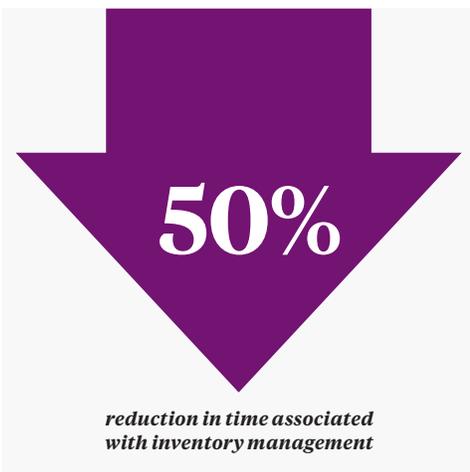


Solutions for Oncology

Lynx Mobile for Inventory Management, Charge Capture and Clinical Workflow

Case Study: Redwood Regional Medical Group

Lynx Mobile® inventory management, charge capture and reporting solution improves efficiencies of growing multi-specialty practice — leaving more time for patient care, and providing peace of mind for physicians and administrators alike.



AT A GLANCE

Objective: Replace existing inventory management and charge capture system with a best-in-class solution to better support the delivery of quality patient care, while saving staff time, and optimizing revenue at this growing multi-specialty, multiple-site practice.

Approach: Implement Lynx Mobile to increase efficiency and accuracy of inventory management processes and charge capture across all sites, without impeding practice workflow and while improving productivity.

Results: Within one month of implementation, Redwood was able to reduce their administrative time associated with inventory management by 50%, providing their clinical staff more time to focus on caring for their patients.

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*— Kris Hartigan,
Director of Nursing*

“Lynx Mobile helped us identify revenue that would have otherwise been lost...”

— Denise Hayes, COO

Overview

Founded in the 1950s by a group of radiologists, Redwood Regional Medical Group has grown into a leading San Francisco Bay Area multi-specialty private practice, expanding into oncology and orthopedics over the last forty years. As a result of their expansion, it was crucial for the group to have an infrastructure in place to support their growth operationally, financially and clinically — all while ensuring continued excellence in the care they provide to their patients. As part of their mission to streamline inventory management and migrate to a paperless system, Redwood initially implemented Lynx Mobile’s predecessor, Lynx Station® (developed by Pyxis®), in the mid-1990s, which was the industry standard for inventory management and tracking at the time. When OTN launched Lynx Mobile in 2006, Redwood was one of the first practices to make the switch.

“We decided to go with Lynx Mobile because we discovered that the Pyxis solution was not able to meet our specific needs as a private practice. Their main customer focus was hospitals, and we did not feel like a priority,” explains Denise Hayes, COO of Redwood Regional Medical Group. “They could not provide the insight we needed to ensure all of our different drug inventory was accounted for, up to date, and captured for accurate billing. And their reports didn’t allow us to drill down at the level we needed them to.” In fact, a site audit revealed that, before implementing Lynx, the practice was losing money in missed charges for a variety of drugs, including costly growth factors like Neupogen® and Procrit®. “Lynx Mobile helped us identify revenue

that would otherwise have been lost and allowed us to reinvest that revenue in new technology solutions.”

Additionally, Lynx Mobile, provided as a Software as a Service platform, allows access for multiple users throughout Redwood’s six infusion clinics across five counties from any computer with Internet connectivity. The result: better organization, flexibility, control and insight into overall inventory and charges.

Automated Inventory Management Saves Time and Improves Cash Flow

With Lynx Mobile and its auto order function, Redwood was able to cut down the time their nurses spent on administrative tasks associated with daily inventory management by 50% in addition to reducing the potential of administrative and clinical errors. “I feel confident to say that whatever time a practice is spending in ordering and managing inventory, that time is cut in half when they use Lynx Mobile,” states Hayes.

Furthermore, Lynx Mobile captures existing inventory and patient treatment regimens in real-time, allowing Redwood staff to always know exactly what they have on hand for each patient across all practice sites, without leaving their own desk. “With Pyxis, the machines at each site didn’t all speak to each other, so we were limited in terms of what data we could access. With Lynx Mobile, we are able to access information from multiple sites remotely. For example, in the system, I can locate infrequently used items at one location, like nitrogen mustard, and transfer that drug to a patient who needs it at one of our other sites, instead of ordering a new supply,” says Kris Hartigan, Director of Nursing. As a result,

the practice was able to better manage inventory (e.g., manufacturer backorders, soon-to-expire drugs) across multiple sites so they can transfer drugs between sites when needed — ensuring continued patient care, improved cash flow and significant time-savings.

