

Customer Spotlight

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MEDITECH Hospitals Achieve Prestigious Stage 6 EMR Adoption Recognition

MEDITECH is proud to announce two of our customers have each received Stage 6 Electronic Medical Record (EMR) adoption recognition from HIMSS Analytics, an achievement shared by only a handful of hospitals in the United States. Both Citizens Memorial Healthcare (Bolivar, MO) and St. Agnes Healthcare (Baltimore, MD) have implemented health care I.T. to support high levels of automated patient care delivery leading to strong system usage and patient safety.

Denni McColm, CIO at Citizens Memorial, and Ken McCormick, I.S. director at St. Agnes, discussed their pathways to achieving the Stage 6 designation. "It's a validation for all the hard work we've done," says McCormick. "It's nice to get the recognition for our achievements because you sometimes forget you are ahead of the curve." McColm agrees the distinction is very inspiring for hospitals willing to put in the time and effort to advance quality care.

"It's an affirmation," she says. "The most important thing is improving patient care, and this recognition affirms we are doing the right things to achieve this goal."



Rigorous Requirements Raise the Bar for Health Care Quality

The criteria for the HIMSS Analytics recognition are quite rigorous, and most hospitals have achieved only Stage 1, 2, or 3 of the stages. These stages were introduced in 2005, when HIMSS Analytics developed the hospital Electronic Medical Record Adoption Model (EMRAM) for scoring health care facility I.T. deployment progress in seven stages, based on data from the HIMSS Analytics Database. HIMSS Analytics receives information from those hospitals

which participate in the EMRAM study, and then assigns benchmarks to those hospitals.

One of the top stages, Stage 5, is the closed loop medication stage requiring CPOE, a pharmacy management system, and an electronic medication record with either bar coding or radio frequency identification (RFID) technology

to ensure the Five Rights of medication administration are executed and monitored via automation. Even more challenging, health care facilities which achieve Stage 6 have made significant executive commitments and investments in regards to their health care I.T progress and are almost completely automated utilizing paperless medical records.

"Stage 6 hospitals are best prepared for many of the market transformations that hospitals will be exposed to over the next five to 10 years," explains McCormick. "These transformations include pay-for-performance, government reporting, and employer-consumer-driven health care."

McColm adds the Stage 6 hospitals are best positioned to capture and share data which will be necessary to support the model. "Our hospital is proud to be among the first health care organizations to have received this prestigious designation," she says.

The Right Leadership, The Right System

In talking with our Stage 6 designees, we found some common threads which connect them. First and foremost, Citizens and St. Agnes both have tremendous executive-level support to help them reach their patient

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— Denni McColm, CIO at Citizens Memorial

safety goals. "We have been blessed to have our visionary leader, CEO Don Babb, as one of the main driving forces behind the project from the beginning," says McColm. "He stressed the importance of becoming electronic. His support, along with the support from our Board of Directors, was critical to our success."

St. Agnes also stressed the important role of highest-level support and I.T. governance. "We had a five-year strategic plan at the executive level, and we were successful because we engaged executives at every level of the project," explains McCormick.

Both McColm and McCormick stress the importance of an integrated system as well. "MEDITECH has been the best vendor for our facility because of its inherent integration," says McCormick, who added he was struck by the varied size, locations, and settings of the Stage 6 designees, a point which also caught McColm's attention. "Regardless of the size or scope of the project, no hospital has an advantage or disadvantage when it comes to going forward with adoption," says McColm. "We have a powerful tool for physicians to have all information at their fingertips: an integrated MEDITECH system has made this possible."

Being Paperless

Citizens currently has 100% electronic records for all patients, whether it be in its acute care hospital, long-term care facilities, home health agencies, or physician offices. "Our Medical Records department looks different than it did years ago," explains McColm, noting Citizens' vision from the very beginning was to provide information to care providers whenever and wherever they need it.

"The system brought us early potential and we expanded upon it," says McColm. "We continued to move forward and use the system more effectively and efficiently, and by doing so, MEDITECH provided us with a significant advantage." Citizens reaped financial improvements, more functionality for physicians and end-users, and improved quality measures. "We have some nurses who have never even used a paper chart," says McColm.

