

Memorial Hermann Healthcare System

Organization Name:

Memorial Hermann Healthcare System – Inpatient CDS

Organization Address:

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Organization Contact:

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Schema Archetype

Regional/National Health Systems/Networks

Schema Factors

Inpatient, Hospital Setting, Urban, Academic

Organization Summary

Memorial Hermann is a large non-profit healthcare system in Texas, with 11 hospitals and a network of affiliated physicians and specialty programs and services. Memorial Hermann's Texas Medical Center serves as the primary teaching hospital for the University of Texas Medical School at Houston.

IT Environment

Memorial Hermann began converting all patient records, care delivery systems and physician orders to an EHR in 2002. Memorial Hermann uses a Cerner Millennium clinical information system. The system has implemented full "whole house" CPOE at three of its hospitals and has four more going into place. CDS reactive alerting is implemented with Multum drug-drug and drug-allergy alerting and Cerner decision support engine (Discern Expert). Clinicians prepare and introduce reference information using Zynx Health's evidence-based CDS content and technology as part of its toolkit for driving patient safety and quality.

CDS Achievement

CDS is an integral part of Memorial Herman's mission, values, and strategies for ensuring quality of care. Further, Memorial Hermann thinks of CDS in a comprehensive way, including intervention, excellent data capture, workflow and data integration.

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Major proposed CDS interventions are co-lead by the CDS managing informatics and a clinical operations leader, often a medical or clinical director. This group is supported by clinical informaticists, Cerner application and core team members.

Memorial Hermann has implemented a larger patient-safety initiative beyond healthcare IT, and regularly measures the impact of CDS in the form of risk of harm, serious safety events, near misses and good catches (where intervention has occurred). Their CDS Oversight Committee reports to the Patient Safety and Quality Council, which reviews and monitors the patient safety data and has stimulated innovation for other problems the hospital system is facing.

Memorial Hermann has a base system in place and can focus on optimizing for quality and safety. Conducting analyses on the effectiveness of its interventions, including looking at physician response rates and how intervention changes their workflow, helps to optimize CDS alerts.

Lessons Learned

There should be a tight linkage between CDS and quality.

CDS can best be optimized with an in-depth understanding of how the user interacts with CDS alert.

Awards, Recognitions, and Citations

Recognized by Scottsdale Institute and regular presenter at AMIA and Scottsdale Institute.

The National Quality Forum named Memorial Hermann Healthcare System the recipient of the 2009 National Quality Healthcare Award for exhibiting a “proactive and exemplary response to the national call for quality improvement and accountability.”

Memorial Hermann Named A "Most Wired" Healthcare System for Fourth Consecutive Year in 2008.

Internally, the CDS Oversight Committee was awarded the 2010 Memorial Hermann Gold Circle Award for “Breakthrough of the Year” in Quality.