

Case Study

Patient Information Exchange (PIE) Valley Baptist Health System



The Problem

Prior to November 2010, Valley Baptist Health System (VBHS), with two hospital campuses (Harlingen – 586 licensed beds and Brownsville – 280 licensed beds) and approximately 675 active medical staff, granted access to patient information by offering physicians and their office staff access to individual information system databases through a project called eTools. This program gave access and training to physicians and their offices to electronic information systems such as GE Centricity®, Fuji Synapse® (for images), MedHost (ED system) for some physicians, and eScheduler PRN for physician office staff.

None of these systems had role-based security, or patient-physician relationship access, so that any physician employee could access information about any patient in the system. A team of physician relationship specialists from the Information Services department received applications, delivered passwords, and trained physicians and staff on the applications. The workload was without end because new staff members came and went, and the applications were forever changing.



The Solution

As a business solution, Anthelio Healthcare Solution's Patient Information Exchange (Anthelio's PIE), a secure web-based, patient centric application brought access to real-time clinical information from existing legacy systems with one single "pane of glass" for the provider community. With PIE's extensive role based security and auditing capability, security was greatly improved by implementing both physician-patient relationship and role-based access for the VBHS clinical community complying with HIPAA standards.

States Dr. Darryl White, VBHS' CMIO and Family Practitioner, "Anthelio was able to provide us with a rapid solution to a critical hole in our Internet security with the PIE solution. This program corrected the problem and provided improved satisfaction from our physician's outpatient offices at the same time."

Physician office personnel were delighted with the new functionality, as well as the ease of learning the system with clinical information being organized and consolidated from many systems to one. Training was easier for the Information Services staff because they only had to train on one system and the basics of the Web-based portal to the PIE data were straight forward. If a physician office staff member moved from one clinic to another, it was simple to revise the physician relationship without re-training the staff member. Functionality highlights of the system include: user preference settings, patient type census by provider and/or group, graphing and trending capability for discrete data, access of PACS images and reports, patient snap shot view and messaging abnormal results. Mobile devices, such as the iPad, as being used to access PIE by the physicians.

The Outcome

When training began in November 2010, PIE had 126 registered users who logged in 758 times. As of July 2011, there were 189 regular users of PIE who logged on 1,749 times during the month – more than doubling the usage of PIE.

Dr. Teresa Lightner, VBHS' Emergency Room physician states, "The ability to integrate multiple IT products into one access point, Patient Information Exchange (PIE) has also afforded Valley Baptist Health System a solution to telemedicine. Multiple vendor products were vetted, each with proprietary access and/or applications that limited the inter-operability sought for a regional and extended telemedicine solution for acute stroke coverage. The application of PIE to the process will allow access to and from multiple PACS and EMR's. The inter-operability of PIE with multiple EMR's and PACS will be used to create rapid interfacing with a variety of service areas, including rural/remote sites. Rather than requiring existing sites and future sites to align with a specific IT product, the Valley Baptist telemedicine system can expand to interface with an unlimited service area and a variety of partners with a minimum technical investment."

VBHS is now preparing for Phase II of the PIE implementation. By adding medications, vital signs, a brief physician rounding report, as well as remote chart completion activities to PIE, a physician will have one-stop shopping for all of their patient information needs.



About Valley Baptist Health System

VBHS is an 866-bed regional health system located in the Rio Grande Valley of Texas. It has earned a reputation as a healthcare leader with its dedicated staff, modern facilities, state-of-the-art technology, and commitment to providing for the health of the community. It is focused on improving the lives of the people it serves by providing high quality healthcare and medical education throughout South Texas, and extending many of its services beyond its facilities and into local communities, offering free screenings for the community, support groups and numerous educational opportunities.

About Anthelio

Anthelio is the largest independent provider of information technology and business process services to hospitals, physician practice groups and other healthcare providers. Anthelio is the only healthcare services company that has “end-to-end” services expertise, including IT, health information management/medical records, EMR implementations, clinical transformation, coding, ICD-10 and transcription services. Using its extensive healthcare provider clinical and operational expertise, technology and business process re-engineering, Anthelio helps healthcare providers bend their ever-escalating cost curve and improve their delivery of patient care, quality and operational efficiency. Anthelio is headquartered in Dallas, Texas, and has over 1,400 employees.

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