

At a Glance

Organization

Dupont Hospital
Fort Wayne, Ind.

- 131 beds
- 600+ physicians on staff
- 7,000 annual admissions
- 69,459 annual outpatient visits
- 18,778 annual inpatient visits

Solution Spotlight

- Horizon Expert Orders™

Critical Issues

- Inefficient paper-based processes
- Medication turnaround times
- Patient safety

Results

- Eliminated delays caused by illegible handwriting from nearly 50% to negligible
- Reduced medication turnarounds by 49%
- Reduced STAT overrides in medication cabinets by 24%, improving patient safety

Dupont Hospital Enhances Patient Safety and Care Efficiency with CPOE

Dupont Hospital's obstetrics unit has consistently achieved high patient satisfaction. Nevertheless, the hospital sought to further improve care quality and patient safety through a **computerized provider order entry (CPOE)** system — or as they call it at Dupont, computerized patient order entry. By eliminating delays caused by illegible handwriting – from nearly 50% to negligible – Dupont improved speed of care and reduced medication turnaround times by 49%. The hospital also reduced the need for nurses to use STAT overrides in medication cabinets by 24%.

Challenges

Based in Fort Wayne, Ind., Dupont Hospital has the largest obstetrical unit in the community. Known as the Birthplace, the unit is focused on labor and delivery, postpartum care, newborn nursery and neonatal intensive care services and delivers approximately 2,400 babies annually. Since many expectant mothers arrive in active labor, hospital leadership identified the Birthplace as the starting place to improve the timeliness and efficiency of care.

"We determined that CPOE could significantly reduce the time staff spent transcribing medication orders, faxing them to the pharmacy, and attempting to decipher illegible handwriting," says Dr. Matt Sprunger, medical

director, Clinical Informatics. "In addition, reducing the number of steps in the ordering process would reduce the time from when the physician orders the medication to when the patient receives it."

Answers

With an extensive financial and clinical infrastructure from McKesson in place, the Dupont team selected Horizon Expert Orders™ for its CPOE system and then performed extensive planning. The team established metrics prior to go-live in order to effectively assess progress and measure key results. The team focused on patient process time, number of paper-based orders, and frequency of illegible signatures to establish primary benchmarks.

When the project reached the mapping and implementation phases, the team expanded to include staff in nursing, registration, clinical informatics, respiratory therapy and pharmacy. This group drove the critical aspects of customization to provide the essential functionality needed for practical, everyday use in a clinical setting.

Smaller physician teams managed some of the most important factors in the success of the CPOE implementation: establishing core rules and protocols that were defined, owned and accepted as standard best practices.

Case Study

“Using Horizon Expert Orders, we have made significant improvements in patient safety, quality, efficiency and overall care.”

Matt Sprunger, M.D.
*Medical Director,
Clinical Informatics
Dupont Hospital*

For example, the number of normal newborn order sets was decreased from greater than 50 to one.

“With so many variations in clinical practice, it was a huge win when the team gained agreement on best practice content for the CPOE system,” notes Shari Schneider, RN, MS, director, Clinical Informatics. “The team worked hard to create consistent order sets that added value and promoted ease of use for CPOE.”

Results

Dupont went live with physicians on CPOE in the Birthplace in May 2007 and recently completed a housewide rollout with universal adoption. In March 2009, all paper orders were eliminated. Currently, 192 physicians and mid-level practitioners use CPOE to enter routine orders, with an average of 59,000 monthly orders. Sister-provider Lutheran Hospital is also converting to McKesson’s CPOE system with universal adoption expected by year-end.

Engagement and support by Dupont’s executive leadership has been critical to achieving universal adoption, enabling a quick move from a fragmented dual world of paper and electronic orders to a completely paperless, more efficient and safer process.

CPOE has improved Dupont’s speed for care delivery by eliminating delays caused by illegible handwriting from nearly 50% to negligible. The time from when a physician orders a medication to when it’s administered to the patient has been reduced by 49%. And by getting medications to expectant mothers faster, the hospital has reduced the need for nurses to use STAT overrides in medication cabinets by 24% — a key factor in improving patient safety. With a streamlined process, nurses find that they have more time to spend in direct patient care.

“Dupont Hospital has a long history of embracing technology,” says Dr. Sprunger. “However, our use of technology is not motivated by being viewed as ‘innovators’ or ‘pioneers,’ but by the ability to continually improve patient care and provide exceptional healthcare services to our community. Using Horizon Expert Orders, we have made significant improvements in patient safety, quality, efficiency and overall care.”

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