



Stories of Success!
Leveraging HIT, Improving Quality & Safety
 Featured Case Studies – www.himss.org/storiesofsuccess

These selected case studies represent outstanding accomplishments in the adoption and use of health IT to fulfill national priorities recommended by the [National Priorities Partnership](#) (NPP) and The Joint Commission’s (TJC) [National Patient Safety Goals](#).

HIMSS and co-sponsors American Society for Quality (ASQ), National Committee for Quality Assurance (NCQA) and National Patient Safety Foundation (NPSF) are proud to showcase four applicants whose informative case study submissions align with the *Stories of Success!* Purpose.

Organizations	Case Study Title & Example of Successful Outcomes	Health IT	TJC National Goal or NPP Priority Impacted
Institute for Family Medicine	<p>Promoting Access to Services in At-Risk Populations: Advanced Use of an EHR at the Institute for Family Health</p> <p>Patient Portal - Tracking data show that patients have used the portal to send over 27,000 messages to their providers, requested 4,500 prescription renewals, and scheduled 4,100 appointments.</p> <p>Through the diabetes registry, a cohort of 1,241 patients was identified with clinical measures indicating a lack of diabetes control (A1c > 9, blood pressure >140/90, or LDL > 130). An outreach team has contacted these patients for care management services, resulting in dramatic reductions in the number of patients with uncontrolled diabetes measures.</p>	EHR, Patient Portal	<p>NPP – Engaging patients and families in managing health and making decisions about care</p> <p>NPP – Ensure patients receive coordinated care across all Providers, Settings and Levels of Care.</p> <p>NPP – Improve the health of the population</p>
Miramont Family Medicine	<p>Improving the Health of the Patient Population</p> <p>The percentage of diabetic patients at Miramont Family Medicine with documented A1C’s has gone from 42% to 91.4%.</p>	EHR & Integrated Registry	NPP – Improving the health of the population

Note: all The Joint Commission National Patient Goals (NPSG) are 2011 Goals except where noted with an asterisk () which refer to 2010 Joint Commission National Patient Safety Goals.

For more information about the Stories of Success! Program, contact David Collins, Director, Health Information Systems at dcollins@himss.org.



Riverside Regional Medical Center	<p>Using Embedded Analytics through Information Technology to “NIP” MDROs in the Bud</p> <p>Total Facility HAI rate reduction from 2009 to 2010 : 17% incidence reduction for MRSA, VRE and Cdiff infections; MRSA HAI reduction of 42% from 2008 to 2010 Direct correlation of decrease in HAIs with increase in presumptive isolation and reduction in time to isolation</p>	Data mining tool – NIP-IT	NPSG 07.03.01 Preventing Multidrug-Resistant Organism Infections
Weill Cornell	<p>TruData: The Facilitator of Clear Communication at Weill Cornell</p> <p>TruData maps test results from 19 different agencies to a standard name, has transformed over 12 million lab test results and providers can trend the data electronically regardless of resulting agency.</p>	EHR	<p>NPSG.02.03.01 Improve staff communication in regard to getting important test results to the right staff person on time</p> <p>NPP – Improve the Safety of America’s Healthcare System Eliminate Waste While Ensuring the Delivery of Appropriate Care</p>

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