

# FASTER DECISIONS, BETTER CARE WITH CLINICAL XPERT™ NAVIGATOR

Case Study

Clinical Workflow Solutions

Trinity Mother Frances Health System

Dr. Tom Hargrove, pediatrician and medical director of informatics at Trinity Mother Frances Health System, used to start each demanding day assembling a stack of paper lab results from a cumbersome, old, character-based desktop application at the nurses' station.

On some days, Hargrove would get all his labs and on other days, he would have to wait or come back later for results the hospital information system had not yet picked up.

"I spent a considerable amount of time gathering and waiting for patient information," said Hargrove. "I knew there had to be a more efficient and convenient way to deliver patient data to our physicians—something mobile that provided a compact and accurate patient census the moment they walked in."

Hargrove's wants were not buried in a stack of inconsequential staff requests within the IT department. The Trinity Mother Frances's information services team had been earnestly listening to their physicians' frustrations and had initiated a plan to get patient data to doctors faster and in an easy-to-use format. "The information services team decided as a group that we were going to have a 'Year of the Physician,'" said Becky Western, manager of implementation at Trinity



Mother Frances. "It was time to concentrate our efforts and make our clinical staff's information needs our number-one priority."

## COURSE OF ACTION

After doing their homework at various tradeshows and reviewing industry reports, such as KLAS®, the Trinity Mother Frances information services team picked **Clinical Xpert™ Navigator** (formerly MercuryMD MData®) from the Healthcare business of Thomson Reuters to be the cornerstone technology in their "Year of the Physician" campaign.

"Clinical Xpert Navigator had everything we wanted," explained Western. "It could integrate all our electronic patient data from several information systems and deliver it to our physicians' mobile devices or to their desktop and laptop computers. Plus, with a quick and straightforward implementation, our physicians could be up and running with mobile, real-time patient data within a few weeks. Clinical Xpert Navigator was an easy win for our doctors and us."

## TRINITY MOTHER FRANCES HEALTH SYSTEM

**Location:**  
Tyler, TX

**Size:**  
389 beds

**Scope and services:**  
Trinity Mother Frances is the region's preferred healthcare provider, with a proud tradition of 70 years of dedicated service to the people of east Texas. The organization encompasses two hospitals and the area's preferred multi-specialty physician group, Trinity Clinic, serving north central, east, and northeast Texas with physicians representing 36 specialties. A national leader in patient satisfaction, advanced technology, and quality initiatives, Trinity Mother Frances is a faith-based, not-for-profit organization dedicated to creating healthy lives for people and communities.

**Solutions:**  
Clinical Xpert™ Navigator  
Clinical Xpert™ CareFocus



After a well-organized and seamless integration, Clinical Xpert Navigator needed no introduction. Word had spread about the project, and physicians were anxious to get started. By the middle of the second day of enrollment, 100 physicians were accessing their patients' data on their mobile devices and computers.

"The excitement was contagious as physicians electronically 'beamed' each other the program, and other groups—physician assistants, case managers, and specialty units—wanted Clinical Xpert Navigator as well. In fact, one of our cardiology groups now requires it for new doctors," said Western. With its intuitive design, the Clinical Xpert Navigator user interface is exceptionally easy to use, so adoption soared quickly at Trinity Mother Frances. Nearly 200 clinicians were using the system just a few weeks after implementation.

With Clinical Xpert Navigator in hand, Hargrove's days are different now. Instead of starting his day with stacks of paper and wasting time, he syncs his handheld device from virtually anywhere—using Wi-Fi, infrared, or cellular connectivity—and gets all the patient information he needs to begin his rounds.

"I have my patients' data at my fingertips, which helps me provide better care and make faster decisions," said Dr. Hargrove. "It's especially useful when I'm on call or cross-covering; I can access my colleagues' patients just as easily with Clinical Xpert Navigator."

## RESULTS

As if the ongoing accolades from Trinity Mother Frances physicians aren't enough to label the "Year of the Physician" campaign a success, the ease and speed of implementing the Clinical Xpert system was a pleasant surprise to the entire Information Services team. Western explains, "Besides our Clinical Xpert Navigator users being tremendously happy with the vendor, we have had a terrific experience with Thomson Reuters—every one of the company's employees has provided great service in an honest and open way. There have been no surprises. In fact, we measure our other IT and software vendors by the strong relationship we have forged with Thomson Reuters. We are looking forward to working with them as they roll out additional products and features in the future."

*"The great thing about Clinical Xpert Navigator is all its little efficiencies that add up throughout my day...it helps me provide better care and make faster decisions."*

### Dr. Tom Hargrove

Pediatrician and Medical Director of Informatics  
Trinity Mother Frances Health System

In addition to implementing Navigator, Trinity Mother Frances also installed **Clinical Xpert™ CareFocus** from Thomson Reuters, a customizable clinical surveillance engine that utilizes hospital-defined clinical logic to identify high-risk patient populations within the active hospital census.

Trinity Mother Frances's pharmacists use CareFocus as a tool to identify patients who may be suffering from renal failure. Additionally, Hargrove created a CareFocus query to positively identify patients with a methicillin-resistant staphylococcus aureus (MRSA) infection.

"The CareFocus feature has tremendous potential to create new opportunities for better patient care," said Hargrove. "For example, besides identifying high-risk patients, our clinical nursing staff can use it to help with our CMS (Centers for Medicare and Medicaid) quality-of-care audit."

By implementing Clinical Xpert Navigator and CareFocus, Trinity Mother Frances has addressed its clinicians' need for more timely and accurate patient information. Doing so has not only improved overall clinician satisfaction, it has also enabled clinical performance improvement by providing critical patient information directly at the point of care.

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Thomson Reuters  
777 E. Eisenhower Parkway  
Ann Arbor, MI 48108 USA  
Phone +1 877 843 6796

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HC-5045G 12/08 JB

