Prepare for the Worst but Hope for the Best: How Health IT Helped Our Health System During Hurricane Dorian

By Stacey Johnston, M.D.

Preparing a hospital to ride out a natural disaster is straightforward when the danger is imminent. But what happens if there is only a possibility that disaster might strike? That was the dilemma facing us at Baptist Health as Hurricane Dorian approached in September 2019.

Knowing we would have to move quickly while delivering continuous care should the need arise, we wanted to pre-populate patient rosters at the receiving hospitals without going through ADT system. The goal was to have the patients’ health information available to the new care teams at the receiving hospitals while ensuring we always knew the actual location of every patient affected. Yet setting up patients in the ADT system at the receiving facility would make it appear they had been transferred when, in fact, they were still at the original hospital. Missing patients would cause significant worry and confusion among providers on both sides of the transfer and would risk the patients’ safety if they were indeed lost in the transition.

We solved this difficult challenge by re-thinking technology we had already implemented. Our TransformativeMed Core Work Manager App™, which we had implemented to improve workflows and collaboration from our Cerner EHR system, could line up patient information in an innovative and actionable manner and allow us to safely and effectively workaround the ADT system. The solution, which we developed and implemented in less than 24 hours with the help of TransformativeMed, was elegant in its simplicity, easy to accomplish and flexible enough to accommodate the unpredictable nature of Florida’s hurricane season.

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Meet The Solutions Delivery Team!

Led by Aharon tenBroek, our Solutions Delivery Team is responsible for all customer implementation, upgrades and ongoing support. Clinical Analysts Casey Bateman and Deb Wahl offer extensive customer support with design and workflow analysis to ensure our products provide the most effective solutions to our clients. Aidan Hume and Stacy Alley, technical team leads are experts in our products, ensuring our solutions truly meet our clients’ requirements.

Our team works diligently and enthusiastically to support you and your solution delivery requests.

Back Row Left to Right: Aharon tenBroek (Director), Aidan Hume (Sr. Support Engineer), Casey Bateman (Lead Clinical Informaticist); Front Row Left to Right: Stephanie Miller (Implementation Project Manager), Stacy Alley (Support Engineer), Deb Wahl (Clinical Informaticist)

Prepare for the Worst but Hope for the Best Continued

We eventually chose to transfer 14 patients from our coastal Nassau Medical Center to our Jacksonville hospital and 41 patients from our Beaches Medical Center to our South hospital. When the 55 patients were transferred, all the receiving hospitals needed to do on Core Work Manager App. was merge the placeholder with the patient encounter and those patients were flowed into the roster of the receiving hospital along with all of their relevant chart information. Clinicians at the receiving hospitals were then in a position to provide care immediately, as though there had never been an emergency evacuation.

About the author
Stacey Johnston, M.D., is Associate Chief Medical Information Officer in Hospitalist Informatics for Baptist Health
Product Spotlight
With David Stone,
TransformativeMed CTO, Chief Architect and Technical Product Manager

For those who were unable to join us at the Cerner Conference this fall, I want to take a little time to highlight some of the things you might have missed.

Core Work Manager App™
The TransformativeMed team highlighted a trend to expand the patient list into a true “worklist”. This included additional content focused on quality and safety management such as VTE prophylaxis, urinary catheter and central line management, sepsis risk, opioid usage trending and medication reconciliation status. In addition to quality and safety content, we are investing heavily in 2020 on the pre-rounding prep, handoff and overnight workflows and their related clinical content with a goal of reducing the time required to review the chart before and after rounds.

Core Mobile App™
On the mobile front, we demonstrated a focus on mobile content with our new QuickViews™. These mobile summaries are designed to provide a quick 1-2 screen specialty-specific summary of each patient on your team. This will allow clinicians to quickly answer calls and text messages, respond to questions and provide safe overnight coverage, all without constantly searching for a computer or carrying around reams of paper printouts. As we continue to evolve our mobile offering in 2020, a core goal is to reduce or replace the need for paper printouts. To further support this vision, we previewed our innovation work on the voice capture of common items that clinician’s regularly scribble down and track on paper.
CEO Corner

With Doug Cusick, TransformativeMed CEO

As CEO of TransformativeMed, I would like to personally thank you for being our customer. My colleagues and I are thrilled to be partnering with you on providing software solutions that continue to benefit the overall healthcare delivery experience for your clinicians and patients. We are grateful for the opportunity to have earned your business and as your innovation partner, continuing to deliver value to you, your clinicians and your customers.

