

## Ensuring a Successful EDIS Implementation

### The Challenge

As a long-term user of a paper-based medical record system, Kadlec Medical Center (KMC) began to find its emergency department (ED) buried in paperwork, resulting in incomplete data, an inability to retrieve records of prior visits in a timely manner, lost charts, and lost revenue due to documentation deficiencies. These challenges combined with an increasing need for the interoperability of records and data transfer across departments within the facility led KMC to turn to long-time partner TeamHealth for assistance in choosing and implementing an emergency department information system (EDIS).

### Our Solutions

Recognizing the significant importance of clinical informatics, TeamHealth established a Division of Clinical Informatics under its Patient Safety Office to promote high quality, cost-effective medical care among its client hospitals by facilitating the use of computers and information technology. Under the leadership of the Director of Clinical Informatics, TeamHealth's EDIS task force continuously evaluates the products in the market and provides an annual report on the state of EDIS vendors, identifying market leaders. This team also provides consultative services to clients undergoing the implementation process.

After working with TeamHealth's EDIS experts to evaluate products, KMC selected the system they felt would best meet their goals of improving documentation accuracy, compliance, and optimizing reimbursement. TeamHealth consultants supported KMC through every step of the implementation process, including providing extensive live and online training for all system users and pairing new staff members with experienced users to speed adoption.



### The Results

As the staff gained experience with the system and new capabilities were added, the ED experienced significant improvements, including higher chart quality, the elimination of lost records, and improved revenue. Additional advantages included:

- The physician order entry component resulted in decreased time to process orders and improved compliance with quality initiatives.
- Due to the enhanced focus on measured processes and tracking ED performance, the length of stay for patients within the Fast Track decreased from 90 to 60 minutes on average.
- The bedside order entry component positively impacted patient flow, while turnaround time for charts fell significantly, and downcoding was virtually eliminated.
- An expected benefit included increased satisfaction of the primary care physicians due to more rapid access to their patients' records.

Since the initial implementation of the EDIS system, TeamHealth continues to bring innovative clinical informatics tools and resources to KMC to improve operational efficiency and overall patient care.

*"TeamHealth's Informatics Division and their knowledge of EDIS systems, coupled with their extensive clinical experience, provides us with the tools we need to make the right choices for the patient, the hospital, and our community physicians. Our partnership with TeamHealth has made the transition to EDIS much easier and more effective than if we decided to go it alone."*

—Rand Wortman, President/CEO, Kadlec Health System—