

Mercy Medical Center

Enhancing patient care with PatientKeeper



Mercy Medical Center, a 350-bed acute-care hospital in Cedar Rapids, Iowa, needed new options to enable its clinical teams – from physicians to nurses to case managers – to obtain timely access to a broad range of clinical information. As Mercy contemplated changes to its underlying MEDITECH MAGIC hospital information system to achieve these access goals, physicians made it clear that the current system presented usability difficulties that were impediments to patient care. Mercy physicians wanted to ensure they had real-time access to information from any location – which would improve the timeliness and quality of the care they deliver.

Based on input from a physician focus group, the team at Mercy Medical Center concluded that unified access to clinical information from systems across the hospital anywhere physicians are working would be the answer. Jeff Cash, chief information officer and vice president of Mercy Medical Center, felt the best solution would be the PatientKeeper Physician Information System—a single platform on top of its existing IT systems with integrated applications to automate the clinician’s daily workflow. The Mercy team felt that the PatientKeeper system could, support its ambitious integration goals – and enhance patient care.

Mercy Medical Center selected four primary components of the PatientKeeper Physician Information System to start: *PatientKeeper Physician Portal™*, *PatientKeeper Clinical Results™*, *PatientKeeper eSignature™* and *PatientKeeper Business Continuity™*.

Solution Overview

“PatientKeeper’s Physician Portal and Clinical Results delivered a simple solution that gave our physicians and nurses complete access to a comprehensive set of a patient’s clinical data – from any computer running a Web browser or Smartphone,” said Kristi Yamilkoski, clinical project coordinator. “PatientKeeper brought it all together, enabling our clinicians to quickly see lab and test results, medication histories, allergies, vital signs, inputs/outputs, notes, and other important clinical information – all with a single sign-on, a unified common view and at the point of care.”

Today, hundreds of Mercy physicians can log in to PatientKeeper using their network Active Directory password, and access and work with patient information from any Web browser or Smartphone. Within seconds no matter where they are working, physicians can better assess patients, consult with colleagues, and improve the quality of care.

Mercy Medical Center physicians and other caregivers can collaborate, viewing the same information and sharing accurate critical patient information in real time. For instance, Mercy ICU patients receive the fastest and most appropriate care from specialists – regardless of whether the physician is currently in the hospital, in their office, or at home. Physicians can visually assess patients through remote-access cameras from the PatientKeeper portal. They can review relevant real-time clinical information from PatientKeeper, which is updated from MEDITECH’s clinical monitors, lab results, and nursing documentation system.

Mercy Medical Center

- Located in Cedar Rapids, Iowa
- 350-bed acute care hospital
- 370 community physicians
- 70 Mercy Medical Center-affiliated physicians
- 20 ambulatory-care clinics

Today, 350 trained physicians sign in and use PatientKeeper.

The team at Mercy Medical Center considers PatientKeeper an essential component of a successful mix of high quality and efficient patient care.

Challenges

- Improve access to more complete range of clinical information
- Increase efficiency with single sign-on to integrated systems
- Streamline and accelerate higher-quality patient care

Solution

PatientKeeper Physician Information System.

Results

- Anytime, anywhere access to patient information
- Extended access to care managers across the enterprise
- Faster clinical responses to dynamic cases

Enhancing Patient Care

With better, more physician-friendly access to information in its core HIS, Mercy has been able to defer an investment in an expensive upgrade or entirely new system as Cash once feared. PatientKeeper now provides the patient care interface for physicians that integrates information from both its core HIS and ancillary systems. Simplified single sign-on across multiple systems means anywhere, anytime access to information and a platform to connect the hospital and its clinician community.

Gone are physician frustrations over access to patient information. Instead there is more open dialogue toward improving patient care. Nurses are enthusiastic about the solution because physicians no longer depend on them to access clinical information. This means they have more time available to spend with their patients.

“PatientKeeper is helping me improve patient care,” said Mark Wilkinson, M.D., a local physician affiliated with Mercy Medical Center. “I know about my patients’ test results as soon as they are available electronically, and I can call from any location if needed to address next steps. PatientKeeper has helped me decrease the time between ordering tests and acting on the results which has improved patient care.”

Mercy has also extended the use of PatientKeeper applications to other care managers across the enterprise to achieve broader impact on the quality of patient care. Mercy has armed its care management teams with PatientKeeper to track and manage specific diseases such as diabetes or congestive heart failure and to ensure these patients receive recommended treatments.

Minimizing Downtime, Maximizing Care

Mercy Medical Center also implemented *PatientKeeper Business Continuity* to ensure continuous access to clinical information during scheduled and unscheduled system downtimes – which translates into exceptional levels of care continuity. Since PatientKeeper is logically and physically independent of other hospital applications feeding it data, clinicians can easily retrieve patient data during downtime.

“Last summer, Mercy leveraged *PatientKeeper Business Continuity* solution when we went through a planned downtime to upgrade our MEDITECH System,” stated Cash. “During this extended downtime period, the PatientKeeper Web and mobile platform performed flawlessly and patient care proceeded uninterrupted.”

Mercy Medical Center and hospitals like it across the country continue to evolve and implement technology in line with their electronic health record (EHR) strategies. PatientKeeper plays a central role in achieving this vision as Mercy Medical Center invests in integration technology applications that will help its physicians improve patient care across the Cedar Rapids community.

About PatientKeeper As an innovator, creator and leading supplier of integrated physician information systems, PatientKeeper applications provide a single point of anytime, anywhere access to clinical and financial data from multiple, disparate systems. PatientKeeper’s technology automates the provider’s day to transform their experience and improve satisfaction. The Company’s physician-centric portal and mobile applications improve user satisfaction and patient safety, increase revenue and simplify data access and interoperability for community health information exchange.

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