



**TeamPraxis®**  
A DataHouse Holdings COMPANY

## About the Client

Similar to the rest of the nation, the State of Hawaii faces several challenges in sustaining its healthcare system into the future. Hawaii's specific challenges are also influenced by its unique geographic isolation, located thousands of miles away from any other land, as well as its exceedingly large and growing aging population, both of which have resulted in several market inefficiencies.

As the largest healthcare Software as a Service (SaaS) provider in the state, TeamPraxis is helping to turn the tide of this problem. They offer innovative and useful information technology tools to assist and support island physicians, significantly reducing practice costs and empowering them to focus their efforts on providing the highest possible level of care to their patients.

TeamPraxis provides a wide range of physician community services targeted specifically to Hawaii's unique business needs. From outsourced and application leasing services – including billing, Web-based communications, claims processing, e-prescribing, electronic health records, and practice management – to the ongoing development of an independent, integrated business network for physicians. The company's vision is to “transform our nation's healthcare delivery system by establishing a new, one-point model for communication, information access and connectivity throughout the healthcare community”.

Developing and promoting the widespread use of EHRs, specifically, is seen as a critical step in transforming the way in which Hawaii's physicians practice. In Hawaii, TeamPraxis has set new standards for outsourcing vendors, and is establishing a new paradigm for EHR implementation among small physician practices.

More recently, TeamPraxis has developed an innovative tool called the Allscripts Clinical Quality Solution (CQS) *Powered by TeamPraxis*, which is a true “no touch” system that automates physician participation in quality reporting and pay-for-performance programs. Additionally, this tool leverages information within TouchWorks, practice management systems and outside labs to

## Client Overview and Results

### Overview

- TeamPraxis (Management Service Organization)
- Honolulu, Hawaii
- TouchWorks™ EHR Version 10.0.13
- ConnxtMD and Misys Practice Management Systems
- Interfaces: ConnxtMD, Misys, Diagnostic Laboratory Services, and Clinical Laboratories of Hawaii

### Results

- Significantly reducing practice costs for independent physicians
- Providing one-point model for communication, information access and connectivity throughout the healthcare community
- Mitigating cost barrier to an EHR for smaller practices
- Automating participation in quality data reporting programs through the Allscripts Clinical Quality Solution *Powered by TeamPraxis*

provide physicians with real-time access to aggregate and individual patient information, and generates real-time patient alerts within TouchWorks at the point of care. Already available locally in Hawaii, the CQS is slated for a nationwide release in April 2008.

### **Implementation Strategy**

TeamPraxis' implementation strategy is driven by an innovative subsidy partnership with the state's largest insurer, the Hawaii Medical Services Association (HMSA).

In 2005, HMSA – which represents the state's "Blue" insurers – invited TeamPraxis to participate in a new initiative to fund physician EHRs, leveraging HMSA's successful e-prescribing initiative that had been running since 2000. HMSA had previously selected Allscripts as its vendor of choice for the ongoing e-prescribing program.

Beginning with a five-office pilot program that has since been expanded to all HMSA participants, this initiative sought to determine whether physicians would make the transition to an electronic system comfortably and effectively, if the cost barrier was mitigated. In a move unprecedented in the U.S. healthcare system, HMSA offered TeamPraxis 50% of its funding – \$10 million – to accelerate the adoption of hosted TouchWorks EHR solutions among island physicians. Participating practices so far have been primarily single-physician or small-group practices, which make up nearly 65% of provider practices nationwide.

TeamPraxis takes a phased approach to implementation, dividing the process into two stages. Before beginning, however, TeamPraxis conducts a thorough office assessment and organizational review, and supplies physicians with any hardware or infrastructure needs, including providing private high-speed internet connections.

The first stage of TouchWorks implementation includes installing the Base, e-prescribing and scanning. Typically three to four weeks later, Phase II adds Notes, Orders, Results and Charges.

Following these two phases, TeamPraxis engages in high frequency contact follow-up and local support, dedicating more than 40 resources to this effort. These team members include SME/Implementation Leads, Project Managers, "Help Desk" response staff, Developers, Trainers, Client Relations Resources and TouchWorks Systems Administrators.

TeamPraxis has experienced tremendous success in this endeavor. In collaboration with HMSA, TeamPraxis set a goal of implementing TouchWorks systems for 100 new physicians in all of 2007 – a goal that was reached in August of that year. In fact, TeamPraxis implemented more than 90% of EHR systems in the state of Hawaii during 2007, among private practices involved in this funding program.

Moving forward, TeamPraxis continues to implement TouchWorks systems throughout the state, and is adding an optional "Phase III" to its implementations. After developing the CQS, the company has begun to incorporate this tool into its EHR implementations. Drawing from information stored in TouchWorks, ConnxtMD or Misys PM systems and outside labs, CQS automates physician participation in quality data reporting programs such as Medicare's Physician Quality Reporting Initiative (PQRI). Additionally, CQS provides real-time patient updates and alerts within TouchWorks, allowing physicians to practice enhanced preventative care and better manage chronic diseases.

### **Physician Testimony on TouchWorks Implementation**



"This has been such a positive experience. Praxis has gone above and beyond what was expected. They have been committed to this project since day one, and it shows."

~ Dr. Richard Ikehara