



EHR System Delivers Improved Care, Added Physician Satisfaction

A Success Story: Oakwood Healthcare, Inc.

When Oakwood Healthcare began an aggressive program to help employed physicians within its ambulatory practice group adopt electronic health record (EHR) technology, our team was there every step of the way to plan and implement a solution and increase adoption success.

The Challenge

Oakwood Physician Practices Division (OPPD) was suffering from clinical workflow inefficiencies because a large amount of time was spent tracking and transferring paper-based medical records. These slow processes also hindered doctors when they needed to make quick medical decisions during an emergency. OPPD needed a method to more efficiently and securely access and exchange medical data across its entire spectrum of care.

Oakwood was looking for a better alternative to the cumbersome methods of locating and tracking paper copies of patient records. According to Dr. Kevin Wang of OPPD's Westland Clinic, "Perot Systems (Dell Services) took multiple residency programs, as well as a very large ambulatory system, and were able to streamline and make sure everything was efficient, under budget, and finished before deadline."

While OPPD understood that EHRs held the key to improving efficiency and enhancing care, they knew they did not have the experience to implement such technology across the entire care network.

The Solution

Perot Systems, now part of Dell Services, was engaged to implement an enterprise practice management (EPM) system as well as an EHR application across Oakwood's clinical network. These solutions allow physicians to access patient medical records instantaneously to make immediate medical decisions with the latest information available.

Dell Services utilized its ADOPTS methodology to plan and implement the EHR solution for the OPPD clinics. ADOPTS (Assess, Design, Optimize, Prepare, Transform, and Sustain) encompasses all areas required for project success and includes six domains that promote the alignment of people, process, and technology. Each phase interrelates and works together to achieve successful healthcare transformation from paper-based and manual processes to a digital care setting. The ADOPTS domains include:

- Governance and Leadership
- Process Redesign
- Change Management
- Clinician Participation and Adoption
- Benefits Realization
- Technology Implementation

The EPM system at Oakwood first went live in April 2008, and the EHR implementation was completed in September of 2009. Throughout the implementation process, the Dell Services team was quickly able to acclimate the physicians to revolutionary EHR technology, which helped facilitate adoption. "I really enjoyed the process of the training and the 'go live' because the support staff was just fantastic," said Dr. Wang. "They were here the entire time, and they were there to take me through every step of the process."

Using the proven ADOPTS methodology, our team encouraged client ownership of the EHR implementation process and successful knowledge transfer to Oakwood as the project progressed and was completed. The decision-making, governance structure, and the focus on benefits with appropriate indicators led to a successful go-live and system utilization. The entire implementation, go live, and training process came in under budget and ahead of schedule.

Speed and Accuracy with EHR

"In the past, a chart had to be located and given to me. I had to read the message, ask one of my nurses to call the hospital, and get the pathology report. Now with our EHR solution. I can do that in about 10 seconds. I love it. You could never convince me to go back to paper."

Dr. Carol King
Department Chair
OPPD Canton location

The Results

Combining deep levels of technical expertise with clinical transformation knowledge, we helped Oakwood address its EHR challenges and enabled physicians to provide high-quality care in a digital clinical setting. With physicians able to access patient data seamlessly through the EHR system 24/7 regardless of locations, the benefits have been immediate and significant:

- Improved efficiency among and within clinics
- Enhanced patient care due to workflow advantages
- An increase in patient satisfaction as well as physician satisfaction
- An integrated approach that has helped physicians become more efficient and focused on the patient

In addition to collecting medical records, the system can exchange lab and imaging results and connect the EPM and EHR solution with Oakwood's Common Patient Index infrastructure.

Another aspect of the EHR platform that both physicians and patients find useful is the ePrescribe tool, which helps organize all the medications a patient is receiving and can electronically send prescriptions to the pharmacy. "ePrescribe helps us organize all the medications into one list," said Dr. Halima Ali, physician practice leader at OPPD's Westland location. "Every medication prescribed by any consultant is in that list and electronically sent to the pharmacies."

Dr. Carol King, Department Chair at the OPPD Canton location, adds: "I always knew that eventually, I'd need to 'go live' on an EHR. All doctors need to 'go live' on an EHR, but you don't want to do it. Now, I'm at a very sweet spot six to eight months later where it's actually fun, and I see all the benefits."

Dell Services has extensive experience with healthcare information and EHR solutions, including counsel on the latest ARRA requirements and "meaningful use" guidelines. For more information about any of our service offerings, please contact your Dell representative or visit dell.com/services.

About Oakwood

Oakwood Healthcare, Inc. is a comprehensive regional network of hospitals, healthcare centers, and skilled nursing facilities with a physician staff of over 1,200 serving southeastern Michigan. The Oakwood Physician Practices Division (OPPD) is comprised of 18 locations, 24 clinics, and more than 90 providers.