

Small Town Healthcare Gets Wired! An Update

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1

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6/24/2008



2

- New Facility 2003, hospital and clinic, Aitkin, MN
 - Two satellite clinics
- 75 clinic exam rooms with 29,000 annual visits
- 25 bed hospital, 1,600 inpatients per year
- 2500 Surgical procedures per year
- 8,000 volume ED per year



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3

- 11 FP's, 1 IM, 5 ED MD's, 4 NP's,
- Share 4 General Surgeon's, 2 Ortho's, and 2 OB/GYN's with Crosby
- Over 20 Specialty Physicians from outside clinics



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4

EHR: What are we doing?

- Meditech
 - Full integration throughout entire facility
 - 3 clinics, hospital, ED, all departments
 - **Central repository to gather and store information across the organization**
 - Administrative functions
 - General financials, Revenue Management, Decision Support, Billing
 - Patient care management
 - HIS

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5

EHR: What are we doing?

- Meditech
 - Inpatient
 - Pharmacy, MAR to Omnicell, Bedside Bar coding
 - Scheduling, Ordering
 - Imaging
 - Laboratory, full integration
 - Integration of send out labs from Specialty Labs
 - Dietary
 - Full Nursing documentation. Floor/ICU/OR/ER

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6

EHR: What are we doing?

- Meditech
 - Emergency Room
 - Nursing Documentation
 - Lab
 - Ordering
 - Call back reminders



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7

EHR: What are we doing?

- Ambulatory
 - Scheduling
 - Full data capture.
 - Review progress notes, vitals, medication record, problem list, phone calls
 - Review/access to all labs and radiology from across the organization!
 - Inpatient, ED, and outpatient.
 - Review inpatient documentation of H&P's, D/C summaries, Operative reports, Pre-op/intra-op/post-op nursing documentation, Medications administered as inpatient.
 - Review therapy and other ancillary services documentation
 - Physician ordering
 - Laboratory, Imaging, Therapy, Procedures.
 - Prescription Management
 - Direct faxing to pharmacy from exam room
 - Drug interaction, contraindication, dose checking
 - Automatic management of drug list

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8

E-Health: What are we doing?

- Ambulatory charting
 - Results management
 - Review and manage lab and imaging results
 - Letter generation to patients
 - Messaging
 - Management of patient messages, phone calls
 - Electronic communication between front desk, nurse and provider
 - Task management
 - Phone messages
 - Results
 - Review and sign all documentation
 - Review and sign labs/x-rays



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Optimizing your EHR

- Mission Statement
 - Patient-centric statement
 - "Providing the highest quality care to the patient"
- Business Model
 - Financially-centric statement
 - "Cultivating an environment that fosters sustainable growth and expansion"

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10

Optimizing your EHR

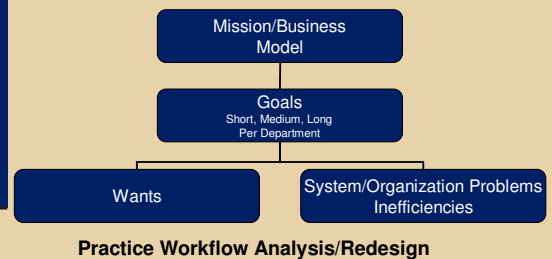
- Goals
 - Short, Medium and Long term
 - Organization
 - Needs to cross political and financial lines
 - By department
 - Prioritize
 - What problems need to be solved?
 - What "problems" don't need to be solved?
 - What are your desired improvements?



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11

Optimizing your EHR



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12

Optimizing your EHR

- Implementation
 - Process should be governed by the previous 3 slides
 - What is your Mission for patient care?
 - What Business model constraints do you have?
 - Immediate problems to be solved?
 - Low hanging fruit?
 - Keep your eye on the future.
 - Invest the time to do it right.
 - Inefficiencies will not disappear with an EHR.

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13

Optimizing your EHR

- Plan for the Maturity of your efforts.
 - Look at what each department is doing and how
 - Clinical
 - Nursing and Providers etc.
 - Admin.
 - Measure Quality and Delivery
 - Allow the frontlines to recapture the political, economic and clinical focus of Healthcare delivery!!

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14

Optimizing your EHR

- Notice the lack of focus on specifics of patient care.
 - Focus on the principles and rest will come!
 - Examples
 - Order sets (*Think Business Model and Mission Statement!*)
 - Speed and Quality of Care!!!!
 - Template Documentation
 - Reduced Cost

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15

Optimizing your EHR

- Specifics
 - Order Sets
 - Documentation Templates
 - Physical environment
 - Short cuts
 - Favorites
 - Apply workflow analysis to specific practice

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16



Thank you.
Please feel free to contact me with questions.
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6/24/2008



17