



Dr Mindy Miller MD
Dr. Linda Peterson MD PLLC

Colorado Rural Health Care Grant
2010 Report

10-2-100

Colorado Rural Health Care

GRANT PROGRAM



FINAL REPORT TEMPLATE

Name of organization reporting: Mindy Miller MD PC and Linda Peterson MD PLLC _____

Dates covered by this grant: from June 2010 _____ to June 2011 _____

Executive Director: Mindy Miller MD PC _____

Phone and Email: 970-240-8199 DrMMiller@bresnan.net or DrMiller@millerpetersonmd.net _____

Contact person: (If different from Executive Director) _____

Title: _____

Phone and Email: _____

Mailing Address: 401 South Park _____

City/State/Zip: Montrose, CO 81401 _____

Fax Number: 970-249-9186 _____

Amount of Grant: \$37,834.22 _____

Purpose of Grant: The grant funds were dedicated to purchasing three items:

- 1) \$1,379.22 for a machine that would check blood "thickness" levels in the office.
- 2) \$15,000 was intended for an interface between Quality Health Network (a regional Health Information Organization) and our electronic medical record system (eClinicalWorks.) (We did return the \$15,000 for the interface because Quality Health Network and St. Mary's Hospital are developing an interface with eClinicalWorks. We will be able to integrate at no cost to us other than the cost of upgrading our current system.)
- 3) \$21,455 went to purchase a digital colposcopy system and colposcopy training.

I hereby certify that the above and attached statements are true and accurate.

7/23/11

Signature of Executive Director or Authorized Board Officer

Date

I. NARRATIVE (maximum of 3 pages, exclusive of photographs and testimonials)

A. Results/Outcomes

- 1. Please describe the progress made toward the stated goals and objectives related to this specific grant.
- 2. What difference did this grant make in your community or neighborhood and for the population you are serving? Please discuss evidence of effect (e.g. numbers served, demographic information, community indicators, outcomes, client satisfaction survey results, etc.). *Note: If you have evaluation materials that document outcomes and impacts of your work, feel free to attach in lieu of answering this or other questions.*
- 3. Describe collaborations, if any, related to the work funded by this grant and how it impacted your efforts.

B. Photographs and Testimonials

- 1. Please provide any photographs or testimonials that demonstrate the impact the project has had on the community.
- 2. Please provide an example of a success story that demonstrates the benefit of the project to your community.

C. Future Plans

- 1. What are the plans for sustaining the impact of the use of these funds?
- 2. What plans do you have to communicate your outcomes and lessons learned with others?
- 3. If you have identified areas where increased collaboration between organizations or sectors would lead to increased positive outcomes for your constituents, briefly describe your ideas.

D. Other Comments

- 1. Please share with us any recommendations you have for our grant making or reporting process.

II. FINANCIALS

- 1. Please provide income and expenditure information compared to the approved budget for that project or program. If there are any major variances, please explain.

MINDY MILLER MD AND LINDA PETERSON MD PLLC

NARRATIVE

RESULTS / OUTCOMES

Our first goal was to purchase an interface to connect our electronic medical record system with Quality Health Network (QHN), a service that enables providers to exchange health information between multiple facilities. We were fortunate to receive funding through the Colorado Health Foundation and Montrose Memorial Hospital to offset expenses for the Quality Health Network implementation.

We successfully implemented QHN and found the ability to retrieve consult notes from this network very helpful. We utilized this on a daily basis. We tried using QHN for e-prescribing for several months; however, elected to return to our EMR for e-prescribing because using both systems without an interface was too time consuming for all involved and increased errors in prescribing and documentation.

While trying to finalize a contract and waiting for the interface to be developed, a representative from QHN informed us that they were working with St. Mary's Hospital in Grand Junction to develop a bi-directional interface with eClinicalWorks. This interface would be offered free of charge to those practices who subscribe to QHN. We felt that this would be a better utilization of resources so decided to return the \$15,000 portion of the grant that had been marked for this interface. Unfortunately, in preparation for this interface we ran into a number of unexpected expenses. In order for this to work we needed to upgrade to a new version of eClinicalWorks. This required us to purchase a new server (\$3,505.51) and fax server (\$1027.20), pay software re-installation fees to eClinicalWorks (\$750), and pay for IT personnel (\$1,569.32) to set up the system. We have continued to pay \$100 per month per provider for our QHN subscription.

After upgrading to the new version of eClinicalWorks in March 2011 we activated our patient portal in May. The 160 patients who are currently web-enabled are able to log into the portal and view their lab results, request appointments, send messages to physicians and staff, and view their medical summaries. We are still waiting for the interface and have been informed that this will be able to be installed in our office "soon". There has been a successful interface tested in a family practice clinic in Grand Junction. We have had very positive feedback regarding use of our patient portal and the information patients are able to access through this system. We had hoped that it would facilitate communication with the local Center for Mental Health; however, they are not connected with the QHN system. We are confident that once the eClinicalWorks-QHN interface is working that it will have a tremendous impact and strengthen the technological infrastructure locally and nationally by helping build a healthcare database on all patients treated. It will take longer to determine the full impact.

