



Davies Award Executive Summaries:
Sentara Healthcare, Inc. 2010 Davies Organizational Winner

[Sentara](#) Healthcare operates more than 100 care giving sites, including 10 acute care hospitals with a total of 2,345 beds, six outpatient care campuses, seven nursing centers, three assisted living centers, seven advanced imaging centers and about 400 primary care and multi-specialty physicians throughout Southeastern Virginia and Northeastern North Carolina..

Starting in 2005, Sentara planned, implemented and proactively managed the EHR project (called Sentara eCare Health Network, a.k.a. —eCare) over a five-year period with the goals of being the region's best healthcare network and aspire to national top 10% while improving quality outcomes and patient safety. Sentara implemented the eCare system using a wide variety of health IT modules and interfaces including the Sentara MyChart patient portal, used by over 30,000 patients to communicate with physicians, schedule appointments, request refills, and view test results.

Clinical Quality and Patient Safety Improvement:

Sentara eCare has brought clinical improvements in hospital care, including a reduction in average length of stay for patients, a reduction in hospital readmission rates, shortened length of time from admission to bed assignments, decreased times from medication orders to administration, and prevented more than 100,000 potential medication errors. More examples of quality improvement include:

- Provide one chart for patients with real-time information for all points of care
- Readmission ratios reduced by 5% to 18%
- CPOE reduced medication order entry to administration time from 59 minutes to 4 minutes.
- CPOE and medication bar coding decreased time from order written to medication administered (NOW orders) from 132 minutes to 38 minutes.
- Elimination of duplicate orders reduced inpatient lab tests by 5.5 percent.
- Due to bar coding scanning alerts, 88,500 potential medication errors were avoided.
- Seven of 10 emergency departments improved their triage performance; 4 of 10 EDs improved their admit time performance and all hospitals improved their patient throughput times.

The EHR has enabled Sentara to improve patient care, safety and outcomes supporting CMS Triple Aim: better patient care, better patient outcomes and reduced medical costs. Providers are able to access the patient record in real-time reducing redundant tests and maintaining accurate and up-to-date patient care and medication lists. The patients have better communication resulting in better understanding of their medical conditions which improves outcomes. The providers use trending reports in the EHR to educate the patients.

Financial Return on Investment:

The eCare implementation allowed Sentara to have ROI and cost savings while still achieving higher quality metrics. The eCare tool allowed Sentara's primary and specialty practices to participate in the CMS Physician Quality Reporting System (PQRS) by empowering practices to collect and report required clinical quality measures. In addition, as of winning the award in 2010, Sentara was positioned to be one of the first hospital systems to receive CMS EHR Incentive Program incentive payments. Additional examples of ROI include:

- \$9.4 M in length-of-stay savings due to streamlined care processes.
- Hospitals medical records savings of \$3.9 M due to paperless environment.
- 190 FTEs have been redirected to more value added activities.
- Increased outpatient revenue by \$4.4 M due to being easier to do business with, resulting in increased outpatient procedures.
- Health plan realized \$2.2 M due to reduction in severity-adjusted length of stay.
- Central scheduling average speed to answer was reduced from 71 to 10 seconds, and the abandonment rate was reduced from 9% to 3%.