Conway Medical Center
Successfully Attested to
Promoting Interoperability (PI) Stage 1 in 2012

How did they do it?

Facility Background

Conway Medical Center is a 210-bed, acute-care facility located near Myrtle Beach in the largest county in South Carolina. The private, nonprofit hospital also operates a long-term care facility, wellness center and physician offices, and employs a staff of approximately 1,300, and over 180 physicians.

Conway had been running The Shams Group (TSG) solutions for over 10 years with their scanning archiving / data repository solutions with their MEDITECH Magic hospital information system. They have gone paperless in the Medical Records Department and physicians have on-site /remote access to patients charts and able to e-Sign documents. Many of the disparate systems (Emergency Department, Surgery, EKG, etc.) are set up with optical character recognition (OCR) to feed documents directly in the hospital's legal E H R saving dollars verses having to manually scan them.

The Plan

This patient centric, forward thinking facility set a goal to attest for Promoting Interoperability (PI) Stage 1 at the end of the third quarter 2012. Many core set and menu set objectives were attainable however there were a few gaps that needed to be filled. To close these gaps and ensure a successful attestation to CMS, Conway Medical Center enlisted the help of The Shams Group (TSG).

The Implementation

After a thorough gap analysis, TSG's experts helped Conway's analysts to document current workflow and make best practice recommendations. TSG provided a detailed road map of what was needed, where it was needed and implemented solutions to obtain it. Through a collaborative effort with two other vendors (Medhost and Latrics), meeting Promoting Interoperability (PI) requirements became attainable.

TSG's Electronic Chart Management (ECM) system was augmented to include Release of Information (ROI) with Continuity of Care (CCD) document creation for providing patients with CCD document within 3 days of service. This document was successfully transmitted to SchiEx (South Carolina Health Information Exchange) meeting the Promoting Interoperability (PI) requirement for the capability to exchange key clinical information.

The second key initiative was the implementation of TSG's Clinical Quality Measure (CQM) application. Conway's existing TSG Galaxy suite, previously used primarily for business intelligence reports, was expanded to include CQM reporting capability. In order to electronically capture the necessary data, modifications were made to various existing systems, to incorporate MU required data entry fields. The Conway team gained a thorough understanding of the products and minimalized the impact of these changes on their end users, resulting in rallied interest to expend the necessary effort to obtain successful attestation. CQM captured the MU specific data from various applications; Admissions, Order Entry, Nursing Documentation, Pharmacy, Medhost EDM, and Latrics. The compilation of this data produced a statistical analysis that was reviewed in depth before the submission process began.