



King's Daughters Medical Center Mobilized With MEDITECH's Expanse Point of Care

Introduction

Government mandates such as Meaningful Use have required King's Daughters Medical Center to ask for more from their nurses and therapists. In addition to the increased workload from regulatory requirements, KDMC's traditional methods of documentation and medication administration were safe but time-consuming, and cumbersome WOWs and desktops sometimes hindered their interactions with patients.

SNAPSHOT

Opportunity

Modernize documentation and medication administration processes to save time and improve patient satisfaction.

Solution

MEDITECH's Expanse Point of Care software

Benefits

- Gives nurses the most common features of the EHR, mobilized on a smartphone device
- Saves time
- Reduces reliance on WOWs and desktops
- Eliminates the need for nurses to carry a separate barcode scanner
- Increases face time with patients, improving their overall experience

Profile

King's Daughters Medical Center, a 99-bed, nonprofit acute care hospital in Brookhaven, Mississippi, serves a five-county area with a population of around 100,000. In response to the community's evolving healthcare needs, KDMC has expanded its services to include primary and specialty care across five clinics.

Becoming an Early Adopter

When considering the idea of becoming an early adopter for MEDITECH's Expanse Point of Care, KDMC saw an opportunity to not only increase the hospital's efficiency, but to give something back to their staff. The solution promised a high level of mobility, which meant that nurses and therapists would not feel tethered to a device. In addition, Expanse POC would eliminate the need for clinicians to turn their backs to patients during encounters, enabling nurses and therapists to remain focused on the care they're providing instead of a WOW. The potential for improved patient satisfaction further convinced leadership of the software's value. KDMC went LIVE as an Expanse Point of Care early adopter in September 2018.



Expanse Point of Care Adoption Rates September 2018 to April 2019

- Overall (all shifts, all provider types, etc.): 47%
- OB/GYN: 85%
- ER: 71%
- LD: 55%
- Inpatient surgery: 44%
- Medical unit: 46%

An Opt-In Culture

While using Expanse Point of Care is encouraged at KDMC, it is not required; nurses can still choose to document on a WOW or a traditional wall-mounted computer. Hospital leaders decided to let POC take root organically, confident that staff would embrace the software after seeing its ability to streamline their workflows. This decision proved successful: KDMC registered 80 percent adoption rates almost immediately in Labor and Delivery and Nursery day shifts, and the Respiratory Therapy day shift in ICU and Labor and Delivery reached 100 percent within two weeks of go-LIVE. In addition, POC has become a “sleeper hit” in respiratory therapy. As new capabilities such as IV administration are added, the Expanse Point of Care initiative continues to grow, increasing KDMC's already impressive adoption rates.

Implementation and Training

KDMC leadership was pleased to find that Expanse Point of Care did not require a heavy implementation lift; only one extra dictionary build — an access dictionary — was needed. Training the clinicians also proved to be relatively easy, as the device is similar to the smartphones that most staff are accustomed to using in their everyday lives. The intuitive design of the interface mimicked that of other common devices, helping nurses and therapists to quickly become comfortable with the software.

Adding IV Administration

After the initial rollout, leadership thoroughly reviewed the software to determine gaps in functionality that could hinder adoption. They concluded that the ability to administer IVs was a crucial missing component. In its absence, nurses who needed this functionality had to carry two devices; as a result, most of these clinicians ultimately declined to use POC altogether. Within weeks of adding IV Administration, KDMC saw a dramatic uptick in adoption — from 46 percent to 82 percent — across specialties that administer a high number of IVs and medications.

“Point of Care has drastically improved my bedside nursing care in so many aspects, such as scanning medications and charting patient care interventions. It has even helped me to complete some focused assessments in a timely and efficient manner to improve overall patient care.”

