

Performance Strategies



The Power of Vision and Innovation to Improve Performance

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Wheaton Franciscan Healthcare Deploys an Integrated EHR to Improve Care Quality



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Transforming the Patient-Care Delivery Process

[Wheaton Franciscan Healthcare](#) is dedicated to delivering quality care through advanced technology, highly trained staff, and superior and compassionate service. In 2003, we committed to a new business model to optimize clinical outcomes, physician relations and financial performance. In combination with process and culture change, we have successfully transformed our patient care delivery process.

An [electronic health record \(EHR\)](#) that works across care delivery settings was the key enabler. Without standardized clinical processes and an integrated EHR – which makes patient information accessible to authorized caregivers regardless of the setting of care – we would be unable to realize our clinical and financial goals. We wanted to leverage technology across our system to improve patient care quality by giving clinicians access to critical information that is accurate, timely and actionable.

Objectives were developed to standardize clinical processes using evidence-based best practice, improve clinical quality and patient safety, engage physicians, and maximize documentation compliance. By identifying the benefits of each component of the EHR and monitoring the results, we stayed focused on our goals.

Adopting a Staged Implementation Approach

When the decision was made to implement an integrated EHR, we turned to the Horizon Clinicals® solution suite from McKesson. A staged implementation approach was adopted, with two teams forming to oversee the initiative: the governance and EHR operations teams.

- Each team included both McKesson and Wheaton executives
- Technical, education and communication teams supported the work of the various application teams
- A major key to success was engaging physician and clinical leadership in the design, testing and adoption of the applications

Enhancing Quality

While some quantitative results like cost reduction can take months or years to fully realize, quality measures were realized almost instantaneously.

Easy Chart Completion – Our doctors now can electronically view, complete and sign off on patient charts using a [document imaging solution](#) via our physician portal. Physician reaction has been overwhelmingly positive, and the solution's workflow automation has enabled us to transform the staffing structure of our medical records departments.

Improved Bedside Medication Administration – Implementation of a wireless point-of-care application enables nurses to [electronically scan bar-coded wristbands and medications at the bedside](#) to ensure “five rights” checking. Perhaps most important, patients say they “feel safer.”

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Wheaton Franciscan Leverages Clinical Information Technology (Cont.)

Up-to-Date Allergy Information – Our [pharmacy information solution](#) provides up-to-date patient allergy information across all our facilities. The system ensures that allergy information is consistently collected and documented throughout the enterprise.

CPOE for Decision Support – Our [computerized provider order entry \(CPOE\)](#) solution has improved access to patient data and enables us to provide decision support at the point of care. CPOE helps to prevent potential medication errors by eliminating illegible handwriting on paper orders.

Standardizing Care

Using targeted solutions, we were able to standardize care throughout our enterprise.

Portal for a Single View of Patient Data – Physicians can access CPOE and other solutions through our [physician portal](#), which provides secure access to inpatient and outpatient data from across our health system. In addition to vital patient information, clinicians have a comprehensive, dynamic view of what medications patients have taken, what they are taking and what they will take.

Care Team Collaboration and Shared Documentation – McKesson's [care documentation system](#) enables nurses to review each patient's status and document information at the point of care. Clinicians across multiple disciplines can communicate, evaluate and coordinate the patient's care and progress. Nursing best practices and guidelines are incorporated into the system to help standardize care throughout the enterprise.

An integrated [emergency department information system](#) enhances collaboration among the care team while enabling a more efficient workflow and patient management.

Assisting Physicians with Clinical and Practice Management Tools

Wheaton offers software to its employed physicians for their offices, including an [ambulatory EHR](#) that is integrated with the [inpatient EHR](#). In addition, we offer them a [practice management system](#) that is integrated with the ambulatory EHR and assists them with billing, scheduling and workflow management.

Achieving Outcomes

Wheaton partnered with McKesson to implement a broad range of systems in nine hospitals and more than 70 clinics across two states in three years. We have projected that the financial benefits from implementing this broad range of solutions to support an electronic health record at more than \$70 million over a five-year period.

We're proud to now have an integrated EHR deployed throughout our system that enhances patient safety, facilitates the exchange of information and reduces overall costs. Our work will continue as we further optimize this important tool.

Wheaton Franciscan Healthcare is a winner of McKesson's 2009 VIP Award. Each year McKesson recognizes customers that demonstrate vision and innovation in the use of information technology to enhance healthcare performance.

John D. Oliverio is the President and Chief Executive Officer of Wheaton Franciscan Healthcare, a Catholic, not-for-profit organization with more than 100 health and shelter organizations and nearly 23,000 associates in Wisconsin, Iowa, Colorado and Illinois. Serving Wheaton since 1984, and President and CEO since 2000, Oliverio has led the organization's move to an integrated business model.

Wheaton Performance Improvements

- ▶ **CPOE**
71% reduction in orderables
- ▶ **ADEs**
Exceeded the 90th percentile of hospitals in avoiding adverse drug events
- ▶ **Physician Data Access**
100% increase in physician portal logins since July 2006
- ▶ **Radiology**
\$2 million savings in radiology staff and decreased film and storage costs as of April 2009
- ▶ **Medical Records**
20% savings in clerical staff from document imaging solution
- ▶ **Chart Deficiencies**
40% reduction in deficiencies via electronic signature capability
- ▶ **Emergency Department**
40% increase in one site's revenue due to better documentation

Wheaton Franciscan Healthcare's projected financial benefits from implementing a broad range of solutions to support an EHR is estimated at more than \$70 million over a five-year period.

Related Solutions

[Horizon Admin-Rx™](#)

[Horizon Ambulatory Care™](#)

[Horizon^{W/P®} Physician Portal](#)

[Horizon Emergency Care™](#)

[Horizon Expert Documentation™](#)

[Horizon Expert Orders™](#)

[Horizon Meds Manager™](#)

[Horizon Patient Folder™](#)

[Horizon Practice Plus™](#)

[Practice Partner®](#)

[Horizon Clinicals^{W/P®} Inpatient EHR](#)

Voices of Success: Wheaton Franciscan Healthcare

