

Riverwood HEALTHCARE CENTER



Critical Access Hospital with Clinics in Aitkin, McGregor and Garrison

2012 Annual Report Data & Statistics

Total Operating Revenue	-	\$48,475,687
Total Operating Expenses	-	\$47,647,969
Rev - Exp + Invest	-	\$ 1,702,366
Total Patient Admissions	-	1185
Length of Stay (days)	-	3.3
Patient Days	-	3,906
ER/UC Visits	-	8,589
Births	-	63
Surgeries	-	2,187
Clinic Visits	-	30,381
Lab Procedures	-	113,584
Radiology Procedures	-	20,387

EHR Background:

- ❑ 2006 – 2012 Riverwood utilized the Meditech/LSS Practice Management System within its Ambulatory Clinics
- ❑ LSS was deemed not to meet Meaningful Use criteria as well as other practice needs such as Community Measures Reporting
- ❑ Selection process began in late 2009 to replace LSS
- ❑ Late 2010 eClinical Works (eCW) was selected as the replacement Practice Management System
- ❑ Meditech C/S v5.64 is used within the hospital environment
- ❑ eCW went Live on May 1, 2012
- ❑ Utilize bi-directional interfaces between eCW & Meditech duplicating Lab, Rad and various Report Results

EHR Upgrade Lessons Learned:

Key Factors:

- ❑ Establish a realistic implementation timeframe
- ❑ Utilize a Project Manager trained in PM with proven PM skills
- ❑ Communication, Communication, Communication
- ❑ Maintain administrative support, visibility & appreciation with special attention during Go-Live week (food, candy ..)
- ❑ Make plans to have some “FUN” (Name the Project, T-shirts, event giveaways, food, etc. – acknowledge Project Team)
- ❑ Include & don't short-cut True Costs (Staff Training, etc.)

EHR Upgrade Lessons Learned:

What Went Well & What Didn't:

- ❑ Overall implementation Go-Live was very successful
- ❑ Scope Creep
- ❑ Identifying True & Total Costs for ROI on Front-End
- ❑ Haggling over interfaces
- ❑ What data & what extent of data is migrated
- ❑ Training Plan
- ❑ Project & Issue Management

EHR Upgrade Lessons Learned:

What Went Well & What Didn't:

- ❑ "Big Bang" for all 3 clinics went well
- ❑ Communication – Project Meetings
- ❑ One Go-Live delay – Oct 2011 to May 2012 (Interfaces)
- ❑ Follow-up with additional functionality not done as part of Go-Live (we have a 23 page task list to achieve >80% usage of available functionality)
- ❑ Giveaways, food

Questions