Daniel Fenn, RN
King's Daughters Medical Center



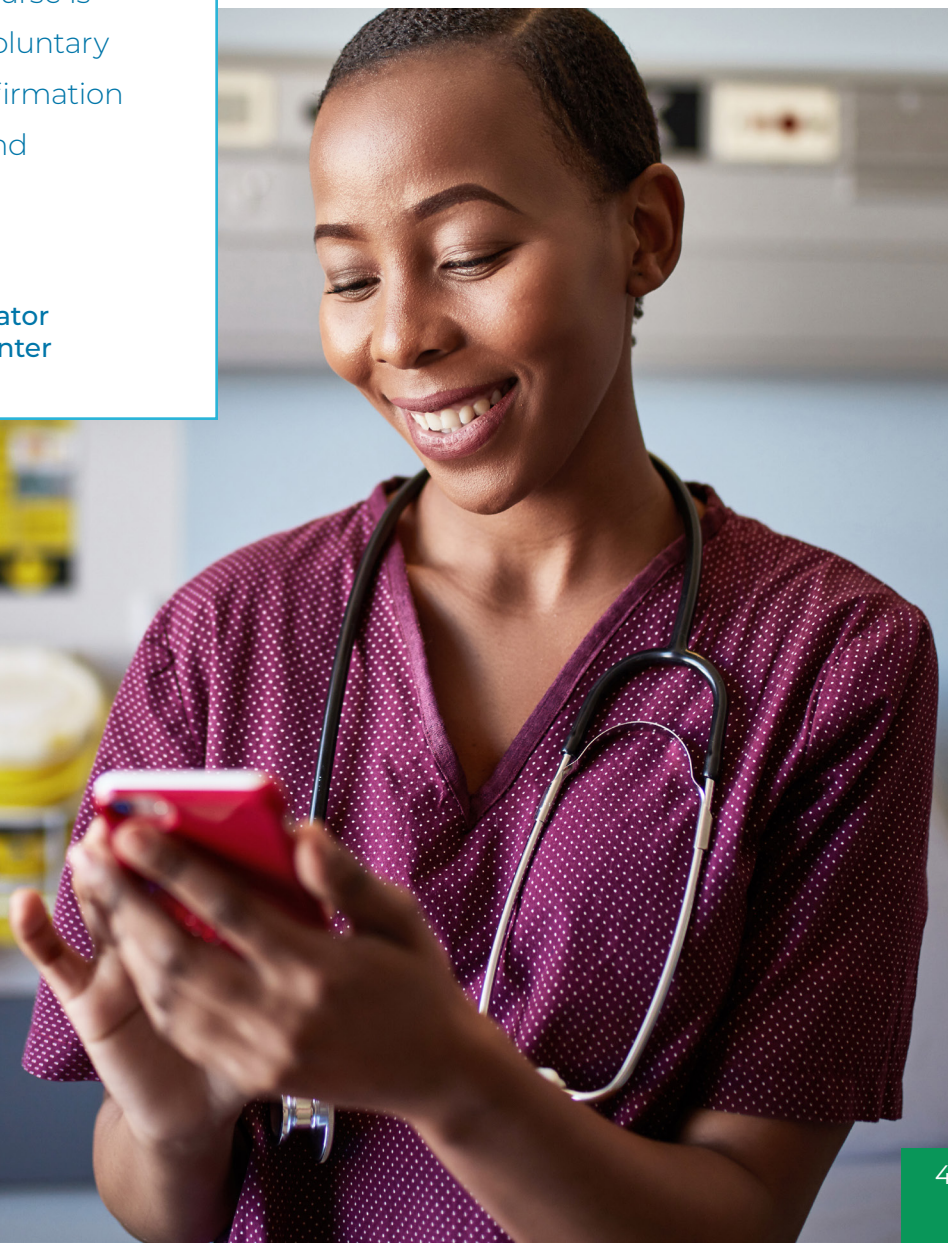
A Typical Case and Daily Use

Nurses at King's Daughters use POC primarily for lab review, order review, nurse/therapist documentation, and medication administration. These clinicians have reported high satisfaction with the onboard dictation element, as well as the ability to use talk-to-text without the hospital paying for additional software licensing.

Using their mobile Point of Care devices, nurses and respiratory therapists at KDMC can access patients' charts by simply selecting them from the worklist, or by scanning patients' wristbands. They then use mobile barcode scanning to scan patient's medication before administration. Lastly, they document the care and educate patients on the medications.

