



The Madonna Minute

A briefing about the programs and innovations at Madonna Rehabilitation Hospital

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Electronic medical record system being developed at Madonna Rehabilitation Hospital

About two years ago, the administrative team at Madonna Rehabilitation Hospital made a strategic decision to move toward implementation of an electronic medical record (EMR) system. A multi-disciplinary team researched options and industry standards to determine the features that would best serve Madonna's needs, and reviewed technology companies to find the right partner for the project.

One of the challenges in this project was discovering that existing EMR systems are based upon an acute care model and would not work efficiently for the rehabilitation workflow. For example, acute medical models follow an organ system approach to care, whereas rehabilitation relies heavily on shared information and teamwork. Moreover, the majority of individuals served in an acute care setting are previously healthy individuals who have had a temporary illness or injury to resolve; however, the typical individual served in rehabilitation often has a catastrophic condition, which has resulted in chronic residual deficits. Because of these differences, it was very important for Madonna to partner with a company that has a system with the flexibility to meet the unique needs of a free-standing rehabilitation hospital and work from both an information technology and a clinical workflow perspective.

In January 2009, after much investigative work and negotiations, Madonna Rehabilitation Hospital and

Eclipsys® The Outcomes Company® announced their new partnership. In the announcement, Marsha Lommel, president and chief executive officer of Madonna Rehabilitation Hospital, said, "In our evaluation, we were seeking

records. Physicians will be able to electronically sign orders. Evidence-based tools relating to barcoded medication administration at the bedside, and a rollout of electronic clinical documentation for medical

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a partner who could help us develop clinical workflow solutions unique to the specific needs of each stage of rehabilitation and that enhance patient care. After a thorough evaluation, Eclipsys offered us a proven and rich knowledge-based system that promised high customization, ease of use and strong performance, along with a strong partnership approach that met our criteria.”

Since January, the Madonna/Eclipsys team has been designing and building Madonna's EMR system, addressing the medical management focus, with plans to begin a phased implementation in fall 2010. Once in place, the Madonna staff will gain a single access point to review and update patient data, such as orders and test results, preadmission assessment information and use electronic medication administration

management will follow. The patient is the center of the project — with medical alerts, safety and decision making all incorporated into the final product.

So what does this mean for you? First, the application of information technology has been identified by the Institute of Medicine as one of the principal ways to improve the quality of health care.¹ The evidence-based tools available for decision making have been shown to decrease medication errors and improve the accuracy of tests ordered. Second, it is anticipated that patient satisfaction will improve because there is a large reduction in the amount of duplication of information requested of them, and better communication between team members. Finally, there is literature that suggests that overall costs of providing care are reduced because

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of these tools, which can suggest alternative appropriate medications or tests, as well as reduce errors.

The new system, called “ELMER” for the ELectronic MEdical Record system, will allow referral sources, payers, and patients access to accurate and timely information so that continuity of care is improved.

The final system produced by Madonna Rehabilitation Hospital and Eclipsys will be a state-of-the-art system for post acute care. With the impending changes in health care reform, Madonna is pleased to be a leader in moving the rehabilitation industry forward.

¹Institute of Medicine Committee on Quality of Health Care in America. *Crossing the Quality Chasm: A New Health System for the 21st Century*. Washington D.C.: National Academy Press, 2001.



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