

Eclipsys EHR Success Case Studies



Reduced Medical Errors with an Electronic Health Record



Business Issue

DeKalb Medical Center' strategic IT plan required the implementation of an electronic medical record. Understanding the importance of system adoption and end-user satisfaction, the solution had to support and enhance patient care workflow.

Eclipsys Products/Services

- Sunrise Acute Care™
- Knowledge-Based Charting™
- Eclipsys Technology Solution Center™

About DeKalb Medical Center

Serving the community since 1961, DeKalb Medical Center is a not-for-profit hospital system that includes the 481-bed DeKalb Medical Center, the 76-bed DeKalb Medical Center at Decatur, and DeKalb Medical Center at Hillandale, a new 100-bed hospital that opened for inpatients in July 2005. A leader in progressive medical technology delivered by highly qualified and caring staff, the hospital system serves approximately 500,000 patients annually and offers a variety of community outreach programs. For more information visit www.dekalbmedicalcenter.org

About Eclipsys®

Eclipsys is the leading provider of advanced integrated information software, clinical content and professional services that help healthcare organizations improve clinical, financial, operational and customer satisfaction outcomes.

Web site: www.eclipsys.com

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Published: September 2006

DOCUMENTED OUTCOMES

DeKalb Medical Center improves quality of care and patient satisfaction while reducing medical errors using Sunrise Acute Care solutions

Solution

DeKalb Medical Center implemented Sunrise Acute Care, an integrated module of Sunrise Clinical Manager™ to improve quality of care and patient safety. The Institute for Quality at DeKalb Medical Center developed a benefits scorecard to measure the impact of implementation on certain indicators. The scorecard tracks baseline data prior to implementation and measures change related to system activation. The scorecard is currently used in Women and Infant Services to measure improvements in quality, efficiency, productivity and satisfaction related to Sunrise Acute Care.

Patient Safety

Utilization of Sunrise Acute Care, configured to support safe and efficient medication ordering practices such as computerized physician order entry, evidence-based order sets and automated dosing resulted in reduction in medication error rates.

- 66% reduction in medication administration-related errors including wrong person, wrong drug and wrong route
- 89% reduction in medication-related errors such as duplicate medication orders and errors of omission
- 80% reduction in errors associated with delayed medication administration

Quality of Care

Timely notification of critical blood levels for ante partum women is an important element of providing high-quality obstetric care. Streamlined ordering and results notification improved turnaround times for STAT lab orders:

- 25% (97 minutes to 73 minutes) reduction in STAT HGM turnaround time
- 35% reduction in STAT HGM orders over 60 minutes

Productivity & Process Efficiency

Delays in timely patient discharge were impacting overall length of stay. Improved efficiencies such as immediate access to patient results and medication orders increased the number of patients discharged at the appropriate time.

- 22% increase patients discharged by noon

Prior to activation, communicating medication orders often required multiple administrative phone calls. Such administrative tasks took time away from clinicians providing direct patient care.

- 40% decrease in administrative pharmacy phone calls

Satisfaction

High levels of physician satisfaction were common at DeKalb Medical Center; however, improvements were expected with implementation of Sunrise Acute Care.

- Quality of patient-specific information available increased 9%
- Satisfaction with the ordering processes for medications, labs and imaging increased 11%
- Physicians report an 11% increase in satisfaction with the amount of time they are able to spend with patients

Effective Use of Technology

- 68% of physicians utilize computerized physician order entry
- 87% of Obstetrics orders are ordered via evidence-based order sets





University Medical Center delivers high quality patient care, reduces medication errors and improves staff efficiency

Business issue

University Medical Center had a manual order management process; physicians handwrote orders that could be misinterpreted, transcribed or administered incorrectly. As a result, patients were at risk of medication errors.

Eclipsys product/services

- Sunrise™ Clinical Manager
- Sunrise Decision Support Manager
- eWeb IT

About University Medical Center

University Medical Center is a private, nonprofit hospital located at the Arizona Health Sciences Center (AHSC), adjacent to The University of Arizona in Tucson, Arizona. AHSC includes the colleges of Medicine, Nursing, Pharmacy, Public Health and the School of Health-Related Professions as well as the University Physicians Medical Group. These affiliations enable UMC to offer the latest treatments as well as routine medical care and wellness.

Web site: www.umcarizona.org

About Eclipsys Corporation®

Eclipsys is the recognized leader in providing knowledge-driven, process-improving software and services to major healthcare providers, including integrated delivery networks, medical centers and community hospitals.

Web site: www.eclipsys.com

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Published: May 2004

Solution

In 2000, University Medical Center (UMC) implemented Eclipsys' Sunrise Clinical Manager to improve access to patient information and streamline the ordering process. On UMC's two pediatric units, where the system was deployed first, physicians enter all orders into the system.

Patient Safety

- UMC tracked the frequency of incident reports for adverse drug events (ADE) for a year before and after the implementation of Sunrise Clinical Manager and physician order entry in its pediatric units. The two units included the general pediatric population excluding ICU and oncology patients. The rate of ADEs decreased per category as follows:
 - Prescription errors decreased 88 percent
 - Distribution-related errors decreased 60 percent
 - Transcription-related errors decreased 35 percent
 - Administration-related errors decreased 43 percent
- Overall prescriber-related ADEs on the two pediatric units, decreased from 7.3 per 1,000 patient days prior to Eclipsys' clinical system implementation to 0.84 per 1,000 patient days after system implementation.
- ADEs were placed into the following categories based on the source:
 - Prescription: Legibility, incorrect dosing, route, med, order written incorrectly, order written with known allergy present
 - Distribution: Missing from medication bin, late delivery, incorrect medication sent, medication labeled incorrectly
 - Transcription: Medication order transcribed incorrectly, new medication order overlooked
 - Administration: Wrong patient, medication, route, time, dose

Satisfaction

- Clinician satisfaction increased as a result of charts being available on demand, eliminating the need to search for paper charts.