



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-sponsor American Society for Quality (ASQ) are proud to showcase six “Tier 1” applicants (the most informative submissions aligned with the *Stories of Success!* purpose), and ten “Tier 2” applicants, additional impressive successes to highlight and share with the industry.

Tier 1 Organizations	Case Study Title & Example of Successful Outcomes	Health IT	TJC National Goal or NPP Priority Impacted
Bassett Health Network Cooperstown, NY	“The Use of Perioperative Information Technology to Improve Quality of Patient Care and Operating Efficiency in an Academic Teaching Hospital”. 37% increase in compliance of documented hand-off communication between providers.	Surgical information system	TJC – Hand-off Communication* NPSG.02.05.01* NPP – Care Coordination
Eastern Maine Medical Center, Bangor, ME	“The Impact of Education and Computerized Provider Order Entry (CPOE) on Standardization and Reduction of Blood Transfusions in a Community Hospital”. 25%+ reduction blood acquisition costs; significant reduction, inpatient transfusions.	EHR, CPOE, Data mining	NPP – Overuse – to remove waste and achieve effective, affordable care
Mercy Des Moines – Mercy Heart Hospital Des Moines, IA	“Patient Safety Improvements through Real-Time Inventory Management.” Fulfilling TJC requirements of removing expired products from the shelf. 568% ROI, improved charge capture, right-sizing inventory, taking advantage of bulk-inventory order opportunities.	RFID	TJC – IC.02.02.01 Infection Prevention and Control (STANDARD) NPP – Safety
Queens Long Island Medical Center Queens, NY	“Queens Long Island Medical Center Improves Quality and Physician Satisfaction with EHR Backbone and Patient Centered Medical Home Initiative”. 4% improvement in quality of diabetic care, 21% decline diabetes-related mortality, reduction \$18,000/patient healthcare costs.	EHR	NPP – Population Health NPP - Care Coordination
Greater Rochester Independent Practice Assn (GRIPA) Rochester, NY	“Electronic prescribing significantly and measurably improves the quality and efficiency of patient care in a teaching-hospital’s outpatient medical clinic.” Renewals, decreased, 1-week to 24 hours. Patient complaints reduced 50%, prescription-related phone calls reduced 80%.	E-Prescribing, HIE, CDS	TJC – Check patients’ medication NPSG.08.01.01 NPSG.08.04.01 NPP – Care coord NPP - Safety
University of Rochester Medical Center Rochester, NY	“Facilitating Safe and Efficient Patient Handoff, Using a Home-Grown e-Signout System that is Integrated with Other Hospitals Systems.” More than 90% of cases, active signout record.	E-Signout tool	Hand-off Communication* TJC NPSG.02.05.01* NPP – Safety

Note: all The Joint Commission National Patient Goals (NPSG) are 2010 Goals except where noted with an asterisk () which refer to 2009 Joint Commission National Patient Safety Goals.



Tier 2 Organizations	Case Study Title & Example of Successful Outcomes	Health IT	TJC National Goal or NPP Priority Impacted
Advocate Health Care – Chicago, IL	“Reducing Venous Thromboembolism Using a Clinical Decision Support Alert in the Electronic Medical Record.” Decreased alerts, 10% decrease in VTE rate, cost avoidance, VTE, \$3500/patient.	Clinical Decision Support EHR	Use medicines safety TJC- NPSG.03.05.01 NPP - Safety NPP - Care Coordination
Brigham and Women's Hospital Boston, MA	“Using Technology to Improve Medication Safety at Brigham and Women’s Hospital.” Med errors fell 55%, dispensing errors fell 85%, transcription errors eliminated after the implementation of bar code/eMAR.	CPOE, Bar code, Smart Pumps, Pharm IS	Check patients’ medicines TJC- NPSG.08.01.01 Identify Patients Correctly TJC- NPSG.01.01.01 Medication Management MM.04.01.01 (STANDARD) NPP - Safety
Elgin Gastroenterology South Barrington, IL	“Improving Colorectal Cancer Screening and Outcomes using an EMR Automation Model.” Increased referrals, improved documentation, profiling of physician adherence.	EHR	NPP – Pop. Health NPP - Pt & Family Engagement
Graybill Medical Group Southern CA	“Improving Wellness and Care Management with an Electronic Health Record System.” 10% increase in mammograms. 18.25 days wait for office visits and 26.93 for preventive care visits, reduced to three days. 5% increase in physician’s patient load.	EHR	NPP - Care coordination
Kaiser Permanente S CA Southern CA Region	“Proactive Office Encounter—Optimal Integrated Care for Every Patient Encounter.” 30% increase in colon cancer screenings, 11% increase in breast cancer screening, 5% increase in cervical cancer screening, 13% improvement in cholesterol control.	EHR	NPP – Population Health
Marshfield Clinic Marshfield, WI	“You Can’t Manage What You Can’t Measure.” (Quality reporting to eliminate gaps in care and improved compliance). 24% increase BP control, 10% increase A1C control, 24% increase LDL control.	EHR	NPP - Overuse NPP – Population Health
Memorial Healthcare System - Joe DiMaggio’s Children’s Hospital Miramar, FL	“Clinical Decision Support Helps Memorial Healthcare System Achieve 97 Percent Compliance with Pediatric Asthma Core Quality Measures.” Computer-generated alerts, identify pediatric asthma patients, achieving a 97% compliance rate with Joint Commission core measure.	CDS	TJC - Pediatric asthma core measures NPP - Pt and Family Engagement NPP – Pop health
Memorial Hermann Houston, TX	“Use of Clinical Decision Support Interventions to Reduce Harm from Anticoagulation Therapy.” Reduction in the administration of warfarin. Reduction in incidence of documented bleeding complication. Net cost savings costs \$12,403, and potential revenue of \$917,822.	EHR, CPOE	Reduce the likelihood of patient harm associated with the use of anticoagulant therapy TJC – NPSG.03.05.01 NPP – Safety



NorthShore University Health System Evanston, IL	"Making the Electronic Health Record Do the Heavy Lifting: Reducing Hospital Acquired Urinary Tract Infections at NorthShore University Health System (NorthShore) in Evanston, Illinois". 10% reduction patient days with urinary catheter, 20% decrease CAUTIs, \$200,000 in avoided charges.	EHR	The hospital implements its infection control prevention and control program TJC – IC.02.01.01 (STANDARD) NPP – Safety
Norwood Hospital Norwood, MA	"Integrated Technology: Strengthening the Foundations of Patient Safety." Pyxis override rate, 0.7%; Alaris pump dictionary compliance, 96.7%; Medication scan rates, 90% monthly avg; Patient BMV scan rates, 94% monthly avg; CPOE inpatient utilization, 83% (national avg, 75%); 92% decrease in illegible orders with CPOE.	EHR	TJC – Reduce the likelihood of patient harm associated with the use of anticoagulant therapy NPSG.03.05.01 (STANDARD) NPP – Safety

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