



HOSPITAL | CLINICS | SENIOR SERVICES

Lakewood Health System

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**SMALL, RURAL, INTEGRATED HEALTH SYSTEM
PRIVATE, NOT FOR PROFIT ORGANIZATION**



SMALL, RURAL, INTEGRATED HEALTH SYSTEM

- **Twenty-five bed critical access hospital**
- **Ninety-eight bed long term care**
- **Sixteen active medical staff – integrated clinic**
- **Four satellite clinics**
- **Sixty consulting specialists**
- **Ambulance/transportation**
- **Home Care/Hospice**
- **Forty independent senior living apartments**
- **Twenty-seven assisted living apartments**
- **Full continuum of services**
- **650 employees**

INFORMATION TECHNOLOGY HISTORY

- **Telemedicine**
- **Clinical Information System – Care Center – American Data**
- **Clinical Information System – Home Care – Patient Care Technologies**
- **IT Staff and Support**
- **Modified PACS – Radiology**
- **Clinic Practice Management System – GE – Centricity**
- **Clinic EMR – GE - Centricity**
- **Hospital Clinical Information System – Dairyland**
- **USDA Grant System Connectivity**
- **Web-site/Intranet**

CHALLENGES IN IT DEVELOPMENT

- **Integrated VS Interfaced Best of Breed**
- **Interfaced System Requires More Support**
- **Finding Systems at an Affordable Price**
- **Clinical VS Financial Functions**
- **Implementation by Direct Care Employees and Physicians**
- **Career Ending Opportunities**
- **Attracting Qualified IT Personnel to Rural Areas**
- **Handling Growth in Use of IT Services**
- **Hospital VS Clinic EMR Implementation**
- **Crosswalk of Data/Ease of Retrieval**

HOW DID WE ADDRESS THESE CHALLENGES

- **Stayed Focused on Priorities**
- **Dedicated IT Staff Support for Each System**
- **Formation of EMR/EHR Teams**
- **Allocation of Time for Physicians/Staff**

FINANCIAL AND QUALITY CARE BENEFITS

- **Increased Staff and Physician Productivity**
- **Capture Charges at Point of Care**
- **Significantly Reduced Clinic AR Days**
- **Enhanced Clinic Prescriptions**
- **Enhanced Quality Improvement**
- **Enhanced Transfer of Information**

LESSONS LEARNED

- **Utilize a Team Approach**
- **Site Visits to Similar Facilities**
- **Dedicated IT Staff Support**
- **Be Very Specific in the Contract**
- **Check Turnover of Support Staff**
- **Address Negativity Right Away**
- **Be Sensitive to Your Work Culture**
- **No Program or System is Right for Everyone**

NEXT STEPS/BARRIERS

- **Funding**
- **Attracting Qualified Personnel**
- **Network Security**
- **Disaster Recovery**
- **Log-in Frustration**
- **Physician Access from Home**
- **Would Never Go Back**

