

Valley Health Increases Provider Compliance for VTE Prophylaxis Ordering by **+14%** in Under 2 months

The Challenge

When Valley Health System in Ridgewood, NJ first converted from MEDITECH MAGIC to 6.x, there was a noticeable reduction in the amount of VTE Prophylaxis Orders placed within 24 hours of admission. In the MAGIC platform, they had developed complex protocols (using attributes) to drive compliance for these quality measures (VTE-1/VTE-2 & PSI12).

Consistently achieving an average of 95% compliance with MAGIC, Valley dropped to just 79% compliance in just six months post implementation of 6.1 in 2015.

“We don't have as many hospitalists or employed doctors, so it's difficult for us to use policy to direct workflow. We needed to implement a solution that is automatic and intuitive like the attributes that drove this protocol in our MAGIC system.”

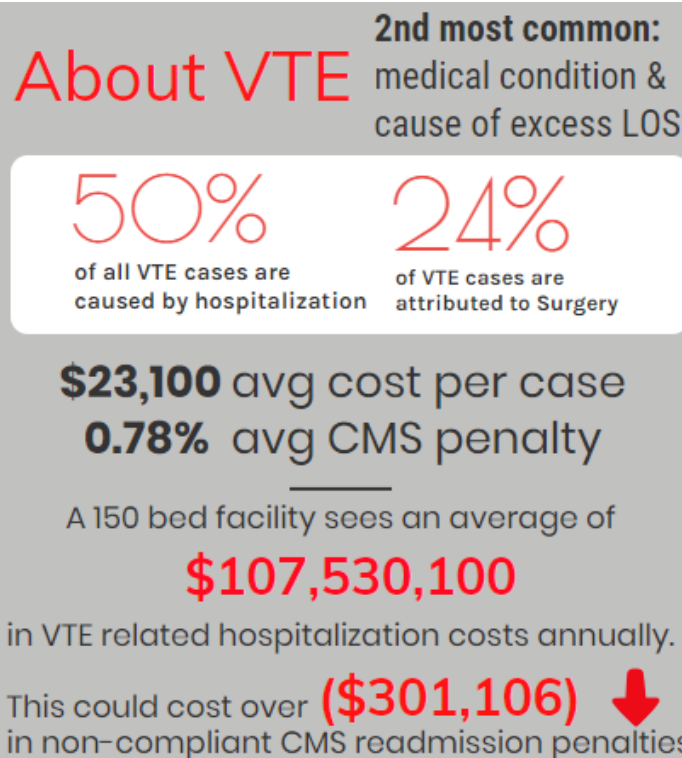
-Chris Neumann, Senior Project Specialist, Quality/Risk Management, The Valley Hospital

The Solution

The first step in optimizing an EMR is to engage the people that have to use it. We knew that compliance was down and that we needed to design an intuitive workflow to replace lost functionality.

When we met with the Valley Physician Advisory Counsel (PAC) we asked, "ideally, how do *you* envision this working" and then "what can we do to make this easier for *you*?" Their feedback (shown in the graphic on the right) was crucial to the design process.

It is also helpful to reference best practices from validated published studies, research, and institutions. In this case, published protocols from the Agency for Healthcare Research and Quality (AHRG) and the U.S. Department of Health were referenced.