Robust Reporting Capabilities Offer Actionable Insight and Improve Financial Health

Redwood Regional Medical Group has greatly benefited from Lynx Mobile's comprehensive yet user-friendly reporting features — from reports that identify potential patients for clinical trials, to those that can improve the bottom line by helping to identify missed charges and ensure accurate reimbursement. Hartigan describes a scenario when drugs can be dispensed incorrectly: "A nurse might accidentally bill for 30 mg instead of 300 mg of Paclitaxel. While this could get past a billing person, when the nurse manager conducts their regular inventory check and compares their totals against what Lynx Mobile shows, this will uncover the discrepancy." In this example, that data entry error could equate to losing \$50 in practice revenue for one patient, and one transaction. However, such an error occurring with a more expensive drug or across multiple transactions could result in hundreds, if not thousands, of dollars lost. "Lynx's level of reporting helps us make sure we are capturing all charges, and helps uncover any missed ones. This has also had a very positive impact on the speed with which we receive payment, and the accuracy of our reimbursements. In fact, I'd say that Lynx Mobile pays for itself based on the value of the charge capture function alone." The staff also regularly utilizes the reporting suite to compare inventory with invoices and

packing slips, identify any discrepancies, and aggregate data from multiple sites, making sure the entire practice has what it needs for its patients without leaving money on the shelves.

Technical Expertise and Support Ensure Uninterrupted Workflow

In a busy multi-specialty practice such as Redwood, which will see up to 100 patients a day across its six infusion locations, nurses and administrators have little time to navigate complicated computer software, let alone wait around for tech support to arrive to address an issue that is preventing them from working efficiently. Since Lynx Mobile's very first release in 2006, Lynx's technology team guarantees minimal interruption to the practice at time of implementation. Implementation specialists worked directly with Redwood to adequately train staff during hours most convenient for them without negative impact to patient care.

The 100% web-based Lynx platform also ensures up-to-date software without complicated upgrade procedures, and regular communications so the practice is continually informed of new enhancements and updates. "When we had Pyxis, we experienced poor maintenance and technical support, and their functionality upgrades were clearly focused on hospital customers first, not specialty practices," says Hartigan. Conversely, the Lynx technology team leverages feedback and suggestions from their member practices throughout the development phase of each release to continually improve upon the technology and better meet the unique operational challenges of specialty practices. "It has made such a difference to work with an organization that not

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— Kris Hartigan

only 'gets us,' but factors in our input when creating new functionalities...and doesn't require a physical visit to each office to implement upgrades!"

Looking Ahead: Lynx Mobile to Enhance Integration with EHR Systems

With the recent union of McKesson Specialty Care Solutions and US Oncology, Redwood Regional Medical Group is looking forward to benefitting from the value of a host of new technology enhancements and upgrades, as well as best-in-class business solutions, educational resources and clinical expertise. The latest release of Lynx Mobile enhanced the interface capabilities with outside electronic health record (EHR) systems, including iKnowMed™ EHR, and Redwood's current EMR, Varian. "The auto-order functionality, available through McKesson's drug

distribution services, will save my nurses several hours a week ensuring proper inventory levels for upcoming patient visits, and minimize the risk of lost revenue from over-ordering. I am also very excited about the complete integration of Lynx Mobile with Varian. The seamless flow of patient information and orders from our EMR to Lynx eliminates the need to key in the data by hand. You can imagine what a huge time-savings that is," says Hayes.

Based on their successful partnership with McKesson, the results they have seen from Lynx Mobile over the past five years, and now taking advantage of the expanded suite of offerings that the new organization can offer, Redwood is confident it has the partner it needs to grow in today's challenging healthcare environment, while maintaining the highest quality of care for their patients.

Learn More Today

To learn more about Lynx Mobile, call 800.482.6700, option 4, email us at msh.providers@mckesson.com, or visit www.mckessonspecialtyhealth.com/oncology.