



CASE STUDY: MedsTracker is key component of patient safety strategy at Alegent Health

MedsTracker®

Electronic Medication Reconciliation

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



This is your healthcare

Alegent Health is the largest, not-for-profit, faith-based healthcare system in Nebraska and southwestern Iowa. Alegent Health has 10 hospitals, including a separate psychiatric facility. Alegent Health Bergan Mercy Medical Center is one of the nation's 100 Top Hospitals®, according to Thomson Reuters.

Alegent offers more than 100 sites of service including 44 Alegent Health clinics, over 1,300 physicians on its medical staff and 9,000 employees. Sponsored by Catholic Health Initiatives and Immanuel Health Systems, Alegent Health provides patients and their families a continuum of care, from women's and children's services, primary care, wellness counseling, and senior care to cardiovascular services, orthopaedics, oncology, physical rehabilitation and behavioral health.

For more information visit
www.alegent.com

"What I most like about MedsTracker is that it is easy to teach. It's just very intuitive. It's evident that it was designed by a physician. As this is our first foray into CPOE for inpatients, we couldn't be more pleased."

Michael Westcott, M.D.
Chief Medical Information Officer

Executive Summary

"Why do you have doctors? For their critical thinking skills. Our goal was to automate as many steps as we could, to make using the computer as easy as possible, so our physicians have time for critical thinking."

Problem

Well regarded for its high quality standards, Alegent Health recognized the need for a more effective and consistent medication reconciliation solution during a visit from The Joint Commission.

Alegent created a "homegrown" solution, with nurses entering medications using free-text entry. Alegent also instituted a regular audit to check whether discharge instructions were accurate, including spelling and whether the prescription was complete and used patient-friendly language. Initial results were disappointing, with only 15 to 20 percent of discharges deemed complete. The EMR was cumbersome, home lists still had to be matched with the EMR at discharge, and a large number of reconciliations had to be done by telephone. Physicians could be required to juggle up to 20 pieces of paper to complete a single reconciliation. However, with diligence, reconciliation rose to 60 percent – and there it stayed.

Solution

Medication reconciliation fit with system initiatives to go green, improve patient safety, and improve the quality of discharge instructions to help reduce readmission rates. Recognizing that improperly taking medications is a major contributor to readmissions, Alegent searched for an electronic medication reconciliation solution to meet three criteria: it had to be 1) easy for physicians to use, 2) extremely accurate, and 3) easy for patients to understand. The overall goal was to automate as many steps as possible, so physicians would have more time for critical thinking.

Alegent chose MedsTracker, contracting with Design Clinicals to implement the web-based software solution at its five core hospitals in the metro area: Bergan Mercy Medical Center, Lakeside Hospital and Emmanuel Medical Center (Omaha, NE); Mercy Hospital (Council Bluffs, IA) and Midlands Hospital (Papillion, NE). Midlands, at 131 beds, was selected as the first site for its manageable size. Alegent wanted to test physician and staff acceptance before proceeding to its other hospitals, and saved the tertiary centers for final go-live.

Results

MedsTracker went live at Midlands Hospital in January 2010. On day two, 100 percent of admissions and discharges were reconciled electronically. Monthly random chart audits, with scores based on the accuracy of the medication list sent home with the patient at discharge, showed MedsTracker was a resounding success.

Prior to implementation, numbers were stagnating at 60 percent. In the first month following go-live, the average score jumped to 96 percent complete, with the remaining four percent extremely close (e.g., just missing the dose; there were no wrong medications). Metrics were set, and met in just three weeks: 15 percent or less telephone reconciliations; 85 percent of reconciliations done by physicians on the floor.

Doctors remain enthusiastic, especially about e-prescribing capability, which has drastically reduced calls from pharmacists to clarify discharge medications. When the discharge medication list wasn't making it into the discharge summary, doctors asked to place in the electronic record, "Refer to MedsTracker document." An upgrade will automatically import the MedsTracker discharge medication sheet into the discharge summary document.

"MedsTracker provided our clinicians with the needed tool to complete the important task of medication reconciliation. We have hit our quality goal of 99% with medication reconciliation accuracy."

*Angela Ward
Quality & Ancillary Services Executive*

MedsTracker[®]

At a glance

- Exceptional physician adoption rates, often well 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 communication, and help improve workflow, patient safety and regulatory compliance. Our highly adaptive products

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

Contact us

For more information, visit www.DesignClinicals.com or call 1-888-633-7320 ext. 108.

Patient Discharge Medication Instructions	
Your discharge medications are as follows:	
NEW	LISINAPRIL (for HIGH BLOOD PRESSURE) (also known as Prinivil, Zestril) 2.5 milligram oral 2 times per day NEXT DOSE DUE: 6/5/08 12:00
Continue	Aspirin (for HIGH BLOOD PRESSURE) (also known as Adult Aspirin EC Low Strength, Analgesic, Bayer Childrens Aspirin) 81 milligram every day NEXT DOSE DUE: 6/5/08
Change	Protonix (for HEARTBURN) (also known as PANTOPRAZOLE) 40 milligram oral every morning NEXT DOSE DUE: 6/5/08 08:00
PLEASE STOP ALL OF THE FOLLOWING MEDICATIONS: 	
STOP	Lipitor (for HIGH CHOLESTEROL) (also known as ATORVASTATIN) 20 milligram oral every day