

Taking Care Forward... In the Patient Room

Concord Hospital

Concord, New Hampshire



Dr. Joel Berman
Chief Medical Informatics Officer

Long before medication and patient safety grabbed national headlines, Concord Hospital was working to solve the challenge and take care forward. A pioneer in the area of clinical automation, Concord Hospital was one of the first hospitals in New Hampshire, and in the nation, to implement bedside computing in the early 1990s.

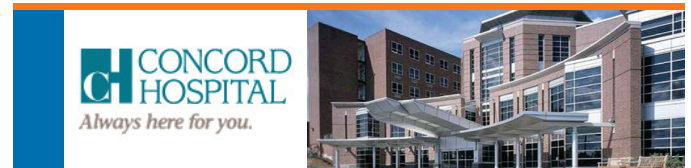
Today, McKesson's pharmacy information solution serves as the hub of a closed-loop medication process, allowing pharmacists to quickly screen and verify medications that are dispensed electronically in bar-code form using McKesson's pharmaceutical packaging system, which works virtually unattended to replenish carts, cabinets, and other automation sources. The integrated systems enhance and streamline Concord's decentralized dispensing model, while detailed patient information captured at the bedside enables screening for possible drug interactions and allergies. And with nurses using McKesson solutions for point-of-care documentation and bar-coded medication administration, Concord Hospital has reduced medication errors by 80% and created a safer, more productive patient care environment.

"We used to see the process of medication administration as coming to a four-way stop sign — nurses had to stop and wait their turn in the med room," notes Erin Collins, director of clinical practice applications. "Now we see it as a roundabout. The nurses are more prepared with their own bedside mobile device for administration, increasing efficiency and coordination with physicians and pharmacists and decreasing interruptions. There's no question about the safety benefits and quality enhancements of these systems, plus we've cut off 20–25 minutes from each nurse's morning med pass." In addition, Concord has seen remarkable improvements in care through the use of McKesson's computerized provider order entry (CPOE) solution. Although Concord Hospital had compliance rates higher than national averages for using prophylaxis to prevent venous thromboembolism (VTE), medical staff knew they could do better. Using CPOE, Concord achieved 100% compliance by presenting physicians with evidence-based reminders. Concord also addressed best practices for 42 other conditions and improved radiology exam documentation from 47% to 100%, enhancing clinical and financial performance.

"The move to CPOE has clearly moved the pharmacy forward and revitalized our thinking," adds Pete Robitaille, RPh, senior

application analyst. "Early on, pharmacists were concerned that CPOE would minimize their roles, that they would be reduced to just looking at a work queue. Now, they feel that CPOE has helped them respond faster to physician orders and has freed them to follow up on clinical issues much quicker than in the past. With CPOE, pharmacists believe their role has been enhanced."

Dr. Joel Berman, chief medical informatics officer, also believes the technologies have played a key role in taking care forward at Concord Hospital. "Technology integrates with the larger picture of providing the best care possible and contributes to our efforts to create a seamless medical record that transcends specific venues."



A 295-bed, charitable, acute care hospital. 2001 and 2005 VIP Award winner; 2008 Celebrating CPOE Success Finalist; 2008 AMDIS Physician Award Winner; 2008 Most Wired Winner.

McKesson Solutions:

- **Clinicals:** Horizon Admin-Rx, Horizon Care Alerts, Horizon Care Record (Clin Data Repository), Horizon Emergency Care (TB), Horizon Expert Documentation, Horizon Expert Orders, Horizon Meds Manager, Horizon Order Management, Horizon Patient Folder (Doc Imaging)
- **Physician Solutions:** Horizon Expert Orders (CPOE), Horizon Physician Portal (Web Viewer)
- **Pharmacy Solutions:** Bulk Packaging-PACMED, Horizon Meds Manager
- **Medical Imaging:** Horizon Medical Imaging (PACS)
- **Resource Planning:** Financial Decision Support including Financial Analyst and Clinical Analyst, Pathways Financial Management (AP/GL), Pathways Materials Management, TrendSTAR HSL & CCS
- **Revenue Cycle:** EC2000 – Claims Administrator, Horizon Business Folder, Horizon Business Insight, Pathways Compliance Advisor, Pathways Contract Management, Pathways Healthcare Scheduling, STAR Hospital Information System, Horizon Enterprise Revenue Management, Patient Kiosk
- **Homecare:** Horizon Homecare including Agency Management, Advanced Clinicals, and Wound Advisor