



GE Centricity Business and our Trying Times

Make do and make it work better

from Sean McDonagh, Beacon Partners GE Practice Director

The healthcare community has found itself firmly entrenched in the fiscal crisis facing the country today. We face rising self-pay responsibilities as well as the tempting back-end incentive-laden American Recovery and Reinvestment Act (ARRA). How do you not only address the rising costs of billing, but also find the monies to front load an Electronic Medical Record (EMR) required to realize the future incentives that ARRA promises?

The answer is to make do and make it work better. In this case maximize the Return on Investment (ROI) of your GE Centricity Business Practice Management system.

Organizations can and will realize the benefits of capturing additional revenue by reviewing, planning and implementing changes to the GE Centricity Business Practice Management system. The review of the system should focus upon how the configuration is supporting your revenue cycle. More often than not we have implemented our practice management systems with expediency and simplification in mind. Deadlines are met, the system meets minimal requirements and, ergo, the implementation projects are deemed successful.

The question that remains and is often unaddressed until trying financial times force an answer: *how optimal is the system configuration?*

Accounts receivable are out there, awaiting collection. Is your GE Practice Management system doing all it can do to find these funds and facilitate collection? Relax, you are far from being alone if you cannot effectively answer this question. You will be ahead of the median if your organization works toward review, identification and implementation of revenue-focused enhancements to its Practice Management System.

Begin by identifying impartial resources to review the system configuration as it relates to pure revenue cycle support. This must be from a *tabula rasa*, or *blank state*, perspective in order to facilitate innovative thinking and unbiased reporting.

Where to begin? Well that is easier than you might think.

Review the GE Centricity Business system's support of your patient access process. From there move through the revenue cycle as a patient proceeds through a patient visit. Identify opportunities as you go, and make recommendations based upon ROI - bang for the buck!

Trying economic times translate into doing more with what you already have, and healthcare is no exception. Maximize your dollars by reviewing and optimizing your GE Centricity Business Practice Management system.

Contact Sean at smcdonagh@beaconpartners.com

Beacon Partners did just what they said they could do - assessed our problems, implemented solutions, helped us become more efficient and increased our annual cash collections by more than \$3.5 million.

- John Heydt, MD
President & CEO, University
Physicians and Surgeons
University of California, Irvine

Success Story: University of California, Irvine, engaged Beacon Partners to assess clinical productivity of its faculty, productivity of support staff, patient throughput, clinical space utilization and revenue cycle operations within the ambulatory care environment, GE/IDX and other systems used in the revenue cycle, and the organization and staffing of the Physicians Billing Group (PBG). For Beacon Partners Success Stories go to: [Beacon Partners Success Stories](#)

ARRA Resource Center: No closing costs!

from Kevin Burchill, Esq., FACHE, *Beacon Partners Director*

The American Recovery and Reinvestment Act (ARRA) has spawned yet another potential lending scheme that needs to be looked into carefully before signing on the dotted line. Healthcare IT giants (like GE and now IBM) are offering financing for organizations to bring necessary IT programs on line in time to take advantage of the \$19b of federal funding slated to begin in 2011.

On its face, the financing offers present an option for currently cash-strapped facilities to make the requisite investment in a certified health IT system now and become shovel ready in time to take advantage of the maximum incentive payments. And, the flexible payment terms would allow for future repayments based upon the ultimate receipt of those governmental dollars.

Healthcare organizations are likely to get only one shot at this kind of governmental funding. No longer an unfunded mandate, electronic health records (EHRs) offer a real carrot (\$2m of base funding to hospitals and \$44k per physician for meaningful use). However, do not let the sticking point be committing to future operating costs that inhibit your organization's future strategies and economic survival.

For the full text of Kevin Burchill's editorial, go to:

[Beacon Partners ARRA Resource Center](#)

Current Beacon Partners' GE Engagements*

Continuum Health Alliance
Georgetown University
MedStar
Mount Sinai School of Medicine
University of California, San Diego
University of California, San Francisco

*Partial listing of Beacon Partners'
current GE clients

**Come see us at
MRUG in Brookfield, Wisconsin
October 4 – 7, 2009!**

Spotlight: Post-Live Support for EMRs

from Stacy Thompson, *Beacon Partners Consultant*

Suddenly every computer in your healthcare facility goes down . . . a week after you go Live on a new EMR. The moment you go Live, you are in support mode. Whether it's as radical as a total shutdown, downtime or an upgrade, you must prepare.

Resources - The best support starts with the best resources. This is especially true in the healthcare IT world because of the unique need to combine both technical and clinical knowledge.

Troubleshooting - The most important thing to remember when a problem is encountered within the EMR is that at its base it is still a software program. That said, troubleshooting efforts should begin by examining the basic steps in computer and software troubleshooting.

Downtimes - Just because you are Live, it does not mean that you are done making changes to the system. You will find that it takes just as much attention to detail to plan for optimization and upgrades as it does an implementation. Much of the optimization work will have been prioritized during the implementation phase, but optimization is also on-going as requests arise from end users.

For the full text of Stacy Thompson's article, go to:

[Articles at Beacon Partners](#)

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