

# One Health Ohio Streamlines its Operations with GBS' Integrated Medical Information Solutions from HP and NextGen

Consolidating practice management with electronic health records (EHRs) results in better patient care for a multi-provider, multi-location healthcare group.



"With the NextGen system, we're billing twice as fast as we were before. Instead of billing a month behind, we're now completely caught up with services, and that means faster reimbursements and direct benefits to our bottom line."

– Christopher Palipchak, CIO, One Health Ohio

## Objective

Provide a single source solution for EHR and practice management of front and back office administration for more unified, multi-location operations.

## Approach

Deploy the hardware and software solution over a phased implementation across all four locations. Phase I includes the setup of an HP Converged Infrastructure supporting NextGen's EPM. Phase II adds the NextGen EHR application.

## Business technology improvements

- Provides faster, uninterrupted access to practice management data and patient health records
- Streamlines patient encounters in all aspects of healthcare, including medical, dental, and behavioral health
- Increases prescription accuracy and security using electronic prescribing technologies

## Business outcomes

- Doubled billing rate and achieved faster payment for services
- Accelerated patient check-ins, check-outs, and time to service
- Obtained close to \$250,000 in EHR Meaningful Use Funds
- Automated several office management functions



## Goal: Improve patient care with Integrated Practice Information

Since 1986, the mission of One Health Ohio (formerly known as Ohio North East Health Systems, Inc.) has been to provide quality, comprehensive primary healthcare services and improve the overall health of the communities they serve. The practice takes care of over 20,000 patients, representing more than 80,000 patient visits in Youngstown, Alliance, Lloyd McCoy, and Warren, Ohio. A variety of primary healthcare services are available for patients ranging from medical, dental, vision and even behavioral health.

**HP customer case study:** HP Converged Infrastructure including c7000 BladeSystem server, HP Blc7000 chassis, (2) HP B-series 8/24 BladeSystem SAN switches, (2) HP Blc VC FlexFabric 10Gb/24-port switches, HP P2000 G3 MSA SFF array, HP D2700 disk enclosure, and HP E2810-24G switch running NextGen's EHR and Enterprise Practice Management (EPM) software systems.

**Industry:** Healthcare



**“A single multifaceted solution is always the best solution because it puts all the data in one place and makes it easily accessible. The integration of EHR and EPM is going to make our business a lot more streamlined and make everyone’s life much easier.”**

– Christopher Palipchak, CIO, One Health Ohio

When the center started searching for an integrated, single source software suite that satisfied the mandate of making meaningful use of EHRs, they called on GBS Corporation. “One Health Ohio wanted a single source solution for practice management and EHRs,” recalled GBS account executive Joe Chahine. “They were on a Windows-based solution, but that system didn’t provide a single, unified database for EHR and billing.” Complicating matters, One Health Ohio was supplementing its in-house hardware with offsite applications running in a hosted environment. While the hosted solution provided some marginal benefits in information technology management costs, it also made the clinic dependent on their vendor for support services, thereby reducing its ability to forecast and manage costs.

### Solution: A Healthcare Suite

GBS responded with a proposal that combined One Health Ohio’s separate EHR and practice management data using an integrated solution from NextGen Healthcare, all supported and running on an HP Converged Infrastructure.

“We were able to show One Health Ohio that the best way to implement practice management and EHR isn’t through interfacing standalone solutions, but through an integrated system from a single company,” Chahine said. “With NextGen, we could deliver a comprehensive solution using a phased approach with the EPM deployed first, followed later by EHR.”

GBS also recommended an HP-based, in-house platform for supporting the new applications. It included HP BladeSystem servers and storage, each taking advantage of HP’s advanced chassis enclosures for interconnections and power. Using HP’s advanced virtualization capabilities, it also allowed the clinic to replace its existing in-house systems, as well as its outsourced services, with an adaptable, affordable in-house platform.

GBS ensured a smooth transition for One Health Ohio by including installation, training, and ongoing support and services. “That was important because the customer wanted the assurance of a strong, local company standing behind their new systems,” Chahine said.

### The NextGen Application Suite

NextGen is a full-service organization with more than 1,200 employees serving the needs of more than 2,500 physician practices, hospitals, healthcare centers and providers. Their integrated solutions enable data to be shared and managed securely, maintaining HIPAA privacy requirements, while also streamlining clinical encounters, prescribing, billing and accounting functions.

**NextGen EPM**, a physician practice management software system, streamlined front and back office administration to deliver superior return-on-investment by improving communication amongst staff, reducing A/R days, and enhancing the quality of patient care. It offered One Health Ohio:

- Multiple master patient indexes, defined and operated from a single database
- Automated internal policies and procedures that can be setup and distributed to the appropriate people
- Ad-Hoc Report Writer features with drill down capabilities to enable users to easily customize practice reports

**NextGen EHR** is designed to help practices improve quality, cut costs, increase revenues and reduce risk. While the software aims to be easy to use, it is comprehensive enough to meet the demands of medical practices of all sizes – from the small, solo practice, to the large, multi-provider, multi-location healthcare group, such as One Health Ohio.

