Customer Profile

Mayers Memorial Health District
Fall River Mills, CA
• 22-bed critical access hospital
• 99-bed skilled nursing facility
• California “frontier hospital” designation
• 75 miles from next nearest hospital

Paragon Benefits
• Automated processes to increase productivity and provide better patient care
• Better inventory management, resulting in more revenue generated
• Simplified billing process to bring financial department and eight new jobs back in house
• Improved reporting capabilities to help achieve meaningful use objectives
• Comprehensive system managed by IT staff of three

Paragon increases efficiency, enhances collaboration and leads to better care for the community

By Sherry Wilson, Chief Nursing Officer, Mayers Memorial Health District

“Paragon has given us the tools to positively impact patient care by reducing medication errors and readmission rates. It has also allowed us to provide more efficient care and spend more time with the patient.”

Sherry Wilson, RN
Chief Nursing Officer
Mayers Memorial Health District
Performance. I am pleased to say that Paragon® has delivered on all of those requirements and has given us a fully integrated clinical and financial system that has helped us provide excellent care to our community!

**Easy to learn, simple to use**

We often utilize visiting nurses and physicians at our facility when we’re short staffed. With a lot of staff coming and going, it was absolutely necessary that we selected a system that was easy to use without extensive training. With an IT staff of three, we also needed a system that would be easy to operate and maintain.

The familiar Windows®-based modules and logical navigation of Paragon have lessened the learning curve and enabled us to train new users very quickly. The system was adaptable to meet our existing workflow, so we didn’t have to change the way we worked in order to use the system. These factors led to a smooth transition, and all of our clinicians have readily accepted Paragon. The Microsoft® platform of Paragon has also made it easy for our IT staff to manage.

Dr. Dahle, emergency department director and community-based family physician, has to use another EMR system when he

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“The simplicity of Paragon helps me provide more efficient patient care. It’s just one click and I can find what I’m looking for quickly and easily.”

Daniel Dahle, M.D.
Emergency Department Director
Mayers Memorial Health District
works at a clinic that is not part of MMHD. He dislikes the system there and says the system is cumbersome and difficult to use. Because of this, we knew we had to find a system that was easy to use in order for our physicians to adopt it.

Proof of its ease of use for clinicians, we have been pleasantly surprised that Dr. Dahle is actually our physician champion and a super user of Paragon at the hospital. He really likes the straightforward design of Paragon, which helps him find things quickly and easily. He also appreciates that Paragon was built from a clinician’s point of view and says the physician workflow and intuitiveness of the system make his job easier.

**Increased collaboration and care coordination**

Before Paragon, our departments tended to work in silos with different systems that would not communicate with each other or only with significant difficulty for the users. Because of its bottom-up integrated design across all departments, one of the greatest things Paragon has done for us organizationally is broken down those barriers and helped us work together as a team. The open database of Paragon allows all users to have access to the same information in real time. Having this information helps reduce the time it takes to track down information and encourages our clinicians to collaborate with each other to better manage their patients. Paragon has also done a great job connecting us to physician offices, clinics and outpatient programs so we can better coordinate the care of our patients. The universal access to the full patient record helps all providers across the continuum of care, regardless of location, be more informed and deliver better care. Our patients also appreciate the cohesiveness because they’re not repeatedly asked the same questions by different providers.

**Delivering high quality, efficient care**

Paragon has given our clinicians the best possible tools to help us provide safer, more efficient care. With Paragon our nurses are able to have the EMR in the room and chart immediately at the bedside. This helps our nurses be more efficient, chart more thoroughly and spend more time with the patient. We’ve also improved our workflow by automating the admission and discharge processes. This helps us work more efficiently, and it has also led to increased patient satisfaction.

Our director of clinical excellence, Coleen Beck, RN, has been able to improve our nursing care by looking at the utilization review reports to help us ensure that our nurses are charting correctly. Coleen uses it as a training opportunity to make sure the nurses are inputting quality information into the system. With more thorough information capture, Coleen and her team have been able to help us reduce readmission rates.

When we went live on Paragon, we...
also began using barcode scanning for medication administration. By automating that process, we’ve been able to spend less time tracking down information and more time analyzing the data. The automated process gives us the confidence that our patients are getting the correct dose of the right drug at the right time. I’m pleased to report that we’ve been able to significantly reduce medication errors with the new system.

**Improving financial performance**

Paragon has helped us save in training costs because the system is so easy to learn that we can reduce the amount of time required to train new employees. We’ve also been able to improve our inventory management process and generate revenue on items that were previously never charged. Matt Rees, chief executive officer, says the comprehensive reporting helps him make better strategic decisions, such as adding new service lines that are profitable and support the needs of our community.

Before Paragon, MMHD outsourced its billing department because our legacy financial system was cumbersome and difficult to use. Since going live on Paragon, we’ve been able to simplify the billing process and make it much more economical. This has allowed us to bring the financial department back in house and create eight new jobs in our community.

Travis Lakey, chief financial officer, says bringing the department back internally has made a very positive impact on our organization financially.

It has given him better control of our revenue cycle and has helped reduce our accounts receivable days and improved our clean claim rates.

**Looking to the future**

Our information technology manager, Chris Broadway, tells me his favorite things about Paragon are the continuous upgrades and product enhancements. He says that the updates Paragon delivers keep our system current and help us prepare for the future.

We purchased Paragon because it was a system that would withstand time and would be scalable to build upon as we grow. And as we continue to expand our service offerings and build new facilities to support our community, Paragon will continue to be an important part of our future.

“With Paragon, we’ve been able to make the billing process much more economical and bring the department back in house. Not only have we created jobs in the community, but we’ve also been able to improve our A/R days in doing so.”

Travis Lakey
Chief Financial Officer
Mayers Memorial Health District