



At a Glance

Organization

Pikeville Medical Center
Pikeville, Ky.

- 261 beds
- 8,000 admissions
- 160,000 outpatient visits

Solution Spotlight

- Horizon Admin-Rx
- Horizon Care Alerts
- Horizon Expert Documentation
- Horizon Order Management
- Horizon^{WP} Physician Portal

Critical Issues

- Utilization of IT to facilitate organizational growth
- Manual workflows and inefficient processes
- Patient safety
- Access to patient data

Results

- Increased physician adoption by 70% and physician satisfaction by 30%
- Saved \$1.3 million in operating costs by shaving .6 days from length of stay
- Decreased the incidence of nosocomial pressure ulcers by nearly 48%
- Reduced turnaround time for radiology reports and images by up to 91%

Pikeville Medical Center Goes Paperless with Big-City Results

Pikeville Medical Center (PMC) was challenged to grow beyond its small-town roots into a regional medical center. The administration turned its geographic limitations into opportunity, bringing big-city healthcare to rural Appalachia by investing in state-of-the-art equipment and technology solutions. PMC's commitment to technology was vital to supporting the growth of the organization and its ability to deliver the highest quality healthcare close to home. Implementing McKesson's Horizon Clinicals[®] solutions, PMC has boosted physician adoption and patient safety while slicing turnaround times, length of stay and operating costs.

Challenge

Tucked away in the mountains of Pikeville, Ky., the 261-bed Pikeville Medical Center found lack of accessibility was an obstacle both inside and outside. In the eastern Kentucky region, people often had to travel two to three hours to access some specialty services. Within the medical center, physicians, nurses and other caregivers had to search for charts to access vital patient records and results, which translated into delayed interpretation of data.

By tapping into the latest in healthcare technology, PMC grew to offer a wide range of specialty services to become the preferred provider in eastern Kentucky. However, manual workflows and inefficient processes limited the organization's ability to achieve more aggressive growth.

"As all of us in healthcare know, there have been increasing demands on nurses in the last few years," acknowledges Cheryl Hickman, PMC chief nursing officer. "The paper just keeps building to meet the dueling regulations. We had to get our clinical record online."

Answers

In fall 2003, PMC began an aggressive rollout of McKesson's Horizon Clinicals technology tools to improve staff efficiency and patient safety. The first step was a paperless point-of-care documentation system using Horizon Expert Documentation[™] and later Horizon Admin-Rx[™] and the Horizon Care Record[™] data repository.

The first units went live on Horizon Expert Documentation in June 2004, and within 10 months, the system was live housewide. Interdisciplinary care plans followed in April 2005. By documenting care electronically, nurses and other caregivers have not only reduced redundant charting, they've also gained more time for direct patient care and increased care expectations. The system's automated audit tools and Pikeville's audit processes produce the added benefit of analyzing the chart to ensure regulatory compliance. Horizon Care Record electronically stores the patient's medical record, enabling better access to patient history for coordination among the care team.

With the implementation of Horizon Admin-Rx for bar-code scanning at the point of care, the system greatly reduces the risk of adverse drug

Case Study

"McKesson is helping us pull together clinical data from all care settings – inpatient, outpatient, surgery and physician practices – to treat the patient faster and better."

Bernie Galla

Chief Information Officer

Pikeville Medical Center

events by checking the "five rights" of medication administration — right patient, right medication, right time, right drug, right dose.

Physicians have anytime, anywhere access to the real-time clinical data in all of the McKesson systems using McKesson's Web-based physician portal. With some remote facilities more than 45 miles away, the ability to access radiology reports and images through the portal provides large gains.

The clinical team is alerted to patient safety issues through the Horizon Care Alerts™ monitoring system, which PMC also uses to track for infection control and improve documentation compliance.

Results

It didn't take long – mere days in fact – for PMC to see the results of deploying McKesson's clinical solutions. Shortly after implementing Horizon Admin-Rx in the intensive care unit, staff averted a serious medication error that could have occurred without the new technology.

"We've made huge strides in increasing safety with bar-code scanning," reports Hickman. "Nurses feel safer and patients feel safer.

And by generating care alerts – 6,000 already – we're providing clinicians with faster notification of potential medication safety issues."

PMC has further improved clinical outcomes by decreasing the incidence of nosocomial pressure ulcers nearly 48% in just seven months through the automatic printing of wound protocol sheets from charting. And greater continuity of care enabled PMC to reduce patient length of stay by .6 days, speeding the patient's recovery and saving \$1.3 million annually in operational costs.

Deploying McKesson's physician portal, physician adoption of technology increased 70% from 2004 to 2006 and satisfaction rose 30%. The ability to view radiology reports and digital images in the portal has improved turnaround time by up to 91% at remote locations.

"McKesson is helping us pull together clinical data from all care settings – inpatient, outpatient, surgery and physician practices – to treat the patient faster and better," states Bernie Galla, chief information officer. "With our technology partner, we can provide the best quality care in the most efficient and cost effective way."

McKesson Provider Technologies

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