

## Quatris Healthco Customer Profile

# MOUNTAIN VIEW MEDICAL CENTER



Dr. Timothy Gray has been a family practitioner for over 40 years. He was deeply familiar with the use of paper charts before migrating his family practice to Electronic Medical Records five years ago. “We tried this once before and it didn’t work well. We were nervous,” admits Gray. At the same time, his practice faced a fundamental challenge presented by a legacy paper charts system that had grown unwieldy.

“Centricity threw us a lifeline when we were literally drowning in paperwork,” said Gray. “We were pushing around carts, six or seven with 20-to 30-paper charts on every cart. We had people hired who just moved carts around. So, it’s been a real blessing.

### We Faced Our Fears And Improved Patient Care

Prior to partnering with Quatris Healthco, Mountain View Medical Clinic had previously attempted to move from paper charts to electronic records, but gave up the effort after just one month. Dr. Gray says, “We had an EMR once before and it completely failed. The touch screens were nearly impossible to use. It all took so much longer than clicking or writing things down.”

Now with a custom implementation of Centricity, the doctors at Mountain View Medical Center can locate important patient details in two seconds flat. “I think it’s a wonderful boon to productivity, and the quality of our care has gone way up because you don’t forget things.” said Gray.

With Centricity in place now, doctors can manage chronic care without such a struggle. “We build a plan for patients. If you want to check on the plan, you go back two clicks, and you print it off for the patient. It’s all very helpful.” said Gray.

### Thanks to Centricity, There’s A Sense of Calm In the Center

Centricity’s impact on a medical practice can be significant. As clinics create better workflows, staff productivity rises along with profits. When things go especially well, and the clinical staff is dedicated to a successful transition to EMR, even more benefits can be realized.

“The amazing thing about the office since we changed to Centricity is it’s peaceful,” reports Gray. “We’re busier than we’ve ever been, but we’ve actually cut our waiting room down to size. We’ve taken out eight chairs, because people don’t wait there anymore. The average wait time is two minutes. If anybody waits five minutes, something’s really wrong.”

### Doctors Are Solidly In Favor of Discreet Data Points

Dr. Gray’s son, Timothy J. Gray II, also of Mountain View Medical Center, can’t imagine running a practice without electronic records at this point. “Most every workflow has been improved by the electronic record. We’re better providers because we have a better system with Centricity,” he says. “It helps me systematically implement care coordination and care guidelines.”

After surviving the failed migration to EMR before, Dr. Gray was a savvy shopper for EMR software this time. The Center looked at 30 or 40 different systems, before choosing Centricity. “We wanted a system that’s going to give you data on the backside that’s useful,” explains Gray. “A lot of systems out there are essentially just electronic paper. They just have a bunch of notes with no discreet data points, so you can’t measure over time.”

### Focus On Implementation for Best Results

Mountain View was ready for EMR and committed to its successful implementation. The staff at the clinic made a lot of the workflow decisions ahead of time, which helped make the move to Centricity a smooth transition.

Centricity is far from a one-size-fits-all software package. In Mountain View Medical Center’s case, the need to manage home healthcare settings and compile data on not just one patient at a time, but on an aggregate set of patients, was neatly addressed by the Implementation team at Quatris Healthco. Knowing clearly what the clinic’s need was, allowed Quatris HealthCo to customize forms and formats that best fit the clinic’s specified uses.

“When the Implementation team suggested things, we took their advise and it paid off,” said Dr. Timothy Gray.

**Location:** Forest Grove and Hillsboro, Oregon

**Specialties:** Family Practice

**Number of Providers:** 3 physicians, 6 mid-levels

**Quatris Healthco**