



CASE STUDY: University Hospitals Elyria Medical Center Enhancing Patient Safety, Efficiency and Control



SOLUTION

SMARTworks® Clinical Enterprise

RESULTS

- 90% reduction of in-house forms printing
- 75% reduction in pre-printed documents
- 60% combined clinical forms and label costs savings
- 5-7 minute, per-patient, reduction in registration time
- \$290,000 in annual clinical forms and labor savings
- Increased time nurses spent with patients
- Eliminated manual indexing of scanned documents

BENEFITS

- Improved quality and patient safety
- More timely, accurate information
- Reduced delays locating correct clinical forms
- Enhanced HIPAA compliance
- Swifter, more efficient admissions process

UNIVERSITY HOSPITALS ELYRIA MEDICAL CENTER

Formerly EMH Healthcare, UH Elyria has served as the premier health care provider for Lorain County and western Cuyahoga County, Ohio for more than a century. The 387-bed hospital system was founded in 1908 and has campuses in Elyria, Amherst, Avon and Sheffield. UH Elyria employs 2,100 northeast Ohio residents and offers comprehensive inpatient and outpatient services. The hospital offers a wide range of specialty services, and is also committed to bringing the expertise of nationally recognized UH programs to the residents of Lorain County.

“SMARTworks® Clinical Enterprise has allowed us to provide safer and more cost effective care to our patients. We were able to dramatically reduce errors due to manual labeling and scanning. This was a huge patient safety win for us.”

- Charlotte Wray, President, former Chief Clinical and Information Officer

The Challenges

REDUCE COSTS / INCREASE EFFICIENCIES

As part of their ongoing efforts to continuously improve their operations, UH Elyria was looking to enhance the flow of patient information throughout their organization. While their EMR automated various workflows, a number of paper-based processes remained outside of the electronic medical record, which increased costs and decreased efficiencies.

For example, admissions were slow as staff compiled clinical forms, labels and wristbands – relying on a manual process to identify each item. In addition, the Nursing department spent approximately 63 hours per week assembling kits and the Pre-Admission Testing department dedicated two full-time employees to kitting. This resulted in more than \$100,000 in costs. The staff was also spending numerous hours managing form compliance – time that could have been devoted to patient care.

ENHANCE PATIENT SAFETY

The UH Elyria team emphasized that patient safety was a top priority, and that there was an opportunity to increase form compliance. At the time, photocopies of clinical forms were kept at nurse stations, making it difficult to ensure that the latest versions were being used. In fact, multiple versions of the same form could be found throughout the hospital. UH Elyria also needed a way to ensure that their registration and clinical forms were clearly identified and bar coded.

CREATE WORKFLOW EFFICIENCIES

Nurses at UH Elyria were spending significant time collating, creating and maintaining kits and packets of patient information. They also had to produce and apply labels to wristbands and various folders and clinical forms.



CASE STUDY: University Hospitals Elyria Medical Center

Enhancing Patient Safety, Efficiency and Control

This manual process limited the time they could spend providing care to their patients. In addition, during EMR downtime, nurses and staff were restricted to using pre-assembled folders for their documentation, which created additional manual workflows.

IMPROVE DOCUMENT MANAGEMENT

Prior to working with Taylor Healthcare, UH Elyria's clinical forms were preprinted and stored in "forms rooms" and filing cabinets. Significant time was spent updating, ordering, delivering and destroying hundreds of registration and clinical forms. It was a very labor-intensive process that was filled with risk, as it was difficult to identify and remove obsolete clinical forms.

The Solution

SMARTworks® CLINICAL ENTERPRISE

Taylor Healthcare's SMARTworks® Clinical Enterprise technology is playing a vital role in the hospital's efforts to improve patient safety, streamline and improve processes and reduce overall costs. The majority of medical records that go into a patient's chart can now be accessed electronically using Clinical Enterprise, ensuring that only the most up-to-date versions are available. As the Emergency Department or unit nurses admit patients, Clinical Enterprise automatically generates patient kits, printing patient demographic and encounter information, as well as bar codes directly on face sheets, consents, wristbands, labels and other clinical forms. At any time during a patient's stay, clinicians can easily access the clinical forms they need.

The Implementation

UH Elyria and Taylor Healthcare took a multidisciplinary approach to the implementation. This enabled us to move through the process efficiently and achieve UH Elyria's patient safety, workflow and cost reduction objectives.

To lay the groundwork for implementation, Taylor Healthcare worked with staff members from Admissions, Information Systems, Nursing, Health Information Services, Risk Management and Supply Chain, as well as UH Elyria's print solution supplier. Together, we reviewed UH Elyria's documents and processes, and developed a blueprint for automating the patient and clinical documentation workflow. Forms automation technology was employed to improve patient safety, allowing patient demographics and encounter information to be printed directly on clinical forms – thus improving accuracy by eliminating mislabeling.

Each form is now bar coded and compliant with UH Elyria's EMR – creating workforce management savings by reducing manual indexing in Medical Records.

The Results

SMARTworks® Clinical Enterprise has enabled UH Elyria to improve patient safety by standardizing and automating patient-facing documentation workflow processes. Today, all documentation is created and bar-coded on demand and only the latest version of each form is being used. Since deploying Clinical Enterprise, the hospital has achieved print savings of approximately 60 percent on their forms spend and 81 percent on their label spend. Furthermore, the hospital was able to redeploy 3 FTEs based on automatic kitting.

About SMARTworks® Clinical Enterprise

SMARTworks® Clinical Enterprise is a healthcare technology solution that gives patients and clinicians the ability to complete registration and clinical forms on computers and mobile-enabled devices.

All along the continuum of care, Clinical Enterprise captures electronic signatures, patient photographs and other patient generated data while auto-populating forms, labels, wristbands and kits with patient demographic and encounter information. This innovative solution significantly reduces the need for pre-printed registration and clinical paper forms, enhances workflow efficiencies using digital technology and improves patient safety.

In addition, its content workflow capabilities automate the forms committee process, ensuring version control compliance and eliminating the use of outdated information. Importantly, Clinical Enterprise continues to work when the Electronic Health Record is experiencing downtime, enabling our customers to maintain business continuity in their registration and clinical areas of operation.

"Taylor Healthcare's technology helped us practically eliminate our forms inventory and streamline our forms process."

- Dave Willets, Director, Materials Management