



EMR Integration Improves Clinical Decision Making for Radiology Department

Case Study

February 2014

Fletcher Allen Health Care Burlington, VT

A respected academic medical center, Fletcher Allen Health Care serves more than one million people in Vermont and northern New York.

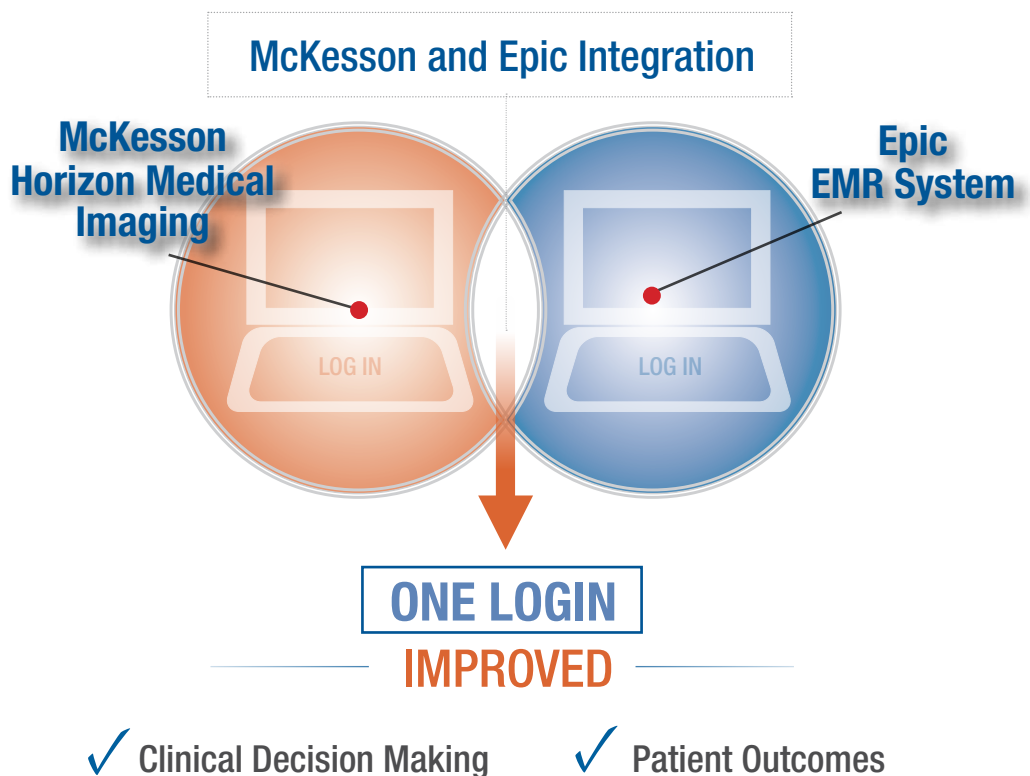
- Aligned with University of Vermont's College of Medicine and College of Nursing and Health Sciences
- Full range of inpatient and outpatient services
- 562 licensed beds (excluding nursery)
- 2,224 births and 61,680 ER visits in 2012
- Level 1 trauma center
- Approximately 7,150 employees
- Home to Vermont's Children's Hospital
- Primary care services at 10 sites

Challenge

As chair of radiology for Fletcher Allen Health Care at Vermont's University Medical Center, Dr. Steven Braff knew the type of technology that was needed to make a significant difference in improving clinical decision making. He wanted his staff to be able to access clinical data while looking at images on McKesson's Horizon Medical Imaging picture archiving and communication system (PACS). And since the clinical data was in the hospital's Epic EMR system, the challenge was to integrate the capabilities of both systems in the most cost-efficient way possible.

Solution

A senior consultant from Beacon Partners' Epic practice worked closely with Dr. Braff's team to gather all of the requirements for a custom interface. After completing the analysis and evaluating all of the opportunities, the Beacon Partners' team worked closely with representatives from Epic, McKesson, and the team at Fletcher Allen to develop the design and conduct testing. The Fletcher Allen radiologists were closely involved throughout the entire build process and testing to ensure the solution delivered the results they expected and was easy to use.



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Results

The entire project was completed in less than six months and fulfilled all of the clients' needs. The interface featured a single login to access both the image and clinical data from the EMR. Within a few weeks after the project was completed, radiologists reported having information that changed their clinical judgments and led to improved patient outcomes.

The main results included:

- ✓ Improved clinical decision making
- ✓ Immediate improvement in patient outcomes
- ✓ Elimination of information gaps between departments
- ✓ Increase in end-user productivity
- ✓ Providing direct access to place orders for the patient

"In just two weeks after we implemented the interface, it made the difference in two clinical judgments. Our goal is to always provide our patients with the best treatment for their unique situation. This interface gives us all the information we need to do that."

Dr. Steven Braff
Chair of Radiology for Fletcher Allen Health Care

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