



Case Study: Skaggs Community Health Center

About Skaggs Community Health Center

Skaggs Community Health Center is a 165-bed, not-for-profit, community-owned, full-service hospital and health center located on North Business Highway 65, near growing downtown Branson, Missouri. The campus includes Skaggs Hospital, Skaggs Outpatient Center, a helicopter landing pad for air ambulance service and two medical office plazas. Skaggs also manages a variety of family medicine and specialty satellite clinics throughout Stone and Taney counties, as well as the area's newest fitness center—the 7,500-square foot Skaggs Health & Fitness Center.

Business Issues

- Looking to transition from paper-based environment to fully digital environment
- Lack of seamless movement between clinical applications
- A need to reduce the time lag between entering a patient event to its' availability to clinicians

Benefits Realized with Fusionfx

- Rapid access to aggregate patient data across multiple applications
- Clinicians are spending less time navigating systems and more time with patients
- Improved clinical efficacy and patient safety

The Challenge

Moving between multiple applications in search of patient information, clinical documentation and medication orders can be a trying experience for clinicians. This was the challenge facing care providers at Skaggs Community Health Center as it made the transition from a paper-based facility to a fully-digital healthcare environment with electronic charting. Like many hospitals, Skaggs quickly recognized that in order to get full value out of their clinical applications, they had to make these applications easy for clinicians and staff to use.

Skaggs viewed the ability of physicians, nurses and staff to quickly and easily navigate between applications as critical to helping free up more time for direct patient interaction and care. The hospital also wanted to reduce the amount of time between initiating a patient event, entering data into an application, and making the information available to clinicians.

According to Paul Rucker, technical business analyst at Skaggs Community Health Center, "When we made the transition from paper charting to a fully digital hospital, we wanted a solution that did more than just give access to information. We needed technology that aggregated patient data across the applications being used by clinicians to diagnose, treat and monitor patients, enabling our staff to quickly and securely find the relevant patient information."

The Solution

To help meet their need for a fully interoperable clinical workflow solution, Skaggs selected the Fusionfx solution from Carefx. Fusionfx synchronizes data at the user-interface level, removing the cost-intensive, resource draining time spent on back-end data integration. After a clinician logs into an application and selects

a patient, encounter or observation, Fusionfx automatically finds and links related patient information in all other applications and quickly presents a patient's medical record in a synchronized view.

Skaggs initially deployed Fusionfx in the emergency department where efficient workflow and quality care is dependent on the ability of physicians, nurses and staff to quickly access patient information stored across multiple applications. With Fusionfx, Skaggs' clinicians get a holistic, unified view into a patient's medical history, medication orders and clinical notes in only seconds, regardless of the application that data resides in. The initial deployment in the emergency department took a mere three months start to finish and the results were almost immediate.

According Amy Plott, project manager, and a practicing ER nurse, "With Fusionfx, patient information and orders don't need to pass through as many hands, reducing the likelihood of human error and saving a significant amount of time. Now, when we enter an order, that information is immediately populated across applications and is instantly available to clinicians, nurses, and the lab. Just recently we were able to enter orders for a full series of labs for an ER patient and get results back in less time than it used to take just to initiate an order. That's vital time we can now spend providing care of our patients."

Skaggs now plans to roll out the solution to additional departments, including Critical Care, over the next few months and then throughout the 177-bed hospital and health center. The result will be a seamless, hospital-wide solution that makes the process of accessing patient data both fast and secure and ensures that clinicians and staff always have the most up-to-date information on hand for the highest levels of patient care.

"Skaggs is committed to IT improvements that deliver system efficiency and help our clinicians improve overall patient safety and deliver quality care," said Rucker. "The implementation of Fusionfx was conducted flawlessly, and in a timeframe that, quite frankly, is uncommon in the HIT world. What struck us was the professional, thorough and no-nonsense methodology that the Carefx team used to bring us live – they worked with us to define our goals and objectives, devised a plan to attain those goals, and executed to the plan on time and on budget. The result is less down time for clinicians, increased clinical efficacy and improved patient safety, the hallmarks of leading healthcare organizations."

"With Fusionfx, the critical applications clinicians use to diagnose, treat and monitor patients are fully integrated, enabling nurses, physicians and staff to quickly and securely find the information they need."

Paul Rucker
Technical Business Analyst
Skaggs Community Health Center

About Carefx

Carefx supports healthcare organizations in achieving their vision of advancing the quality and safety of patient care delivery through its Fusionfx solution suite. Fusionfx streamlines and simplifies clinical and business workflow and connects care providers to the information they need, where and when they need it. Fusionfx delivers crucial patient information with speed, efficiency and logic by managing care transitions and information gaps between diverse departments, systems and facilities. Carefx supports more than 400 hospitals, health systems, regional health information organizations (RHIOs) and health information exchanges (HIEs) across North America and Europe..

Founded in 2002 and headquartered in Scottsdale, AZ, Carefx can be reached at (480) 833-5010 or by email at info@carefx.com. Visit www.carefx.com for more information.