

## Family Orthopedic Associates

Headquartered in Flint, Michigan, Family Orthopedic Associates (FOA) is one of the largest and busiest orthopedic surgery practices in the state. Fourteen doctors, six physical and occupational therapists, and a very large support team work out of four different locations in Flint, Lapeer, Grand Blanc, and Clio.



Thousands of patients are seen by FOA providers each month, with 300 coming through the doors at the Flint location alone each day. The skill level of FOA doctors, the practice size, and the organization's longevity serving local hospitals and surgery centers for more than 25 years are some of the reasons that the practice also is a very well-respected teaching facility for local medical students.

In 2007, the doctors at FOA began investigating options for an electronic medical record (EMR) system. While they had a very successful practice, they were eager to introduce technology that would allow them to provide even better care, reduce costs and stress on staff, and improve levels of efficiency and productivity within the practice.

"We were looking for a flexible, easy-to-use system with great functionality that we could implement quickly and effectively," says Jim Long, FOA's practice administrator. "After a lengthy and formal review process that included deep analysis of various



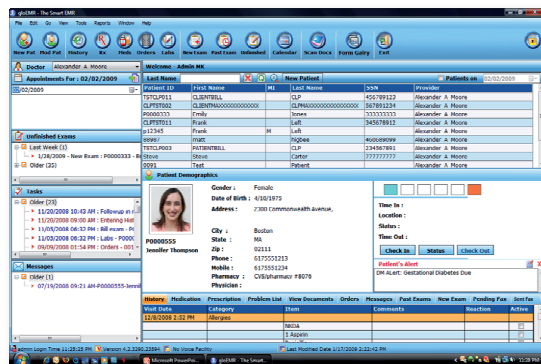
EMR systems, it became clear to us that gloEMR from gloStream was the best fit for our practice because it was just so intuitive and flexible."

gloStream's product implementation team and team members from Center for Computer Resources (CCR), a local Detroit-based gloStream partner, developed a customized plan for FOA. Hardware delivery and installation, training, and the gloLive™ process were all clearly detailed and explained in the plan, and timelines also were drawn out. gloStream and CCR committed to a schedule that had FOA staff up to their full patient load in a three-week time frame from the date the practice went live.

"Because all gloStream software is built atop Microsoft technology, it's familiar and easy to use," says Dan Loch, Team Leader for gloStream's Product Implementation Team. "As a result, implementation and training take less time and we can get practices up to their full patient load very, very quickly."

CCR took care of setting up all of the hardware at FOA and patient charts were then scanned into the system. While that was happening, the gloStream team trained FOA staff to use gloEMR. "I think everyone was nervous at the beginning because we were just so used to paper charts," says Long. "But once training started, we realized that gloEMR was really easy to use and it was going to make life easier for everyone at the practice."

On March 9, 2009, FOA went live. Doctors and staff left their paper charts behind and began using their new electronic system instead. That first week, with team members from gloStream and CCR on-site, the practice saw approximately 50% of their full patient load. Seeing fewer patients the first week allowed FOA staff to increase their confidence using gloEMR without the fear of falling behind.



After using gloEMR for only 10 days, the staff began seeing even more patients, and less than three weeks from the day they went live, FOA was up to their full patient load. "When gloStream set our 'glolive' schedule, I was surprised because I really didn't think anyone would be able to get us up to speed so fast," said Long. "Sure enough, and just as they said, our people were using gloEMR and seeing hundreds of people a day, less than three weeks from the moment we went live."

Thanks to a very short implementation schedule, FOA didn't miss a beat with their billings, and today has positioned itself for even more productivity and profitability. Thanks to gloEMR, the practice saved \$130,000 in 2009 in transcription costs, \$10,000-\$15,000 in charts and similar supplies, and \$75,000 based on a reduction in staff size. In addition, staff using gloEMR's integrated voice recognition technology report that they've cut dictation time in half, so they have more time to spend with patients. Perhaps most important, however, is that overall liability has been reduced since better documentation always supports coding levels.

Having shed its paper records, FOA is providing patients with better care, they are saving more money, and staff are experiencing the productivity and efficiency that accompanies gloEMR.

## More information

Web: [glostream.com](http://glostream.com)  
Email: [info@glostream.com](mailto:info@glostream.com)  
Phone: 877.456.3671 (gloEMR1)