Laying the Foundation for Safer Care

UMC
UNIVERSITY MEDICAL CENTER

Located in Las Vegas, the University Medical Center of Southern Nevada (UMCSN) is a comprehensive medical center with a Level I Trauma Center. UMCSN is a non-profit hospital, is affiliated with the University of Nevada School of Medicine and serves as the state's major clinical campus.

Long committed to quality, patient-centered care, UMCSN has consistently made patient safety priority one. This busy, Las Vegas hospital complemented its high professional standards with a leading technology to meet National Patient Safety Goals and deliver unparalleled care in the region.

By leveraging the power of Standard Register's SMARTworks® Clinical Enterprise, UMCSN has established positive patient identification, which is providing a foundation for more closely controlled specimen collection and medication administration. In the process, the medical center has also streamlined patient registration, improved compliance and reduced opportunities for identity fraud.

SOLUTIONS/SERVICES:

SMARTworks® Clinical Enterprise:
- Patient LinkUp®
- PictureCapture
- SignatureCapture
- Patient ID wristbands and labels
- Implementation services

BENEFITS:

- More productive registration process
- Complete, compliant patient registration kits
- Positive patient identification
- More accurate, complete patient data
- More accurate specimen collection process
- Improved patient safety
- More accurate patient billing
- Reduced identity fraud

UMC of Southern Nevada is putting a new face on documentation to enhance patient safety and care.

Standard Register ®
HEALTHCARE

A Transformation for Patient Registration

The transformation began in the hospital's eight registration areas. SMARTworks® Clinical Enterprise gave the hospital the ability to automatically produce customized patient registration kits — wristbands, labels, face sheets, consents and other pertinent documentation — integrating the patient's photo, personal demographics and barcodes on each.

As part of the process, signatures are captured electronically. Patients use a signature pad to sign the consents. The signed documents are then stored in SMARTworks Clinical Enterprise as PDFs, so copies can be printed for the patients and the charts. The files are retained for 60 days after discharge. Longer term, the medical center plans to automatically feed the signed consents and scan insurance cards into the EMR.

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>
> **– Lisa Smith, Patient Access Services Director**

"Standard Register took us from an antiquated age of manual processes to the 21st century with their technology," says Lisa Smith, UMCSN's Patient Access Services Director. "Our prior system could take up to 10 minutes to produce a single patient's packet of forms. Now, by the time the registrars get up from their desks and walk over to the printer, the packet is there. It's increased productivity greatly."

Continuity, Consistency, Compliance

Smith reports that SMARTworks Clinical Enterprise also has brought continuity and consistency to the registration process. Whether the patient is a Medicare, Medicaid, commercial or self-pay, the application automatically produces the appropriate forms for the patient. The registrar just specifies the type of registration and selects the appropriate kit which is categorized by type of service.

"It's a welcome change," she admits. "There's no searching in files or cubby holes. When we use the system, we know we'll get a complete set of the appropriate, compliant forms," and she adds, "We got rid of boxes and boxes of forms. It gave us our space back!"

Data Accuracy Enhanced

Unlike the wristbands and documents produced by the hospital's old embosser and impact printers, Smith says today's documents are crisp and easy to read. What's more, the data is accurate and complete.

"Before when labels were printed, the system might drop a number from the medical account number and an alpha character from the name. It was a huge patient safety issue," Smith explains. "So our staff was forced to carefully examine every label sheet before sending them to the nursing floor. I love the new system. Now documents are clean and accurate," she asserts.

Positive Patient Identification

Patient photos on wristbands and documentation add another layer of safety, according to UMCSN spokesperson Rick Plummer.

"Our number one reason for implementing SMARTworks Clinical Enterprise was to improve accuracy of patient identification. The photo provides a third identifier. We initially thought we might encounter some resistance, but our patients have accepted it without reservation. When they see the bar codes and the pictures, they know we are serious about patient safety," Plummer says.

"From the revenue cycle side of it, we're assured of charging the right things to the right patient. So it's a benefit to the hospital from a financial perspective," he adds.

Right Patient, Right Specimen, Right Medication

Clinicians have embraced the photo identification, too, according to Director of Cardiovascular Services Joy Guideng. "Our nurses love it," she exclaims. "Before we only had the patient account number, patient name and physician's name to reference. Now we see the face and name by the picture, and we know we have the right patient."

Currently, the medical center is using the bar codes and photos to assure accurate identification of patient specimens. The collection process is conducted right at the bedside:

- Nurse or phlebotomist scans their own badge and the patient's wristband
- Reviews the orders, selecting the specimens to be collected
- Presses "Print" to generate the specimen label
- Collects the desired specimen
- Scans the collected specimen to enter the collection date/time
- Scans the patient's wristband to close the collection encounter

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>
> **– Joy Guideng, Director of Cardiovascular Services**

A special check-digit in the wristband's bar code ensures clinicians are scanning the patient's wristband at the bedside and not simply taking a label from a patient's chart. The CareFusion application will not allow the nurse to proceed if anything but the wristband is scanned.

It's been effective. Guideng reports, "The incidence of mislabeling specimens has been reduced significantly. In my area alone, I've seen a 57 percent decrease in the number of mislabeling incidences since the application was implemented, and that number continues to decrease," she said.

In Phase II of the implementation, UMCSN plans to leverage the bar codes and photos for bedside administration of medications to assure the medication about to be administered matches the patient's pharmacy profile.

Reduced Identity Fraud, Safer Patients

> Standard Register's technology provides an important foundation for improving (patient) safety.
>
> **– Rick Plummer, Hospital Spokesperson**

As a non-profit hospital, UMCSN sees a lot of uninsured patients. For many, it's their first and only access to medical care. Smith reports that it is not uncommon for people to use different identification at different times.

"We always suspected it was happening. Now with the new system, we have confirmation. With the picture retained in an archive, we know when someone misrepresents themselves," she says.

However, this is not just a financial issue. A false identity can pose real risks to the patient when specific care is indicated or medications need to be reconciled.

Plummer reiterates, "It's all about patient safety. Anything we can do to reduce medical errors is a step in the right direction. Standard Register's technology provides an important foundation for improving safety."

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