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#### *Progress Notes*

By the time you read this, the Holidays will be over. We will be trying to lose the extra pounds we have picked up. We will be back at work and 'enjoying' the winter weather. And we will be working all together to resolve three long-term challenges we have faced at ECU Physicians:

- clinic appointment bumps;
- getting provider schedules loaded; and
- keeping patient referrals internal to ECU Physicians.

All of these issues involve the access to care for our patients. All of these issues cause us to not provide care for our patients on a timely basis. All of these issues contribute to the ongoing financial problems we have. All of these issues are fixable. The Clinical Chairs have unanimously agreed to fix them.

Clinic appointment bumps refer to the number of times that a patient's scheduled appointment is moved from one date to another to accommodate a change in the availability of our provider, i.e., the patient gets bumped to another day. Often these bumps are inevitable, since our providers do occasionally get sick, or have a family emergency, or similar unavoidable conflict. But a lot of the time, the bumps can be avoided. From July through November 2008, we had 6,194 bumps, compared with 139,646 actual patient visits. That means more than 4% of our patients during those five months got bumped. The national benchmark is 2%. We owe it to our patients to get down to 2% bumps.

Getting the schedules of our providers loaded into IDX so that appointments can be scheduled may seem like an easy task. But trips for continuing education conferences, vacations, administrative meetings and a host of other items must be factored into the provider's calendars. Right now, the policy is to have the schedule for each provider loaded into IDX at least four (4) months ahead of time. We need to get them loaded at least six (6) months ahead of time. All too often as our patients are discharged from a clinic with direction from the provider to come back in five or six months (or even four months), the schedule is just not loaded that far out. There are some providers whose schedules are routinely loaded only 1-2 months out. This clearly prevents our patients from getting their care in a timely and efficient manner.

The third challenge deals with our providers making referrals to each other. We really need to keep the patient referrals and consultations internal to ECU Physicians whenever we provide the care. A quick calculation based on over 7,000 referrals sent to external providers last year for care that ECU Physicians provides shows we sent out nearly \$2 million in revenues. We have great providers at all of our clinics in ECU Physicians. We can provide this care. We need to provide this care. Our patients get better continuity in their care when we keep referrals internal.

I know there are things that will need to change for us to accomplish each of these goals. It will take all of us working together. It will take the unanimous commitment of the Clinical Chairs, as they have agreed to. It will take us reminding each other. It will take a real commitment to our patients. I look forward to working with each of you to reach these goals.

*Nicholas Benson, MD, MBA  
Acting Medical Director, ECU Physicians  
Vice Dean*

#### *Psychiatric Medicine Celebrates New Clinic*



The Department of Psychiatric Medicine at the Brody School of Medicine at East Carolina University showed off its new outpatient clinic at a ribbon-cutting ceremony Nov. 6. From left are Dr. Nicholas Benson, Vice Dean of the Brody School of Medicine; N.C. Representative Marian McLawhorn; Dr. Sy Saeed, Chair of Psychiatric Medicine; ECU Chancellor Steve Ballard; Dr. Phyllis Horns, Interim Vice Chancellor for Health Sciences; and Dr. Paul Cunningham, Dean of the Brody School of Medicine. The new clinic is at 905 Hopkins Drive in Greenville.

*Contributed by Doug Boyd  
ECU Health Sciences News Services*



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## *What Comprises HealthSpan*

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There are several modules that comprise the HealthSpan project relative to the Brody School of Medicine. The following will collectively replace the current IDX system:

“Rev Cycle” Includes the following: (Please note that Rev Cycle Go-Live is 5/1/2009)

### **Resolute Professional Billing**

Resolute helps reduce A/R days, produces accurate claims, allows paperless collection processes, and streamlines data entry. With Resolute, the billing office can easily track revenue from individual billing entities, divisions or markets. Its configurable library of medical necessity checks and charge/claims scrubbing routines help you reduce denials and satisfy demanding payors. The system sends clean, accurate claims using a variety of HIPAA-compliant transaction formats - resulting in prompt and accurate reimbursement. Resolute’s comprehensive reporting tools allow executives to analyze financial performance, encouraging more informed operational decisions.

