



[iPatientCare EHR transforming practices to Patient Centered Medical Home](#)

Practice Profile:

Haverstraw Pediatrics
48 New Main Street
Haverstraw, NY 10927

Specialty

Pediatrics Practice

Size

Four Physicians

About the Practice:

A four physician practice serving the New York community of Haverstraw and the surrounding areas, Haverstraw Pediatrics serves a very diverse group of patients. The physicians on staff even speak English, Spanish, Creole, Hindi, Gujarati and Urdu. The practice has been recognized by the American Academy of Pediatrics (AAP) as a Pediatric Research in Office Setting (PROS) office and member of Quality Improvement and Innovation Network (QuIIN).

The Challenge:

Using the iPatientCare EHR from Medical Communication Systems, Inc. (MCS), the practice was striving to obtain Level 3 recognition in the National Committee for Quality Assurance's (NCQA) Physician Practice Connections - Patient-Centered Medical Home (PPC-PCMH). The project was designed to assess the extent to which health care organizations are functioning as a medical home. NCQA has developed a set of standards for this 3-tiered recognition process: Level 1-basic, Level 2-intermediate and Level 3-advanced. Obtaining recognition via the PPC-PCMH program requires completing an application and providing documentation to show evidence for specific processes and policies.

The Solution:

Haverstraw Pediatrics has been using iPatientCare for over 5 years. iPatientCare provides the Haverstraw physicians and their staff members with improved workflow and the elimination of illegible physician orders and lost charts.

For any practice striving to get PCMH recognition, introspection into office practices and modification of work flow is an integral part. It is our belief that most well-functioning offices can achieve this recognition, if they can prove their evidence based practices. This is where iPatientCare partnership comes into play.

A large part of iPatientCare's role in helping Haverstraw Pediatrics achieve Level 3 recognition in the PPC-PCMH project was pulling loads of data together as NCQA requires a significant amount of data and the running of various reports for the recognition.

"Without using iPatientCare to gather the necessary data and reports, the process would have been tedious and time-consuming with some inaccurate results," explained Dr. Vidhu Thaker, one of the four physicians on staff at Haverstraw Pediatrics. "The iPatientCare team set up a host of queries for us which we could run easily, helped us modify those queries when necessary and then ran the revised queries according to the NCQA criteria."

The Results:

By using iPatientCare for the PPC-PCMH project, Haverstraw Pediatrics scored 97 out of 100 points on the project – all the points for which they applied. With the knowledge of the iPatientCare team on the NCQA requirements, the system at Haverstraw was able to be modified in order to obtain the requested reports and results.

According to Dr. Thaker, "It's important to us to have an EHR partner who understands our needs and the requirements we're trying to meet. Our goal was to achieve all ten criteria of the PPC-PCMH project to the best of our ability, and iPatientCare helped us do that. I've been referring other practices to iPatientCare and will continue to do so."

The next step for Haverstraw Pediatrics is to finalize plans with iPatientCare in preparation for the meaningful use process. Although that step can be cumbersome and costly, the practice has already covered a lot of points involved in it through the PPC-PCMH project recognition process.

Haverstraw Pediatrics Benefits:

- Successful Level-3 recognition in the NCQA PPC-PCMH project
- Customized queries and reports to meet NCQA requirements
- Quick and efficient modification of office flow for NCQA criteria

About iPatientCare:

iPatientCare EHR was among the first to be certified by CCHIT in July 2006 and is currently CCHIT 2011 Fully Certified and ONC-ATCB 2011/2012 Certified Complete EHR for Meaningful Use. The company has won numerous awards for its EHR technology and is recognized as an innovator in the field, being the first vendor to offer an EHR on a handheld device, the first to offer a SaaS (Software as a Service) based EHR product and is selected as a preferred Unified – EHR and PM - System by numerous Regional Extension Centers (REC), hospitals/health systems and academies. The easy-to-use iPatientCare includes a patient portal and mobile point-of-care solutions. Microsoft.net and Internet browser-based, the system provides SureScripts-certified e-prescribing and HL7 as well as health information exchange (HIE) interoperability. iPatientCare is currently used by more than 2,000 satisfied customers.