

Case Study



Methodist Medical Center of Illinois Gains Major Efficiencies through a Paperless Environment

At a Glance

Organization

Methodist Medical Center of Illinois
Peoria, Ill.

- Beds: 330
- Inpatient visits per year: 18,000
- Outpatient visits per year: 323,000
- Physicians: 600

Solution Spotlight

- Horizon Patient Folder™
- Horizon^{W/P®} Physician Portal

Critical Issues

- Need to raise physician satisfaction
- Inefficient paper-based processes
- Chart deficiencies
- Need to increase operational performance

Results

- Improved physician satisfaction to 99% with electronic signature and online chart completion
- Created real-time access to patient data by simultaneous users
- Reduced chart deficiencies
- Slashed DNFB from 8.32 to 1.9 days in less than 12 months
- Reduced A/R days from 67.2 to 61.54

Over the last decade, Methodist Medical Center of Illinois has been driving a technological transformation in the way physicians and other clinicians work. With a wide array of clinical and automation technology solutions already in place, this award-winning hospital has achieved impressive improvements in efficiency and patient safety. The next step was to eliminate the last vestiges of time-intensive paper processes and lay the groundwork for an electronic health record (EHR) system. Working in partnership with McKesson, the hospital successfully deployed an EHR solution that not only reduced resource utilization and increased staff productivity but also scored a remarkable 99% physician satisfaction rating.

Challenges

At Methodist Medical Center of Illinois, a 330-bed hospital located in Peoria, daily operations required staff to manage a never-ending stream of paper. Caregivers were often forced to search for the paper chart, slowing clinical decision-making and wasting valuable resources. Physicians had to travel to the hospital just to complete and sign off on patient records. This task was time-consuming for busy clinicians and resulted in billing delays.

Eliminating paper-based processes would not only enable greater

efficiencies but also help solidify Methodist's reputation as a technology leader in a highly competitive market with three other major hospitals. The initiative would also bring the medical center much closer to the development of a complete EHR that would ensure greater operational performance and improved patient safety and outcomes.

Answers

The hospital launched its paperless initiative with an aggressive rollout of McKesson's document imaging solution, Horizon Patient Folder™, in conjunction with its Horizon^{W/P®} Physician Portal. The deployment was set to take just six months — far shorter than the typical 18-month time frame.

Methodist's leadership realized that the initiative's success hinged on widespread user adoption. To ensure a smooth transition, the hospital adopted an innovative training program adapted to individual physician schedules and learning styles. Staff provided group and individual instruction in physician lounges, in record rooms and even in a high-tech "Methodist in Motion" van. This mobile training center, outfitted with six workstations with flat-panel screens and satellite transmitters, took training directly to more than 100 providers and their office staff at 35 locations. The result was a smooth

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Michael Bryant

*Chief Executive Officer
Methodist Medical Center
of Illinois*

transition from paper to electronic document management, explains Dr. Rick Anderson, Methodist’s chief medical officer. “We went to the users and showed them how it works,” Dr. Anderson says. “It’s very simple. It’s fairly intuitive and physicians have totally embraced it.”

Physicians quickly adopted electronic signature and remote chart completion, eliminating the need to visit the medical records department to complete deficiencies. Health information management staff reduced “microfilming, eliminating many copying tasks and demonstrating a significant savings in the office supplies demanded by a paper-based system.

The implementation of Horizon^{WP} Physician Portal was also a critical element in the success and adoption of the document imaging solution.

“Physicians can go online anywhere, anytime,” says Jean Ward, director, Health Information Services. “They now access the patient record at home or before they come into the hospital, improving decision-making time and patient care.”

Results

Methodist quickly saw positive results from the initiative. One survey revealed a 99% physician

satisfaction rating. More telling was actual usage. Prior to implementation of the document imaging solution, there were 500 users of the portal with an average of 418 logins each weekday lasting an average of four minutes. Recent figures show the number of users has increased to 6,138 with 985 average logins per weekday, with sessions averaging 31 minutes.

Improved efficiency is reflected in the Discharged Not Final Billed (DNFB) benchmark, which has dropped from 8.32 days to just 1.9 days and has positively affected cash flow. The hospital has also reduced accounts receivable (A/R) days from 67.2 to 61.54 and has redeployed three medical records staff members.

Outstanding healthcare requires having the right information at the right time in the right place. These advancements are just a few milestones Methodist has reached on its path toward healthcare excellence.

“Our goal is to transform Methodist from a hospital-centric organization to a healthy person-centric organization,” says Michael Bryant, chief executive officer, Methodist Medical Center. “Technology is a principal enabler to help us make that transformation.”

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