solutions:

- eLabs
- ePrescribing
- EHR

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“The regulations were coming fast and furious,” said Ohayon. “Knowing we needed to understand and participate in meaningful use compelled us to act quickly to find the right software.”

Solution

Woodhaven Family Medicine was already using Quantum eLabs from Quest Diagnostics and had begun using its Quantum ePrescribing solution. Ohayon said success with these two products made it easy to add the EHR.

“We were happy with ePrescribing, so it was natural for us to choose to implement the Quantum EHR.”—*Laurie Ohayon*

Outcome

Since 2011, the practice has used the data collected from its EHR to attest to meaningful use. “The process of EHR implementation went very well—our employees embraced the system and we were able to meet the criteria the first time we applied for meaningful use,” said Ohayon. “The software helped us accomplish this, and the support we received was appreciated. In the beginning we would call the help desk often for assistance, and their team would guide us through the best way to capture our data, or explain how to run the reports that were required. As time went on, we needed access to even more data, and the fact that so much of it was available through the Quantum EHR made things that much easier.”

The practice was able to easily transition from paper charts to electronic records in a short period of time. Ohayon said the EHR solution has the added benefit of helping them manage office responsibilities and conduct patient outreach to those who have not seen Dr. Cohen in a while.

“I think the greatest benefit this solution has brought to the practice is that we can manage patients who are not coming in,” she said. “I can task one of the other office staff members through the EHR, and they will then reach out to the patient for followup.”

When it was becoming a Patient-Centered Medical Home (PCMH), not only was its model for patient care evolving, but there was also the need for the practice to provide additional documentation of their Clinical Quality Measures. “Becoming a PCMH took things to a whole new level,” said Ohayon. “But our Quantum EHR support team helped us with our needs, and the process went smoothly.”

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Woodhaven Family Medicine has applied for Track 1 of Comprehensive Primary Care Plus (CPC+), a national, advanced PCMH model that aims to strengthen primary care through a regionally-based, multi-payer payment reform and care-delivery transformation. “Not all EHR’s can provide practices with the information they need for CPC+,” said Ohayon, “but the Quantum EHR is able to validate that they can supply our practice with the data we need.”

Achieving PCMH recognition also helped the practice prepare for participation in an Accountable Care Organization (ACO), necessitating the submission of even more reporting data to demonstrate that it met quality-performance standard. Woodhaven Family Medicine is affiliated with the Delaware Valley Accountable Care Organization (DVACO), which includes more than 670 primary care physicians. Woodhaven Family Medicine has been using Quantum Direct Exchange, allowing it to securely communicate with healthcare providers both inside and outside of the Quantum network who are in the large DirectTrust accredited network. This helps meet the data sharing needs of care coordination, transitions of care, and patient engagement, as well as meaningful use Objective 5: Health Information Exchange.

“Having the Quantum EHR in place helps us move forward every day with new features to meet ever-evolving reporting requirements,” said Ohayon. “It has made office workflow and patient communication that much easier.”

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