- The NextGen EHR solution covers the requirements of over 40 medical specialties.
- NextGen’s innovative solution distinguishes itself from other vendors by leading the market in three crucial areas – award-winning technology, customer results and financial stability.
- NextGen EHR has received awards from independent healthcare agencies such as AC Group, MS HUG, TEPR, Forbes and KLAS.



**“The hardware is like the Rock of Gibraltar—strong, powerful and reliable. HP equipment comes tried and true, but the bottom line is downtime, and we haven’t experienced even a single minute of lost time. It’s a great piece of equipment.”**

– Christopher Palipchak, CIO, One Health Ohio

### Built on HP’s Converged Infrastructure

The integrated hardware and software solution that GBS designed for One Health Ohio was made possible in large part by innovations included in HP’s Converged Infrastructure model of scalable, adaptable virtualized computing. HP’s Converged Infrastructure solutions help One Health Ohio become an Instant-On Enterprise with the ability to accelerate business processes and invest its resources in medicine rather than technology, allowing more time to interact with patients, payers, and partners more quickly, and with greater personalization.

The new platform is based on the HP P2000 Smart Array with HP E2810–24G switches running on HP BladeSystem servers in a virtualized environment. Through virtualization, these two devices are able to support a workload that would otherwise require seven energy-hungry underutilized individual server devices, each supported by an uninterruptable power supply unit. Instead, they run on just two, minimizing power consumption, while maximizing performance. The virtualized solution also eliminates unplanned downtime offering full redundancy and backup.

“This is really the perfect picture of why HP does blades,” Chahine said. “The client will save a lot of money on hardware and operating costs, earn more money by keeping their systems up and running, and gain more control over their own IT resources.”

The BladeSystem-based solution is also inherently scalable. Built into a BladeSystem c7000 enclosure providing power supplies and data interconnections, the system can be expanded by simply sliding in up to 12 more BladeSystem servers and up to 125 additional hard drives. HP Dynamic Power Capping keeps server power consumption within predefined limits regardless of changes in processing volume. In theory, that could satisfy One Health Ohio’s projected IT needs for the next 25 years.

System management is facilitated through HP’s Insight Control Environment, a server management tool to help

One Health Ohio leverage the management capabilities built into their HP BladeSystem server. Insight Control integrates specific management functionality into HP System Insight Manager to manage server health, deploy and migrate servers quickly, optimize power consumption and performance, and control servers from anywhere. The result is superior management of physical and virtual servers, from any location.

HP Converged Infrastructure offers One Health Ohio:

- A whole new level of simplicity, integration, and automation through an IT environment that is synergistically aligned to the needs of the business. This is achieved through a systematic approach that brings all server, storage and networking resources together into a common pool.
- Management tools, policies and processes designed to manage resources and applications in a holistic, integrated manner.
- Combined security with power and cooling management capabilities so systems and facilities work together to extend the life of the data center, reduce risks, and respond more quickly and flexibly as their business changes.



## Customer at a glance

Name: One Health Ohio

Headquarters:  
Youngstown, OH

Founded: 1986

Telephone:  
(878) 772-3303

Number of employees:  
75

## Providing an Integrated Solution

GBS is specifically qualified to develop, implement, and support solutions such as One Health Ohio's because of its close relationships with HP and other leading healthcare technology developers. More than just another solution provider, GBS is the largest NextGen reseller in the country and possesses more than nine years of experience implementing and supporting NextGen systems. The company's unique ability to offer NextGen software, HP hardware, and deep local resources provides "top notch" solutions in the three key areas One Health Ohio needed: applications, platforms and services.

When fully deployed, the NextGen solution will enable One Health Ohio to streamline operations and enhance patient care by providing faster, more reliable access to health records, making information available for practitioners at the point-of-service, and allowing real-time entry of notes and encounter information. Its comprehensive electronic prescribing technologies will also increase prescription accuracy and help eliminate the risk of misuse or fraud.

Just as importantly, the solution will provide business benefits including faster, more accurate billing to third-party payers, with fewer questions and refusals. All together, these benefits can add up to less money spent on administrative expenses, and more resources made available for direct patient care.

## About GBS

Founded in 1971, with headquarters in North Canton, Ohio, GBS was established on the belief that information is an important asset of virtually any business. We are committed to exceeding our customers' expectations by providing innovative and effective solutions through continual improvement of our business processes, products and services.

GBS specializes in providing maximum practice efficiency to physicians by integrating and automating all phases of clinical, financial and administrative operations. GBS has combined hardware and electronic medical records software expertise with a broad-based knowledge of the healthcare industry.

As a certified Hewlett-Packard Healthcare Specialist, GBS offers a complete portfolio of HP products, along with the most current HP promotional offerings. We have installed over 2,500 EHR software modules for hospitals and physicians in over 34 states.

*"I have been through many EHR rollouts, and GBS is the most hands-on vendor that I've ever worked with. Their technical staff and trainers are very interactive and on a first-name basis with everyone in the organization. They've helped us out with both the hardware and the software and have been a great asset."*

– Christopher Palipchak, CIO, One Health Ohio



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