

STREAMLINING PATIENT FLOW FOR LAB AND IMAGING SERVICES

Cabell Huntington Hospital (CHH) works hard to orchestrate care in a complex environment. Within their Huntington, West Virginia main campus, there are actually four different healthcare organizations: Cabell Huntington Hospital, Edwards Comprehensive Cancer Center, Hoops Family Children’s Hospital, and Marshall Health. These four organizations each have their own systems for Electronic Health Records, Health Information Management, Lab and Radiology – yet, they share the same physical building and serve the same patient population.

Patients are often unaware that, as they go across the hall, they are being served by different organizations. This was especially frustrating for patients who visited CHH’s diagnostic centers, since the routing of orders had to cross multiple systems and staff (sometimes in paper form), and required time-intensive data re-entry. Streamlining the process workflow was mandatory for maintaining patient safety, ensuring orders were processed correctly with minimal manual review, and improving patient satisfaction.

CABELL HUNTINGTON’S KEY CHALLENGES



Low patient satisfaction at having to provide the same information at each point in care.



Multiple points of registration creating additional work and clerical errors.



Inconsistent coding for orders between systems required manual entry of orders across facilities.



Quick registration forced manual resolution after-the-fact and led to significant overtime.



Hunting down missing and expired orders & results pulled staff away from other duties.

IMT OQM™ PROVIDES TANGIBLE BENEFITS

IMT OQM implemented a rules-based workflow and integration pattern optimized for CHH that now performs the necessary routing, code translation, data validation and patient registrations seamlessly. IMT OQM ensures that orders flow between the four healthcare organizations without errors and unnecessary data entry. OQM provides CHH lab and imaging administrative staff with a user interface to review, combine and release orders to the testing systems when patients or specimens arrive, saving time on routine tasks, and allowing staff to focus on exceptions.

Here’s what CHH found after implementing IMT OQM:



ABOUT CABELL HUNTINGTON HOSPITAL

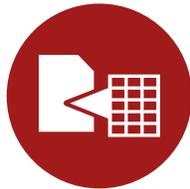
Cabell Huntington Hospital is a not-for-profit, regional referral center with 303 staffed beds located in Huntington, West Virginia. Cabell Huntington cares for patients from more than 29 counties throughout West Virginia, eastern Kentucky and southern Ohio. Opened in 1956, it is also a teaching hospital and is affiliated with Marshall University Schools of Medicine and Nursing.

ELECTRONIC ORDERING HAS ITS CHALLENGES

Healthcare organizations face many challenges when managing the clinical orders and results lifecycle between physicians and labs. While most healthcare providers have transitioned from paper-based orders and results to EHR generated orders and electronic lab results and images, these challenges remain:



Paper-based results are not input into the patient's EHR, so results are not mapped to orders



EHR generated orders don't group in the same way as test systems, requiring manual re-entry



Order codes are not aligned between systems, forcing manual entry, which can introduce errors



Key demographics are often missing from orders / results, requiring verification of patient identities



Providers often must manually retrieve unsolicited results or else they are lost or forgotten

ORDER QUEUE MANAGEMENT TO THE RESCUE

IMT OQM™ (Order Queue Manager) automates the routing and reconciliation of orders and results between your Electronic Health (EHR) systems and clinical test systems.

Here's how it works:



OQM LEVERAGES EXISTING WORKFLOW AND INVESTMENTS

OQM preserves existing physician workflow with seamless integration and leverages existing HL7 standard transactions and EMPIs for patient identification. OQM's modular design allows organizations to determine how much of the order/result lifecycle they wish to automate. For instance:

- Customizable routing workflows and rules by clinical testing or imaging center
- Supplemental data quality checks and augmentation not included on the original order
- Patient identities are matched automatically, linking requests with results.

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