I fundamentally believe that we can only achieve our true best by continuing to invest in our core values: Integrity, Leadership, Collaboration, Accountability, Passion, Diversity and Quality. These define our company, our products, who we hire and how we treat our clients, our partners and each other.

We at TransformativeMed give 110% to all your service needs. Anything less is not good enough. This means that on every implementation and follow on support, we give you more than you expect and pay for. By consistently going the extra mile, we have thousands of happy clinicians and health systems that couldn’t imagine not having our solutions as part of their everyday life. In this same manner, we hope to earn your confidence and continued business.
Clinician Spotlight

EHR Usability – is the horse catching up with the cart?

With Erik G. Van Eaton, MD, FACS
TransformativeMed Chief Innovation Officer

Realistic methods to fix poor EHR usability are finally coming to health systems in the United States. Why did it take so long, what problems are being addressed, and how can you benefit from this trend?

In the scramble to supply systems that met the HITECH Act’s Meaningful Use requirements, EHR systems were quickly built and deployed with well-meaning and common-sense designs, but developers were required to focus on the Meaningful Use criteria and not on usability. Incessant pop-up alerts were the way to satisfy the Meaningful Use Stage 1 objective “Implement drug-drug and drug-allergy interaction checks.” Clunky side-by-side tables with mysterious pictograms were the way to satisfy the Stage 1 medication reconciliation objective, “Electronically complete medication reconciliation of two or more medication lists by comparing and merging into a single medication list that can be electronically displayed in real-time.”

The consequences are systems that score an F average on the System Usability Scale. Usability expert Jakob Nielsen of the Nielsen Norman Group commented on this problem as far back as 2005 after a landmark JAMA paper described 22 new ways to introduce medical errors in health care using a computer. The problem is probably bigger than we think. The frustration that these systems inflict on their users is not only dangerous for patients but is probably at the core of unprecedented rates of burnout among clinicians.

The good news: design and usability are beginning to catch up to the EHR. There is growing awareness of the problem and many teams of researchers are now at work to improve these systems. More importantly, the development of a new standard, the Fast Healthcare Interoperability Resource (FHIR) enables lightweight applications to be installed seamlessly inside existing EHR systems with radically improved usability and features. This opens the way to vastly improved usability for low cost because the EHR itself doesn’t need to be changed. To see some examples of EHR-embedded applications that improve usability, enhance quality, and bring good design to the clinical user, check out our Product Spotlight on Page 3 & 4 of this newsletter, or visit www.transformativemed.com.

2. System Usability Scale adapted from John Brooke. Available at: https://www.usability.gov/how-to-and-tools/methods/system-usability-scale.html
4. Nielsen J Medical Usability: How to Kill Patients Through Bad Design. Available at: https://www.nngroup.com/articles/medical-usability/
News & Announcements

Product Names
TransformativeMed recently updated products names to reflect our company and product growth.

Over the years, our solutions have evolved to include many more features and functions that deliver immense customer value both in efficiency and satisfaction and we encourage our existing customers to take full advantage.

You will begin to hear and see us refer to the updated solutions by their new names. These names will be an easy transition as they are descriptive to what the product does. For example: GlycemiCare transitioned to Core Diabetes App™. CORES has transitioned to Core Work Manager App™.

We are thrilled that our company, solutions, and solution categories have grown significantly encompassing more opportunity for our clients to gain further clinical, satisfaction and efficiency value delivery that necessitated us moving to a new naming convention.

New Issue Tracking System
Our Solutions Delivery team is switching to a new issue tracking system to better serve you. A communication was distributed earlier this month. Regarding this change moving forward, please email issues and questions that you may have, to support@transformativemed.com. Look for Frequently Asked Questions with “How to’s” to come to your technical contacts soon.

Please Welcome to our TransformativeMed Family
We are excited to announce two new organizations joining our TransformativeMed Family.

◊ Beebe HealthCare
Beebe Healthcare serves the Sussex County community with a medical center located in Lewes Delaware and outpatient locations in Georgetown, Millsboro, Milton, Millville, and Rehoboth Beach. Founded in 1916 by two physician brothers, Drs. James Beebe and Richard C. Beebe, the medical center in Lewes is a 210-licensed-bed, not-for-profit seaside community hospital. Beebe Healthcare will be implementing Core Work Manager App.

◊ University of Alabama Birmingham (UAB)
UAB is one of the top academic medical centers in the nation and a recognized leader in quality patient care, research, and training. Located in Birmingham, Alabama, UAB will be implementing Core Work Manager App, Core Mobile, and Core Notify App.