A New Option for Driving Physician Adoption of Hospital IT: The “Physician Overlay”

Presented by:

John Brennan, IT Director
Huron Perth Healthcare Alliance

Donald Burt, MD, Chief Medical Officer
PatientKeeper Inc.
Health Care Philosophy in Ontario

**Excellent Care For All**

- The patient is at the centre of the health care system
- Decisions about patient care are based on the best evidence and standards
- The health care system is focused on the quality of care and the best use of resources
How can physician-centric health care technology at hospitals contribute to Excellent Care For All?
The Potential Benefits of Physician-Centric Health Care IT

• Greater physician efficiency
• Improved quality of care
• Foundation for evidence-based practice
20 Years Ago, All Physicians Practiced With a Fully-Integrated Mobile Device
Since then, Health Care has become Increasingly Automated... With Mixed Results

Hospital Frustration

- High level of investment in technology with a low level of physician adoption
- I.T. is seen as a barrier to physician affinity
- Care team workflow inefficiencies
- Downtime concerns

Physician Frustration

- Physicians practice in multiple places
- Patient data sits in multiple systems
- Physicians must learn to navigate multiple information systems
- Physicians are responsible for learning and storing numerous login credentials
An Alternate Approach: A Fully Integrated Digital Environment for Physicians that Overlays Multiple Back-End Systems
A Physician Overlay at HPHA and AMGH

- About HPHA and AMGH
- What got us looking
- What we found
- How it’s working
About HPHA and AMGH

• Four hospitals in southwestern Ontario
  – Clinton Public Hospital
  – St. Marys Memorial Hospital
  – Seaforth Community Hospital
  – Stratford General Hospital

• Partnership with Alexandra Marine & General Hospital

• Shared IT infrastructure
  – MEDITECH® MAGIC 5.64
  – 100Mbps fiber WAN
  – GE Centricity PACS, Array OR+
Facts & Figures (5 Hospitals Combined)

• 250 beds
• 120 physicians, 1400 staff
• 15 IT staff
• Shared organizational commitment to a higher HIMSS Adoption Score - approx 3.2
What Got Us Looking?

• Drive toward improving physician satisfaction, productivity
• Recognized complexity of physician access to patient information in MEDITECH MAGIC
• Low physician adoption of MEDITECH PCI
• Lack of mobility platform
• Technology in the physician’s office
Physician Survey

“Can’t type fast. Hard to get into screens.”
“Often down. Not necessarily time saving.”
“Very hard to capture subjective Nursing info. Unwieldy, too many screens to get info”
“Multiple clicks. No scanning.”
“Information not available at the bedside.”
“Interface is old, needs updating.”
“Lots of moving back and forth, hard to find nursing notes.”
What We Found

• RFP evaluation team comprised of physician champions, administration and IT
• RFP returned 3-4 viable options
• PatientKeeper offered a solution that best met the five hospitals’ list of physician and IT requirements
• PatientKeeper demonstrated a system most suitable to physician workflow and the devices they want to use
• Proven MEDITECH integration
How it’s Working

PatientKeeper Physician Overlay went “live” last month
How it’s Working: The User Perspective

“While other similar programs that I have worked with can relate in terms of function, none compares to PatientKeeper in ease of use. It excels at having an extremely easy to use format and function as well as a short and intuitive learning curve. It is also extremely helpful from a workflow perspective to be able to view and sometimes act on results from a mobile or handheld device.”

-Shannon Natuik, MD
Alexandra Marine & General Hospital
How it’s Working: The User Perspective

“PatientKeeper lets me access and utilize my patients’ information in an intuitive and ordered environment. And I have tools that help to improve my documentation and record keeping, which are also essential components of quality healthcare provision. I can spend more time at the bedside!”

- Kirsten Blaine, MD
  Stratford General Hospital
Dr. Blaine using the HPHA Physician Portal
HPHA Physician Portal screen image
Dr. Blaine using the HPHA Physician Portal from her iPad
### Patient Notes

**PK, STO PATIENT THREE.**

**9/19/12 6:00PM**

**Nursing Notes-DAR**

**Focus:** Chest pain


**(Action):** Vitals pulse-122 and irregular, BP 120/60. 02 applied at 4LNP. ECG done. Respiratory called. Doctor called.

**(Response): Orders received for bloodwork and Morphine. Will continue to monitor patient.**

Author: STELMACHUK, ANNETTE

**Nursing Notes-DAR**
How it’s Working:
The IT Perspective

- Implementation was efficient ~120 days
- Painless integration to MEDITECH 5.64
- Excellent project and technical team
How it’s Working: Institutional Benefits

• Physician satisfaction improvements
  – Early opinion is excellent
• Bedside focus with mobility
• Leverage current MEDITECH platform – financially sound
What’s Next

Possibilities:

• CPOE

• Electronic physician documentation

• Medication Reconciliation
A New Option for Driving Physician Adoption of Hospital IT: The “Physician Overlay”

THANK YOU FOR ATTENDING