Specialty Services: Quality Improvement

MEDITECH's dedicated consultants will work with your organization to support your quality improvement goals. These programs leverage the robust Surveillance, registry, and analytics solutions offered in the sophisticated Expanse EHR. These real-time monitoring systems simultaneously analyze clinical and demographic data from throughout the EHR, use rule logic grounded in evidence-based medicine, and can detect subtle changes in a patient's condition — providing you with meaningful alerts, so you can monitor at-risk patients and guard against HACs and life-threatening conditions.

Surveillance Governance

The focus of this program is to establish a Surveillance team and governance process within your organization that supports your quality improvement goals. This program can also be combined with Surveillance Training Support.

Impact: Establishing a fully realized Surveillance program at your hospital entails using available functionality that aligns with your quality improvement activities, as well as having the right people, skill sets, and processes in place to build, maintain, and optimize your system. Such a program provides many benefits and opens up endless potential for monitoring and evaluating data, whether event- or patient-based, broad or narrow.

Benefits:
- Guidance from a dedicated Surveillance Subject Matter Expert/Dictionary Architect and Clinical Consultant in establishing a Surveillance team and governance processes at your facility, including:
  - An iterative rollout plan for Surveillance tools and functionality
  - A process to prioritize Surveillance Watchlist/Profile/Rule change requests
  - An audit process to identify any barriers to end user adoption
- Recognize the benefits of a robust surveillance solution

Estimated Timeframe: 3 weeks

Testimonial

"Sepsis has been a difficult core measure for us. Truthfully, it was driving us crazy to try to meet the 'all or nothing' requirements without excessive personnel cost or over-treating patients. But MEDITECH's surveillance is a game changer. We now have action items built into our EHR, so we can alert physicians quickly when patients meet sepsis criteria, and prompt the appropriate orders and documentation."

- Jon Martell, MD, CMIO at Hilo Medical Center

Read More

[RCCH Healthcare Partners Uses MEDITECH Toolkit and Surveillance Solution to Combat CAUTI](#)

[Detecting the Undetected: MEDITECH's Surveillance Identifies and Prevents Infections at Valley](#)

Surveillance Training Support & Best Practices

This program provides training on building Surveillance content and functionality, as well as the implementation of a Surveillance profile solution. Beyond the basics of the build, these training workshops will focus on building best practices, as well as realizing the full capability of Surveillance functionality. This program can also be combined with Surveillance Governance Process Support.

Impact: Establishing a fully realized Surveillance program at your hospital provides many benefits and demonstrates endless potential for monitoring and evaluating data, whether event- or patient-based, broad or narrow.

Benefits:
- Targeted training workshops and build support from a dedicated Surveillance Subject Matter Expert/Dictionary Architect:
  - Surveillance Dictionaries and Parameters Workshop
  - Fact, Rule, and Profile Building Workshop
  - Status Boards, Alerts, Indicators, Messages, Actions, and Roles Workshop
- Identify clinical documentation inefficiencies
- Identify duplicate documentation practices and streamline where data is documented

Estimated Timeframe: 3 weeks

Testimonial

"We have a continuous focus on patient safety and preventing harm. I am very pleased with the attention toward appropriate use of urinary catheters and the diligence to prevent hospital-acquired infections, such as catheter-associated urinary tract infections (CAUTI). The MEDITECH Surveillance functionality enables nurses to leverage technology in their patient safety efforts."

- Dana Obos, Chief Quality Officer, VP Clinical Operations at RCCH HealthCare Partners

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[Detecting the Undetected: MEDITECH's Surveillance Identifies and Prevents Infections at Valley](#)

Surveillance Development for Quality Improvement

MEDITECH's Surveillance tool is a predictive analytics solution that can help the clinician who needs clinical decision support to help render a diagnosis, the quality manager who is responsible for all inpatient areas, the care manager who takes a granular view to focus on one area of risk, and the VP who looks for areas of improvement across single or multiple facilities. This program assists your organization in leveraging the Surveillance solution during the roll-out of a quality improvement project. At the end of the engagement, an opportunity to engage in further Surveillance Support Hours will be discussed.

Impact: Surveillance helps care teams in inpatient settings and the ED to respond to subtle changes in a patient's condition, manage care, and increase compliance with quality metrics. Establishing a fully realized Surveillance program at your hospital provides many benefits and demonstrates endless potential for monitoring and evaluating data, whether event- or patient-based, broad or narrow.

