



Froedtert enhances efficiency with the power of one CDS platform

CLIENT PROFILE: FROEDTERT AND THE MEDICAL COLLEGE OF WISCONSIN

With three hospitals and affiliated medical and pharmacy schools, Froedtert and the Medical College of Wisconsin health system has a broad range of clinicians, caregivers, and instructors it needs to align behind common goals, guidance, and systems of communication.

For Froedtert, the daunting task of uniting the continuum of care became a little easier years ago when its decision makers asked: *What if we could find all our decision support in one place?*

A long-time user of Medi-Span® drug data and UpToDate® evidence-based treatment recommendations, Froedtert added Lexicomp® drug reference and its Formulink integrated custom formulary database service in 2014, giving the health system access to the full spectrum of Wolters Kluwer clinical effectiveness decision support solutions. Since then, the health system has realized all it can achieve with the Power of One.

Medication utilization coordinator at Froedtert's Center for Medication Utilization, Megan Holsopple, PharmD, says that Froedtert originally chose to switch

to Lexicomp after evaluating multiple competitors "to streamline integration," as well as because of "the depth of the databases." By using a full suite of solutions by Wolters Kluwer, Froedtert has been able to consolidate many products and services. The institution "got rid of separate subscriptions and optimized our formulary," she explains.

The suite is developed by a multidisciplinary editorial team at Wolters Kluwer that harmonizes content between solutions. "Whenever you're in a large health system, you're trying to align information and resources," Holsopple says. "It's nice to have the same systems talking to each other for consistency of information."

"We definitely view that as a benefit," adds Amy Schuler, Froedtert's pharmacy informatics senior systems analyst, who maintains the Medi-Span data and Lexicomp integration within the health system's Epic® EMR system. "We like being able to rely on the information coming from the same source."

Froedtert clinicians' favorite Lexicomp features:

- The nursing staff "absolutely loves" the HCAHPS Considerations field in drug monographs, which provides verbatim language of questions asked in the nationally required Hospital Consumer Assessment of Healthcare Providers and Systems (HCAHPS) patient satisfaction survey.
- Staff members have been vocal about the 19 language options for medication education patient handouts being a vast improvement over its previous provider.
- Within the Lexicomp interface, healthcare professionals can also access the AHFS Drug Information® in-depth database when needed.

THE POWER OF ONE PLATFORM

Using Lexicomp and UpToDate together gives Froedtert the ability to link directly from disease topics in UpToDate to the related drug therapy information in Lexicomp or to access UpToDate searches from the blue tool bar atop every page of Lexicomp. This accessibility, along with harmonized content within both tools, creates a holistic view of clinical decision support, aligning care teams and providing them with greater clinical insights and context to inform their decision-making process.

Froedtert has observed another advantage, Holsopple reports: collaboration. The ability to easily “toggle back and forth between both databases” has helped pharmacists connect to disease knowledge and physicians and allied health staff to delve deeper into pharmacology. This has enhanced communication between the hospital and the pharmacy, she says, helping to unite care team members and enabling them to operate from a common care playbook.

THE POWER OF ONE DECISION

Froedtert switched its three hospitals and 27 outpatient physician affiliates to Lexicomp after choosing it over a previous electronic drug information resource. In its first 10 months of access to Lexicomp, Froedtert’s usage numbers grew from 80,000 uses a month to 122,000 a month.

When comparing drug information databases, Holsopple saw several clear advantages to choosing Lexicomp over Froedtert’s previous resource. “The depth of knowledge, timely updates, and how concise it is. All of these factors definitely make Lexicomp a high-quality resource. Plus, we saw \$180,000 in cost savings, which made it a great value and fiscally more responsible.”

Froedtert clinicians’ favorite Lexicomp features:

- Martindale add-on module provides multinational drug information to help clinicians treat Froedtert’s large international population.
- The Drug Plans add-on module gives clinicians and Froedtert’s Prior Authorization team access to insurance formulary information on more than 5,500 drug plans and saves time at discharge.
- Froedtert is affiliated with the Medical College of Wisconsin, where students have found Lexicomp valuable for performing Medication-use Evaluations (MUEs) and Drug-use Evaluations (DUEs).

THE POWER OF ONE FORMULARY

Along with its subscription to Lexicomp, Froedtert chose to add Formulink, the Lexicomp custom formulary database service. Prior to Formulink, Froedtert relied on a “homegrown” formulary database staff had created themselves, Holsopple says. The database was also not accessible on the multitude of platforms accessed by clinical staff across the enterprise.

“Lexicomp made (our formulary) universal,” she says. “It helps us promote proper therapeutic use of medications that translate into fiscally responsible medication spend.”

With Formulink, Froedtert was able to create its own customized database within Lexicomp, allowing clinicians to instantly ascertain from a single search whether a medication is on the health system’s formulary and to access valuable dosing and administration information, precautions, and customized internal medication use information. Formulink enables Froedtert to include its hospital policies, guidelines, historical P&T tracking, and links to hospital intranet resources within drug monographs, fully integrated with Lexicomp drug information.

Froedtert observed significant improvements after implementing Formulink*

37%

increase in staff satisfaction

40%

increase in user ability to find information quickly

250%

increase in formulary usage in the first 5 months

*Van Rossum A, Holsopple M, Karpinski J, Dow J. “The Missing Link: evolving accessibility to formulary-related information.” *P&T*. 2016; 41(11): 698-702,725. <https://ptcommunity.com/journal/article/full/2016/11/698/missing-link-evolving-accessibility-formulary-related-information>

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Megan Holsopple, PharmD, Medication Utilization Coordinator,
Center for Medication Utilization,
Froedtert and the Medical College of Wisconsin

THE POWER OF INTEGRATION

Froedtert has taken advantage of the strong relationship between Wolters Kluwer and Epic, using Medi-Span drug data as the backbone of its EMR clinical screening functions and integrating direct links to Lexicomp drug reference content in its Medication Administration Record (MAR) and Computerized Prescriber Order Entry (CPOE).

Medi-Span data has been a fixture at Froedtert since it first implemented its Epic EMR in 2004. “The volume of information in Medi-Span – if we had to put that in manually, it would be an unbelievable undertaking,” says pharmacy informatics specialist Schuler.

In addition to Medi-Span data, having links to Lexicomp references integrated in Froedtert’s Epic EMR system has made reaching valuable drug content “easy,” says

pharmacist Holsopple. “We use links from the patient MAR directly to what we need in Lexicomp. That wasn’t always the case with (other drug references). We used to have to go out to a database and look up a drug.”

Lexicomp linking “was extremely easy to implement,” Schuler says. “It was simple to set up, and the support was great. We had several direct contacts (at Wolters Kluwer) we could email or call, and the response was quick.”

Overall, the implementation of this full solution suite has assisted Froedtert in achieving several important goals, Holsopple says: “It’s a platform to improve transparency and accessibility of information that has enabled us to streamline access to point-of-care guidance and improve safe medication practice.”

Froedtert & the Medical College of Wisconsin regional health network delivers highly coordinated, cost-effective healthcare to residents of southeastern Wisconsin and beyond. It is made up of Froedtert Hospital, Milwaukee; Community Memorial Hospital, Menomonee Falls; St. Joseph’s Hospital, West Bend; and more than 25 primary and specialty care health centers and clinics. The network’s three hospitals have 781 staffed beds, nearly 40,000 annual admissions, and more than 900,000 annual outpatient visits. www.froedtert.com