

Case Study



At a Glance

Organization

Providence Health & Services
Olympia, Washington

- Three facilities in western Washington:
 - Providence Centralia
 - Providence Everett Medical Center
 - Providence St. Peter Hospital

Solution Spotlight

- Horizon Clinicals®
- Horizon Patient Folder™
- Horizon^{VP®} Physician Portal
- Horizon Surgical Manager™
- STAR 2000™

Critical Issues

- Complex application portfolio with rising implementation and maintenance costs
- Patient and medication safety
- Inefficient processes

Results

- Saved more than \$2 million annually by decreasing implementation by approximately 25% and by reducing maintenance, hardware and training costs
- Improved safety with 100% of medications now bar-coded and 93% electronically scanned prior to administration
- Improved access to vital patient information with 99% of patients having online results and 100% of clinicians using electronic charting

McKesson

Empowering Healthcare

Providence Health & Services Harnesses the Power of Technology to Improve Patient Care

Providence Health & Services is a vast entity with 26 hospitals spanning five states. But its mission is singularly focused: Deliver the best care to every person, every time. To meet this goal, Providence partnered with McKesson to implement numerous technologies, including an electronic health record (EHR) solution across three of its Washington hospitals. With the new clinical systems in place, Providence in western Washington gained efficiencies that saved the health system more than \$2 million and achieved safer medication management of its 4.8 million annual doses — with 100% of medications now bar-coded and 93% electronically scanned.

Challenges

Providence Centralia Hospital, Providence Everett Medical Center and Providence St. Peter Hospital, three of Providence's acute-care facilities in western Washington, were traditionally best-of-breed facilities with an application portfolio that differed from facility to facility, even department to department. The complexities of that environment as well as integration requirements were escalating out of control.

Additionally, a new patient tower set to open at Providence Everett in 2011 was specifically designed to harness the power of information technology in the care experience. "We had an aggressive goal,"

explains Jody Albright, chief information officer. "In less than four years, we needed to automate manual processes, implement bar-code driven safety, reduce preventable errors, and ensure real-time access to patient information. Achieving this goal would set our healthcare gold standard for the future."

Answers

Providence took a staged approach to implementing solutions from the Horizon Clinicals® suite of point-of-care applications from McKesson. Its goal was to provide an integrated care environment that safely stores the patient's record online for multiple clinical team members to view at any time.

In the first year, the team implemented STAR 2000™, a hospital information system from McKesson. It also implemented Horizon Meds Manager™ to automate the pharmacy operations, an electronic order management system, and "Prov-Care," the physician portal and patient-centered data repository.

In the following 18 months, the team implemented McKesson's surgical information system, document imaging solution and what Providence dubbed "ProvClinicals." ProvClinicals includes McKesson's care documentation, bar-code medication verification system and real-time monitoring/alerts solution. The full clinical team

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Connie Huber, R.N.

Chief Nursing Officer

Providence St. Peter Hospital

now has anytime, anywhere access to patient information to safely and effectively deliver care.

To ensure the technology achieved high clinician adoption rates, Providence also focused on processes, standardizing as much as possible across the facilities. In addition, common staff training enabled practitioners to enter any patient room and understand the steps required to achieve the safest and highest-quality care. Standardizing implementations also set the stage for a fully automated clinical environment in the new patient tower set to open in a few years.

Results

By implementing the same solutions from the same vendor across multiple facilities in predefined stages, Providence decreased the implementation time frame, reduced training costs, and lowered total system hardware and maintenance costs.

“We would have been at this for five or six years,” admits Connie Huber, R.N., chief nursing officer, Providence St. Peter Hospital. “But working with McKesson allowed us to create a safer environment in a matter of two years.”

Providence has also saved more than \$2 million annually by decreasing the solution implementation time

by approximately 25% and by reducing maintenance, hardware and training costs. By training staff on the new tools and processes only once, Providence reduced training hours by 76%.

“ProvClinicals has helped caregivers at every level by providing real-time decision support in their workflow as they care for patients,” says Nancy A. Olson, R.N.-B.C., Providence’s regional director of clinical informatics. “For the patient, the tools provide a safeguard in the treatment process and enables truly coordinated care delivery.”

Attention to processes has also led to high IT adoption rates: 100% of clinicians are using electronic charting, 99% of patients have online clinical results, and medications are bar-code scanned prior to administration 93% of the time. In fact, the bar-code administration solution has already prevented several potentially serious medication errors by flagging incorrect drugs or doses about to be administered.

“Our goal from the beginning was to avoid preventable events or injuries,” relays Huber. “McKesson’s tools allow us to ensure that is happening. We have reduced medication errors, and we are keeping our patients safe.”

McKesson Provider Technologies

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