

Rural Health Information Exchange

One Institution's Success Story

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SAINT  JOSEPH

Regional Medical Center

125 Years of Faith Based Healthcare in Michiana

Community / Facility Overview

- **Plymouth, IN**
 - Located in Marshall County
 - 100 miles north of Indianapolis
 - 25 miles south of South Bend
 - Population ~ 10,000
- **SJRMC – Plymouth**
 - 58 beds
 - Onsite Radiology Facilities
 - Onsite Laboratory Facilities



SJRMC, Plymouth Laboratory Statistics

- Performs >220,000 billable tests/year
- Performs >500,00 reportable tests/year
- Registers over 65,000 outpatients/year
- 78% of Laboratory Services is Out Patient Volume

OUR LABORATORY'S OUTREACH PROGRAM

- Three Extended Care Facilities
- Two Behavioral Health Centers
- One Oncology Treatment Center
- Multiple Group Therapy Homes
- One Community Health Center
- Seven Home Health Nursing Practices
- 20 Licensed Care Providers in the SJRMC Physician Network in Marshall County
- 11 Licensed Care Providers not associated with the network

Challenges Associated with Outreach Programs

- Printing reports
- Faxing reports
- Couriered reports
- Increased phone calls
- Decreased productivity
- Increased risk associated with paper handling and reporting

Current State of HIE in the Community

- 1 Community-wide Health Record Through MHIN
 - All laboratory, hospital, and radiology records are available to providers online.
- 85+% of physicians in the community are using an EMR
 - Most receive results through electronic interfaces directly into their EMR
 - Reduced Delivery Costs for Lab / Hospital
 - Reduced Scanning Costs for Physician

EXAMPLE OF HOW HIE WORKS

One extended care facility's experience

- Pilgrim Manor Skilled Nursing Facility made the decision to use MHIN
- At any time of their choosing, nurses access MHIN and view a list of their patients with completed Lab work.
- Nurses are able to manage their patients' Lab results.
- They can choose to view the results, print a report, or they can forward the results with questions to the physician, who also has access to MHIN.
- The physician decides what interventions are needed and sends his response back to the nurse.
- No paper. No phone calls. No delays.

Results of MHIN

- 60% reduction in paper handling
- 47% reduction in phone calls
- Decreased turn-around-times from complete to report
- Decreased risk attributed to mishandled reports
- Decreased staff hours

Lessons Learned

- While there is significant cost savings and improved healthcare
 - Actual ROI can be tough to quantify
- Changing behavior is the hardest part
 - Breaking old habits – teaching staff to look in the exchange for data instead of picking up the phone.

Next Steps

- Encourage more facilities, physicians and agencies to utilize MHIN for their information management.
- Continue to Market our Outreach Program

Thank you

Question and Answer