

Practice Spotlight: Golden Valley Medical

Practice:	Golden Valley Medical Clinics
Main Location:	Clinton, Missouri
Specialty:	Multi-Specialty— Family Practice, OB/Gyn, Neurology, General Surgery, Orthopedics, Ophthalmology, Podiatry, ENT, Psychiatry, and Internal Medicine
Number of Providers:	21 Physicians, 4 Nurse Practitioners
Offices:	70,000 sq ft main office; two satellite offices of 20,000 and 17,000 sq ft
Patient Encounters:	91,000 per year
Services Provided:	Digital radiology (PACS) at all locations, Ultrasound, Audiology services with sound booth, EEG, EKG, VNG, EMG, Nerve Conduction Studies, Digital Mammography, Bone Density, accredited lab services at all locations, PT/OT/ST and wellness services at all locations, recently expanded Cardiac Rehabilitation, walk-in clinic services, 128 slice CT Scan
EMR:	In the process of implementing IC Chart
IT Systems:	MedEvolve Practice Management System integrated with Lab Daq, Meditech, Televox (house calls and lab calls), Netwerkes, and IC Chart (near future)



Kyle Adkins, Administrator, Golden Valley Medical
[Photo by Debbie Frankie]

In 2003 Golden Valley Medical Clinics of Clinton, Missouri had outgrown their IT system and were looking for a robust solution to handle their expanding practice.

They required a system that could tie together multiple specialties and ancillary services distributed over a wide geographic area seamlessly. In an environment of increased costs and declining reimbursement and with plans for continued practice expansion, they had to improve efficiency and yet have a system that was scalable to handle further growth. After an exhaustive search they selected MedEvolve. “Good service reputation (KLAS scores and customer references), integrity of

the company, system ease of use, excellent implementation methodology, and interoperability were just a few of the factors that led us to choose MedEvolve over the other systems” says Kyle Adkins, Administrator of Golden Valley.

Now in the sixth year on the MedEvolve system, Adkins has not regretted his choice. “The MedEvolve system exceeds our expectations. The system is reliable and isn’t resource intensive on my staff and me. It continues to interface nicely with other products. Development is very quick to swap specs with another vendor and HL7 pricing is very competitive.”

There are several capabilities of the MedEvolve system that are critical for Golden Valley’s continued success. “Data Mining is an absolute differentiator in my opinion. This technology

is not surpassed, much less matched, by MedEvolve’s competitors. Interfaces and document management are also important features in our practice.”

“...the real differentiator is their data mining capabilities, none of their competitors even come close.”

Since implementing MedEvolve, Golden Valley has experienced increased efficiency and improved quality of care. According to Adkins, “MedEvolve has definitely increased our efficiency, as well as improved the quality of care that we are able to deliver. We have seen a greatly improved FTE ratio, going from nearly 6 FTEs per FTE provider to 4.4 FTEs per FTE provider which is significantly better than the MGMA ratio for our practice type.”

Another metric that has improved on the MedEvolve system is the number of patient appointment no-shows. “By integrating our MedEvolve system with automated telephone dialing, we have realized a consistent 19% reduction in patient appointment no-shows.”

After six years of partnering with MedEvolve, Adkins notes “MedEvolve continues to provide a stable platform on which our practice has come to rely heavily. Truly the MedEvolve PM is the hub of our practice. We continually use this hub to tie different parts of the practice together to obtain even greater efficiency. MedEvolve is the PM solution that we would choose again and again. We will continue to use the MedEvolve PM even after implementing our new EHR.”