

TIMELY PATIENT DATA SHARING INCREASES PHYSICIAN SATISFACTION AND PATIENT VOLUMES

Case Study

Clinical Decision Support

The Nebraska Medical Center

With patients coming from all 50 states and 41 countries, The Nebraska Medical Center needed to provide real-time patient data to physicians at the point of care—or anywhere.



The Nebraska Medical Center (TNMC) is an internationally recognized transplant center that has won multiple quality awards. The state's largest healthcare facility and one of the designated trauma centers in eastern Nebraska and western Iowa, TNMC treats patients from across the region. Referring physicians regularly send patients from five states for treatment. In 2007, TNMC treated patients from all 50 states and 41 countries.

The physicians who refer those patients want ready access to their patients' clinical information, both during the hospital stay and upon their return home. Before 2004, information was transmitted by paper and fax, a process that was much too slow. Frustration with the outdated system was reflected by low physician-satisfaction scores. The center then provided referring physicians instant access to patient data and reports through **Clinical Xpert™ Navigator** from the Healthcare business of Thomson Reuters, affording them a view of current patient data during the hospital stay and a discharge report upon discharge rather than weeks later.

COURSE OF ACTION

The Nebraska Medical Center had implemented Clinical Xpert Navigator in 2004 to provide staff doctors, nurses, and pharmacists with real-time patient data on their desktops, laptops, and Palm® and Windows® mobile devices. To address referring physicians' needs, The Nebraska Medical Center extended Web-based access to Clinical Xpert Navigator to allow them immediate access to information about their patients—from admission to 30 days post-discharge.

"Delivering discharge information to a remote referring primary physician can be challenging," said Bud Tice, director of physician relations for TNMC. "Giving our referring physicians access to real-time patient information was a big boost to those clinicians. It also had a big impact on their ability to contribute to the care of their patients while those patients were at our facility and also after discharge."

Navigator delivers information directly from the hospital's various health information system



**THOMSON REUTERS
INSIGHT AWARD 2007**

**THE NEBRASKA
MEDICAL CENTER**

Location:
Omaha, NE

Size:
689 beds

Scope and services:
With a reputation for excellence, innovation, and extraordinary patient care, The Nebraska Medical Center (TNMC) has earned numerous distinctions, including Thomson Reuters 100 Top Hospitals®: Performance Improvement Leader recognition. As the teaching hospital for the University of Nebraska Medical Center, it has an international reputation for providing solid organ and bone marrow transplantation services and is well-known nationally and regionally for its oncology, neurology, and cardiology programs.

Solutions:
Clinical Xpert™ Navigator



components—including demographics, laboratory results, medication lists, radiology results, pathology reports, consults, and other transcribed reports. Using the Clinical Xpert print function, referring physicians can print reports, labs, notes, and discharge summaries and add them to their charts, eliminating the need to have the information faxed.

“I appreciate the real-time updates and being able to see what is happening with my patient from day to day,” said Fred Echternacht, M.D., staff physician and acting medical director for the Glenwood (Iowa) Resource Center. “This allows me to offer more immediate input to the attending physician. If I see a situation developing where historical information might be useful, I can share that more quickly. This is a huge benefit to the patient.”

According to Tice, “Clinical Xpert Navigator helped improve the transmission of clinical patient data from the hospital to the primary care physician. The referring physicians received accurate and timely patient data, increasing physician-satisfaction levels and improving the quality of safety and clinical care that those physicians can deliver.”

RESULTS

Providing referring physicians with timely and accurate results had rapid and significant impact on physician satisfaction. The response to the survey question, “Are you kept informed about the care and treatment of your patient while they are in The Nebraska Medical Center?,” indicated a 37.5-percent improvement in referring physician satisfaction. The survey question, “Following the patient’s discharge from The Nebraska Medical Center, are you contacted with the findings and recommendations of the attending physician?,” elicited a 31.2-percent increase in referring physician satisfaction. In short, satisfaction regarding the Clinical Xpert product has been overwhelming.

“No other hospital was doing this type of clinical information outreach at the time,” said Tice. “Another benefit was that we were able to enroll physicians and nurses from a single-practice entity into one group. This allowed physicians who might be providing coverage during the evening or on the weekend to see the latest clinical data on patients they may see in the ER or who return to the office with medical complaints following discharge from our hospital.”

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Bud Tice

Director of Physician Relations
The Nebraska Medical Center

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Navigator was extended to referring physicians to improve satisfaction levels. While achieving this, the new service has also resulted in a significant increase in patient volume. Recently, Navigator access was extended to doctors serving the military community at nearby Offutt Air Force Base. TNMC had previously averaged 40 to 50 visits per month from this community, with a mix of about 40-percent inpatient/60-percent outpatient visits. Since extending Navigator access as a key part of an overall outreach program, referrals have grown to a monthly rate of 350 to 400 per month, with a comparable inpatient/outpatient mix.

The Nebraska Medical Center’s innovative use of Clinical Xpert Navigator to inform referring physicians is indicative of the organization’s pursuit of excellence. In 2008, TNMC was acknowledged for its accomplishments with a Thomson Reuters Insight Award. The Insight Award was established in 2005 to honor and recognize customers who have used Thomson Reuters Solutions and tools to achieve outstanding success at their organizations.

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