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Thibodaux Regional Medical Center
uses Medisolv's software to reduce their time and effort spent abstracting

HOSPITAL **HIGHLIGHTS**

BED SIZE	**PHYSICIAN COUNT**	**LOCATION**
185	300+	Thibodaux, LA

BRIEF SUMMARY

- The Quality department at Thibodaux Regional Medical Center was frustrated with the length of time it took to complete their hospital's chart-abstraction. It took a long time to get access to the charts and, once they had them, it took longer to input the necessary data points like demographic information.

- Melissa Folse and Tina Caro, two Quality Review Clinicians at Thibodaux, felt that the vendor software they were using was not as helpful as it could have been because it did not integrate directly with their EHR. They were on the hunt for a new solution.

- Thibodaux found the solution they needed with Medisolv's ENCOR for Hospital Abstracted Measures software.

- The Quality team at Thibodaux is now able to spend more time focusing on the quality of patient care and improving measure performance, rather than abstracting data all the time.

MEET THE TEAM

Melissa Folse, RN
Quality Review Clinician
Thibodaux Regional Medical Center

Tina Caro
Quality Review Clinician
Thibodaux Regional Medical Center

Brian Hill
Director, Quality Measures
Medisolv, Inc.

THE **CHALLENGE**

A small town hospital — nationally known for their quality of care and service — is frustrated with their laborious abstraction process

For years, hospitals have used measure abstraction to evaluate their quality performance and fulfill their regulatory reporting duties. While the number of measures required for abstraction has ebbed and flowed over the years, the process of abstraction has always remained tedious and time-consuming.

Take it from Thibodaux Regional Medical Center in Thibodaux, Louisiana—a small town hospital that is nationally recognized for their quality of care and service. The Thibodaux team was frustrated with the amount of time it took to complete their chart abstraction using their previous software vendor.

Melissia Folse and Tina Caro, two Quality Review Clinicians of Thibodaux, were particularly frustrated that they had to go through multiple steps before arriving at the initial abstraction stage, including inputting each patient's demographic information. Their vendor's software did not directly interface with their EHR, MEDITECH.

"It was confusing. We had to enter all the codes ourselves. We also had to enter insurance information, adjust the admit date and adjust the discharge date and time," Melissa explained.

Tina added, "We had to actually run a report once the charts were final coded. Then we had to upload that report into the product to get the information in there with the appropriate codes. Once it was there, we could start abstracting measures. It took three or four steps before the measures were even ready for abstraction. Once the software finally populated, we were left with just a long list of patients. You had to click on each patient to see what measure you needed to abstract."

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> ## It was just a time-consuming process, because it took three or four steps before the measures were ready to be abstracted. And once it finally populated, we were left with just a long list of patients.

THE **SOLUTION**

Transitioning to Medisolv's ENCOR for Abstracted Measures software

Thibodaux's philosophy is to 'work smarter, not harder.' That's why they knew they needed to implement a system that would integrate with their EHR and allow them to have a quicker and more efficient chart-abstraction process.

Thibodaux's IT department, who often stepped in to help Melissa and Tina with abstraction reports, led the charge in implementing an updated Health Information Technology (HIT) platform for abstraction.

The Thibodaux team did a thorough vendor selection process and chose Medisolv's ENCOR for Hospital Abstracted Measures software as the winner. ENCOR is an application designed to make chart abstraction easier by integrating directly with a hospital's EHR and feeding pre-populated information into the charts. Information is updated daily to speed up the abstraction process. Additionally, hospitals are assigned clinical experts who help address any technical or clinical questions related to the product. These experts also submit their data to regulatory bodies such as CMS and The Joint Commission on behalf of the hospital.

To help get them acclimated to ENCOR and its wide range of features, Medisolv provided the hospital with an on-site product orientation.

Thibodaux was pleased with the quick and easy implementation process, and the smooth transition from their previous software to ENCOR. "It was a seamless transition. The product was easy to use and Medisolv trained us well," Tina said.

