

McKesson as Your Partner for Patient Safety

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Introduction

“Every system is perfectly designed to achieve the results that it achieves.” Donald Berwick, M.D., president and CEO of the Institute for Healthcare Improvement (IHI) coined this “central law of improvement” in 1996. Since then it has been widely cited to decry the erratic state of the nation’s healthcare system, particularly around patient safety. Even so, Dr. Berwick and his counterparts at the IHI, National Patient Safety Foundation, American Hospital Association, and other organizations have made huge strides in raising awareness of the complex issues and interrelated elements involved in undertaking a complete patient safety initiative.

McKesson is in a position to deliver some of the most comprehensive solutions available today that address every aspect of patient safety, including cultural, information, communication, medication, diagnostic, treatment and environmental safety.

Culture and Patient Safety

To create the kind of metric-driven culture required to achieve and sustain improvement, McKesson offers powerful clinical analytics tools that aggregate data from multiple sources – much of it created as a byproduct of direct care – and transform it into actionable information. Customized scorecards enable managers to quickly identify variances, drill down to determine root causes and drive process change. Our experienced consultants can also facilitate cultural and clinical process transformation in advance of large-scale implementations to ensure broad adoption of quality- and safety-enhancing solutions and to speed time to value.

Information Safety

To address information safety, McKesson solutions provide essential integration of patient data across settings and episodes of care. Our solutions help caregivers accurately identify patients wherever they appear for care. And to ensure that information is trustworthy, we provide a “single source of truth” for longitudinal patient information, such as allergies and medication history as well as home medications, that moves with the patient across settings. Our document imaging and other electronic health record (EHR) solutions eliminate paper while providing a complete, permanent legal record for every patient. And from an architectural perspective, Linux/Intel servers and Oracle RAC technology coupled with disaster recovery services affordably meet the demand for reliable system access with rapid response time, while ensuring that data is never lost.

Our nursing call centers, specialty drug distribution and disease management services reach 1.5 million Medicaid and Medicare patients with cancer and chronic illnesses such as asthma, diabetes and heart disease.

McKesson is also playing an active role in national efforts to establish an interoperable EHR. We sit on Certification Commission for Healthcare Information Technology (CCHITSM) working groups focused on cardiology, ambulatory care, emergency care and security. CCHIT is the recognized authority in the United States for certifying EHR products.

Communication Safety

To address communication safety, McKesson's industry-leading clinician portal, with more than 4 million logins each month, offers secure, anywhere, anytime access to current patient information. As a Web-based application, our ambulatory care solution can also be accessed from any Web-enabled PC (with appropriate permissions), giving physicians and their staff anytime, anywhere access to medical record information to better support patient care.

In the hospital, rules-based alerts monitor clinical information and notify appropriate caregivers of abnormal lab values and other critical data that require immediate attention. Our multidisciplinary inpatient documentation system features an electronic situation/background/assessment/recommendation (SBAR) form for relaying critical patient status to rapid response teams, as recommended by IHI.

In the homecare setting, McKesson offers Web-enabled monitoring devices and telehealth solutions that reduce the need for in-home visits without compromising care quality or safety. We also connect patients with their physician's office for routine transactions and reimbursable, nonurgent e-visits. And our nursing call centers, specialty drug distribution and disease management services reach 1.5 million Medicaid and Medicare patients with cancer and chronic illnesses such as asthma, diabetes and heart disease.

Medication Safety

Medication safety is the foundation of patient safety and the cornerstone of our business. McKesson is the only single-source provider of integrated software, automation, packaging and distribution solutions that help organizations prevent medication errors and improve efficiency across both the supply chain and the clinical process.

As the leading pharmaceutical distributor, we deliver a third of the drugs used each day in North America. McKesson also leads in delivering supplies to nonhospital sites of care, such as homes, physician offices, surgery centers and nursing homes. Our unrivaled infrastructure, industry knowledge, process expertise and scale ensure the safe and efficient delivery of medicine and supplies to patients and the success of our supply chain partners and customers. We protect that supply chain by buying medicines directly from manufacturers and innovating with radio frequency identification (RFID) solutions that trace and track medicines.

With connections to more than 90% of the nation's pharmacies and more than 1,000 payors, our electronic pharmacy network processes more than 8.5 billion pharmacy transactions annually, each with real-time automated checks for medication errors to help improve patient safety.

