

Mercy Medical Center

PatientKeeper helps hospital improve physician satisfaction

Mercy Medical Center, a 350-bed acute-care hospital in Cedar Rapids, Iowa, needed new options to improve physician satisfaction with its current MEDITECH system, and avoid spending more than \$20 million to buy a new HIS. As Mercy contemplated this challenge, physicians made it clear that the current system presented usability difficulties that could compromise patient care. Mercy physicians needed real-time access to information from any location – which would improve the timeliness and quality of the care they deliver.

Attracting New Physicians

The Medical Center patient mix was increasingly shifting to specialized care. To manage the average length of stay (LOS) and other key metrics, the hospital needed to provide the right tools to attract needed specialists, profitably accommodate more acute-care patients, and deliver the highest-quality patient care. What’s more, Mercy’s technology needed to keep the hospital competitive, attract the right mix of physicians, extend the value of its IT investments, and provide the hospital with business continuity.

The Physician Information System Solution

Jeff Cash, chief information officer and vice president of Mercy Medical Center, felt the best solution would be a single platform on top of its existing IT systems with integrated applications to automate the clinician’s daily workflow. This would allow the hospital to achieve its objectives.

With input from a physician focus group, the team at Mercy Medical Center concluded the best solution would be a single inbound and outbound portal across the community to ensure continuity of care regardless of back-end HIS or hospital location. After a review of vendors in the market, Mercy Medical Center chose the PatientKeeper Physician Information System as the only solution on the market that could improve physician satisfaction, support its ambitious integration goals – and help improve 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 Downtime Support™*.

“*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. “It 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.”

Key Applications Transform Physicians’ Experience

Implementation was swift, beginning with a phased rollout to a small number of “super users” representing different specialties. This group first “test drove” the system and helped

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



refine the configuration of its features. Within two months, the first 200 users were active. Today, 350 physicians regularly use PatientKeeper with Web-accessible, single-sign-on access to clinical information.

“Physicians know what they want the system to provide and what they need to make it easier to use,” said Cash. “With PatientKeeper, we have the technology to meet those needs.”

Physicians log in to the PatientKeeper system from anywhere using their network Active Directory password, and retrieve patient information from a 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. In the past, these physicians had to sign on multiple times (often to the same system) and click through countless screens to find the patient information they needed.

Gone are physician frustrations over access to patient information. Instead dialog between physicians and IT is collaborative—toward improving patient care. To that end, Mercy has extended the use of PatientKeeper applications and now physicians can easily and efficiently complete medical record deficiencies with *PatientKeeper e-Signature*.

Connect the Healthcare Community

To achieve a community health information exchange in Cedar Rapids, the competing local hospital, with the encouragement of physicians who practice at both hospitals, decided to implement PatientKeeper as well. As a result, physicians can use either a Web browser or Smartphone to view patient information, search across systems in real-time, and view information from a common interface across both hospitals. The clinician can travel between PatientKeeper-enabled hospitals and see their entire patient view for the day. While physicians will see a total view of their patients across hospitals, the hospital will only see the data that pertains to its own patients.

“I like to think of it as competitive collaboration,” Cash said. “Having all the physicians in our local community sharing a common view of patient information will only improve the quality of care across the entire community. For instance, with PatientKeeper, physicians in any local hospital will simultaneously have the same information about a patient who presents at either hospital emergency department. This will ultimately help us collaborate to improve continuity of patient care across the community.”

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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Challenges

- Attract physicians with easy access to integrated patient info
- Increase efficiency with single sign-on to integrated systems
- Streamline and accelerate clinician interactions with HIS

Solution

PatientKeeper Physician Information System.

Results

- Greater physician satisfaction
- Improved quality of care with faster information delivery to physicians
- Remote signing of patient charts