



## At a Glance

### Organization

AnMed Health  
Anderson, S.C.

- 560 beds
- 21,400 inpatient admissions annually
- 77,800 emergency/urgent care visits
- 198,600 outpatient visits

### Solution Spotlight

- AcuDose-Rx
- Horizon Admin-Rx
- Horizon Clinicals
- Horizon Expert Documentation
- Horizon Expert Orders
- Horizon Meds Manager
- Horizon Order Management
- Horizon Patient Folder
- Horizon<sup>WP</sup> Physician Portal
- MedDirect
- ROBOT-Rx

### Critical Issues

- Manual paper-based processes
- Patient and medication safety
- Poor communication
- Rising healthcare costs

### Results

- Integrated clinical systems for closed-loop medication management
- Achieved a 95% or higher compliance rate for bar-code scanning
- Enhanced clinician communication and care processes
- Streamlined care processes
- Saved more than \$800,000

## AnMed Health Fully Integrates Medication Management

Despite a century of healing, AnMed Health isn't showing its age. In fact, this provider recently transformed its medication management process to address patient safety challenges. The result is a fully integrated process that has reduced medication errors, enhanced physician use of technology, improved patient outcomes, and added \$800,000 to the bottom line.

### Challenge

In the late 1990s, AnMed Health's leadership recognized that integrated medication management was the key to patient safety. With a mostly manual system, the hospital needed a solution that would eliminate inefficiencies and errors. The provider also wanted to control costs, enhance communications and engage clinicians – especially physicians – to use technology to improve patient outcomes.

"Patient safety and quality healthcare is the Holy Grail of medicine," explains Dr. Michael Tillirson, chief medical officer. "We had to streamline clinical processes and decrease variation in practice to enhance safety and achieve excellence."

### Answers

AnMed partnered with McKesson for a comprehensive system, starting with dispensing and transcribing in the pharmacy. Using McKesson's pharmacy information solution as the hub, pharmacists built the foundation for orders, streamlined workflow and rules-based alerting.

The hospital also targeted bar codes to enhance medication dispensing and administration safety. McKesson's robotic dispensing technology was added in the pharmacy while medication cabinets were placed on patient floors. The model was so efficient that AnMed was able to redeploy pharmacists for more clinical interventions while other staff focused on ensuring that all dispensed medications were bar coded.

AnMed deployed electronic nursing documentation to support complete charting and standardized plans of care. Caregivers began to use bar-code scanning technology to help ensure the "five rights" of medication administration. And since safe medication use depends on accurate knowledge of patient allergies, AnMed also implemented full bi-directional allergy integration.

"We completely changed our workflow and 'married' pharmacy and nursing with integrated technologies," says Tina Jury, chief nursing officer. "When all disciplines are documenting and reviewing patient information in the same system, you enable the best care possible."

In 2006, AnMed deployed computerized provider order entry/clinical decision support (CPOE/CDS). To prepare physicians, the hospital replaced paper charts with McKesson's electronic document management system in 1998, followed by a physician portal in 2003.

# Case Study

**“Physicians at AnMed Health have come to depend on the availability of technology 24x7, which is evidenced by their use and acceptance of it.”**

**Darrell Hickman**

*Chief Information Officer*

*AnMed Health*

Physicians quickly became proficient in the technologies and saw instant value in being able to electronically sign off on patient charts and access patient information anytime, anywhere. When the Horizon Expert Orders™ CPOE/CDS system went live, it simply became another tool in an extremely successful system.

## Results

**Clinician Adoption** – As physicians use Horizon Expert Orders, they are prompted with patient information and appropriate order guidelines based on clinical best practices. While the rollout was targeted to 28 physicians, 28 additional physicians quickly requested access. More than 70 physicians currently use the system to enter 30,000 orders monthly. Portal usage has jumped to more than 25,000 logins per month, with 76% of AnMed’s regularly admitting physicians logging in daily.

“Physicians at AnMed Health have come to depend on the availability of technology 24x7, which is evidenced by their use and acceptance of it,” notes Darrell Hickman, chief information officer.

**Patient Safety and Outcomes** – In the pharmacy, McKesson’s Web-based medication ordering system saved \$400,000 by enabling after-hours pharmacy support. With lab results interfaced into Horizon Meds Manager and its rules engine,

pharmacists identified 9,215 clinical interventions, saving \$259,250. And nurses consistently exceed a 95% bar-code medication administration scanning rate.

Technology has also enhanced compliance with regulatory measures. Under the Hospital Quality Incentive Demonstration (HQID) project, AnMed now ranks in the first decile nationally for coronary artery bypass graft, hip and knee replacements, and acute myocardial infarction, increasing reimbursements by \$150,000.

“A big part of our success can be attributed to the fact that our clinical applications are owned by clinical departments,” says Bill Manson, chief operating officer. “This encourages greater buy-in from clinical staff.”

AnMed Health is now among a small percentage of U.S. hospitals to achieve fully integrated, closed-loop medication management. For Hickman, the achievement carries great personal meaning.

“In 1999, I coded on the cath table and it took four attempts to bring me back,” he explains somberly. “What we do is important because it affects the enjoyment, the quality and the length of people’s lives. I can’t think of anything more important.”

Copyright © 2007 McKesson Corporation and/or one of its subsidiaries. All rights reserved. AcuDose-Rx, Horizon Clinicals, ROBOT-Rx and Horizon™ are registered trademarks of McKesson Information Solutions LLC. Horizon Admin-Rx, Horizon Expert Documentation, Horizon Expert Orders, Horizon Meds Manager, Horizon Order Management, Horizon Patient Folder and MedDirect are trademarks of McKesson Information Solutions LLC. All other product or company names mentioned may be trademarks, service marks or registered trademarks of their respective companies. PRT294-07/07

**McKesson Provider Technologies**

5995 Windward Parkway  
Alpharetta, GA 30005

<http://www.mckesson.com>  
1.800.981.8601