Success story of a multi-state healthcare giant

Saving More Lives Through Better Insights

FORTUDE

The Client

Worth: 12.571 billion USD
Country: United States
Industry: Healthcare

One of the largest nonprofit medical practice and medical research groups in the United States. It employs more than 5,500 physicians and scientists and 58,488 allied health staff.

It has major campuses in Rochester, Minn.; Scottsdale and Phoenix, Ariz.; and Jacksonville, Fla.

The practice specializes in treating difficult cases through tertiary care. It spends over $1 billion a year on research.

The Business Challenge

Due to increasing demand for better healthcare and regulations, improving quality of delivery has become a priority for all healthcare providers. Preventable medical errors are the third leading cause of death in the United States. This has drawn the attention of hospitals to minimizing preventable adverse events, including deaths, by identifying their causes and developing methods to prevent errors or reduce their effects.

Hospital mortality rate is a common measure of healthcare quality. Mortality review processes provide understanding of quality-of-care problems associated with patient deaths.

The existing process, performs a formal multi-disciplinary mortality review on all inpatient deaths. Each inpatient death is independently reviewed by a nurse and physician. Every patient story and all issues identified are recorded in a central registry and discussed in a large multidisciplinary group. Fortude analyzed the Mortality Review System (MRS) process and the existing end-user system that was facilitating the process.

The customer was facing the following challenges:

- Manual entry of cases which requires a significant financial, time, and staff commitment.
- Loss of data during case entry.
- Difficult and tedious to aggregate meaningful information & documents required for reviews.
- Complex to coordinate and communicate.
- Although users were very knowledgeable about the process, due to lack of reporting and configuration options they were hesitant to use the system.

Our Solution & Approach

The Mortality Review System (MRS) enhancements were designed after carefully evaluating the existing Mortality Case Review process. The MRS process has been tried and tested for over 14 years.

The goal of the MRS is to learn from a patient's death from a 'system evaluation perspective'. It can be used to discover both positive and negative trends over time and empower institutions to make informed decisions or changes. It can also be used to affirm newly implemented methodologies over time to improve overall quality of care for patients.

MRS can handle capturing patient data, the case review process, site administration, user management, and reporting. The system generates interactive and detailed reports based on review comments and suggestions. This helps the hospital/ unit to keep track of past deaths, as well as to monitor the progress made with time.

To ensure that the system was effectively used, training was required prior to the go-live date. Furthermore, to overcome the challenge of training users, a comprehensive Training Portal was created which provided detailed information specific to each user role.

Impact

MRS provides the ability to review factual information to determine ways to improve the quality of future services.

Key benefits

- EMR Integration

- Interactive SPC Reporting and Dashboard for easy, real-time access to meaningful data.

- Proven system frailty indicators leading to meaningful process intervention.

- Improved monitoring of quality of care through real-time updates on reviewer performance and activities.

- System configuration options for personalization of interfaces.

- Improved timelines of documentation and reporting.

- Increased attention to quality across all service areas.

- Speedy response to external inquiry/scrutiny (licensing, media, etc.).

- Management of user privileges at an enterprise level.

- Comprehensive system and process training and eLearning material to get all employees on board with the review system.

- Create a safer environment with action tracking.

About Fortude

Fortude has grown into a team of 200+ qualified, multi-skilled, experienced professionals, working in the USA, Sri Lanka, and Australia. We are a Global Alliance Partner of Infor and a Microsoft Gold Partner, thus making us a trusted implementation partner.