“One nurse who was an avid user was able to use POC to complete an admission assessment, typically the longest documentation a nurse is going to do. We interpret voluntary usage in this scenario as affirmation of the solution's flexibility and convenience.”

Joe Farr, RN
Clinical Applications Coordinator
King's Daughters Medical Center



POC Rollout Recommendations

For an optimal Expanse POC implementation experience, KDMC recommends the following:



Test your organization's WiFi access while roaming throughout the hospital, not just from a fixed location. After their implementation, KDMC identified several frequency issues that needed attention.



Select super users and let them serve as go-to people during the implementation. Let them promote the software among staff.



Manage expectations prior to go-LIVE. Staff should understand that POC is designed to be a complementary piece of the EHR, not a complete replacement.



Do a "soft LIVE" to rectify any issues before the formal go-LIVE.



Include all units that use the Medication Administration Record in the project. KDMC didn't expect POC to be popular with the perinatal unit's staff, since they use a third-party application. However, the unit is one of KDMC's highest POC adopters, with an 85 percent user rate for the month of May to date.



Realizing the Benefits

Implementing Expanse Point of Care has brought wide-ranging benefits to KDMC. The solution updates the EHR within five to ten seconds, and does not need to be docked for data transmission, as with a traditional glucometer or other portable device. Clinicians have found the device's scanner picks up a barcode much more quickly than traditional barcode scanners, and the device's battery life lasts through a 12-hour shift without recharging.

Other benefits have been unexpected: prior to POC, staff had trouble keeping track of their handheld scanners, and frequently asked for replacements. Thus far, KDMC hasn't had to replace one missing POC device. Perhaps best of all, KDMC is able to realize these benefits at no additional MEDITECH cost, as Point of Care is included in Expanse Patient Care and Patient Safety.

Device Considerations

To access the POC solution, King's Daughters needed a handheld mobile device with a built-in barcode scanner for identifying patients and medications. The device also needed to receive alerts, results, and clinical communications. The POC software is device agnostic, so the only limitation is that the device must support a web browser. KDMC ultimately chose the Zebra® TC51, the same device that MEDITECH used most extensively in testing. As an early adopter, King's Daughters believed that this device would make it easier to receive the support they needed throughout implementation.

When considering the number of devices needed, KDMC decided to purchase one per staff nurse when the hospital is fully staffed, ensuring that every nurse would have a device. Extras are available for other positions whenever the hospital is not fully staffed.

“With Expanse POC, we no longer need to choose between effectiveness and efficiency... the hospital can live at an intersection of the two.”

Joe Farr, RN
Clinical Applications Coordinator
King's Daughters Medical Center





Results

After implementing Expanse Point of Care, clinicians at King's Daughters have noticed a difference not only in click and motion counts, but in how engaged they are able to be with patients. They no longer need to turn their backs toward desktops or WoWs, and can keep their eyes on patients throughout the encounter. POC gives clinicians the ability to perform tasks immediately, increasing their efficiency and virtually eliminating the risk of getting distracted and forgetting to complete a task. A streamlined sign-in process has also led to time savings for nurses, as they are now authenticated to their devices before walking into patients' rooms.

