Eisenhower Among Nation's "Most Wired" Hospitals - Three Years In A Row

For the third year in a row, Eisenhower Medical Center remains the only Coachella Valley hospital to be named to Hospitals & Health Networks magazine's prestigious "Most Wired" list. The nation's health care system is transitioning to more integrated and patient-centered care, and hospitals are utilizing information technology to better connect care providers.

For instance, 67 percent of Most Wired hospitals share critical patient information electronically with specialists and other care providers. Having met a set of rigorous criteria across four operational categories, Most Wired hospitals have made tremendous gains by using IT to reduce the likelihood of medical errors. Among Most Wired hospitals, 81 percent of medications are matched to the patient, nurse and order via bar code technology at the bedside — a program Eisenhower Medical Center implemented more than nine years ago.

"Health care information technology provides critical support for a safe and efficient health care delivery system," says David Perez, Chief Information Officer, Eisenhower Medical Center. "The Most Wired hospital designation recognizes Eisenhower's continued commitment to providing excellence in Information Technology. Eisenhower has been recognized as a leader and expert in Clinical Quality and Safety (Hospital Inpatient/Outpatient), Clinical Integration (Ambulatory/Physician/Community) and Infrastructure."

"The Most Wired data show that shared health information allows clinicians and patients to have the information they need to promote health and make the most informed decisions about treatments," says Rich Umbdenstock, president and CEO of the American Hospital Association. "Hospitals, their clinicians and their communities are doing tremendous work to enhance their IT systems in ways that support care and delivery improvement, and patient engagement goals."

Among some of the key findings related to improving quality and patient safety:

- Nurses and physicians share best practices for patient safety and use checklists at more than 90 percent of Most Wired organizations.

"Hospital leaders should be commended for the hard work they've done under an unrealistic time frame," states Russell P. Branzell, president and CEO of the College of Healthcare Information Management Executives, referring to federal requirements that health care providers adopt and meaningfully use a certified electronic health records (EHR). "Still, there is a substantial amount of work ahead. Effective C-suites view IT adoption as a collaborative effort. They have a clear

strategic plan and know how IT fits into that."

To that end, nearly all participants in the Most Wired Survey and Benchmarking Study have an established health IT project governance process and evaluate existing workflow processes and desired outcomes.

The 2014 Most Wired Survey also covered the evolution of new models and payment from the IT perspective. As health care delivery moves to a value-based system, it will require more and better use of data analytics, care coordination and population health management.

- 36 percent of Most Wired hospitals aggregate data from patient encounters to create a community health record.
- 71 percent of Most Wired hospitals manage care transitions compared with 57 percent of all responding organizations.
- 43 percent of Most Wired organizations integrate clinical and claims data so that they are accessible, searchable, and reportable across the care community

"As we talk about collecting data, one of the critical competencies is making sure you have views of the clinical and financial sides," says Rose Higgins, senior vice president and general manager, population and risk management at McKesson Technology Solutions. "You need both to be successful. Seeing them together will provide a better picture of what's happening at the population health level and will be important as hospitals take on more risk."

- 69 percent of Most Wired hospitals use tools for retrospective analysis of clinical and administrative data to identify areas for improving the quality of care and reducing the cost of care delivered.

Health Care's Most Wired Survey, conducted between January 15 and March 15, asked hospitals and health systems nationwide to answer questions regarding their IT initiatives. Respondents completed 680 surveys, representing 1,900 hospitals, or more than 30 percent of all U.S. hospitals.

The July H&HN cover story detailing results is available at www.hhnmag.com.
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