



## At a Glance

### Organization

John Muir Health,  
Walnut Creek, Calif.

- John Muir Medical Center — Walnut Creek Campus
- 321-bed acute-care hospital
- Specialties: trauma, high- and low-risk obstetrics, orthopedics, neurosciences, cardiac care and cancer care

### Solution Spotlight

- Horizon Clinicals®
- Pharmacy Automation Solutions
- Revenue Cycle IT Solutions
- Resource/Supply Chain Management IT Solutions
- Pharmaceutical Distribution Services
- Consulting Services

### Challenges

- Patient safety
- Rising healthcare costs
- Improving against industry benchmarks

### Results

- Increased pharmacists' time consulting with clinical staff
- Reduced the potential for medication errors with a 99% bar-coding scanning compliance rate
- Exceeded industry benchmarks for supply chain management
- Optimized OR capacity, achieving 97% utilization

## John Muir Health

### Leaps Off the Charts in Clinical and Supply Chain Excellence

Over the past 10 years, John Muir Health (JMH) has made significant strides to improve patient safety, boasting a Medicare mortality rate that's 10% better than the California state average. But JMH sought to elevate its quality and patient safety efforts to elite levels by extending its partnership with McKesson. Deploying integrated healthcare distribution, IT and automation solutions, JMH streamlined its supply distribution process and further improved medication safety.

### Challenge

John Muir Medical Center (JMMC) — Walnut Creek Campus is a 321-bed acute-care hospital that serves as a regional trauma center and is part of John Muir Health, Walnut Creek, Calif. The hospital wanted to expand an already good reputation in a major demographic area. In 2003, its mortality rate was 10% better than the California state average and use of McKesson clinical solutions had reduced the number of medication errors causing harm by 33%.

"Good just wasn't good enough for us," states Eric Saff, chief information officer, JMH. "We had to raise the bar. Our goal was to stamp out mortality due to hospital error."

### Answer

What began as a vendor relationship for STAR™ financial solutions 19 years ago has grown to a strategic partnership involving more than

30 IT solutions to manage clinical, resource and financial operations — from the inpatient setting to affiliated homecare services and physician practices. By partnering with McKesson, JMMC sought to meet its stringent patient safety goals and provide best practices to ensure optimal use of technology. The organization wanted to reap positive clinical results as well as greater efficiency and financial benefits.

JMMC looked to McKesson's pharmaceutical distribution business to improve pharmacy efficiency and ensure that medications would be delivered in a timely manner while also minimizing inventory. The pharmacy implemented McKesson's ROBOT-Rx® drug dispensing system and a pharmacy information management solution to save pharmacists considerable time in order receiving and dispensing. These automated tools give pharmacists more time to consult with physicians, staff and patients — a significant factor in reducing adverse drug events (ADEs).

At the patient's bedside, nurses use the Horizon Admin-Rx™ solution to scan bar-coded wristbands and medications and ensure accurate medication administration. The Horizon Care Alerts™ solution is an added measure to provide real-time alerts for caregivers when patient conditions change.

# Case Study

**“There’s no doubt that patients go home safer and healthier than they ever did before.”**

**Eric Saff**

**Chief Information Officer**

**John Muir Health**

Physicians use McKesson’s Web-based physician portal for “anytime, anywhere” access to key clinical information and document imaging. Creating an electronic medical record helps ensure ubiquitous access to patients’ prior records by appropriate clinicians.

The implementation of McKesson’s Pathways Materials Manager™ solution, combined with process improvements, also enabled JMMC to reach a high degree of supply chain automation and purchasing process efficiency, while effectively managing the organization’s overall costs.

JMH also leveraged McKesson’s surgical management solution to optimize operating room resources at both the Walnut Creek location and the Concord campus.

## Results

Through the partnership with McKesson, JMMC has achieved new heights in terms of clinical excellence and operational efficiency.

Due to the 60% decrease in pharmacist time spent in order receipt and fulfillment, pharmacists were able to increase time in clinical consulting work by more than 11 hours each day. The organization has sustained a 99% compliance rate for bar-coding at medication administration and virtually eliminated medication errors

causing harm — dropping them from 1.5% in 2003 to 0.6% in 2006, and eventually moving to 0% in the first quarter of 2007. Ultimately, these technological and process changes improved the mortality rate from 10% to 53% better than the California state average.

McKesson’s materials management solution has enabled JMMC to outperform supply chain management benchmarks. Its average purchase cycle time is four hours compared to an AHRAMM benchmark of 24 hours. Only 2.35% of purchase orders remain open after 30 days, 50% below the AHRAMM benchmark. As a result, purchasing staff handled a 62% increase in the average number of purchase order lines without significant staff expansion, and their productivity was recognized in Premier’s top quartile of organizations nationally.

Operating room efficiency has improved to well above the national average for utilization across all scheduled time slots, in some instances achieving 97% utilization.

“Through McKesson’s partnership, we’re getting the right data to the right person at the right time,” states Saff. “There’s no doubt that patients go home safer and healthier than they ever did before.”

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