

# MetroWest Accountable Health Care Organization

## Care360 Success Profile

MetroWest Accountable Health Care Organization, LLC (ACO) is a physician hospital organization affiliated with MetroWest Medical Center and comprised of 160 physicians that include primary care physicians and specialists in small practices in the Boston metropolitan area.

Physicians are affiliated with the MetroWest Medical Center, a 319-bed regional healthcare system that includes Framingham Union Hospital, Leonard Morse Hospital, MetroWest Home Care and Hospice, and The MetroWest Wellness Center—an outpatient diagnostic imaging and rehabilitation center.

### Situation

#### The Search for the Ideal EHR

In 2009, the MetroWest Accountable Health Care Organization was searching for the right Electronic Health Record (EHR) solution to meet the needs of physician offices. Offices ranged in size from one to five physicians.

Representatives had been searching for the best EHR solution for nearly five years. During their evaluations, they found issues with other EHR platforms including a difficulty sharing information, long training cycles on complex systems and financial expenses that the smaller practices could not absorb. Doctors were also concerned about the disruption in practice workflows.

Key EHR features that MetroWest required included:

- Access to a proven web-based platform
- Shared data across the MetroWest network, not just with a single practice
- The ability to write clinical notes and view lab and radiology results

### Solution

#### The Decision—a Web-based EHR

More than 1,700 physicians in the state of Massachusetts were already using the Care360 platform. For MetroWest physicians, it was a logical choice to select Care360 EHR because it was on the same web-based platform and was easier to transition to Care360 EHR rather than start from scratch with an entirely new EHR solution.

They also liked the anywhere, anytime access with iPhone® support, and that MedPlus is affiliated with Quest Diagnostics, a financially-secure company.

### Customer

MetroWest Accountable Health Care Organization

### Quick Facts

- Location: Boston metropolitan area
- Physicians: 160 primary care physicians and specialists in small practices
- Office size: From one to five physicians
- Affiliated with MetroWest Medical Center: 319-bed regional healthcare system

### Critical Needs

- Adopt an effective, affordable and patient-centered Electronic Health Record (EHR) solution
- Remove primary barriers to EHR adoption among small practices such as:
  - Financial constraints
  - Lack of technology/computer skills
  - Lengthy implementations
  - Workflow disruptions

### Results Achieved

- 100 physicians across 40 facilities selected Care360 EHR
- Average implementation time per office: Less than 30 days
- Transition time from paper to electronic: Approximately four weeks
- Electronic prescriptions completed: 76,000\* in a 12-month period
- Clinical documents uploaded: 174,000\* in a 12-month period
- SOAP notes created: 120,000\* in a 12-month period

\* January – December 2010

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### A Physician Ambassador Emerged

The adoption of technology can be a challenge for any physician, but Paulo Andre, MD, Neurologist for MetroWest Medical Center, and medical director of the MetroWest Accountable Health Care Organization, was convinced that Care360 EHR was the best solution for MetroWest, and would allow for the fastest adoption by the physicians in the alliance.

Prior to selecting Care360 EHR, Dr. Andre had been searching for the optimal EHR solution that could network physician practices with the MetroWest Medical Center, and be able to interface with lab and radiology results at the hospital.

“One factor that influenced our doctors to choose Care360 EHR was that Quest Diagnostics was behind it,” said Dr. Andre. “It’s available online from anywhere, and I just enter the name of the patient to get the information I need. I can check prior lab results, MRIs, my notes or my colleagues’ notes and make a clinical decision very fast. I tried other systems and Care360 EHR is definitely the best.”

### Results

Today, 100 MetroWest physicians across 40 facilities use Care360 EHR. When comparing the required medical tasks for doctors and staff in participating offices before and after implementation, the results show that physicians did not just implement Care360 EHR, but have smoothly integrated the EHR into their existing practice workflows. From January through December 2010, MetroWest achieved the following:

- 76,000 electronic prescriptions completed (*multiple medications can be on one prescription*)
- 174,000 clinical documents uploaded
- 120,000 electronic SOAP notes created

The average time for Care360 EHR implementation was less than 30 days, and transition from paper to 100 percent electronic patient files for most offices occurred incrementally over a four-week period.

Overall, these results show that MetroWest physician offices minimized the need for paper records—leading to significant cost savings—and created an electronic copy of the patient’s record that can be shared to ensure that the right clinical information is leveraged at the point-of-care.

**Contact your Care360 representative today to learn how Care360 EHR can benefit your organization or visit us online at [Care360.com/EHR](http://Care360.com/EHR)**



**See the video to hear more from Dr. Winston and Dr. Andre.** Scan the QR code with your smartphone.



“I have been amazed at how simple and straightforward Care360 EHR really is to use, and its one step at a time approach for those of us who have limited computer knowledge. For me, the most important feature is clinical messaging—the ability to exchange information with specialists immediately so they can see exactly what we need and why. You also don’t have to do everything in one day like some of the other systems on the market. I have time to get into the product gradually and absorb it. I am as happy as can be with Care360 EHR.”

Bart Alfano, MD  
Chairman of MetroWest Accountable Health Care Organization

“The fact that the system is so mobile and virtually requires no paper is one of the best things about the platform. I like the fact that my office is playing a role in being environmentally conscious by using less paper, while also offering better patient care with just one or two clicks of a button. It’s so easy to get everything you need, including immediate access to X-rays and lab reports at MetroWest Medical Center. The system integration with the hospital allows me to see results and offer better patient care in a matter of hours.”

Eileen Winston, MD  
MetroWest Accountable Health Care Organization

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