Wolters Kluwer

Clinical Drug Information

Hospital Meets Meaningful Use and Exceeds Expectations with Wolters Kluwer Integrated Patient Education

CLIENT PROFILE:

HIGHLANDS REGIONAL MEDICAL CENTER

Highlands Regional Medical Center, serving four counties in Eastern Kentucky in the foothills of the Appalachians, was already ahead of the curve when it came to healthcare information technology. In 2005, its Cerner® electronic medical record (EMR) system went live with Lexicomp® Online to provide its clinicians with context-specific drug reference information. By integrating Lexicomp Online, the flagship hospital drug reference offering from Wolters Kluwer Clinical Drug Information, into various EMR functions, Highlands was well-positioned to meet the Meaningful Use requirements of the Centers for Medicaid and Medicare Services' Electronic Healthcare Records (EHR) Incentive Programs.

"We were one of the first in the state to attest for Meaningful Use." says Michael Roberts, Highlands' chief information officer.

Then, changes in Meaningful Use requirements made it necessary "to integrate education into the EMR system," Roberts explains. Highlands initially tried integrating its existing patient education resources into its EMR, but this endeavor proved to be more daunting, complex, and expensive than Roberts had anticipated. So, he decided to try another option – integrated Patient Education from Wolters Kluwer Clinical Drug Information. Based on Highlands' experience with Lexicomp Online, Roberts trusted Clinical Drug Information to provide current, relevant content and exceptional customer service.

Integrated Patient Education proved the right choice, integrating seamlessly into Highlands' Cerner EMR via HL7-compliant Infobuttons for one-click access to educational leaflets. As a result, Highlands' clinicians increased their rate of use of EMR-integrated educational content to more than 88%.

MEETING MEANINGFUL USE REQUIREMENTS

Integrated Patient Education features an extensive library of more than 7,000 leaflets, designed to be easy for patients and their caregivers to understand and easy for hospitals to integrate into healthcare workflow applications. The content is developed from Wolters Kluwer Clinical Drug Information application, Lexicomp, and its affiliated Clinical Decision Support product line, UpToDate®. It includes information about adult and pediatric medications, diseases and conditions, procedures, natural products, discharge instructions, dental topics, and healthy living. Leaflets are available in up to 19 languages.

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>
> – Deitra Hackworth, MSN, Medical Staff Liaison Highlands Regional Medical Center

Highlands went live with Integrated Patient Education in March 2014, successfully attesting for the education component of Meaningful Use Stage 2 over the next three months.

"We have linked to (Integrated Patient Education) inside the EMR beyond what's required for Meaningful Use," Roberts says. "We also have an internal intranet site, and we made the link available there."

He notes that the hospital's rate of use of a certified EHR system to identify education resources rose from 52.9% the previous year to 88.3%.

> ## "You click a button, and it just works."
>
> – Michael Roberts, CIO
> Highlands Regional Medical Center

Roberts worked closely with Highlands' medical staff liaison, Deitra Hackworth, MSN, to select the appropriate functionality settings to suit the needs of the nursing staff.

Hackworth explains that, originally, Highlands intended to set up Integrated Patient Education for use primarily for inpatient care and in the emergency room. When staff discovered how user-friendly it was, it was added to the recovery room process, as well.

Once Highlands was up and running with Integrated Patient Education and able to demonstrate its usage to get credit for Meaningful Use, "that, itself, really sold the solution to the staff," Hackworth says. "They just took off with it!"

THE RIGHT CHOICE FOR CLINICIANS AND PATIENTS

Nurses "depend on patient education from the EMR daily for inpatients," says Hackworth. "It really was seamless when we switched (to Integrated Patient Education). We haven't had any resistance at all. We've had fewer issues with staff not finding the topics they need. The information is easy for them to find and easy for patients to understand."

Hackworth is pleased with the clinical content offered within Integrated Patient Education. "I've had no issues needing to add anything or searching for something and not finding it," she says. "I've had comments from the recovery room that post-op patients really like having the illustrations" included in many of the leaflets.

It's not only the content that works for Highlands, it's the ease of use. Hackworth explains that the integrated solution makes it fast and simple for nurses to embed patient leaflets within hospital discharge printouts and save them in patient medical records, eliminating a step in the hospital's previous process. Nurses "really liked that ability. It just flows into their process very well."

"I hear nothing from users – and I take that as a good thing!" Roberts says, noting that he only hears about EMR clinical content if users have complaints. "Since we've turned this on, I've heard zero. It's always there. You click a button, and it just works."

> *Highlands' rate of use of a certified EHR to identify education resources rose from 52.9% to 88.3%.*

Highlands Regional Medical Center

Highlands is a 166-acute-care-bed, not-for profit, community-owned and operated healthcare facility located in the scenic mountains of eastern Kentucky between the communities of Prestonsburg and Paintsville. It provides healthcare services to a number of counties, including Floyd, Johnson, Martin and Magoffin, with a combined population of over 90,000 residents. Highlands is committed to its charitable mission of serving individuals regardless of their ability to pay.