### **Cadence Enterprise Scheduling**

Cadence allows scheduling of any type of visit or procedure from virtually anywhere. It also enhances our ability to keep appropriate slots open, take patient preferences into account, and deliver high-quality service. Cadence provides conflict checking, and solutions for complicated appointment searches quickly. Comprehensive rules-based scheduling features accommodate the needs of each clinician, room, and piece of equipment, optimizing the use of staff and capital resources.

### **Prelude Enterprise Registration**

Prelude makes registration intuitive, efficient, and virtually error-proof. Prelude provides tailored workflows, wizards and extensive error checking to help users complete registrations swiftly and accurately, while addressing verification and HIPAA-compliant electronic eligibility queries help ensure accurate billing. Rules-based work queues efficiently organize follow-up activity according to flexible criteria, targeting problem registrations and delegating follow-up to the appropriate staff.

The following will replace the Centricity (Logician) electronic medical record system: (Please note that the Ambulatory EMR Clinic Rollout begins 11/1/2009 with the last clinic completed 5/1/2010.)

### **EpicCare Ambulatory EMR**

EpicCare Ambulatory EMR contains features such as BestPractice Alerts and chronic disease management functionality that help doctors to improve care and save lives. At the same time, EpicCare reduces or eliminates costs related to items such as duplicate testing, transcriptions and out-of-formulary medications while improving provider efficiency.

EpicCare is inherently flexible; accommodating specialty providers and facilities while ensuring that clinical information is stored in a seamless ambulatory care record. Healthspan will integrate the UHS inpatient medical record with the BSOM ambulatory medical record thus enhancing efficiency, promoting patient safety and eliminating the need for providers to access more than one system for clinical documentation.

This article also appeared in the *HealthSpan and You* newsletter.:

Volume 1, Issue 2, October 28, 2008

Questions Concerning HealthSpan?

Send an email to: [HealthSpanQuestions@ecu.edu](mailto:HealthSpanQuestions@ecu.edu)

Your question will be answered within five business days.

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## *A Word from Dr. Clyde Brooks*

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“The HealthSpan project is continuing along its implementation path with the Fire Tower Medical Office now in sight for the first site to go live on HealthSpan! Many units are working feverishly to make this project a success for the Brody School of Medicine and, more importantly, for our patients. Please take a minute to view the next page that depicts the timeline established for the HealthSpan project. For added convenience, we have color-coded each major event showing the beginning and ending date associated with each event. You may want to print or store this accordingly for future reference.”

*Dr. Clyde Brooks*

This quote also appeared in the *HealthSpan and You* newsletter.

Volume 1, Issue 2, October 28, 2008

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## *Word to the Wise*

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“Change will not come if we wait for some other person or some other time. We are the ones we’ve been waiting for. We are the change that we seek.”

