

# Case Study



## At a Glance

### Organization

Baptist Health Systems  
Jackson, Miss.

- 640-bed Medical Center
- 25-bed acute long-term care hospital
- Cancer center

### Solution Spotlight

- AcuDose-Rx®
- Clinical Consulting Group
- Horizon Admin-Rx™
- Horizon Expert Documentation™
- Horizon Expert Orders™
- Horizon Meds Manager™
- ROBOT-Rx®

### Critical Issues

- Patient and medication safety
- Inefficient, manual processes
- Operational inefficiencies
- Financial performance

### Results

- Achieved a 94% bar-code scanning compliance rate, with 70% of nurses and pharmacists noting the system prevented mistakes
- Eliminated pharmacy callbacks related to legibility issues and missing time/date stamps for medication orders
- Reduced medication time from order to delivery by 38%
- Recouped 25,000 nursing hours and 2,000 pharmacy hours annually
- Saved more than \$937,000 in nursing costs alone

## Baptist Health Systems Uses Technology to Improve Medication Management, Eliminate Errors

Patient safety efforts at Baptist Health Systems have focused on the reduction of medication errors — mistakes that can quickly lead to serious adverse events. After evaluating best practice and automation opportunities, Baptist selected end-to-end technologies and automation solutions from McKesson. The result? Baptist achieved a medication dispensing accuracy rate of 98%, a 38% reduction in medication order-to-delivery time, and a bar-code medication scanning rate of 94%. The health system also recouped more than 25,000 nursing hours each year, saving the organization \$937,000 annually.

### Challenges

Jackson, Miss.-based Baptist Health Systems includes a 640-bed medical center, a 25-bed acute long-term care hospital, community clinics and a nationally recognized cancer center. Patient safety and clinical quality have always been strategic areas of focus for this industry leader.

“Patient safety has risen to the forefront because the industry has counted the number of adverse events occurring during hospitalization,” says Eric McVey, vice president and chief medical officer. “There’s been somewhat of a body count — and that really gained the attention of providers.”

Hospital management recently took a harder look at protecting patients throughout the entire medication management process: from prescribing to transcribing to dispensing to administering to monitoring. With the help of McKesson’s Clinical Consulting Group, 40-plus nurses and pharmacists participated in a medication management review. They assessed more than 4,000 orders, and about 80 staff members were involved in 150 hours of process redesign workshops.

Together, the Baptist and McKesson team resolved more than 230 process issues and redesigned 34 workflows to automate the medication management process. After identifying risk areas through the root cause analysis, leaders realized that the health system needed to revamp existing medication management processes. Such extensive analysis also made it possible to invest only in technologies that met the needs of an optimal clinical workflow.

### Answers

A multidisciplinary selection committee evaluated solutions from multiple vendors and chose to implement a comprehensive medication safety solution suite from McKesson. Key components of the solution include: ROBOT-Rx®,

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*"We will continue to assess care, identify potential areas for improvements and implement technologies that support the optimal patient care experience. Our clinicians and patients deserve nothing less."*

*Eric McVey*

*Vice President/*

*Chief Medical Officer*

*Baptist Health Systems*

AcuDose-Rx® and Horizon Meds Manager™, medication dispensing and pharmacy automation tools; Horizon Admin-Rx™ and Horizon Expert Documentation™, a bar-code medication administration system and care documentation solution; and Horizon Expert Orders™, a computerized physician order entry/clinical decision support (CPOE/CDS) system.

System selection was just the start. The success of the initiative also required buy-in from the entire staff — a tall order considering the project called for considerable change. To engage staff, leaders positioned the initiative as a pillar of Baptist's patient safety mission, not just an ancillary IT project.

"Physician championship is essential to getting staff members to see the big picture," notes Scott Groom, chief information officer. "We were fortunate to have the sponsorship of several of our key physician leaders. Their perspective helped everyone to see the project as much more than just an information technology initiative."

## Results

McVey and other Baptist executives believe the technology implementations and process enhancements have paid off in significant efficiency gains, quality improvements and a stronger financial position.

For example, through the combination of CPOE and electronic medication verification by pharmacists, order-to-delivery

time has been slashed by 38%. In addition, the organization reports completely eliminating pharmacy callbacks related to legibility issues and missing time/date stamps for medication orders.

Through pharmacy automation and robotics, Baptist also achieved: a medication dispensing accuracy rate of 98%; a 90% reduction in medication restocking time; a 50% reduction in expired medications; and a 50% reduction in missing dose volume. The health system also credits the McKesson technologies with saving more than 2,000 pharmacy hours annually.

The improvements for nursing are also impressive. Since implementing the bar-code administration system, the hospital has maintained a 94% compliance rate. More than 70% of nurses and pharmacists report that the system has helped them avoid medication errors. And by equipping nurses with medication carts stocked with first-dose medications and documentation tools, the organization has recouped more than 25,000 nursing hours each year, which translates into more time for patient care and \$937,000 in savings.

"We know that the quest to provide safe patient care is never-ending," says McVey. "We will continue to assess care, identify potential areas for improvement and implement technologies that support the optimal patient care experience. Our clinicians and patients deserve nothing less."

**McKesson Provider Technologies**

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