Customer Success Story | Healthcare

WESTMED Practice Partners

Multispecialty practice achieves process control with OnBase Checklists

The Challenge

Providing high-quality patient care through cutting-edge technology is a longtime mission of WESTMED Practice Partners (WPP). However, with thousands of policies and procedures supporting its multispecialty practice, WESTMED's 250 physicians and 1,000 employees were challenged to effectively manage and track all steps required to complete processes. Without a formalized method to monitor progress or collect feedback, staff used countless spreadsheets and individual checklists to manage processes. This limited visibility into process performance and made it more difficult to identify potential issues or opportunities.

To improve process quality, consistency and outcomes, WESTMED partnered with Hyland to develop and implement a comprehensive solution using OnBase Checklists for Process Control.

The Solution

In late 2012, WESTMED swapped scattered spreadsheets for enterprise-wide process control with OnBase. The organization currently has more than 2,200 policies and procedures within its OnBase Checklists system, with dynamic electronic checklists for processes such as payroll, billing and IT. From an intuitive user interface, staff complete about 800 unique checklists each week, with as many as 5,000 total checklists completed during busy weeks.

"Checklists cover everything from making certain we've changed air conditioning filters in our clinical space to 500-step physician compensation formulas," said Dr. Simeon A. Schwartz, Chairman and CEO of WESTMED Practice Partners. "It's a comprehensive, organization-wide vision of how to improve quality."

WESTMED PRACTICE PARTNERS

CUSTOMER
WESTMED Practice Partners

INDUSTRY
Healthcare

SIZE
250 physicians
1,000 employees

LOCATION
Purchase, NY

NUMBER OF OFFICES
9

SOLUTION
OnBase Checklists for Process Control

OnBase®
by Hyland

While completing processes, staff can flag checklists for manager review and share feedback with management directly from the OnBase Checklists interface. To increase visibility, many checklists roll up into detailed dashboards – with performance statistics displayed on monitors throughout the organization. "Virtually every manager in the organization is engaged in making sure everything is done correctly," Dr. Schwartz said. Additionally, WESTMED extended the power of checklists to patient service initiatives by building a ticketing system on top of the OnBase solution. This allows staff to efficiently track and resolve any patient complaints, potential HIPAA violations and unexpected events.

Although its initial focus has been within the administrative space, WESTMED is expanding OnBase Checklists to more clinical processes, including patient registration and preoperative and postoperative surgical procedures. "Process control is going to become increasingly important in the day-to-day aspects of clinical patient care," Dr. Schwartz said. "It's going to be our way of knowing that patients received the right treatment, at the right time, at the right place, at the right price."

The Difference

Drives quality and efficiency: WESTMED has seen large quality improvements in many areas, including physician compensation, billing and IT. By using OnBase Checklists in conjunction with its GE Centricity® Business task management system, WESTMED has driven valuable cost reductions in its revenue cycle. "Our revenue cycle costs are currently 3 percent of our revenue, which is about half the industry average," Dr. Schwartz said. Additionally, WESTMED leveraged OnBase to establish an IT startup checklist, which has reduced downtime of its primary EMR server.

Improves visibility: Detailed dashboards with checklist status and process performance provide managers with real-time visibility. "I can stand in my administrative space and look at a TV monitor that displays over 100 metrics of how WESTMED is running," Dr. Schwartz said. "We truly have our finger on the pulse of what's happening on a daily basis."

Increases engagement and accountability: Dashboards are displayed for the workforce on monitors across the facility, including payroll, HR and IT areas. This supports true accountability and, according to Dr. Schwartz, increased motivation: "It has changed the spirit of the organization and the engagement of our employees with the organization."

Facilitates continuous improvement: "Having a process control system that makes sure everything we've learned is incorporated into the processes really impacts the quality and the outcome," Dr. Schwartz said. With employees sharing feedback and flagging steps for review, WESTMED can reevaluate its procedures. "The feedback we're getting from employees is essential for the continuous redesign of our processes."

Supports ACO objectives: "We expect that the OnBase Checklists solution and our respective ticketing systems will be essential for our ACO success," Dr. Schwartz said. He cites the ability to ensure case managers are following the correct procedures to follow-up with high-risk patients. "Even when the actual work is being done in the EMR or in other systems, OnBase puts its arms around the whole system and makes sure that processes go forward completely to conclusion."

Learn more at **OnBase.com/Checklists ››**

OnBase®
by Hyland