*-Barack Obama*

### *BSOM HealthSpan Timeline*

Date	Description
9/15/2008	Revenue Cycle Interface Unit Testing Begins
10/13/2008	Revenue Cycle Integrated Testing #1 Begins
10/25/2008	Revenue Cycle Integrated Testing #1 Ends
11/17/2008	Firetower Ambulatory Unit/Application Testing Begins
12/1/2008	Revenue Cycle Integrated Testing #2 Begins
12/12/2008	Ambulatory Unit/Application Testing at Firetower Ends
12/15/2008	Firetower Ambulatory Testing with Inpatient Begins
1/9/2009	Revenue Cycle Integrated Testing #2 Ends
1/14/2009	Firetower Ambulatory Testing with Inpatient Ends
1/19/2009	Revenue Cycle Integrated Testing #3 Begins
1/26/2009	Firetower Ambulatory Training Begins
2/6/2009	Firetower Ambulatory Training Ends
2/9/2009	Firetower Ambulatory Go-Live And Support Begins
3/6/2009	Firetower Ambulatory Go-Live Support Ends
3/16/2009	Revenue Cycle Training Begins
4/13/2009	Revenue Cycle Pre-Registration Go-Live
4/20/2009	Revenue Cycle Integrated Testing #3 Ends
5/1/2009	Revenue Cycle Support Begins
5/1/2009	Revenue Cycle Go-Live
7/31/2009	Revenue Cycle Stabilization (Support) Ends
8/1/2009	Ambulatory (all other clinics) Integrated Testing Begins
11/1/2009	Ambulatory (all other clinics) Rollout Begins
11/1/2009	Ambulatory (all other clinics) Testing Ends

### *BSOM Smoking Ban Increased*

Come Jan. 1, smoking on the ECU health sciences campus will be limited to two smoking areas, and only ECU employees and students may smoke.

This change moves the smoking areas away from the Brody Medical Sciences Building and prohibits smoking by patients and visitors. The new smoking areas are a pair of gazebos near the retention pond on the health sciences campus.

The goal is to create a uniform smoke-free environment on the health sciences campus. Until now, smoking was allowed in several areas near the Brody Medical Sciences Building where smoke could waft into the entrances of patient care areas, and the colleges of Nursing and Allied Health Sciences brought east campus policies to the new Health Sciences Building when they moved there in 2006.

“The immediate and practical goals for a new policy were to create a uniform approach to smoking at the health sciences campus; to prevent employee and student exposure to second-hand smoke, both inside buildings and at entrances; and to prevent degradation of the environment or hazardous situations, such as cigarette litter, fires and smoking near gas tanks,” said Dr. Marian Swinker, Director of Prospective Health at the Brody School of Medicine.

“The long-term goal was to foster a healthier workforce and send a message about the health risks of smoking.”

Swinker cited studies showing regulating workplace smoking may reinforce a desire to quit in some and cut smoking by three to five cigarettes a day by others.

*Contributed by Doug Boyd  
ECU Health Sciences News Services*

### *It Pays to Work at ECU*

There are many advantages to working at ECU Physicians, and Pharmacy Services is proud to add another to the list. Any employee of East Carolina University can now take advantage of our discounted price for prescription medicine. In these uncertain economic times, we’re glad to be able to offer this saving on the most commonly used generic drugs.

\$4.00 per month is all you will pay when you purchase a prescription from our generic formulary (web link to list below) at any of our four convenient locations. This saves you \$6.00 off the generic co-pay under the State Health plans and puts that money right back into your pocket. There are over one hundred medications on the list and we’re adding more every day. Our promise to you is that if we can buy it at a lower price, we’ll sell it to you at a discounted price. If you’re not sure if your medication is on the list, call or stop by and ask one of our pharmacy staff. To transfer prescriptions from other pharmacies, just bring in your bottle, and we’ll take care of the rest.

Better yet, you can have your prescriptions delivered to your work location. Simply fill out the delivery registration form (web link below) and bring it, fax it, or scan and email it to Brody Pharmacy. We deliver to all ECU employees at their work site within 24 hours.

Pharmacy Services is ready to provide your prescription needs.  
Save money where you work!

**Brody Outpatient Pharmacy**  
9 am – 6 pm  
Brody Outpatient Center, 600 Moye Blvd.  
Phone 744-2721, Fax 744-1800  
Email: pharmacybrody@ecu.edu

**Family Medicine Center Pharmacy**  
8:30 am – 5 pm  
Family Medicine Center, 600 Moye Blvd.  
Phone 744-4680, Fax 744-3804  
Email: pharmacyfpc@ecu.edu

**Leo Jenkins Cancer Center Pharmacy**  
8 am – 4:30 pm  
Leo Jenkins Cancer Center, 600 Moye Blvd.  
Phone 744-2426, Fax 744-7554  
E mail: pharmacyljcc@ecu.edu

