



Confluence Health

Hospital Improves Medication Reconciliation,
Streamlines Workflow Using One-Click Medication
History within Cerner Millennium Platform

Case Study

200-Bed Health System | Wenatchee, Washington

Winner of the American Heart Association Bronze and Silver Awards for Outstanding Cardiac Care | HIS: Cerner

Overview

DrFirst successfully integrated its industry-leading MedHxSM medication history data solution into Confluence Health's Cerner PowerChart[®] system: a web-based workflow platform that operates within the Cerner Millennium Electronic Medical Record (EMR).

"We can review more patients and provide written medication histories in a shorter period of time by reducing extra steps," says Blythe Steele, Pharmacy Clinical Manager/Residency Director of Confluence Health. "The information is much more complete. We are thrilled to view the outside medication list from within the Cerner platform."

A new round of enhancements—completed in June 2015—allows clinicians to import the MedHx medication history data into the Cerner platform so it becomes part of the patient record. This data is automatically mapped to Confluence's internal drug dictionary, creating additional medication reconciliation workflow efficiencies that save staff time.

Confluence Health was formed in 2013 as an affiliation between Wenatchee Valley Medical Center and Central Washington Hospital. The organization has over 350 physicians and advanced practice clinics, and includes two hospitals (200 beds), multi-specialty care in over thirty service lines and primary care in ten communities throughout north central Washington.

Challenge

Prior to implementing DrFirst's MedHx, Confluence Health's process for obtaining patient medication histories—like that of many hospitals—was manual and time-consuming. Technicians relied exclusively on HIS data feeds, patient interviews, and calling pharmacies and providers to gather this information. "We had a hodgepodge of data but no consistency or clarity," said Robert Hogue, Senior Project Manager at Confluence Health. "It was a huge waste of time and burned through labor hours."

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Results

Thanks to the integration, Confluence Health staff can now access 6–12 months of available patient medication history with a single click on the patient chart within the Cerner Millennium system. Data is presented in a crisper, cleaner, and easier-to-read format that excludes duplicate medications—condensing what was once a ten-page report down to just two pages.

“We are very happy with the new application,” says Hogue. “This MPage app is simple to understand, easy to use, and provides the right data. Whatever mechanism DrFirst uses to suppress duplicates is the single biggest win.”

Another time-saving and workflow improvement benefit is that pharmacy techs and other users don’t have to jump back and forth between the MedHx and the Cerner Medication List, and no longer need to enter the same patient demographics twice in two separate screens.

“I’ve had nothing but great feedback from our technicians who work with the system,” said Steele. “The new efficiencies enable staff to be more timely with medication histories, and they tell me all the time how awesome DrFirst is. When I walked in the door this morning, there was only one medication history that still needed to be completed instead of the usual eighteen.”

DrFirst’s MedHx contains the most clinically robust and most complete medication history feed available on the market today. As a result, Confluence Health providers are able to avoid more potential medication errors during level-of-care transfers, streamline the admissions and discharge process, and deliver more accurate clinical information to physicians and other treating caregivers when patients arrive unable to communicate.



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– Robert Hogue, Senior Project Manager, Confluence Health

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