In the hospital, McKesson's well-known robot and carousels automate the storing and dispensing of bar-coded, unit-dose medications, while our unit-based cabinets automate the secure storage and dispensing of these medications in patient care areas. Our pharmacy information system, computerized physician order entry (CPOE) system with clinical decision support, and the industry's first and most widely deployed bar-code point of care (BPOC) system close the loop on medication safety. Our clinician portal, our process re-engineering consulting and other solutions also facilitate medication reconciliation as required by the Joint Commission.

Like its inpatient counterpart, our retail pharmacy software, live in 50,000 pharmacies, detects look-alike/sound-alike errors as well as dosing mistakes, many of which result in changes to prescriptions or physician verification. RelayHealth, which operates as a neutral partner, offers one of the nation's largest electronic pharmacy networks. With connections to more than 90% of the nation's pharmacies and more than 1,000 payors, our electronic pharmacy network processes more than 8.5 billion pharmacy transactions annually, each with real-time automated checks for medication errors to help improve patient safety.

In physician practices, McKesson's ambulatory care solution automates medication management and e-prescribing processes, including connectivity to pharmacies and payors.

Diagnostic Safety

For diagnostic safety, McKesson's integrated radiology information and picture archival and communication system supports collaboration across medical departments and speeds the delivery of information from the radiologist to the physician. This collaboration is increasingly important as the line between diagnosis and treatment blurs, with diagnostic tools used to perform life-saving procedures within seconds of diagnosis, as with cardiac catheterization.

Other acute-care solutions include clinically validated content embedded in care planning and CPOE/CDS systems, along with standard order sets and treatment protocols based on evidence-based practice. These tools provide real-time guidance that helps ensure that all patients receive the best care. Two-way communication between our laboratory and pharmacy information systems is also important, along with rules-based monitoring of critical lab results, especially since more than 80% of all clinical decisions are based on laboratory test results, according to the Joint Commission.

For case managers, McKesson provides objective criteria based on well-researched scientific knowledge and real-world clinical experience to assess the appropriate care for individual patients. Disease management services include equally effective, clinically rigorous processes from identification to counseling that help payors work with patients to establish and follow a care plan to improve their quality of life.

Our market-leading workforce management system ensures that the optimal number and type of skilled employees are scheduled appropriately and efficiently.

Treatment Safety

Many of these solutions follow through to ensure treatment safety. For example, assessment-driven documentation with alerts and reminders helps reduce care variability by reinforcing desired behavior, such as compliance with infection and wound care prevention protocols, or timely patient education on lifestyle modification. Bar-code scanning during specimen collection and medication administration ensures that the right patient receives the right treatment. Integrated solutions that are also department- or setting-specific – for emergency care, perinatal care, homecare or ambulatory care, for example – are designed to optimize treatment and workflow in those settings while also enabling each entity to participate in enterprisewide patient safety initiatives.

Environmental Safety

Finally, McKesson addresses environmental safety concerns by helping to ensure appropriate staffing levels and ready access to supplies. Our market-leading workforce management system ensures that the optimal number and type of skilled employees are scheduled appropriately and efficiently. Our real-time location system uses RFID tags to track IV pumps and other high-ticket items that require proper maintenance. We also provide solutions to track and manage surgical trays and instruments, helping central services/sterile processing departments electronically manage and reduce costly waste. The solutions also help hospitals with regulatory requirements for safe tissue and implant management. To support infection control and fall prevention efforts, we combine alerts and reminders with assessment-driven documentation to identify target populations and to reinforce protocols for fall preventions and the Surgical Care Improvement Project. And McKesson's strategic relationship with The Clorox Company focuses on helping customers enhance patient safety. Together we will develop and promote disinfection protocols for mobile equipment and handheld electronic devices.

As your partner in healthcare, McKesson is committed to working side-by-side with you to address the most challenging issues we face.

About McKesson

McKesson Corporation (NYSE:MCK) is a FORTUNE 18 healthcare services and information technology company dedicated to helping its customers deliver high-quality healthcare by reducing costs, streamlining processes and improving the quality and safety of patient care. Over the course of its 175-year history, McKesson has grown by providing pharmaceutical and medical-surgical supply management across the spectrum of care; healthcare information technology for hospitals, physicians, homecare and payors; hospital and retail pharmacy automation; and services for manufacturers and payors designed to improve outcomes for patients. For more information, visit us at www.mckesson.com.

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