



Electronic Health Records: Innovating in Partnership

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KP HealthConnect™: A fully integrated system



KP HealthConnect™ capabilities

- **Up-to-date clinical information available 24 hours a day, 7 days a week**
- **KP employees, doctors and clinicians have the information they need to provide the right care at the right time**
 - At every point of access: in the call center, in the exam room, in the pharmacy, at the hospital, online and at home
- **Patients get care how and when they need it**

Lessons for implementation

- **Worker engagement requires trust:**
 - Provide job security, opportunities and understanding
- **Front-line people know what works:**
 - Tap the knowledge and insight of your staff
- **Learning happens at the front line:**
 - Use peer trainers and coaches to build credibility

Drug order workflow ~ 2004



MD writes order



MD writes notes



MD flags and places chart in rack



Consultant removes chart to do consult, leaves chart on table

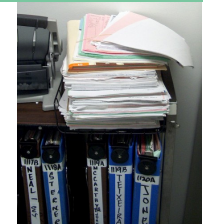


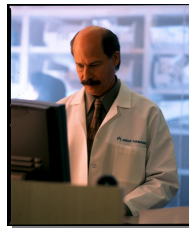
Chart found, placed in rack



Unit Assistant receives and transcribes pharmacy change order



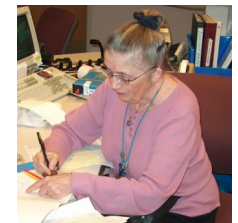
MD changes drug



Pharmacy transcribes order to PIMS, then calls MD because pt allergic



Unit Assistant faxes order to pharmacy



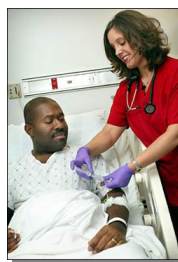
UA calls MD regarding illegible order, then transcribes order to MAR



RN verifies transcribed order



RN checks Pyxis for meds



RN administers meds to patient

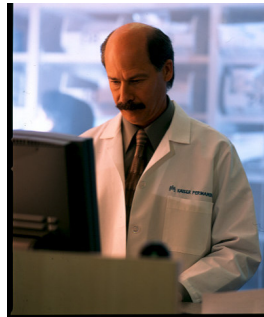


RN makes entry in Meds Administration Reporting

Drug order workflow ~2007



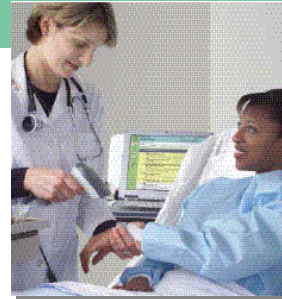
1 MD enters order into KP HealthConnect, real time allergy alerts



2 Order verified by pharmacist



3 Meds released in Pyxis



4 RN administers med, uses bar code scanner to ensure right patient, right drug, right time, right route, and right dose.

Patient safety

- **Reduction in the rate of hospital medication errors**
- **Automated reminders helped reduce the number of elderly patients on high-risk medications**

Capacity and efficiency

- **Patients who use secure e-mail**
 - **Are 7% to 10% less likely to schedule routine office visit**
 - **Make about 14% fewer phone contacts**
- **Those who book appointments online are up to 50% more likely to keep them**

Patient satisfaction

- **Electronic documentation enables the creation of an after-visit summary**
 - Summary of visit details (plan & instructions)
 - Documentation of personalized treatment and follow-up instructions
- **Customized hand-outs increase patient satisfaction, especially when discussed by physician.**