St. Agnes is currently 90% electronic and working towards a completely paperless system. "Our challenge involves getting all physicians LIVE with Physician Documentation," explains McCormick. "We are actively working towards expanding electronic physician documentation, which will result in less scanning of information into the system after patient discharge."

Closing the Loop

Receiving Stage 6 EMR adoption recognition is yet another major honor which Citizens can add to its repertoire of

achievements. In 2005, Citizens received the Nicholas E. Davies Award of Excellence, a national award which recognizes the implementation of a single patient-centric electronic medical record which covers all services of care. The organization was the first rural health system and the first non-academic medical center to receive this award. McColm explains what Stage 6 means to her in comparison to winning the Davies Award.

"The difference between the Davies Award and Stage 6 is that Davies has a focus on CPOE, while Stage 6 has an additional emphasis on administering the Five Rights to each patient," she says. "Reducing the risk of error starts when a user places the order. We look at the path the order takes, and we make sure the right medication reaches the right patient, with the right route, dose, and time. For Citizens, the closed loop expands beyond the acute care setting."

Citizens is utilizing the ambulatory medication function so medications follow a patient across the continuum of care. "If a patient is already in the system from a physician office visit, the medication will be there when he or she is admitted to the hospital, which is pertinent for patient safety," says McColm.

MEDITECH's Bedside Verification (BV) solution has been well-received by the nursing staff at St. Agnes. "Our nurses have already scanned over one million doses of medications at the bedside since we've successfully completed our BV project," explains McCormick.

Taking Data Sharing to the Next Level

Moving forward, both Citizens and St. Agnes will concentrate on building their data sharing initiatives. St. Agnes is preparing to implement even more advanced MEDITECH clinical functionality, including Scanning and Archiving, as well as extending its LIVE CPOE to more physician users.

Perhaps most exciting for St. Agnes, is its ongoing effort to expand on its Regional Health Information Organization (RHIO). "St. Agnes is part of Maryland's first RHIO. We are currently exchanging real-time clinical data with a long-term care facility. We have begun the initial planning stages to expand this RHIO to two other area hospitals," says McCormick. "MEDITECH's advanced technology and interoperable products will certainly help St. Agnes as we work toward our data sharing goals."

The next phase at Citizens Memorial will focus on building more advanced capabilities to benefit physicians and clinicians. "We are building quality measurements into the workflow in our physician offices, and continuing to work on evidence-based order sets," says McColm. "Our goal is

to automate mundane tasks so both physicians and patients can benefit."

While the future paths of St. Agnes and Citizens will have a slightly different emphasis, both credit MEDITECH with providing a solid foundation from which to move forward into the next frontier of interoperable technology. "The idea to start with an integrated foundation has led us to achieve our success and receive this great recognition from HIMSS Analytics," says McCormick.

McColm couldn't agree more. "Other vendors cannot match the level of integration in our EMR," she says. "We could not have achieved Stage 6 without MEDITECH."

About Citizens Memorial Healthcare

Citizens Memorial Healthcare (Boliver, MO) is a fully integrated and nationally recognized health care system. Citizens has grown tremendously in the past two decades, offering a state-of-the-art acute care hospital and employing more than 1,500 individuals in nine counties. Citizens has received many accolades including Stage 6 Electronic Medical Record adoption recognition from HIMSS Analytics and the 2005 Nicholas E. Davies Award of Excellence for excellence in the use and implementation of health information technology.

About St. Agnes Hospital

St. Agnes Hospital (Baltimore, MD) is a 308-bed, full-service community teaching hospital with residency programs in a number of medical/surgical specialties. By supporting high levels of automated patient care delivery with health care I.T. implementation, St. Agnes received Stage 6 Electronic Medical Record adoption recognition from HIMSS Analytics. St. Agnes is also part of Maryland's first Regional Health Information Organization.

About MEDITECH

MEDITECH has been the leader in the Health Care Information Systems (HCIS) industry since 1969. MEDITECH's applications unify clinical, administrative, and financial information across a health care organization, including acute care, long-term care, home health care, and physician practices. Today, more than 2,000 institutions worldwide use MEDITECH's information systems. For additional information on MEDITECH products and services, visit www.meditech.com.