

Reaching Beyond the Status Quo: Quammen Health Care Consultants Gets Results

With incentives from the American Recovery and Reinvestment Act (ARRA) adding even more appeal, Jim Sinek, CEO at Faith Regional Health Services, wanted to tap into all of the clinical and operational benefits associated with electronic systems. Sooner, rather than later. He is among a growing number of community hospital leaders realizing the need to purchase and implement solutions that will allow them to reap the rewards of a standardized, unified, ubiquitous electronic medical record.

Enter Quammen Healthcare Consultants, a full-service healthcare information system and business consultancy based in Orlando, Fla. The company challenges traditional vendor implementation methodologies to get astonishing results.

Instead of treading water for months on end, Quammen leverages a unique software deployment protocol, "big-bang" implementation scheme and innovative user training to quickly get electronic records up and running.

"Quammen brought us the missing component, the level of expertise that we needed to make our electronic records vision a reality. They were able to act as the quarterback for the entire project—offering a unique methodology, providing a governance structure, organizing workgroups—all in an effort to enable us to take full advantage of electronic records in quick order," Sinek says.

Quammen's approach enabled the regional referral center go from EHR glimmer to go-live in just six months! The methodology has worked for Faith and several other hospitals—and can be credited with the following results:

- The quick realization of meaningful use requirements, putting organizations on track to successfully participate in MOCK meaningful use attestations as early as June of 2011 and to qualify for incentive funds in year one
- Unprecedented user adoption, achieving about 70% provider/clinician order entry on day one—with all orders being placed by a nurse, physician or mid-level provider—and no orders entered by unit secretaries or other administrative support positions!
- Greater patient safety through bar-coded medication administration and patient context across systems
- Enhanced physician and nurse satisfaction with features such as single sign-on and virtual workstations
- Better clinical decision-making through links to protocols, education and industry sources
- Improved operational efficiency via the elimination of cumbersome paper-based patient charts and the implementation of point-of-care document scanning to augment electronic documentation
- Superior clinical care and patient service through remote access to all clinical systems including anywhere, anytime access to the comprehensive electronic health record



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