

Cooper Pediatrics

Organization Name:

Cooper Pediatrics

Organization Address:

3645 Howell Ferry Rd

Duluth, GA 30096

(678) 473-4738

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Organization Contact:

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Schema Archetype

Solo Practice

Schema Factors

Outpatient, Office Practice, Pediatrics, Solo Providers

Urban, Non-Academic

Organization Summary

Cooper Pediatrics is a one-site solo-practice located in Duluth, GA in the Greater Atlanta area. The practice serves about 12,000 active patients from all social classes, with Medicare patients accounting for approximately 10% of the patient population.

Cooper Pediatrics provides Well Child Care, Immunization, Hearing Screenings, Vision Screenings, Minor Injury Management, Sick Visits, and Daycare/School forms.

IT Environment

The practice adopted an Electronic Health Record (EHR) system on December 4, 1995, and had been paperless since 1997, except for scanning and storing documents. Cooper uses EncounterPro® EHR from JMJ Technologies.

CDS Achievement

When Cooper began using templates, the office wait time from check-in to check-out decreased 42% from 60 to 35 minutes.. This new, shorter wait time has remained stable for several years. The documentation templates were configured to Dr. Cooper's preferences, with the workflow conforming to the business processes of Cooper Pediatrics. Dr. Cooper did not have to change his routines to accommodate the EHR, *the EHR was configured to meet his needs and preferences.*

Cooper Pediatrics also improved patient care quality with the use of rule-based prompting (allergy alerts, immunization alerts, and automated screen sequencing), note templates, and integrated and aggregated displays of relevant patient data. Dr. Cooper's quality review scores have increased from 90% to a sustained 97%. His immunization rate had increased from 90% to 99%, with more than 99% of his two-year-old patients having up-to-date immunizations.

Dr. Cooper configured and customized his EHR with documentation templates to compress the healthcare delivery sequence, and minimized wait time at each step of the process. Therefore, in his solo practice, he needed fewer examination rooms and a smaller waiting area than comparable practices.

Lessons Learned

Time is the only thing a physician has to sell. The system must save a physician time — Dr. Cooper was not in the market for EHR/CDS and knew little about the technology initially. However, a colleague gave Dr. Cooper a quick demonstration, during which Dr. Cooper used the software himself to chart a visit. Dr. Cooper was amazed at how much time the EHR saved him, and decided to take the risk and deploy the EHR in his office. Since that time, Dr. Cooper remain firmly focused on time savings as the primary issue and the key value of Health IT interventions, since time is the only thing a physician has to sell, particularly in a solo practice.

Awards, Recognitions, and Citations

2003 Davies Ambulatory Care Award Winner

(http://www.himss.org/content/files/davies_2003_primarycare_cooper.pdf)