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Using ENCOR to improve the abstraction process

With ENCOR, the Thibodaux team has improved and expedited their abstraction process. Since ENCOR integrates directly with their EHR, they no longer have to waste time inputting demographic information to prepare for abstraction.

"Everything is so organized. As soon as the patient charts are final coded, they come into the ENCOR product with certain pre-populated data. So, we're able to abstract them rather quickly. I don't have to wait until the end of the month," Melissa shared.

"ENCOR just pulls everything in because it interfaces with MEDITECH. And you can sort by what's completed and what still needs to be abstracted. It saves so much time," Tina noted.

The ENCOR software also includes a Skip Logic feature, which guides Melissa and Tina through each of their patient worksheets, flags areas that require improvement and notifies them when the patient has failed or passed the measure.

Melissa has even used ENCOR as a means to educate herself on newer measures such as the Sepsis measure. "The real-time

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visual feedback within the ENCOR product helped me to learn the Sepsis measure. It was hard to understand what was or wasn't considered a failure because it was so new. But when you're entering the data into the ENCOR product, it will turn red immediately and won't go any further, which means the patient failed the measure. When that happened, I could stop and figure out what happened."

Teaming up with Medisolv's clinical experts

In addition to the abstracted software, Medisolv provides their clients with dedicated clinical experts. Brian Hill, director of quality measures at Medisolv, is one of the clinical experts who has worked closely with Thibodaux throughout the years to provide ongoing abstraction support and submission services.

 "One of the things that Medisolv prides itself on is its customer service. We have a very good consultative relationship with our clients—we take the relationship very seriously. We invest in that relationship, and we want to build upon that relationship. We are just as invested as they are, which is why

we get to know their data very well," Brain explained.

Melissa and Tina are grateful to have clinical experts in their corner who can quickly answer their questions and help them keep up with the continuous regulatory program changes.

"Our Medisolv consultants are very quick to respond when we reach out with a question, and they always have the right answers—it's amazing. They keep us updated on changes that are happening with the regulatory programs and make sure we stay way ahead of the deadlines."

THE **RESULTS**

Time saved in efficient abstraction process allows more time for performance improvement

With ENCOR's user-friendly platform that provides timely data and well-organized chart details, the Thibodaux team feels confident in their abstraction process. They no longer worry about spending long hours on tedious abstraction work.

Now that Thibodaux has expedited their abstraction process, they have more time for the things that really matter to a hospital, like provider and staff education, which is a critical component of performance improvement. For instance, Melissa has monthly meetings with Thibodaux's clinical directors from each nursing unit to discuss certain chart-abstracted measure issues that she identifies using ENCOR.

"One of my favorite features in ENCOR is the annotations function. I just pull all the annotations from ENCOR, which includes all the patients who have failed certain measures. I export these annotations into an excel sheet for our monthly core-measures meeting. We use these annotations to work toward making improvements and prevent the issues from happening again."

Thibodaux is particularly pleased that the reduced abstraction time has allowed them to put a greater focus on their number one priority: patient care.

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> ## ENCOR gave us great visibility into measure performance and decreased the time we spent entering data.

"ENCOR gave us great visibility into measure performance and decreased the time we spent entering data. We have more time to make sure the patients are getting what they need—the best quality of care—without always sitting behind a computer spending hours and hours abstracting. By decreasing our abstraction time, it has allowed us more time to be proactive in helping to make the measures successful," Tina reflected.

WHY **MEDISOLV?**

Medisolv is a trusted leader in quality management

Medisolv has a long history of successfully helping hospitals report their quality data to CMS and The Joint Commission.

But Medisolv is more than a reporting vendor. Our software comes with an entire team of clinical experts who guide you throughout your quality journey.

That's why we are ranked #1 in KLAS for quality management.

#1 Ranked #1 vendor for Quality Management in the 2019 Best in KLAS report.	**Zero** No Medisolv hospitals or providers have received a CMS penalty for failure to successfully report in any year.
95% Medisolv's client retention rate.	**15+** The average number of years Medisolv clinical experts have worked in a hospital setting.

Want to learn more about Medisolv's abstracted measure software solution?
Visit medisolv.com/abstract

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