

Sentara Healthcare Streamlines Workflow with Epic-to-E/Point Interface



Sentara CarePlex Hospital, Hampton, VA

Founded in 1888 with headquarters in Norfolk, VA, Sentara provides care at more than 100 sites, including eight acute care hospitals, serving more than two million residents of southeastern Virginia and northeastern North Carolina. Sentara ranks among the nation's top 10 integrated delivery networks as published in *Modern Healthcare*. Sentara is the only healthcare system to attain this ranking all thirteen years the survey has been conducted. It ranked number one in 2010 and in 2001. Sentara was honored in 2010 with the HIMSS Analytics Stage 7 Award recognizing a select few healthcare organizations that implement best practices for EMRs and that operate in a paperless environment.

Quick Profile

Sentara Healthcare

Institution profile:

An integrated delivery network with eight acute care hospitals and approximately 400,000 annual emergency department visits that serves more than two million residents.

Key business/clinical drivers:

Need for interoperability between LYNX E/Point® and the Epic clinical system to augment the excellent financial outcomes resulting from LYNX with improved workflow.

LYNX solutions:

- E/Point
- Epic-to-E/Point interface

Interoperability: Epic Systems Corporation clinical information software

Results:

- Approximately \$78.7 million in appropriate net revenue generated between 2002 and 2009.
- Additional IT projects funded through financial gains resulting from LYNX implementation.



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Sentara Healthcare and LYNX Medical Systems have enjoyed a strong client-vendor relationship since 2001 when LYNX first helped Sentara improve and standardize their emergency department (ED) facility level charging and documentation. At that time, Sentara had five hospitals with three different ED physician practice groups that all used different charge practices. Audits revealed that Sentara's ED facility level charge distribution did not reflect the expected "bell curve" based on hospital patient acuity. Using LYNX E/Point, Sentara was able to attain a compliant and consistent approach to facility level charging that has held up well to payer audits over the years. "Prior to LYNX, we were under-coding, which actually meant that we were understating our revenue potentials from the ED, and from a clinical perspective, not really indicating the proper problem that the patient was being treated for. With LYNX E/Point, since it's a logical part of work in the ED, it was more convenient for the nurses to code as part of the care process," reports Bert Reese, CIO of Sentara Healthcare.

Reese, who is passionate about using technology to improve the delivery of patient care, transitioned Sentara to Epic for its enterprise-wide electronic medical record (EMR) in 2005. Once implemented, Sentara continued to use E/Point independently for three years to preserve its financial returns and benefits to the health system; however, there was duplication of effort since some of the key information was contained separately in both Epic and E/Point. In 2008, Sentara decided to leverage the internal IT expertise of LYNX in conjunction with Sentara staff to develop an entirely new interface to allow Sentara to optimize use of its Epic software and E/Point to maintain critical consistencies in revenue, documentation and compliance without a duplication of effort. Reese states, "By partnering with LYNX, healthcare systems can experience similar success by taking full advantage of the benefits that both technologies have to offer." Embedded within the clinical workflow of Epic, E/Point calculates charges associated with the facility visit evaluation and management (E/M) level score. The result is a compliant and consistent calculation of the visit level that creates an average increase of \$30 net revenue per patient for E/Point clients.

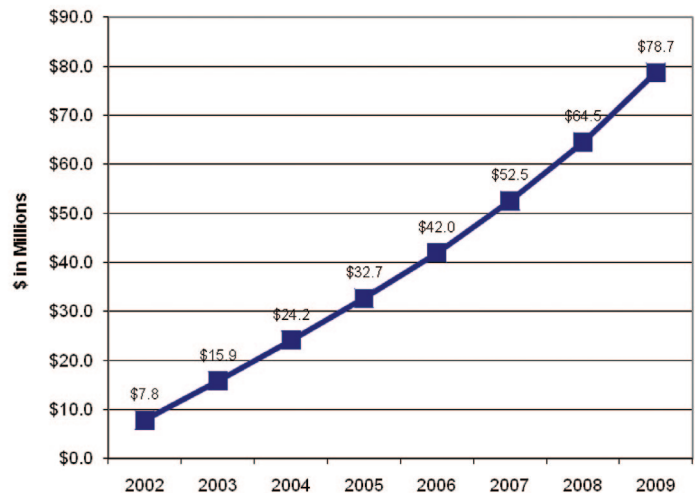
About LYNX Medical Systems

LYNX Medical Systems, now part of Ingenix, provides software and services that help healthcare organizations obtain appropriate and defensible reimbursement for their services across the entire outpatient care spectrum. LYNX revenue management solutions reduce compliance risk and promote accurate and consistent charging practices. LYNX revenue management solutions currently help more than 1000 healthcare organizations manage more than 24 million patient encounters in the US annually.

For more information, visit www.lynxmed.com or call (800) 767 5969.

Financial gains derived with LYNX

Sentara has documented improvement spanning many years. Between 2002 to 2009, Sentara estimates a total of \$78.7 million in additional appropriate revenue due to LYNX. "LYNX is the gift that keeps on giving," says Reese. Sentara implemented the integrated charging solutions in February 2008 in one hospital and since has brought seven more EDs live using the Epic-to-E/Point charging solution.



Sentara Cumulative Additional Appropriate Revenue in Millions