**Bernstein Center Pharmacy**  
9 am – 5:30 pm  
Bernstein Medical Center, 270 Easy St.  
Phone 413-0063, Fax 413-0646  
Email: pharmacybernstein@ecu.edu

**DELIVERY REGISTRATION FORM:**  
<http://www.ecu.edu/cs-dhs/ecuphysicians/patient-care/upload/PharmacyDeliveryForm.pdf>

**EMPLOYEE \$4.00 PRESCRIPTION LIST:**  
<http://www.ecu.edu/cs-dhs/ecuphysicians/patient-care/upload/DiscPrescriptions.pdf>

## Health Information Systems/Services Update

Health Information Systems/Services staff have been working hard on the building and testing of the new EMR for ECU Physicians HealthSpan. Current plans have the Firetower Medical Office going live in February 2009. Other clinics will be rolled out in late 2009, into 2010. The Contact Center and Medical Records staff will be trained in January for the Firetower Medical Office go-live. Those staff members have already been enrolled in the Blackboard HealthSpan e-learning sessions. Any questions regarding training should be directed to Tracy Carawan in HIS/S. In early 2009, Shelby Gardner, RN will begin meeting with other clinics, gathering information regarding their documentation needs in HealthSpan.

*“Thanks for your patience with the Centricity team. The Centricity team is spending many hours on the HealthSpan project. We are striving to provide adequate Centricity support for our clinical users during this time.”*

*Mary Thompson, Director of Health Information Systems/Services*

HIS/S installed the latest knowledge base update in Logician/Centricity on Friday, December 5th. This update included:

- The full 2009 ICD-9 code set, with 374 new codes and 26 deleted codes
- All new ICD descriptions (12,958 changes) due to GE's switch to a new reference data vendor
- 9 CPT/HCPCS description changes, 18 new codes, and 8 deleted codes

For questions and/or comments please contact Jay Davis at 744-2030 Option #2.

### Reminders:

1. Providers are reminded to sign their clinic notes as soon as they are complete. Medical Records cannot release information without the notes being signed and complete.
2. Providers are reminded to **always** click the Sign Clinical Lists Changes box when completing notes, placing on hold or routing to an attending for final signature. Failure to do so will result in other providers and departments not being able to update clinical lists.
3. Centricity training is scheduled on the same Wednesdays as the BSOM New Employee Orientation. The class is offered from 9:30 – 12 noon, Lakeside Annex # 1. If you would like to attend a training class, please contact Hope Hardee at 744-3103. The 2009 training dates are posted on our website at [www.ecu.edu/hiss](http://www.ecu.edu/hiss).

## Contact Center Corner

Let us help make your referral process easy! Simply dial 744-2138, and the Contact Center staff will connect you with the clinic or physician you require. With one call you can access the scheduling offices, the physician on-call, or be connected directly with a specific physician. Our processes are easy and efficient.

We also have a toll free Physician to Physician Referral number, 1-800-328-0577, which can be used by physicians and offices located outside of our local calling area. This number allows physicians outside of the ECU Physicians network easy access to our ECU Physicians.

The Contact Center staff is dedicated to professionalism and we each strive to make access to our clinics as simple as possible. Our services are available from 7:00 a.m. until 11:00 p.m. seven days a week, including holidays. Give us a call, and let us prove how easy a referral can be.

If you have any questions, comments or suggestions, please contact Mary Schiller, Contact Center Manager, at 744-1441 or [schillerm@ecu.edu](mailto:schillerm@ecu.edu).



Send newsletter submissions to:  
 Beverly DeWitt  
 ECU Physicians Administration, Brody 1K-20  
 Phone: (252) 744-1882  
 Fax: (252) 744-3447  
 View on-line @ <http://www.ecu.edu/ecuphysiciansadmin>