

CASE STUDY: CABELL HUNTINGTON HOSPITAL

STREAMLINING PATIENT FLOW FOR LAB & IMAGING

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.

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.

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 system 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



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.

- **INCREASED ORDER INTAKE EFFICIENCY** – Cabell Huntington saw a reduction in the order intake process from 4-6 minutes per order to less than 1 second per order.
- **REDUCED PAPERWORK** – The Laboratory registration team eliminated mountains of paperwork and scanning by integrating multiple electronic ordering systems into one queue, where before the only option was to print or fax, then re-enter orders.
- **SAVED STAFF TIME** – The introduction of OQM and the code mapping tool, reduced 4,400 Hours of time that staff spent manually reviewing and converting test codes. OQM just does this automatically, giving the equivalent of 2 full-time employees’ time back to focusing on patient care instead of code discrepancies.
- **REDUCED WAIT TIMES** – Cabell Huntington saw patient waiting times (from sign-in to specimen collection) drop from 28 minutes to 17 minutes, a 60% reduction in wait times.
- **AUTOMATED CODING** – CHH rolled out Computer Assisted Coding (CAC) as part of OQM, which reads orders electronically to help map test codes between systems instantly. Now, manual entry of codes is the exception instead of the norm.

60%

Reduction in patient wait times for lab services.

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.



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