

Better Workflow, Clinician Customization, and a Productive Partnership Improve Outcomes

After numerous vendor interviews and several visits with EHR users, D.W. McMillan's IT steering committee decided to partner with NextGen Healthcare. "We liked NextGen the best because its EHR delivered complete capabilities for documentation, lab work, interfacing with our PACS system—and most importantly—provider order entry. We had confidence that this application would work for us and that this company was well-suited to help our small, rural hospital," explains Scott Hillman, the hospital's Informatics Nurse.

Streamlining workflow

Since switching to NextGen Inpatient Clinicals, workflow has greatly improved. "Physicians can now perform tasks electronically, such as, medication reconciliation, addressing allergies, order entries, and viewing x-ray images—all with remote access. A significant challenge was physician engagement, but one of our most expressive physicians became our champion user after seeing improvements with his provider progress notes. He's thrilled that he can quickly review lab work, vital signs, address patient history, and easily add notes," says Hillman.

Achieving Meaningful Use

"NextGen's 2.6 solutions meet the criteria for Meaningful Use (MU) Stage 2. These requirements just keep getting harder and harder, so we're glad NextGen is asking for our input on the application and addressing MU concerns. We're working well together to better reach MU goals," says Hillman.

Today, protecting patient health information is not just a responsibility, but the law. "We are able to use NextGen to track and count the users accessing patients' data via the application's audit trail," confirms Hillman.

D.W. McMillan Memorial Hospital
Brewton, Alabama

Profile

- 49-bed rural hospital with an eight-bed intensive care unit
- General medical, surgical, and obstetrical unit
- 24-hour emergency room
- Mission: "D.W. McMillan is committed to providing quality while treating everyone with respect and compassion. Patients are the focus of everything we do. We strive for excellence by working as a team to accomplish cost-effective, personalized service."

Business Problem

With a track record of innovative approaches to improve care, D. W. McMillan is a leader as the healthcare system beta test site for bar code medication administration, and an early INFINITT PACS system user. Its next step was implementing a complete health record—with capabilities for documentation, lab work, x-ray storage, and order entry. It wanted a partner to help with intelligent growth and meeting MU goals.

Integrated Solution

- NextGen® Inpatient Clinicals with Bar code Medication Administration
- NextGen® Pharmacy
- NextGen® Lab

Realized Benefits

- Positioned to achieve MU goals with NextGen Healthcare capabilities and support
- Improved hospital workflow and data entry
- Enhanced patient health information protection
- Happier, more productive users from customization capabilities
- Engaging in a dynamic partnership between organizations

Results Worth Sharing

Maximizing user customization

Priority notes are big at D.W. McMillan. "We love that we can put a virtual, user-specific post-it note on a patient's chart.

You can skip it or address it when you log in," explains Hillman.

NextGen® software's user preferences allow clinicians to set up the screen the way they want to see it. "As an informatics nurse, I look at the care grid first to make sure that documentation from the previous day was done and that everybody got an admission and shift assessment. For physicians, customizing user preferences is crucial, too," comments Hillman. The hospital also takes advantage of password controls. "NextGen allows us to set the password length, complexity, and expiration date. Some studies show that this is crucial to ensuring the security of patient health information," says Hillman.

Enjoying a productive partnership

"One of our best experiences working with NextGen has been our wonderful, productive relationship with our project account manager. In addition, we've found the user group council to be a great open forum to get comments and information from other users—I've learned a lot from it already," concludes Hillman.

"Streamlined order entry puts NextGen solutions ahead of the pack. It is simpler than any other. In addition, the use of pre-defined orders and order groups makes this faster than hand writing orders."

"We're true business partners with NextGen—they listen to us, even when we see things differently, and help us work toward the betterment of the patient."

Scott Hillman,
Informatics Nurse
D.W. McMillan
Memorial Hospital

Take the Next Step:
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