

Adventist Health System

Organization Name:

Adventist Health System

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Schema Archetype

Regional/National Health Systems/Networks

Schema Factors

Inpatient, Hospital Setting, Rural, Urban

Organization Summary

Adventist is a large national health network consisting of 37 hospitals based in Orlando, Fl. There are rural and urban hospitals within the network.

IT Environment

Adventist CDS implementation is managed at the corporate level, with a sharp line of distinction of roles. The CMIO is responsible for medical staff engagement and the CDS build. The CMO and the Office of Clinical Effectiveness is on the quality side and responsible for creating evidence based content.

Adventist began using Zynx Health paper order sets 14 years ago. In 2003, Adventist was the alpha site of an electronic platform Zynx created for authoring order sets [AuthorSpace]. Adventist spent 4 plus years authoring almost 500 order sets. The order sets are created in XML format on the AuthorSpace platform and reviewed by online committees. Adventist uses the Cerner EMR and CPOE products, which easily move the XML file from the Zynx environment to the Cerner production environment.

As of early November 2010, fifteen of its thirty-seven hospitals have implemented CPOE. Adventist is implementing another hospital every two to three weeks and is on track for the entire network to comply with the Meaningful Use provisions.

CDS Achievement

Adventist has achieved exceptional compliance within each of the hospitals where CPOE has been implemented. The CDS is “pushed” to the user. By means of the CDS interventions, new guidelines and explanations thereof may be pushed to the users. Each provider uses specialty specific order sets with built-in alerts and reminders. The order sets also provide immediate links to the evidence behind each suggested intervention, so physicians can evaluate the evidence themselves. Some order sets may be updated weekly; all order sets must be reviewed every three years.

Lessons Learned

As a large health network, Adventist has done an exceptional job implementing clinical decision support in its hospitals. The roll-out is hospital-wide with a total switch from paper to electronic. Medical staff engagement in the implementation process starts a full-year before go-live. By providing live demos and presentations, Adventist ensures that each of its providers understand the benefits of implementing CPOE with CDS. It is important to Adventist that each physician can satisfactorily answer the question: “What’s in it for me?”

Several months prior to go-live, Adventist divides the physicians into three non-exclusive groups: High Risk, those who might have difficulty accepting or using the CPOE system; High Volume, those who treat a significant number of patients; and Low Volume, those who are part-time physicians and will not interact with the system often. The implementation teams address these groups individually.

Before go-live each physician is required to complete online training, developed in-house, and attend a 3-4 hour specialty specific computer training class. If this is not completed, some Adventist hospitals have voted to suspend admitting privileges until the required training is complete. They have found that this training requirement is a key factor for a successful hospital CPOE go live. There is extensive support after go-live via clinical champions and super-users who are available for around the clock support. Super-users are easily identified by specially colored T-shirts.

Awards, Recognitions, and Citations

3 Hospitals within the Adventist Network are on US News ‘100 Best Hospitals’ List

Appleby, C. (2010). Clinical decision support: Building your clinical IQ. *Scottsdale Institute: InsideEdge*, 16(6), 11/08/10. doi:08/2010