

The Madelia Community Hospital HIE project

Improving The Quality of Patient
Care through Health Information
Exchange

Madelia eHealth Grant Planning Grant Partners

- ❑ Madelia Community Hospital
- ❑ Madelia Clinic/Mayo Health System
- ❑ New Ulm Medical Center Allina Hospitals and Clinic
- ❑ Luther Memorial Home – Madelia
- ❑ Consultant: Stratis Health to facilitate process

MCH eHealth Readiness Assessment and Planning Grant

□ Desired Goal

- Create a plan supported by the partnership for implementation of a interoperable health information exchange system for our primary care areas

□ Planning Project Steps

- Assess the readiness and needs of the partners to exchange patient information
- Establish common goals to share e information
- Establish a work plan to meet shared goals and ID funding resources

Partners Stories

Continuity of care not as seamless as it should be

- Example: treatment and Diagnosis are delayed when records are not immediately assessable from one facility to another.

Patient Safety

- Medication errors can occur without timely access to patient medication lists
- Delay on treatment or improper treatment due to inability to access medical records

example – An ED Patient may have received care from multiple specialists from several different healthcare systems. Knowledge and treatment from the multiple providers is imperative for the ED treatment

Continued Stories

□ Staffing

Rural Hospitals staffing on evenings and nights consists of nursing only--- retrieval of paper charts is time consuming and an inefficient use of nursing staff - taking time away from needed patient contact and care

Project Elements to Date

- ❑ Stakeholder kickoff and orientation via conference call
- ❑ Stratis Consultant assists describing process and work plan
- ❑ Conference calls with partners and Stratis to become familiar
- ❑ IT infrastructure assessment
- ❑ Flow of information analysis

Project Elements to Date

- ❑ Scoping Interviews
 - ❑ - Understand each site's view of project and their goals
 - ❑ - Gather baseline IT system information
 - ❑ Develop a sense of the organization's value of HIE – both the benefits and barriers
- ❑ HIE Personnel and Organization Inventory
 - ❑ Develop a list of personnel involved in the project and their roles
- ❑ HIE Organizational Readiness Survey
 - ❑ Standardized approach to gather input and assess the collaborative view of the project and identify focus area
- ❑ Focused Interviews
 - ❑ Meetings/ discussions with key players to calibrate early learnings to help set a direction for the project

Next Steps

- ❑ Visioning
- ❑ Goal Setting
- ❑ Governance Plan
- ❑ Timeline Development
- ❑ Business Case Scenario
- ❑ Exchange Model Identification and Selection
- ❑ User Engagement planning
- ❑ Building a sustainable plan for implementation

Important Lessons Learned

- ❑ Getting the right people at the table
- ❑ Speed and comprehension varies
- ❑ It takes time to develop trust and build a relationship – VERY critical to the success of the project
- ❑ Majority of time – Relationship building
- ❑ Always keep the patient needs in focus