

Swift County – Benson Hospital: An EMR Implementation Story

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Swift County - Benson Hospital

- 25 bed Critical Access Hospital (CAH) located 120 miles west of Twin Cities
- Hospital district created by City of Benson and Swift County
- Governing board appointed by Benson City Council and Swift County Commission
- Operating budget - \$10M

Drivers for Conversion

- Need for expanded storage space for patient records
- Need for clinical information networking with current data processing system
 - patient safety - improved medication documentation and information transfer
 - improved effectiveness of information transfer; link patient information between departments, i.e. lab results to pharmacist, dietary requirements to nursing.
 - ensure collection of critical patient admission information on weekends and after regular business hours
 - ensure the linkage of clinical information with financial data for billing and related purposes

Drivers for Conversion

- Medical staff expectation for EMR as their clinic was in the process of converting to electronic records
- Need to ensure patient confidentiality
- Need for improved data collection for quality improvement activities, i.e. drug utilization, PT evaluations, etc.

Process for Conversion

- Preliminary discussion at manager meetings regarding the need to incorporate a clinical information system in our data processing system
 - safety issues
 - privacy issues
 - information dissemination issues
 - Federal mandates for implementation of EMR

Process for Conversion cont.

- Strategic Planning Committee/Governing Board Planning Retreat discussions about the need to implement an EMR
- MRHC Presentation – December 13, 2005
 - 4 vendor presentations of hospital data processing systems
- Developed a Data System Core Group of managers and staff interested in participating in the planning for implementation of a clinical information system
 - Representatives included: Pharmacist, RN in charge of Risk Management/ Patient Safety, HIM Director, HIM coder, CFO, BOM, Lab Manager, CEO

Process for Conversion cont.

- Operation budget – included costs for site visits for essential personnel
- Evaluated the vendor presentations from MRHC presentation and selected vendors to make on-site presentations
- Visited with Rice Hospital CFO, Bill Fenske, to discuss process he had used in other facilities to evaluate data processing systems
 - Emphasis on the need to ensure “buy-in” for one system from all Core Group members.

Process for Conversion cont.

- Core Group members developed a series of questions for vendors for on-site demonstrations to be able to objectively evaluate the presentations.
 - Members were also asked to develop a list of those features they felt were important to consider during evaluations.
- Scheduled on-site demonstrations with vendors in Summer, 2006

Process for Conversion cont.

- Core Group members developed pros/cons for each system following each presentation
- Core Group scheduled site visits for 2 vendors
- Governing Board received a detailed presentation on the progress to date of the data system evaluation via its regular board education program.

Process for Conversion cont.

- Site visits were completed
- Core Group completed evaluations and recommended a proposal
- Primary criteria for selection: Ease of use for all personnel, IT support

Process for Conversion cont.

- Vendor presentation was made to SCBH Governing Board
- Finance Committee received cost estimates on the preferred system and budget implications
- Board approved the recommendation of the Data System Core Group
- Loan application with MDH and subsequent award

Key “Take-Aways”

- Made the Governing Board aware of the need for clinical data processing system and
- Kept the board/medical staff updated monthly on the process being used
- Insured that staff using the system had input into the system selected
 - Not selected by IT department or CEO

Key “Take-Aways”

- Ensured that the Core Group was in agreement about the system to be recommended.
 - We knew that there would be problems with any system we selected
 - We realized that, if the Core Group was all in agreement regarding the system selected, the staff would “accommodate” those problems when they occurred.
 - Be prepared for increased stress on the staff

Thank you!

- For more information contact:

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