



CLIENT: McKesson Provider Technologies/Revenue Management Solutions
PROJECT: Customer Profile
DATE: Sept 8, 2009

FRONT

HEADLINE: Spectrum Medical Group
SUBHEAD: Enhances clinical outcomes through streamlined quality reporting solution

Customer Profile

SIDEBAR: At a Glance

Spectrum Medical Group
Anesthesia Practice
Portland, Maine

- 50 anesthesiologists
- Serves four hospitals, six surgery centers and two pain clinics
- Averages 50,000 anesthetics per year

Solution Spotlight

- McKesson Revenue Management Solutions
- McKesson Quality Focus™

Critical Issues

- Trending clinical data for quality improvement
- Gaining physician and staff compliance with capturing quality data
- Demonstrating quality metrics to hospital clients, major employers and managed care

Spectrum Medical Group is the largest multi-specialty, physician owned professional organization in Maine. Established in 1996 through the merger of top area anesthesiology, radiology and pathology physician groups, today Spectrum includes over 130 physicians practicing in the areas of anesthesiology, pain management, pathology, radiology, interventional radiology and radiation therapy.

Operating in four hospitals, six surgery centers and two pain clinics, Spectrum's anesthesia practice comprises 50 physicians administering all types of anesthesia including obstetric, cardiac, neurosurgical, pediatric and pain management.

Challenge

Like many anesthesia practices, Spectrum had difficulty collecting clinical data and analyzing outcomes. The data collection process required anesthesiologists to

complete bubble forms that included patient demographic data – a duplicative and time-consuming process. The data was hand collated, and manual lists of complications compiled. According to Craig Curry, MD, Spectrum’s Quality Improvement Chair, “This was a most unsatisfying process. For example, we could identify an increase in a particular complication, but without pulling individual case charts, we had no mechanism to associate the complication with a specific anesthetic or practice.”

Solution

Several years ago Dr. Curry, along with members of Spectrum’s anesthesia group, began to develop a proprietary clinical data collection and reporting solution that resolved these issues. Working with their McKesson Revenue Management Solutions account team, Spectrum created an Anesthesia Data Form that eliminates the need for anesthesiologists to fill in patient demographic data (this information is automatically supplied by McKesson’s billing database). The new Anesthesia Data Form is paired with the Anesthesia Record, and each carries the same unique record number.

GRAPHIC: Nausea and Vomiting and Mean Temperature Graphs
CUTLINE: Tracks and reports dozens of clinical measurements including mean temperature, nausea and vomiting

Now, Spectrum can collect, track and report on multiple clinical indicators and outcomes plus drill down to view any element by rendering physician, charge or payor, creating a robust clinical and business intelligence tool.

BACK

Streamlined Clinical Data Collection

“The key was to create an easy-to-use method for anesthesiologists and hospital staff to record clinical data,” explained Dr. Curry. “Completing the Anesthesia Data Form takes no more than 30 seconds. Once completed, the data is scanned into the system and cross referenced with the Anesthesia Record/billing information so that we can track our clinical performance.”

With intraoperative, post-anesthesia and post-discharge sections, the Anesthesia Data Form picks up where the Anesthesia Record leaves off. Together the two forms provide a comprehensive outcomes reporting tool that captures events such as reintubation or unplanned ICU admission and references them against anesthesia types, anesthetic, airway management, ASA classes, and anesthesia risk factors.

Significant Quality Improvement Tool

The clinical reporting available through this streamlined solution is a significant adjunct to Spectrum’s Quality Improvement program. The anesthesia practice now

is able to pinpoint critical areas and address them more rapidly than before.

For example, when the practice identified a spike in reintubations, the QI team traced the complication to the use of a specific muscle relaxant. Anesthesiologists were educated about this potential side effect and use of this muscle relaxant was modified. The result: a significant reduction in the number of reintubations was reported along with the declined use of the specific muscle relaxant.

The clinical reporting system is just one component – albeit a critical component – of the practice’s comprehensive QI program. “Having the data is an important first step. Once we identify a trend and isolate the factors causing it, we then can devise a comprehensive response to resolve the issue,” explains Dr. Curry.

Strengthens Conversation with Hospitals and Payors

In addition to improving their clinical anesthesia practice, Spectrum found that the collected and reported data made a powerful demonstration of the medical group’s ongoing commitment to improving quality. Hospitals, payors, even major employer groups have been impressed with the group’s ability to document quality outcome trends. Explained Dr. Curry, “Hospitals are acutely interested in quality metrics. They want to see for themselves that they are providing quality care.”

Spectrum believes that the conversation with payors and hospitals will increasingly focus on quality. According to Dr. Curry, “Those providers that cannot demonstrate quality will suffer. Because of our investment in quality reporting, we are ahead of the game. While the data solution may not provide all the answers, we are much more confident about our clinical practice.” And, that translates into a stronger negotiating position when contracts are renewed.

Solution Available to Anesthesia Practices

Thanks to Spectrum, McKesson Revenue Management Solutions anesthesia clients have access to this integrated clinical reporting solution. Available as McKesson Anesthesia Quality Focus™, it works with McKesson Revenue Management Solutions to track and report meaningful anesthesia quality metrics by practice, payor and individual physician.

What’s more, anesthesia practices can adapt the data elements to reflect their unique areas of investigation making Anesthesia Quality Focus a flexible addition to a Quality Improvement program.

SIDEBAR: QUOTE

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Craig Curry, MD
Quality Improvement Chair



Spectrum Medical Group

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