Centegra Health System

Location
McHenry County, Illinois

Emergency Department
59,500 APV

Solutions
EV physician documentation
- EV nurse documentation
- EV clinical decision support
- EV order entry (CPOE)
- EV e-Prescribing
- EV Intelligence

Results (during go live):

- D2D times remained the same at both sites, despite an increase in volume
- Centegra Hospital – McHenry saw 90 patients on day one and had zero LWBS
- Centegra Hospital – Woodstock saw about 60 patients per day and had zero LWBS

The Challenge

After converting their emergency department to a hospital-wide electronic health record (EHR) system, Centegra experienced a significant decrease in quality metrics including length of stay (LOS), door to doc (D2D) and left without being seen (LWOBS).

"Every single metric we used to measure performance was basically destroyed when we went to the hospital EHR system," said Daniel Campagna, M.D., medical director at Centegra Health System.

Determined to make things work, the Centegra emergency department made several operational changes but after several months without any improvement, it became evident the hospital EHR system was never going to work for their emergency department.

The Solution

Centegra knew they needed a system that was made to fit the unique environment of an emergency care setting. They conducted a thorough review of multiple emergency department information systems (EDIS'), including visiting other facilities that used the EDIS's that were under evaluation and ensuring that the clinicians got hands-on experience with each system. By the time Centegra's leadership gathered to select their new solution, it was a quick and unanimous decision to select EV based on the efficiency of the documentation.

The Results

The hospital system achieved dual go-lives in record-breaking time, and physicians and nurses alike enjoyed documenting patient counters easily and efficiently with EV.

Effective Implementation Process

In just under four days, the hospital system achieved successful implementations of EV at both Centegra Hospital – McHenry and Centegra Hospital – Woodstock.

The Centegra team meticulously prepared for the implementation: they printed binders with T-System educational materials; worked with ancillary departments including inpatient, lab, pharmacy and radiology to ensure that each department was prepared; clearly defined roles and expectations for everyone involved and even printed t-shirts for the go live team to help generate energy and excitement .

"During previous implementation experiences, the vendors we were working with were not onsite for support and the experience was disastrous," said Dr. Campagna. "The support we received from T-System was incredible during the entire process from pre- to post-go live. Things were going so well by day four of the implementation that the T-System trainers were sitting around bored because everyone was already well trained."

At a previous EHR go live, Centegra experience door to doc times that were six hours above average. On the first day of the T-System go live, Centegra's door to doc times remained the same, a remarkable feat when switching from a paper-based solution to an EHR, and their left without being seen rate dropped to zero.

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Intuitive Workflow

Centegra almost immediately realized the benefits of EV's clinical content and workflow which are designed specifically for the ED environment.

"With other systems, you have to set up macros which basically generate a fake chart that you have to go back and edit which is time-consuming and leaves a lot of room for error," said Dr. Campagna. "T-System has a unique and intuitive way of generating an accurate medical record by combining really good clinical content with an efficient circle and backslash method."

With EV, emergency department leadership and clinicians found that documenting patient encounters was easy, efficient and matched the workflow of their environment. On average, physicians are able to complete a patient chart in two minutes.

"Our previous system destroyed nursing productivity. It could take up to 50 clicks just to administer a single medication," said Catie Schmit RN, BSN, CEN, TNS, emergency services director of Centegra Health System. "In addition to improving workflow and efficiency, T-System enhances the quality of care we are able to provide."

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