ONE INTEGRATED PATIENT RECORD

HOW ST. CLAIRE'S VISION FOR A BETTER PATIENT EXPERIENCE DROVE A TRANSFORMATIONAL MEDITECH EXPANSE IMPLEMENTATION

THE CHALLENGES

St. Claire HealthCare is an integrated health system based in Morehead, KY, that strives to meet the needs of the whole patient through the application of technological resources and knowledge to promote health. Prior to partnering with Jacobus Consulting, St. Claire utilized the MEDITECH 6.0 HCIS as their inpatient system and MEDITECH's LSS module along with Allscripts in their clinics. The different systems and settings within St. Claire HealthCare caused a number of challenges for the health system, providers, fiscal leadership, and patients.

Health System Challenges	Patient Challenges
Unable to share data in real time from one application/vendor to another	Scheduling for initial appointments and further testing was often delayed due to lack of efficient communication channels
Workflows for staff were labor intensive, manual, and required working around the system	Patients and their families had to provide the same information multiple times across the organization for the same episode of care
New employment relationship with a diverse group of over 200 physicians caused a sense that the systems could not support their needs amongst the multiple medical records	Patients received multiple bills, which was confusing because they came from several different organizations within Saint Claire, rather than from Saint Claire as an enterprise
Provider Challenges	**Fiscal Challenges**
Physicians/clinicians could not always see patient information from another setting, preventing them from proactively managing the health of the populations of their communities or the individual patients	No real time access to proactive dashboards or reports; Executives understood that there were tools available, however, they had not been implemented or optimized
Most St. Claire clinicians felt the system was more of a burden to patient care than a technology that enabled them to do their jobs more efficiently and effectively	No complete financial and clinical information until long after the month end close

THE SOLUTION

Through a strategic initiative aimed at meeting the needs and vision of the executive and physicians as well as clinical and financial leadership, St. Claire HealthCare first partnered with MEDITECH to evaluate and select the advanced platform and functionality of the Web Enabled Expanse HCIS system across the enterprise including the Web Ambulatory technology. St. Claire HealthCare then evaluated several consulting partners, eventually engaging with Jacobus Consulting to lead their organization through dynamic change supported by state of the art technology.

THE PROJECT

The shift toward enterprise-wide accountability and a better patient experience required a patient centric strategic vision, physician governance, proactive fiscal management, staff enablement, and optimal technological utilization. It was important to St. Claire to brand the project in a way that conveyed the heart of their work to patients, communities, and their project design teams. In collaboration with

> *"This was the largest implementation project we had undertaken. Our goal was to implement a highly reliable system to improve performance, enhance quality, and develop enterprise-wide patient centric processes around the care we provide. It was critical to our success that our vendor was as invested in those objectives as we were and that was why we chose Jacobus Consulting."*
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> **Lee Ann O'Bryan, Chief Clinical Informatics Officer**

Jacobus, they titled the project, "**ONE**." Upon launching the **ONE** initiative, St. Claire HealthCare President/CEO, Mark J. Neff, said, ***"The journey to ONE will create a focus on patient care and standardization of processes across both inpatient and outpatient care settings; thus, improving patient care and patient safety while reducing costs."*** For St. Claire, **ONE** has a powerful meaning. It represents **ONE** EHR/patient record across the enterprise, **ONE** vision for the patient, **ONE** set of standardized workflows. **ONE** provides universal access to the complete patient story.

THE RESULTS

St. Claire HealthCare's commitment to MEDITECH Expanse and Web Enabled technology allowed Jacobus to drive strategic decision making and cultural transformation. Structured governance and effective project management enabled St. Claire to actualize their vision and meet their project goals. As a result, St. Claire has outstanding utilization and acceptance among the physician and clinical user community. They now share information any time, in any care setting, across the enterprise. The team achieved successful implementation of the complete suite of MEDITECH Expanse through improved and meaningful workflows to and from acute and ambulatory care settings. In addition, an aligned patient centric revenue cycle workflow and enabled technology resulted in enhanced utilization and elimination of redundant and manual workflows. Access to information in real time with reports and dashboards across the enterprise enables executives to make aligned decisions and create financial models, ensuring success throughout the organization. Patient centric care has provided the first footsteps towards improving the clinical and financial well-being of the communities St. Claire serves.

ST. CLAIRE HEALTHCARE'S FUTURE PLANS

The **ONE** initiative will help St. Claire tackle healthcare challenges well beyond the next few years. Their vision is to provide interoperability and transparency of data across the system to benefit their leadership, providers, and patients. With Jacobus Consulting's guidance, St. Claire Healthcare is now poised to realize this vision.