Our second goal was to improve women's health services by purchasing a digital colposcopy system. We hoped to be a referral source for the Montrose County Health Department and offer an outpatient option to avoid facility charges at the local surgical center or hospital. We purchased the colposcopy system in October 2010. We elected not to purchase the printer because we decided to send reports electronically. Dr. Miller attended a colposcopy workshop December 10-12, 2011. We began utilizing the colposcope in January 2011. Since that time Dr. Miller has performed 10 colposcopic exams and 2 Loop excision procedures for moderate to severe pre-cancerous changes. 2 patients were referred from the county health department to our clinic. We did not perform satisfaction surveys after the procedure; however, two cash-pay patients were appreciative that we allowed a monthly payment plan rather than requiring full payment at the time of service. We unfortunately overestimated the number of referrals we would be receiving from outside sources so did not have quite the volume anticipated. I believe this lower referral rate from the Montrose County Health Department is partially due to a language barrier. We should be able to resolve this because we now have a full-time employee who speaks fluent Spanish and will be able to assist with translation. We also suspect the lower than anticipated volume is related to a change in guidelines that decreases frequency of pap smears and more conservative recommendations for treatment of pre-cancerous cervical changes. Although much lower volume than expected, in 7 months with 2 patients requiring a LEEP we were able to save \$1,000 to the healthcare system in facility fees by performing the procedure in the office rather than at a surgical center (and more if you consider the ability to do the initial colposcopic exam in an outpatient setting rather than in a surgical center).

Our third goal involved purchasing a machine to monitor the "thickness" of blood when patients are taking blood thinners for irregular heart rhythms, artificial heart valves, and blood clots. We purchased the "Coagu-check" monitor in October 2010 and were able to utilize it immediately. We have had 174 visits for this test between October 1, 2010 and July 19, 2011.

By keeping this service within the clinic we have been able to monitor patients for signs of bleeding and catch other preventive health services that are due. We have been better able to ensure patients understand dosing changes and print instructions for patients before they leave the clinic. Providing this service in the clinic has improved patient safety, allowed us to monitor underlying chronic disease processes, monitor blood pressure, and has helped us to keep preventive health services up to date. We are also able to provide more cost-effective testing for the underserved. In addition to saving money on the testing, patients have appreciated not having to wait in admissions at the hospital. They expressed a preference to having this done more quickly by familiar staff in the comforts of our office.

FUTURE PLANS

Regarding the future of technology and an interface in our office, we are hoping that “soon” means within the next 2 months for installation. We are working with the Beacon Collaborative to utilize this technology to improve care of patients in the office and meet “Meaningful Use” Medicare requirements. We have achieved most of the requirements and plan to attest to meaningful use before the end of the year.

We would also like to work on getting other practices and health centers on board with QHN. We plan to discuss our experience with other practices in the community that are not linked to QHN.

Regarding future plans, Dr. Miller plans to write a letter to colleagues and to the health department notifying them that we are available for referrals, have Spanish translation services available, and give them an example of a colposcopy report. This should improve awareness of available services and increase referrals, thus increasing the benefit to the community. Dr. Miller will also talk to the OB/GYN physicians in the community to see how we are able to work together to provide services for the underserved in a cost effective way.

Regarding the INR machine, we would like to determine why two of our coumadin patients go to the hospital lab to have levels checked and see if there are some changes we can make that would encourage them to come to the office for these labs.

OTHER COMMENTS

We truly appreciate being selected for this grant. It has definitely enabled us to make some positive changes in our practice. We thought both the application and reporting processes were straight forward and easy to understand. As we were new at the grant application process, we truly appreciate the assistance when needed. We don't have any suggestions for change at this time.

TESTIMONIALS:

The following are comments patients have made regarding their ability to access their health information through the patient portal.

“I am glad to see that I am able to access my personal health information through the internet and the security leaves me knowing that my information is safe. I have not had the chance to fully explore the site but I am happy with what I have witnessed. Thank you :)”

“I think this is an excellent service and I find it very useful since I work outside of Montrose and leave town and return before your office is open. When I get an email I can log on when I get the chance and can see lab results or be reminded of an appointment. It makes better use of everybody’s time. Thank you for this service.”

“I have liked getting my mammogram and blood results quickly through this portal.”

“It's working fine now that I have the correct username and password. I really like that I can check on results etc. any time that is convenient for me. Thanks.”

“I haven't used it a lot yet, but I like the concept and will probably use it in the future. I am on the computer at work all the time and it will probably save me time. Thanks for contacting me. Have a great day. “

“Dr. Miller, I really like being able to log in and view lab results. The only problem I have experienced with the system is that several times when I have attempted to log in I have been required to create a new password. Other than that it works very well. Thank you,”

