

Customer Success Story

Stillwater Medical Center • Stillwater, Oklahoma



Stillwater Medical Center Leverages AOI's Accelero Connect™ to Automatically Integrate Patient Data, Resulting in Improved Workflow and Enhanced Patient Care

Background

Stillwater Medical Center in Stillwater, Okla., is a 119-bed not-for-profit, acute care hospital dedicated to providing high-quality care to its local residents and surrounding communities in north central Oklahoma. As part of its long-standing commitment to leveraging the latest technology to enhance patient care, Stillwater decided to update its ICU patient monitoring equipment, which ultimately led to additional technology, workflow and care improvements.



Challenge

This upgrade initiative gave Stillwater executives increased visibility into the extra steps and time being taken to document patient vital signs in the ICU. Nurses were spending a lot of time manually recording patient vital signs every 15 minutes and then re-entering that information into the Hospital Information System (HIS). This redundant documentation impeded nurse workflow and increased the chance of documentation errors, such as transposed numbers.

"It became apparent that the way we were manually capturing vital-sign data in the ICU not only left room for user error but also was highly inefficient," said Chris Roark, CIO at Stillwater Medical Center. "We wanted the nurses to focus on patients, not paperwork, so we decided to look for a solution that would automate how vital sign-data was captured and recorded in the ICU."

Highlights

- Eliminated redundant documentation to improve patient safety
- Streamlined nurse workflow
- Implemented custom ADT interface to ensure more accurate and complete longitudinal records
- Realized benefits of multidisciplinary approach
- Gave physicians access to patient vitals in real-time to identify trends and corresponding treatments

With Accelero Connect, real-time, patient-centered information automatically integrates into the HIS, so nurses can spend more time with patients.

– Cindy Carreno, RN

Solution

Stillwater began the vendor selection process by gathering information from its pool of resources, which included speaking with industry peers and seeking third-party recommendations from user groups and professional associations. Stillwater's leadership – from both the clinical and IT sides – were involved in the selection process, which helped address the technical and clinical needs and identify what was required for a fully functional interface that would provide lasting benefits.

"While searching for a vendor, it became evident that customization greatly improved the likelihood of a successful integration," said Roark. "So, we searched for a vendor that was willing and able to tailor its interface solution to Stillwater's clinical and IT environments rather than offer a one-size-fits-all solution. Ultimately, Stillwater selected Accent on Integration (AOI) because of its customization capabilities, professional services, and dedication to providing solutions that improve clinical workflow and benefit end-users."

In order to create a truly custom solution and minimize any missteps, AOI sought insight from Stillwater's healthcare leaders prior to developing the interface. This allowed AOI to customize its Accelero Connect™ interface based on how end users wanted to leverage the integrated solution. For instance, Stillwater's CNO vocalized the needs of both clinicians and patients, which helped guide decisions relating to functionality and ease of use.

As part of its integration strategy, Stillwater worked with AOI to develop a customizable ADT interface, which allows the hospital to use multiple patient-matching strategies to ensure more complete and accurate longitudinal records. For example, once a patient is registered, the ADT interface uses unique filters to ensure that patient vital-sign information is automatically captured and matched to the correct HIS record.

"AOI's highly flexible, vendor-agnostic solutions enabled Stillwater to implement a custom interface that was both unique to our needs and cost effective," said Roark. "In addition, AOI's team of healthcare technology pros provided exceptional guidance and technical support to ensure a smooth and on-time implementation."

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AOI worked with Stillwater to design an implementation plan that addressed the hospital's specific requirements. This hands-on approach included observing operations, such as clinical workflow, that would be impacted by AOI's interface and training clinicians how to leverage the solution to bring efficiencies to routine processes.

Stillwater immediately noticed the benefits of using AOI's Accelero Connect interface to enable data sharing between its patient monitoring equipment and the HIS. The hospital reduced the risk of possible documentation errors and significantly streamlined nurse workflow, which resulted in improved patient care and safety.

"Prior to the Accelero Connect implementation, our nurses' days were filled with time-intensive clerical duties. If nurses weren't double documenting information, they were busy searching for and analyzing multiple printouts to get a more complete picture of the patient's health," said Cindy Carreno, RN, clinical manager at Stillwater Medical Center. "With Accelero Connect, real-time, patient-centered information automatically integrates into the HIS, so nurses can spend more time with patients."

Accelero Connect also gives clinicians easier access to the data they needed to provide exceptional patient care. For example, Stillwater physicians can now access patient vitals in real-time to identify trends and prescribe corresponding treatments. And because of the successes Stillwater has experienced in its ICU, the hospital is looking to implement the AOI solution in other departments to achieve the same patient care and safety enhancements, as well as additional workflow improvements.

"Clinicians want to provide the best care possible, and AOI's interface solution helps them do this by eliminating ineffective, time-consuming and potentially error-prone processes," said Roark. "AOI gives us the ability to integrate disparate solutions so we can leverage our technology to its fullest potential. More important, by harnessing the power of integration, Stillwater has eradicated inefficient processes while improving patient care, workflow and patient safety."

About Accent on Integration

Accent on Integration (AOI) enables data sharing by interconnecting healthcare organizations' disparate technology systems and medical devices using its portfolio of vendor-agnostic software solutions, services and consulting. Hospitals and healthcare systems of all sizes, from stand-alone facilities and IDNs to rural and critical access hospitals, as well as HIEs and RHIOs, leverage AOI's solutions to improve patient care by enhancing clinical workflows and eliminating data silos. AOI's professional services also give customers technical support ranging from consulting and training to implementation. AOI's team of seasoned healthcare professionals is dedicated to uniting people, processes and technology with the best, most cost-effective solution to meet each organization's unique needs. For more information about AOI, please visit www.aoi.biz.