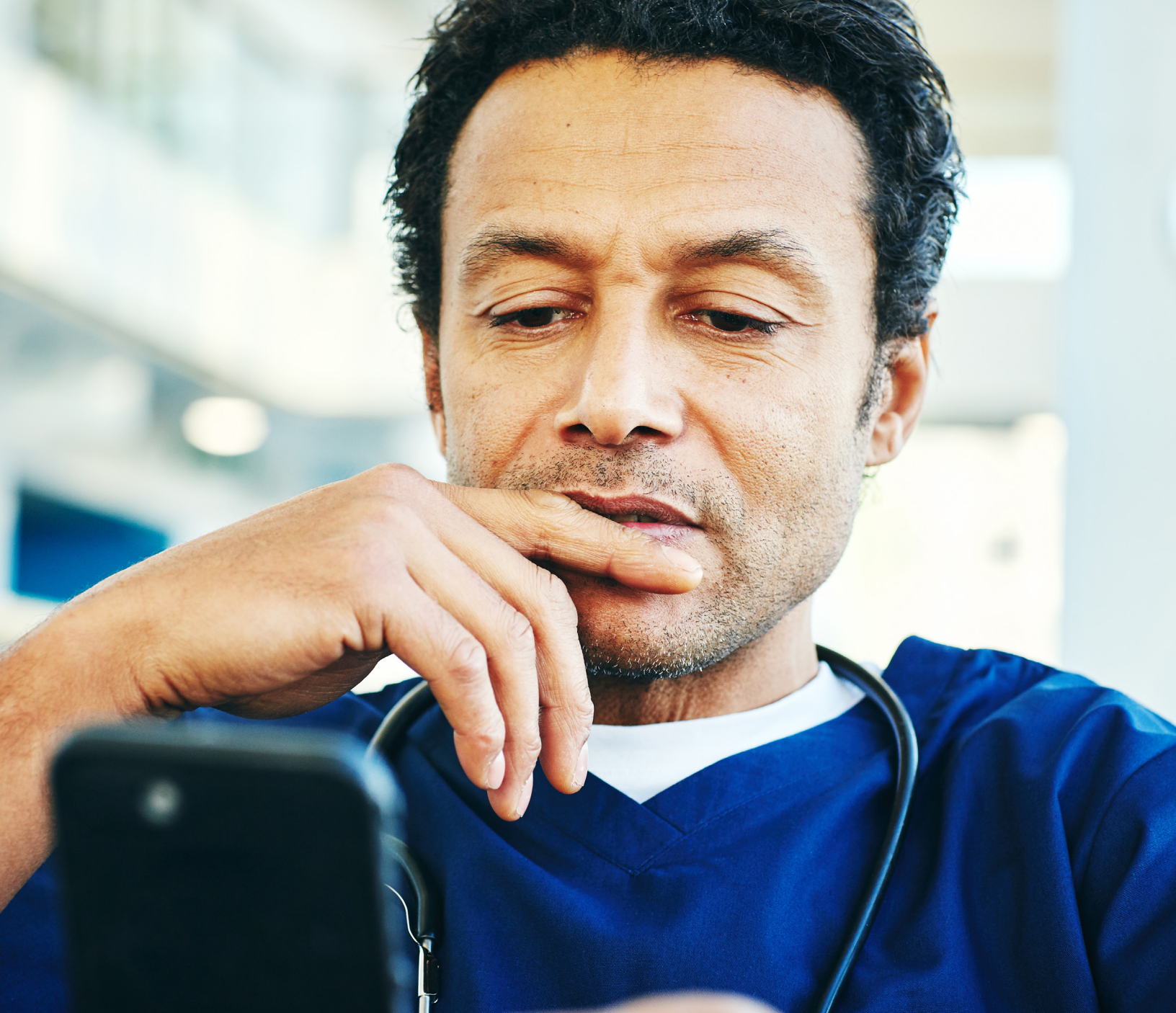
Conclusions

As the first organization in the United States to implement Expanse Point of Care, KDMC has paved the way for other hospitals to mobilize their nurses. When used most effectively, Expanse Point of Care serves not as a minimized version of the traditional desktop, but as an optimized version. Equipped with this software, nurses at KDMC have been able to regain efficiency without sacrificing quality. Hospital leadership has received an overwhelmingly positive response from nurses; most clinicians view this initiative as a conscious decision by the hospital to reinvest in them and their work.

To illustrate the software's ability to increase nurse efficiency, Joe Farr, RN, KDMC's clinical applications coordinator, went through the steps to administer a single medication using a traditional barcode scanner. By the time he signed in, synced his scanner, and completed the administration, he recorded eight steps. Using Expanse Point of Care, he was able to cut this process down to only four steps — and remain patient-facing the entire time.

"We are now consistently giving over 50% of our meds using POC instead of traditional scanners. Our trajectory suggests that when we hit the one year mark (September 2019), we will be using POC for the solid majority (65-75%) of administrations in deployed areas."

Joe Farr, RN
Clinical Applications Coordinator
King's Daughters Medical Center



MEDITECH

+1 (781) 821-3000

www.meditech.com

info@meditech.com

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