



FISHER | TITUS
MEDICAL CENTER

Simply Smarter Care

CareAware Connect: Effective care team
communication to help deliver faster treatments

Cerner Corporation



Fisher-Titus Emergency Department Highlights:

- Level 3 Trauma Center; Accredited Chest Pain Center; Certified Primary Stroke Center
- 11 treatment rooms (including universal rooms and rooms to accommodate women's health and behavioral health needs)
- Four trauma rooms
- Clinical decision unit with a nurse's station and four observation rooms
- Minor treatment area
- Triage area
- EMS bay
- State-of-the-art health information technology solutions
- Over 26,000 ED visits per year
- Stage 6 on the HIMSS Electronic Medical Record Adoption Model; top 5% of most automated hospitals

CareAware Connect™ enables effective care team collaboration to help deliver faster treatments at the Fisher-Titus Medical Center Chest Pain and Stroke Center Emergency Department.

Fisher-Titus Medical Center effectively leverages technology to enhance the delivery of patient care. From curtains embedded with antimicrobials that help protect against germs to encrypted text messaging that expedites care while maintaining patient privacy, Fisher-Titus Medical Center employs innovative solutions to deliver exceptional patient treatment.

This intelligent use of innovative technology is most recently on display with the introduction into its Emergency Department of *CareAware Connect*, a smart phone-based care team communications solution from Cerner.

CareAware Connect delivers the synergistic benefits of HIPAA-compliant texting, staff assignment software, reliable voice calls with patient callback capability, and the usability of familiar touch screen smart phones. *CareAware Connect* has improved collaboration by facilitating communication among staff.

Fisher-Titus Medical Center staff is seeing measurable benefits today and has the platform



to deploy additional advanced applications as they become available.

Improving Throughput

Delivering the best possible patient care requires a multi-faceted approach with efficient care team communication and collaboration being the cornerstones of an effective solution. Fisher-Titus handles over 26,000 visits to their Emergency Department (ED) each year, and *CareAware Connect* helps improve the management of patients through its care process.

Assuming that *CareAware Connect* smart phone-enabled, encrypted, HIPAA-compliant texting and voice will contribute to about two minutes of time savings per ER stage, Fisher-Titus has the potential to save 7,000 hours annually while delivering more collaborative care. (This assumes an average time savings across continuum of care of 16.15 minutes per 26,000 annual visits.)

Fisher-Titus Medical Center ED Quality Measures	% Better than National Average
Waiting Time	29%
Time to pain medication for broken bones	19%
Time until sent home	8%
Time before admission	5%

Source: CMS data as reported by ProPublica

The Fisher-Titus Emergency Department is committed to delivering outstanding patient care to its community and leverages health care information technology like *CareAware Connect* to do so. This commitment to excellence is reflected in Fisher-Titus Medical Center key performance metrics.

“Our nursing team in particular has taken to CareAware Connect HIPAA-compliant texting. Even patients can see the efficiency benefits of encrypted texts and voice over a mobile smart phone. And this is just the beginning – there are more benefits to come and there is no going back.”

- John Britton, VP of Information Services at Fisher-Titus Medical Center

Financial and Human Impacts

The potential benefits of streamlined ER care cannot be overstated, particularly when it comes to patients exhibiting signs of stroke or heart failure. Fisher-Titus is an Accredited Chest Pain Center and a Certified Primary Stroke Center and knows that the medical costs of treating patients rises exponentially as conditions deteriorate; and the impact on patients and the community can be devastating.

According to the CDC, in 2010 there were 8,891 avoidable deaths related to heart disease, stroke, and hypertensive disease in the state of Ohio. Many strategies and tactics are considered in dealing with a problem of this magnitude and leveraging health information technology like *CareAware Connect* to improve rapid treatments is an important aspect of both prevention and care plans.

“With *CareAware Connect* we are able to expedite care by communicating with our nurses wherever they are – anytime a nurse needs to call in a report from the floor. *CareAware Connect* will help us better serve our patients and community,” explains Heidi D. Tanner BSN, RN, CCPC, NREMT-B; Fisher-Titus Emergency Department/CDU/Trauma Manager.

CareAware Connect Will Continue to Deliver Results

With *CareAware Connect* Fisher-Titus is on its way to minimizing the number of steps and devices necessary to strengthen ties between



caregivers and securely give them the information they need to treat patients. Advanced applications being planned for deployment will allow Fisher-Titus the flexibility to make their care team approach more sophisticated and efficient. A partial list of *CareAware Connect* capabilities planned for deployment:

- Review and confirm patient orders
- Obtain patient demographic and care team data
- Receive contextual physiological monitor and other patient alerts
- Allergy notification and reaction explanations
- Lab results review

These applications will be integrated with the electronic health record (EHR), which will allow for real time updates and records for audit and analysis purposes.