

## **Doylestown Hospital Physician Community – Doylestown, PA**

### **Facility Overview:**

Doylestown Hospital is a comprehensive, community-focused healthcare facility serving patients and families in the northern suburban communities of Philadelphia. Founded in 1923, Doylestown Hospital has grown into a regional healthcare resource encompassing more than 500 acute and long-term care beds in three locations. Areas of clinical emphasis include:

- Cardiology and Cardiovascular Surgery
- Maternal-Child Health
- Orthopedics
- Gastroenterology
- Interventional Radiology
- Urology
- Pulmonology
- Special Care Units (ICU/CCU)

Physicians representing these many specialties and practicing in the Doylestown community have a strong connection to the hospital as well as to one another. Previously, the physician community and the hospital worked together to develop a process that would allow for the physicians use of the NextGen Enterprise Practice Management (EPM) and Electronic Medical Records (EMR) applications in order to address common physician business objectives.

### **Challenge:**

Over the past several years, 35+ physician offices have deployed the NextGen EPM and several physician offices have deployed the NextGen EMR application capabilities. The physician offices have contracted with Doylestown Hospital to provide the technical infrastructure and application support for these applications. With the evidence growing from all perspectives that the deployment of Electronic Medical Records applications within physician offices will significantly enhance the overall patient health and wellness, Doylestown Hospital and the physicians within the community are looking to significantly accelerate the deployment of the NextGen Electronic Medical Records applications.

### **Action:**

Recognizing the magnitude of effort and complexity associated with the deployment of an Electronic Medical Records application, the hospital identified the need to supplement the hospital's existing EPM and EMR resources. Doylestown Hospital engaged MedMatica Consulting Associates to provide both Project Management and Implementation Analyst support to not only enhance existing systems, but also drive the

deployment of new EMR implementations throughout the physician community. The services provided by MedMatica Consulting Associates include:

- Project Management leadership services that have melded the existing organization work efforts with the requirements of the physicians and the capabilities of the NextGen applications.
- Workflow analysis of existing physician office practices and the identification of operational improvement opportunities based upon the deployment of new application functionality and/or technologies.
- Full cycle EPM and EMR application implementation support that provides hands on analysis, design, template building, document building, application testing and training services to the physician community.
- Design and provide database reporting capabilities via Crystal Reports and/or Access that assist the physician offices in areas such as; identifying patients who qualify for research studies, medication recall notices, and outstanding lab orders, etc.
- Full cycle Lab Integration implementation support that provides hands on analysis, design, template building, report building, application testing, interface testing and training services to the physician community.

**Results:**

The efforts of MedMatica Consulting Associates in concert with representatives of Doylestown Hospital has allowed the organization to accelerate the implementation activities associated with the rollout of new Electronic Medical Records. In addition, the community has moved a step closer to achieving their goal of deploying a Regional Health Information Organization. Key results associated with these efforts include:

- Maintained continuity within the Information Systems department leveraging previous implementation activities and technical platforms.
- Enhanced relationships between physicians and hospital administration as specific physician application related items are now addressed in a more timely manner.
- Improved patient care throughout the community as more and more physicians deploy the Electronic Medical Records applications within their practices.
- Reduction of physician stress associated with information systems activities as they now have one point of contact for their EPM and EMR application support activities.
- Improved collaboration amongst physicians as physicians begin to further communicate with one another regarding the implementation of their systems and the patient data that resides within the systems.

**Quote:**

“Representatives of MedMatica Consulting Associates have worked with Doylestown Hospital in the true sense of partnership. Their services have propelled the hospital forward and have been instrumental in the organization achieving our stated information systems and hospital operational goals”.

Mr. Robert Bauer  
Vice President and CFO  
Doylestown Hospital

**Contact:**

To learn more about the NextGen Electronic Practice Management and Electronic Medical Records Project Management and Implementation Analyst services provided by MedMatica Consulting Associates, please contact Michael Restuccia at (610) 827-1356.