CHAT with the PAC

Client collaboration is key to a successful optimization strategy

Alerts only for Admitting/Attending

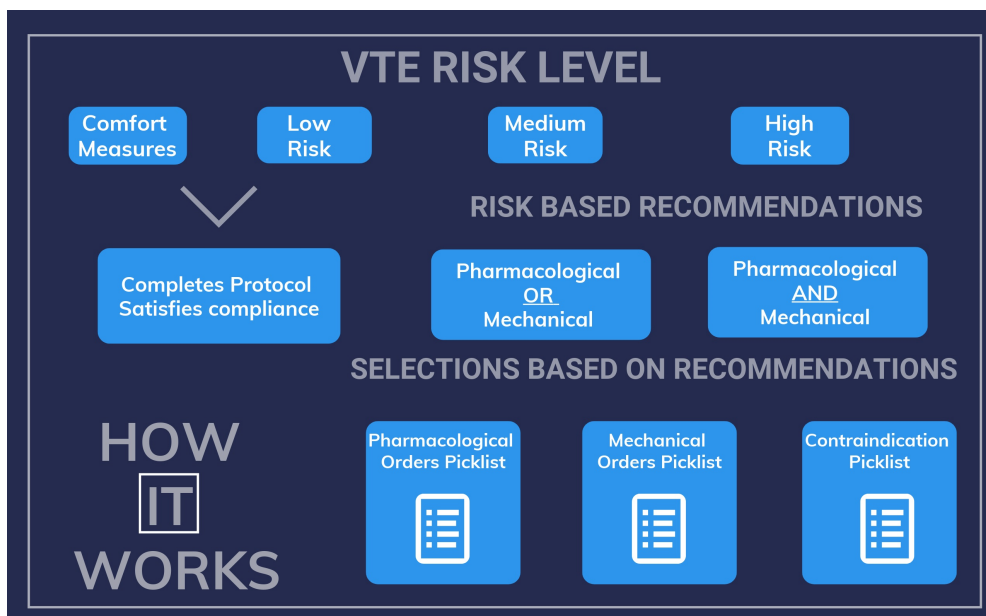
Alerts on common orders (i.e. CBC)

Assess risk and place orders at the same time

Track alerts vs. actions

The Workflow

The AHRQ best practice document states that to achieve over 90% compliance, your EMR protocol should recommend prophylaxis or require contraindications based on a patient's risk level. Lets see how the ENGINEUITY protocol (**shown in the graphic below**) measures up.



We've seen excellent results with ENGINEUITY. The VTE protocol delivered by ENGINEUITY is instrumental in improving compliance. There is no doubt ENGINEUITY has prevented patients from getting blood clots.

-Dr. Joseph Yallowitz

VP & CMO, The Valley Hospital



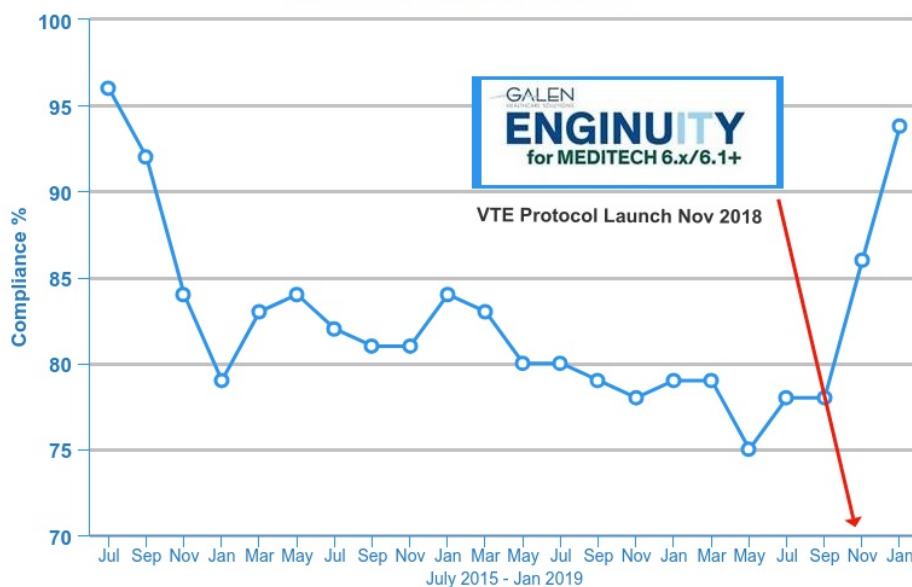
The Results

Since implementation, Valley Health currently maintains 93% compliance for the VTE1/ VTE2 eQMs and PSI12. (**14%+** increase). Indirectly increasing compliance for VTE/ DVT/PE's will have a significant impact on readmission, morbidity, and mortality rates.

Although the Valley providers have received over 2000 alerts since launch, physician satisfaction is currently 100%. This is a true indicator alert fatigue can be mitigated by sending meaningful messages to users that need them.



VTE Prophylaxis Compliance



Knowing that the era of value-based care is on the horizon, smart organizations who optimize clinical workflows to meet quality measures will pay less penalties to CMS, and see more payers willing to refer patients to their organizations at a lower cost.