

## *IASIS Healthcare's Multi-Facility, Multi-Region EDIS Implementation*



*Mountain Vista Medical Center, Arizona*

### **Background**

IASIS Healthcare currently owns and operates 15 general, acute-care hospitals located in Arizona, Florida, Louisiana, Nevada, Texas and Utah. Founded in 1998, IASIS Healthcare is a leading owner and operator of community-focused hospitals in high-growth markets. Dedicated to provide these hospitals with the technologies necessary to achieve the best possible care, IASIS Healthcare chose to implement an organization-wide emergency department information system (EDIS).

### **Project Objectives and Technologies**

In order for IASIS Healthcare to effectively manage all of its emergency departments, which account for approximately 50% of total hospital admissions, "everyone should be using the same system in every facility" says Tedd Adair, VP of Clinical Operations. The project plan was driven by the belief that "if we can monitor and measure our data, we can affect our data."

The main project objective was to implement a standardized system across all facilities, creating reliable and centrally accessible data. Other main objectives included improving core measure compliance, increasing charge capture, and ensuring regulatory compliance. Achieving these objectives would require the automation of several manual processes and the elimination of workflow inefficiencies and the potential for human error. Lastly, the EDIS would have to integrate with the hospital information system (HIS) which was already in place in every facility, McKesson Star.

### **Implementation**

Leadership initiative and support is the key to successful large scale implementations. IASIS Healthcare's EDIS implementation was enabled by the strategic vision of its President & COO, Sandra McRee, who had previous experience with platforms and an expectation of solid performance data. The implementation process started in the summer of 2002, when the first facility spent a couple of months working out their processes. The remaining 14 facilities took less than six months to implement NWS/EDS. Ease of use and short training times have contributed to the wide adoption of the product. About 150 users are using the system concurrently at any given time. Implementations for new and newly acquired hospitals have been streamlined.

The Medical Center of Southeast Texas opened with systems in place in April of 2005. In February of 2007, Glenwood Regional Medical Center went into production within 10 days of becoming a new facility at IASIS Healthcare. In July of 2007, Mountain Vista Medical Center also opened with systems in place. The adaptation of new processes and functionality has continued over time. Among added features is support for Mr. Adair's successful initiative of Medical Screening Evaluations. The process was quickly facilitated in the system, including a new executive report delivered via the CEO Pages® Module. Another module was recently added to the system to enable the highest level of integration with McKesson Star by using a fully automated COLD Feed interface. Automatic ED Documentation delivery to McKesson's Horizon Patient Folder (HPF) provides important financial and clinical information to the HIS.

*"If we can monitor and measure our data, we can affect our data."*

- *Total admissions across all facilities grew by more than 3300 patients in the second year of production, contributing an estimated revenue of \$29 million.*
- *North Vista Hospital reduced ALOS by 1.6 hours in the second year of production.*

## Project Success

Today “the system is used at every patient encounter to communicate to the staff what the next step is in the patient care process,” explains Mr. Adair. The patient tracking screen provides a single comprehensive view of every patient in the emergency department, allowing users to drill-down into any part of any patient’s record. The tracking screen utilizes a variety of visual cues to give clinicians complete awareness of patient acuity. Real-time statuses, alerts, and order entry (OE) results keep the ED on track and the care prompt, significantly cutting throughput time.

The chief complaint driven electronic charting system offers the look and feel of paper templates. “It is critical to our business model,” says Mr. Adair, “that our documentation system supports our clinical processes... New Wave Software does just this.” Nurses, physicians, and mid-level providers can view multiple templates, prescribe medications, validate their charting for completeness, and assign disposition, all from a single template. This has allowed IASIS users to match and ultimately exceed the speed and accuracy of paper charting. Clinical staff are saved valuable time with automatic data flow. If a patient frequents the ED, their current meds automatically flow into the Triage form at the discretion of the nurse completing triage. As drug information is captured throughout the visit, it automatically flows into the Medication Reconciliation template to eliminate reentry. Mr. Adair told us that “improved documentation has led to vastly improved E/M charge capture and reimbursement.”

## Project Measures and Outcomes

The Reporting Module includes an array of preconfigured reports that can be used as templates or edited, or new reports can be created using a step-by-step wizard. System data can be exported in various formats for external use. The CEO Pages® executive reporting module delivers vital performance metrics, service indicators, and financial information from the ED system to CFO/CEO desktops. “Financial and clinical data are both available from the same reporting tool,” says Mr. Adair. IASIS Facilities have seen great improvements in important metrics. Many facilities have seen more than an hour reduction in the average length of stay (ALOS) and the entire organization saw more than three thousand additional admissions in the second year of production compared to the first. Mountain Vista Medical Center and St. Luke’s Medical Center achieved a 2.5 hour ALOS in the last year to date.

When developed in tight cooperation with an Emergency Department staff, a system is intuitive and easy to use. IASIS Healthcare’s utilization of NWS/EDS has helped them provide greater patient satisfaction and achieve higher hospital revenues across multiple facilities and regions. Mr. Adair stated proudly that IASIS emergency departments “have received The Advisory Board recognition for patient throughput.”

*“At the corporate level, the reporting feature has enabled us to quickly assimilate data, analyze it, and take corrective actions where necessary. This has enabled us to drive change in the system where we expect to see more than 400,000 ER visits this year.”*

- *The total number of patients who left without being seen (LWBS) fell by more than 1600, contributing an estimated revenue of \$500 thousand.*
- *Mountain Vista and St. Lukes Medical Centers achieved 2.5 hour ALOS for the last year to date.*