

CASE STUDY

“Working with Misys Healthcare Systems and TELCOR to install POC outpatient glucose testing at White Plains Hospital Center was a very positive experience. We installed one month, and went live the next. The system is easy to use, we get immediate reporting, and we save a significant amount of time.”

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A 300-bed facility located in New York, White Plains Hospital Center (WPHC) is committed to providing the highest level of patient care in a professional, caring, and compassionate manner. As part of this commitment, WPHC continues to invest in the best and latest technology. For the hospital that meant implementing a point-of-care (POC) testing system with help from Misys Healthcare and its partner TELCOR, Inc.

Time Consuming, Inefficient Process Required Automated Solution

Along with its affiliate, Burke Rehabilitation Hospital, WPHC wanted to implement outpatient POC glucose testing. Between the two organizations, there are approximately 1000 nurses that handle this procedure as part of inpatient and outpatient care.

Patricia Bauer is the assistant chemistry supervisor and POC coordinator for WPHC. "We wanted to be able to chart glucose results electronically for POC patients to reduce manual entry errors and provide better patient care," explains Bauer. "The electronic charting would also help the hospital to get information to the doctors faster, meet the stringent New York state regulations, and capture revenue from outpatient areas."

With the existing manual glucose testing system, nurses created a log of patient results that were collected by the diabetes educator and returned to Bauer at the end of each month. This was accomplished by carrying a laptop from floor to floor, docking the glucose meters, gather patient results, and review them, as long as 30 days after the fact. For Bauer, this was a time consuming and inefficient process.

The hospital went through an elaborate testing and correlation process to select the optimal POC solution, which included interfacing with its existing Misys Laboratory™ information system (LIS). "The best package consisted of a Misys Laboratory POC Testing Interface, TELCOR Quick-Link®, and OneTouch® SureStep glucose meters," says Bauer. "This solution was the easiest to use, with a very quick interface speed, and we didn't have to purchase extra pieces. In addition, with the upcoming rules from New York State for connectivity, we wanted to have a system that we could update as we grew the lab."

Ongoing Communication and Collaboration Key to Rapid Implementation

In September of 2002, WPHC installed its new POC testing system, going live in October. The initial system included 30 onsite glucometers, with an additional 12 meters at Burke Rehabilitation Hospital.

For Bauer, the ongoing communication and cooperation between WPHC, Misys, and TELCOR was a critical success factor for the rapid implementation. Each week, the hospital had a teleconference with staff from both vendors to update one another about how the implementation and testing was going. As a result, issues were quickly addressed and completely documented.

Also key was a detailed implementation plan that included a comprehensive statement of work (SOW), describing business objectives, timeframes, and available resources. "Although it sometimes it seems like a lot of resource utiliza-

tion up front with all the meetings, it saves more in time and resources to do it that way than to allow issues to carry on to the point that it would take a lot of time to correct them," says Bauer.

Testing was another area in which collaboration played a critical role. Misys provided a comprehensive package about how to test after implementation, while TELCOR worked with WPHC to ensure all possibilities regarding the interface were tested. With these multiple testing scenarios, Bauer was confident the system could go live without any surprises.

"In all, the entire implementation went very well, and we were able to complete the majority of testing in two weeks," says Bauer. "We went live a week earlier than expected because it went so smoothly. Since then, the interface has been up and running for the entire last year without experiencing any problems. It's been wonderful."

POC Testing Provides Better Patient Care, Meets State Compliance

Today, the POC glucose testing system at WPHC helps the hospital to provide top quality care and meet NY state compliance requirements. "We barcode each patient when admitted to provide positive ID," explains Bauer. "The nurse performs the glucose testing, scans the patient ID bracelet on back, and then performs the blood glucose testing, which will be electronically charted to the patient's medical record when the meter is docked. In just minutes, the test results are on the patient's chart, with no more manual logging."

For both hospitals, the primary benefit of the POC testing system is providing better care for patients and better service for physicians. ICU doctors are much happier because they have charted results for all their patients, and the nurses save significant time, as does Bauer. "It makes my job much easier," she says. "I can review results immediately without waiting until the end of the month. The system is easy to learn, easy to use, and eliminates a lot of paperwork. The nurses love it."

In addition, WPHC is now reimbursed for outpatient testing. "With 185 to 200 outpatient tests each month, the hospital is able to capture \$900 to 1000 in reimbursement revenue," explains Bauer. "

Lessons Learned Include Bar Coding, Understanding Needs, and Nursing Staff Buy-in

To date, the POC glucose testing system at WPHC and Burke Rehabilitation Hospital has been running smoothly with no problems. "Everything is working well," says Bauer. "In fact, we've been able to increase the number of monitors without concern, and being able to monitor results on a more timely basis has significantly increased my productivity."

What advice would Bauer offer to other hospitals implementing POC testing? According to Bauer, there were three lessons learned. "First, if you have the ability to bar code patients up front, do so" she says. "This eliminates errors and provides positive patient ID. Next, know what you want for connectivity. It should be easy to use, easy to train, and seamless," she adds.

"My last piece of advice would be to get buy in from the nursing staff on the choice of meter," says Bauer. We chose key areas in the hospital to give our nurses demos and let them try the system. Their support helped the implementation go quickly, especially the training."

"Working with Misys Healthcare Systems and TELCOR was very positive experience," Bauer concludes. "Everyone was very helpful and provided the information we needed to successfully complete the implementation and testing, so it went extremely well. If I were to do it again, I would do it the same way."

About Misys Healthcare Systems

Misys Healthcare Systems is a market leader in clinical information systems with more than 1,250 sites worldwide. We design, develop, and support a comprehensive suite of information systems for hospitals, independent laboratories, and healthcare networks. Our clinical suite includes computerized patient record, computerized physician order entry, laboratory, commercial laboratory, radiology, image management and pharmacy information systems. Misys Healthcare Systems also provides systems for physician offices and homecare markets.

