



CASE STUDY - MIDWEST OCCUPATIONAL HEALTH ASSOCIATES



TRANSITION TO SYSTOC® FROM ANOTHER PRACTICE MANAGEMENT SYSTEM OPENS DOORS FOR A MULTI-SITE PROGRAM.

MIDWEST OCCUPATIONAL HEALTH ASSOCIATES

Midwest Occupational Health Associates (MOHA) is a well-established

occupational medicine practice affiliated with Springfield Clinic, a large multi-specialty provider in central Illinois. MOHA serves 24 companies onsite in Illinois, Iowa and Missouri, and thousands of employers and workers at its clinics in Springfield and Jacksonville, Ill.

“We recognized years ago that for our client-companies to be successful, we had to take our services to them,” said Sue Mullen, MOHA’s internal case manager.

Onsite medical clinics are convenient, and they help employers manage costs and retain control over care. Employees who have the opportunity to access quality care at their worksite are much less likely to seek care elsewhere.

THE CHALLENGE

Increasing market demand, while a positive development from a business standpoint, presents some challenges. Operational strategies and information systems are needed to help streamline workflow and ensure consistency in medical record and case management functions.

To provide the best possible patient experience and satisfy employers’ needs, MOHA also seeks highly qualified medical professionals to join its team. “To earn the trust of our clients’ employees, we need the right

“We are already maneuvering better in SYSTOC than we did in Stolas and using more of the program’s capabilities.”

Sue Mullen,
Internal Case Manager, MOHA

people,” said Jason Byrd, director of occupational medicine for MOHA. “It takes time to find the right match.”

THE SOLUTION

MOHA, a longtime-user of StolaSystem software, recently converted its information management system to SYSTOC®, UL Workplace Health & Safety’s solution for occupational medicine practice management. Thirty MOHA staff members access the system, including three “super users.” (StolaSystem was acquired by Occupational Health Research in 2002. PureSafety acquired OHR in early 2011, and PureSafety was acquired by UL later that year. The company is phasing out StolaSystem and converting users to SYSTOC.)

“The decision to switch to SYSTOC wasn’t driven by the sunseting of Stolas,” Mullen said. “We needed something we could take to offsite locations without having to manage a huge volume of paper charts. SYSTOC has allowed us to do that.”

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“We are a growing business, and I knew we had to upgrade our system in accordance with an aggressive timeline,” added Byrd.

Both Mullen and Byrd attribute successful conversion from one software product to another to ongoing assistance from UL Workplace Health & Safety’s implementation team, including a dedicated specialist who provided onsite training.

“We didn’t even shut down for 30 minutes when we went live. It was business as usual,” Byrd said. “We see 100 to 120 patients a day, and about 70 percent of our business is walk-in. You can’t tell patients to hold tight or go to the ER. Our last day on Stolas was Jan. 31, 2013, and we haven’t looked back since.”

“I can’t stress enough how wonderful our implementation specialist was at assisting us,” Mullen added. “It was like having our own personal trainer. He kept us on track, and he provided a calming influence.”

To help facilitate the transition, MOHA staff began loading company protocols, policies and procedures into SYSTOC about five months in advance of the conversion. This allowed them to simultaneously clean up MOHA’s contact database – one of its most valuable assets. MOHA also sent letters to clients explaining why and when the change-over would occur and thanking them for their loyalty.

Staff training was conducted in increments, including a Saturday “play day” on the new system. Medical provider training featured practice with mock patients in various clinical settings to increase comfort levels with electronic forms. Shortly before go-live, two weeks of data from Stolas was copied into the training version of SYSTOC, allowing staff to use real charge tickets and other transactions associated with actual patient visits for practice.

RESULTS

The results are positive, according to Mullen and Byrd. Among advantages they have observed:

- *“Information is right at your fingertips. You don’t have to chase down a paper chart; you just input it into the system.”*
- *“The reports and templates available in SYSTOC are very flexible. We can run one report multiple ways and get different data, different approaches and different views. That is handy for medical provider reviews, finance department meetings and strategic planning.”*

- *“At any given time, we can print out a graph by company. We can even analyze activity by days of the week or injury type. There are so many capabilities that we haven’t tapped into yet. SYSTOC gives us a lot of opportunity to grow.”*
- *“Rather than having to pull the chart, we have instant time savings on every follow-up visit.”*

As they see it, with SYSTOC and support from Springfield Clinic, the sky is the limit for MOHA.

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