

Eastern Maine Medical Center

Organization Name:

Eastern Maine Medical Center

Organization Address:

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Organization Contact:

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Schema Archetype

Inpatient, Community Hospital

Schema Factors

Inpatient, >200 Beds, Hospital Setting, Urban, Academic

Organization Summary

Eastern Maine Medical Center (EMMC) is a 411-bed medical center located in Bangor, Maine which serves communities in central, eastern, and northern Maine. EMMC staff is comprised of nearly 400 providers and more than 3,000 clinical and support staff. EMMC provides three-quarters of the primary-care hospital services offered in the greater Bangor area as well as specialty and intensive care services provided to people living in two-thirds of the state of Maine. The hospital is the hub referral hospital for 21 hospitals in rural Maine. Twelve of these rural hospitals function as critical access hospitals and therefore rely heavily on their ability to funnel their patients into EMMC.

IT Environment

EMMC's inpatient EHR started in 1983 using Cerner Classic primarily for lab and radiology orders. The EHR then evolved over time to include additional functionalities. In 2000, EMMC initiated the Patient First Initiatives (PFI) Program, a tri-fold approach to delivering high quality patient care by transforming care delivery, adopting a patient-focused culture, and implementing a technology plan that supports, but does not drive, the care delivery process. As a result of the PFI initiative, in 2001 the Cerner Classic applications were migrated to Cerner

Millenium to create a unified clinical information system for the inpatient care setting. The Cerner applications include pharmacy, lab, radiology, clinical documentation, surgery, intensive care documentation, emergency department, medical records, document imaging, electronic signature, electronic medication administration record, clinical data repository, registration and scheduling. Integration of information from non-Cerner solutions is through the Cloverleaf interface engine.

CDS Achievement

The use of CDS at EMMC began as far back as 1989 with inpatient CDS in Cerner. This CDS consisted of event driven rules used in conjunction with the other applications to help clinicians enforce standards of treatment. Order management CDS was incorporated in the inpatient Cerner application in 2007. This consisted of order management of tests, medications and other services that incorporate decision support engine, clinical documentation and electronic medication record. The wide array of CDS includes drug-drug interaction, drug-allergy, dose range checking, goals/outcomes per treatment plan, Advisors to hard wire attention to core safety measures (VTE), contrast alerts, and many other types of alerts.

Lessons Learned

A Command Center structure was put in place to provide on-the-floor, 24x7 support at least during the first two weeks of Go-Live of CPOE. Multiple training strategies were adopted to ensure CPOE implementation, including successful web-based tutorial modules. Subject Matter Experts and Super Users provided "at-the-elbow" support to end users.

To avoid alert fatigue, the number of alerts were limited. Medical staff voted to mandate CPOE usage in their by-laws, and mandated competency in CPOE was required for all providers. Overall Medication incidents decreased by 27% over three years.

Awards, Recognitions, and Citations

2008 Davies Organizational Award Winner

2008, 2009, 2010 Most Wired Winner

2010 Stories of Success Tier 1 Winner