

Case Study

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## McKesson Specialty Health Technology Delivers Efficiencies to Alaska's Largest Oncology Group

### Situation

Katmai Oncology Group, Alaska's largest and most experienced oncology group, has been serving the Anchorage and Soldotna communities for more than 40 years. Katmai Oncology specializes in caring for the whole patient and is committed to providing patients with the highest quality oncology and hematology care in Alaska. Four board-certified oncologists, six oncology-specialized ANPs, and infusion-certified nurses, combined with support staff to provide care and guidance on a range of integrative care specialties and services. Katmai Oncology actively participates in national clinical trials in collaboration with Providence Alaska Medical Center and its research department.

Katmai Oncology, an early adopter of McKesson Specialty Health's iKnowMed Generation 2 electronic health record (EHR) and other practice efficiency technology from McKesson, has achieved a significantly improved workflow and enhanced the practice's processes to improve patient outcomes.

"First and foremost, iKnowMed has enhanced the communication within the practice. The providers are extremely satisfied with it—they like the Cloud based feature, the easy access to patient records, the worklist queue and the interfaces because they're easy to use," said Terri Tope, Practice Administrator. "In order to implement the iKnowMed Generation 2 EHR, we had all sorts of process changes that had to happen. These have improved the practice and our physicians have embraced it."

### iKnowMed Generation 2 Best Practices Improvements Achieved:

#### 1. NCCN Guidelines

Clear Value Plus tool has helped monitor and improve physician utilization and proper documentation of guidelines;

#### 2. ePrescribing

Streamlined process for staff and patients. Reduces paperwork and eliminated the need for patients to come into the office to pick up a paper prescription;

#### 3. Prior Authorization

Full integration into iKnowMed has improved efficiency with most new chemotherapy orders authorized same day

#### 4. Charge Capture

Lost charges when physicians saw patients at the hospital have been eliminated as a result of the upgrade from faxing paper forms for manual entry to electronic capture process

According to Terri Tope, it's not just McKesson's practice efficiency technology that has helped the practice improve the quality of patient care, but the breadth of Training and Support that is available. "McKesson has the best customer service—it's professional and responsive, and I appreciate that. I've attended the Onmark Oncology Practice Summit the past five years and it has been a great resource to help us prepare for value-based payment programs. This really gave me the impetus to prepare the practice for the new care models through technology, training and being able to adopt Practice Insights, a powerful analytics tool that helps identify valuable insights from our patient-care data to drive better outcomes."

Developed in collaboration with oncologists, iKnowMed is a powerful EHR that delivers secure web-based, mobile-optimized access to patient charts, comprehensive point-of-care treatment decision support and customizable features for integration into existing workflow. The award-winning second-generation oncology EHR is found in over 620 sites of care and is used by more than 1,600 providers to help oncologists operate more efficiently, boost financial performance and enhance patient safety support the delivery of quality care.

### iKnowMed Generation 2 Advancing Patient Care with Innovative Technology:

- Secure, web-based and mobile-optimized access to patient charts
- Customizable features and settings, flexible integration into workflow
- Comprehensive, point-of-care treatment decision support
- Fast, easy sharing across the spectrum of care through best-in-class interoperability
- Support in demonstrating Meaningful Use while improving practice efficiency

### McKesson Specialty Health

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