Benefits:
- Dedicated Project Manager, Clinical Consultant, and Surveillance Subject Matter Expert/Dictionary Architect
- Decision, build, and validation workshops
- Project management support and tools
- Surveillance profile development and/or tailoring and personalization tied to an agreed upon quality improvement project
- Support in establishing a Surveillance team and governance process
- Training on Surveillance building, functionality, and best practices

Estimated Timeframe: 8 weeks

Surveillance Support Hours

This program provides your organization with build, maintenance, and troubleshooting support for Surveillance dictionaries.

Impact: Establishing a fully realized Surveillance program at your hospital provides many benefits and demonstrates endless potential for monitoring and evaluating data, whether event- or patient-based, broad or narrow.

Benefits:
- Dedicated Surveillance Subject Matter Expert/Dictionary Architect
- A flexible option that provides an agreed upon number of hours of support per month
- Ability to use a MEDITECH consultant on multiple projects at once
- Can be used to supplement, or temporarily fill, missing IT resources
- Appropriate handoff education provided as part of engagement closing

Estimated Timeframe: Varies

Care Manager Workflow & Registry Development

MEDITECH's integrated registries leverage the power of your EHR to provide actionable, real-time data for managing patient populations. This program optimizes care manager workflows by developing registries in order to implement seamless communication and patient progress tracking methods. At the end of the engagement, an opportunity to engage in further Registry Support Hours will be discussed.

Impact: MEDITECH's Patient Registries tool is a robust, fully dynamic list that updates automatically as patient conditions change. Establishing a Registries-based Care Manager Program at your hospital provides many benefits and demonstrates endless potential for monitoring the health of targeted patient populations, especially as reimbursement continues to shift from volume to value.

Benefits:
- Guidance from a dedicated Registry Subject Matter Expert/Dictionary Architect in establishing care manager workflows within the MEDITECH system for a selected set of conditions
- Recognize the benefits of using patient registries in your care manager workflows, including:
  - Efficiently manage the care and costs of patient populations, as healthcare organizations take on greater risk for patients
  - Aggregate data from across your continuum of care — from your hospitals, physician practices, emergency departments, long-term care facilities, and beyond
  - Automatically monitor changes from all care settings, including events (like ER visits, inpatient stays, and overdue health maintenance items), exams, labs, reports, imaging, physician documentation, and patient histories (past, family, and social)

Estimated Timeframe: 6 weeks

Testimonial

"It's not the patients you know, it's the patients you don't see and don't treat that require your attention — and MEDITECH helped us do exactly that."

- John Tollerson, DO, Family Practice at Kalispell Regional Medical Center

Read More

[Patient Registries Help Kalispell Regional Advance Diabetes Management, Increase Cancer Screenings by 22 Percent](#)

Registry Support Hours

This program provides your organization with build, maintenance, and troubleshooting support for Registries dictionaries.

Impact: Establishing a fully realized Registries management program at your hospital provides many benefits and demonstrates endless potential for monitoring and evaluating data, whether condition- or patient-based, broad or narrow.

Benefits:
- Dedicated Registries Subject Matter Expert/Dictionary Architect
- A flexible option that provides an agreed upon number of hours of support per month
- Ability to use a MEDITECH consultant on multiple projects at once
- Can be used to supplement, or temporarily fill, missing IT resources
- Appropriate handoff education provided as part of engagement closing

Estimated Timeframe: Varies

Quality Improvement Project

This program provides you with a team of dedicated resources to implement a quality improvement project that will help your organization achieve measurable and improved outcomes. An area of focus could include the following:

- Heart Failure Management

Impact: Working with your organization to identify and utilize evidence-based clinical guidelines, our team will assist your organization in analyzing at-risk patient populations, and achieving measurable as well as improved outcomes for those patients.

Benefits:
- Dedicated expert resources
- Quality improvement methodology based on industry standards
- Clinical oversight from a credentialed clinical consultant
- Content tailoring and personalization
- Decision, Build, and Validation Workshops to transform your current workflow
- Project management support and tools
- Comprehensive, organization-specific dictionary inventory
- Analytics development and support

Estimated Timeframe: Varies