Organization Name:

VA Puget Sound Health Care System (VAPSHCS)

Organization Address:

1660 South Columbian Way
Seattle, WA 98108-1597
http://www.pugetsound.va.gov

Organization Contact:

W. Paul Nichol, M.D. ACOS/Clinical Information Management
Patty Hoey, RPh, CAC; CIM Program Manager

Schema Archetype:

Inpatient/outpatient, Academic Medical Centers, Federal Health Care Center

Schema Factors:

Inpatient/outpatient, Urban, 291 Beds, Academic, Hospital Setting

Organization Summary:

VA PSHCS is a complex two division health care system with a network of community based clinics, a strong affiliation with the University of Washington, and extensive research programs. VAPSHCS provides primary through tertiary care services and support for multiple clinical programs which include:

291 bed acute hospital with a full realm of medical and surgical specialties, mental health, and extended care programs Radiation therapy treatment and referral center; Bone Marrow transplantation center; Spinal Cord Injury and Rehabilitation center; 131 bed nursing home unit; 60 bed domiciliary, psychiatric rehabilitation and blind rehabilitation programs; Polytrauma and Post Deployment Health Care 5 Community Based Outpatient Care Centers; Home health care program Training programs in multiple disciplines and specialties.

The medical center serves 65,000 Veteran patients; with approximately 650,000 outpatient visits and 9,000 inpatient admissions annually.

VAPSHCS employs approximately 850 physicians, 668 nurses, and as numerous health professionals in a variety of other disciplines.

IT Environment:

VA Puget Sound adopted the Computerized Patient Record System (CPRS) starting in 1997. CPRS integrates many applications, including VistA Imaging and M databases that were part of their original Decentralized Hospital Computer Program (DHCP). The system handles the entry of 15,000 orders and 7,300 notes on an average weekday. CPRS was adopted to achieve 3 aims: improve data accessibility and availability; support integrated care between 2 facilities that are 40 miles apart; and, improve quality of care through automated order entry, order checks, reminders, and collection and storage of medical records. CPRS has ten main sections: Cover Sheet, Problem List, Medications; Orders, Notes, Consults, Surgery, Discharge Summaries, Labs, and Reports.

CDS Achievement:

The VA Puget Sound utilizes a wide variety of CDS: notifications for lab test results, orders, and documents requiring signature or review; clinical reminders; cumulative lab results and vital signs spreadsheets and graphing; quick orders (i.e., user-defined order sentences) – 15,003 quick orders at time of submission; order sets - 2196 up to this time; order checks for drug-drug, drug-disease, drug-food, duplicate orders, imaging-contrast allergy checks, drug-procedure, and many others; note templates; and order standardization.

Lessons Learned:

First, unwavering institutional support was crucial as it enabled all the proper resources to be obtained, helped overcome obstacles, and focus on objectives despite the myriad of changes in funding and delivery of care. Second, Clinical Application Coordinators (CACs) with clinical backgrounds were crucial to helping the staff adopt and use the CDS in a quick and efficient manner. Third, the relatively aggressive implementation timeline (e.g., adopting CPOE on all medical, surgical, and ICU wards) was key as patients didn't have to transfer between wards with and without automated Order Entry. Fourth, extensive involvement of Nursing Service in all aspects of implementation.

Lessons learned: include known clinician time-saving features such as use of printed rounding notes, quick orders and order sets, templates, etc; invest in mobile workstations; include an evaluation team; focus on cost containment measures from outset; analyze and optimize use of CPRS in outpatient setting to increase speed of use; and, involve ward clerks, pharmacists, nurses and other team members in planning medication order entry

Awards, Recognitions, and Citations:

Davies Award Winner 2000