medisolv

CASE STUDY

Connecting IT, Staff and Technology to Share Actionable Data Intelligence

BEAUFORT MEMORIAL HOSPITAL
Beaufort, SC

Vitals
Beaufort Memorial Hospital
Location: Beaufort, South Carolina
Size: 200 beds
Type: Acute Care Hospital

Facilities: Cancer Center, Imaging Center, Women's Imaging Center, Emergency, Wound Care Center, LifeFit Wellness Center, Memory Center, Diabetes Care Center, Heart Center, Birthing Center, Joint Replacement Center, Acute Inpatient Rehabilitation Unit

Beaufort Memorial Hospital provides their users direct access to clinical and financial data.

The Challenge

When Ed Ricks first joined Beaufort Memorial Hospital as Vice President and Chief Information Officer, one of his first challenges was to assess the health and usefulness of the hospital's current data. "We knew we had a lot of data, but we didn't do anything smart with it. We didn't do anything with it," said Ed.

Beaufort had implemented RAPID, a business analytics and predictive readmission reporting software solution from Medisolv, prior to his arrival. But the product was never completely rolled out. "Our users knew what they needed, but they didn't understand the tools that we had, and IT didn't know that the tools we already had were exactly what [our users] needed." IT did not understand RAPID's potential to unlock the breadth and depth of their EHR data and meet the hospital's reporting needs. As a result, adoption languished and no one knew how to effectively use the tool.

Ed identified two main challenges: (1) IT needed to understand how the tool worked in order to harness its potential; and (2) the medical staff needed to understand and decide which clinical and financial data they needed as well as how best to leverage the data aggregated by RAPID.

The Solution

Ed Ricks retrained his teams on the full scope and utilization of RAPID. Through a cross-departmental educational process between IT and executive leadership, both areas discovered the depth and value of the data they were able to extract. They could use it to predict potential readmissions, manage their hospital acquired conditions and better understand the financial status of every department.

To IT's delight, end users were able to report on the information they needed without having to ask for assistance.

After that, the rest fell into place. "When a few of the key people figured out what was available to them and started adapting [to using it], then talked to co-workers about the solution and what they could do, the transition [to full utilization] went well," Ed explained.

Results

After the successful relaunch, with training and support from Medisolv, Beaufort now has over 50 managers and directors utilizing the reporting within RAPID to identify patient safety issues, quality improvement opportunities and potential cost savings. RAPID also allows department managers more control and accountability over their budgets. These 50 end users are running over 1,000 reports each month, without IT involvement, and are tracking key performance indicators through easy-to-read dashboards that are updated daily from the EHR.

Ed notes the best part of this success story is that financial and quality leadership are better able to utilize their data, build better reports, and manage the overall reporting process. "I think that's what it is; they now have the information they need. And it's different for different people, whether it's financial or on the quality side." All together, it's a win-win.

> "We are better able to manage the quality measure and reporting processes, and better utilize our data."
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> *- Ed Ricks, Chief Information Officer & Vice President, Beaufort Memorial Hospital*