



CASE STUDY: MedsTracker improves home medication lists, patient safety for Myrtue Medical Center

MedsTracker®

Electronic Medication Reconciliation

MedsTracker has earned the exclusive endorsement of the American Hospital Association.



Awarded critical access hospital status in 2005 and licensed for 25 beds, Myrtue Medical Center in Iowa incorporates the Harlan, Avoca, Shelby and Elk Horn, Iowa, rural health medical clinics and behavioral health services.

The hospital provides surgery, a family birthing center, physical and occupational therapy and sports medicine, radiology, laboratory, respiratory therapy, occupational health outreach, and the full spectrum of outpatient clinic services.

Myrtue Medical Center also includes a Community Health Department with a Kids Korner for better health and school readiness, and the McDowell Fitness Center in Harlan Medical Clinic.

"MedsTracker has simplified and integrated the admission and discharge medication order process. Home and admission medications are easily identified for accurate prescribing."

Scott Markham, DO

Executive Summary

"We lacked a consistent, organized way to document and accurately list patients' home medications, which resulted in admission and discharge ordering errors."

Problem

Myrtue Medical Center, as a recently integrated health care facility, incorporated several independent outpatient clinics and began operating as a critical access hospital in 2005.

At that time, reconciliation was a manual process. Nursing typed in a home medication list at admission, doctors added written orders, and pharmacy reviewed and compared the lists. Two incidents occurred that put the need for more sophisticated reconciliation into sharp focus. Each involved a nursing home patient's home medication (one a thyroid medication and one a beta-blocker) missed on both admission and discharge.

"We desperately needed a comprehensive, longitudinal solution," said Tom Tremmel, pharmacy director for the medical center.

Preparing to have a meeting to "try to decide how we were going to attack this thing," Tom ran across the Design Clinicals' Web site and was instantly intrigued. After bringing in several companies for product demonstrations, Myrtue chose MedsTracker by Design Clinicals. "In viewing Web demos there were obviously things in all the products that we either needed or wanted," Tom said. "What impressed us was Design Clinicals' ability to truly customize the solution. We wanted input into our program. Design Clinicals was willing to tailor a set-up that would give us exactly what we were looking for."

Solution

Founder and designer Dewey Howell, MD, PhD, met personally with the medical staff at Myrtue. "It gave great credibility to the project and got them engaged," said Tom. "It made a huge difference to have the doctors involved."

Unlike most software installations, Myrtue's doctors, nurses, IT and pharmacy staff worked directly with the owners, designers and officers of Design Clinicals, ensuring Myrtue's needs and concerns were heard and addressed. "It was a very intimate working relationship," Tom said. "The team was highly accessible and it went very smoothly."

Results

Results were dramatic. Within six weeks, 100 percent of discharges were fully reconciled using MedsTracker. The hospital has documented reduced errors through integrated safety alerts, and a reduction in calls to prescribers for clarification and questions about orders. Press Ganey patient satisfaction survey scores for discharge (encompassing 1. Extent you felt ready for discharge, 2. Speed of the discharge process, and 3. Instructions for care at home) have risen 30 points since MedsTracker was implemented in May, 2008.

In early 2010, Myrtue officially turned off all paper reconciling, with 100 percent of physicians now on board with MedsTracker. Medication reconciliation discharge times at Myrtue average less than three minutes.

"Our physicians are very pleased with MedsTracker," said Tom. "If anything, they would have been happier to have made this switch even sooner."

Home Medications					
Add New Med		Add Comment			
<input type="checkbox"/> Patient Reports no Home Meds <input type="checkbox"/> Med List not complete					
<input type="checkbox"/> Med History Reviewed and Updated <input type="checkbox"/> Unable to obtain Medication History					
Group By: <input type="radio"/> Indication <input type="radio"/> Class <input checked="" type="radio"/> None					
HINT: Click on the name of a medication to EDIT or DELETE					
Medication	Instructions	Last Dose	Source	Last Updated	Charted By
FUROSEMIDE <small>Indication: Swelling</small>	PO 4 TIMES PER DAY	5/10/08 18:00	Patient	5/10/08 22:00	AMY OLSEN, MD
LEVAQUIN <small>Indication: Pneumonia</small>	750 MG PO EVERY DAY	5/10/08 08:00	Family	5/10/08 20:29	LAUREN HOLT, RN
HUMALOG <small>Indication: Diabetes</small>	0.15 UNIT/KILOGRAM SQ 3 TIMES PER DAY; administer within 15 minutes before breakfast, lunch and supper or immediately following	5/10/08 18:00	Patient	5/10/08 20:00	MARY SMITH, RN
INSULIN LISPRO <small>Indication: Diabetes</small>	1 UNIT SQ ONE TIME ONLY	5/10/08 08:00	Patient	5/10/08 20:00	MARY SMITH, RN

"MedsTracker has been a monumental improvement for our providers, nursing staff and most importantly, our patients."

Kristy Feldman, Med-Surg Nurse Manager

MedsTracker[®]

At a glance

- Extremely favorable physician adoption rates, often above 90 percent
- Saves clinicians valuable time, with medication reconciliation averaging less than three minutes
- Documented* improved patient satisfaction with discharge

*Press Ganey, HSTM Research



Design Clinicals
Healthcare IT solutions that work

Who we are

Design Clinicals Inc. is a health care information technology company dedicated to providing leading-edge tools to improve the delivery of patient

care. Founded in 2005 by practicing physicians and hospital IT professionals, Design Clinicals offers innovative, intuitive software solutions that enhance communications, improve workflow, increase patient safety and ensure regulatory compliance. Our highly adaptive products

integrate with any hospital information system, with proven, superior clinician adoption rates.

Contact us

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