

CUSTOMER SUCCESS



Peoria Surgical Group

Staying on the Cutting Edge with Intergy by Sage

There is no doubt that Peoria Surgical Group is a cutting-edge surgical practice. They have been recognized for their use of innovative robotic surgical tools and for their practice and clinical management solutions. They are also a practice that is always poised for the next opportunity for growth and improvement.

For 15 years Peoria Surgical utilized The Medical Manager by Sage for its practice management needs, incorporating its integrated electronic medical records solutions in 2001. Stu Patty, administrator at Peoria Surgical, believes that having these systems in place enabled them to manage a huge expansion from seven to 15 physicians without the need for additional support infrastructure.

Today, the practice has four locations, operates at four hospitals, has its own vascular lab and sees approximately 40 operations and 200 patients a day, and they are ready for the next growth phase. Five years ago, Intergy by Sage was just finishing Beta testing, and there was no integrated electronic health record (EHR) yet. Patty was ready to go paperless but he didn't want to wait for the new Intergy system to be ready as well. The practice chose to stick with The Medical Manager software and see what Intergy might offer in the future.

Thanks to recent development efforts, today's integrated suite of Intergy products has enabled the practice to take the next steps in efficiency and growth—giving them everything they wanted and more. "We wanted something easier, more integrated, more robust, more available to physicians, and more in tune with the future," says Patty. "We were already paperless so that wasn't a big change for us. The big change is a system that is more integrated where information is easily accessible from a single location. Using Intergy really poises us for seamless growth."

The business of managing a medical practice is becoming more and more competitive and complex. Efficiency, accuracy, and implementation of best practices and the best technology can give you the edge you need to lead your field or your community. "We are building a virtual office," Patty explains. "We used to spend a lot of time talking about how to manage our business and we don't have to focus on that anymore. We can focus on growth, and we can think outside of the box to achieve it. We have so many options now. We are building a new office with a 20,000 square foot surgical center, but we don't have to put our billing staff there. They can be in another, lower cost location. People can work from other offices or from home. We can now make better use of our resources and our space in new ways."

Customer:
Peoria Surgical Group

Specialty:
Surgical

Location:
Illinois

Number of Locations: Four

Number of Employees:
19 Providers, 70 Staff

Products:

- Intergy Practice
- Intergy EHR
- Practice Analytics

CHALLENGE

Manage growth of 20 percent and the addition of five more providers to an already successful surgical practice.

SOLUTION

Transition from The Medical Manager software to the comprehensive, fully integrated Intergy suite of solutions.

RESULTS

Intergy Practice and Intergy EHR, along with clinical reporting in Practice Analytics, gives Peoria the edge they need to keep pace with growth without significant increases in staffing and operating costs.

Intergy Practice and Intergy EHR are the catalysts to what Patty predicts will be about 20% growth with the addition of five more providers. He believes the system is helping them take their business to the next level by supporting him in developing uniform processes and procedures. "We will be able to create them and stick to them," he asserts. "When a new staff person starts we will just say this is how we do business. It will be much easier to adjust to change and train new staff. It positions us better for our growth and the staff are more prepared and satisfied."

So what is it specifically about Intergy that is enabling so much progress at a practice that was already pretty cutting edge? Patty says it's a lot of small features and seconds saved here and there that really add up when you look at the big picture, "Day-to-day tasks are just faster, but there are some specific areas that are really improved. For example, it used to be that if you were working at a station and you walked away, someone could come along and shut the computer down and you would have to start over again. Now, you can log back in from anywhere and pick up right where you left off. Another great small piece is that the physicians no longer have to wait for Adobe viewer to launch to view images. They just open the file. It is much simpler and faster. These things make a huge difference in the course of the day for the average nurse or doctor."

Another small change that's going to have a big impact is the addition of the Office Efficiency Bundle, a package of integrated solutions that can be purchased along with Intergy Practice. According to Patty, the practice purchased this package primarily for the questionnaires feature, but he is finding that he is pretty excited about the whole thing. "When you have 15 providers and someone calling to ask for the first available physician for a thyroid appointment, and you have new staff, they can easily spend a lot of time looking around asking other people to gather the who, what, when and where to address these requests," he says. "But with questionnaires and tools to link specific actions to specific events, we can eliminate piles of explanatory sticky notes on staff computers and help ensure that patients get the care they need with all the right information and services given to them and gathered from them at the right time." This package also includes the Advanced Appointment Scheduler, which enables Patty's staff to easily book multiple resources and repeat appointments on the fly.

One of the pieces Patty was really excited about and anxious to get his hands on was the clinical reporting tools available in the latest

version of Practice Analytics by Sage, the integrated advanced reporting solution for Intergy. "NCQA recently started a new project to look at building surgical quality initiatives and we are participating in that program. With the extent of the reporting required for this, it would be almost impossible to do it all by hand," he says. "Even more important to us is streamlining our research functions. We have about 15 residents here at any given time. They have been using the EHR to do this but the addition of the clinical reporting in Practice Analytics has really improved the quality of the residents' research. Very quickly, a resident can pull up the entire list of patients who have had a robotic colonoscopy, and then pull their histories to see a complete picture of the success of that procedure."

All the old benefits of The Medical Manager software are still there, but many are enhanced. "Our driving force in getting electronic medical records five years ago was to give the doctors the access they needed to information from anywhere, and that was still a key factor when we chose to upgrade to Intergy," explains Patty. "Intergy still gives us the right information in the right format at the right time, but it is even simpler and more streamlined. This is especially important as we open remote sites as part of our ongoing expansion. We are opening a new office 50 miles away, and with Intergy we can move 80,000 charts with the flip of a switch. As I said before, this is about creating a virtual office so wherever you are is where your office is, and you always have all the information you need so you never have to say to a patient, 'I can't get that data here or you will have to go to another office or we will have to get back to you.' We will eliminate that bureaucracy and inefficiency and improve patient care while we are building our new rural outreach program to reach out to 15 community hospitals over the next seven to eight years."

There is a lot happening at Peoria Surgical, and Intergy is a key piece of their imminent growth and ongoing success. Many practices might have stayed with the solutions that they already had in place thinking they were efficient enough or that the cost of new technology would be too prohibitive. In response to this, Patty says, "Of course new technology has a cost, but old technology has a cost too. The inefficiencies and the need to create interfaces and crossovers as you add other solutions gets expensive in its own way. Making the investment in new, better technology is part of the way we meet our customers' needs effectively, and by customers I mean patients, other providers, our residents and anyone else we do business with. We are sending the right message about who we are."

ABOUT SAGE SOFTWARE

Sage Software Healthcare Division is a part of Sage Software, the North American business of UK-based The Sage Group plc. Sage Software supports the needs, dreams and challenges of small and medium-size businesses (including medical practices of 500 employees and more) by offering leading business management, practice management and electronic health records products and services. More than 2.6 million North American small and medium-sized businesses and tens of thousands of medical practices currently rely on Sage Software applications.

For more than 25 years, Sage Software Healthcare Division has delivered easy-to-use, scalable and customizable software for practice management, including private practices, multi-million dollar medical enterprises and community health centers. Our Intergy EHR by Sage electronic health records software is CCHIT CertifiedSM for its product, and meets CCHIT ambulatory electronic health record (EHR) criteria for 2006.

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