



# Computerized Physician Order Entry

**Built from the ground up with clinician input: your assurance of industry-leading usability and functionality**

## **SOLUTIONS DESIGNED TO FIT**

*Our customers do more than save lives.*

*They're helping their communities to thrive. So instead of offering hand-me-down information systems that are ten sizes too big, we provide solutions designed specifically for small community hospitals.*

*Solutions that enhance patient safety, reduce medical errors, and improve employee satisfaction.*

*Comprehensive solutions that are a unique combination of functionality, integration, and value. Intuitive solutions that let rural hospitals focus on what they do best: providing quality healthcare to neighbors, family, and friends—their patients.*

So much is at stake with your choice of a computerized physician order entry (CPOE) solution. Will it deliver on your expectations for enhanced patient care and increased workflow efficiency? Will clinicians embrace or resist the technology? And will your CPOE system fully support your ability to demonstrate “meaningful use” and capture incentive payments under the American Recovery and Reinvestment Act of 2009 (ARRA)?

## **Start-to-finish collaboration makes all the difference**

At Healthland we believe these questions and their answers are too crucial to be left solely in the hands of the CPOE vendor.

Before we wrote a single line of programming code for the Healthland CPOE solution, we looked for guidance from practitioners — the same practitioners who would ultimately be using this CPOE solution every single day.

This intensive end-user input continued through every stage of product development.

“Only physicians can speak to how they construct their approach to orders, which in turn drives the organization and visual presentation of CPOE,” states Kim Witkop, MD, one of the physician advisors to the Healthland CPOE development team. “Our orders are so integral to patient care. Working with a cumbersome system would distract us from applying our full attention and thoughtfulness to creating safe orders.”

Post-development practitioner feedback may be acceptable to other companies. But not to Healthland. Our proactive, market-driven approach has resulted in a CPOE solution which is proving to be at the top of its class for critical access and community hospitals — a solution that truly earns your serious consideration.

## **A full-featured solution designed for all practitioners**

Of course, a CPOE solution should provide a single, efficient point of order entry for nursing, pharmacy, and ancillary services. It should also offer a structured, yet flexible, format and features to help ensure that no detail is overlooked.



*“It’s great to be able to shape the product to fit my practice and how I actually work, rather than how a programmer thinks I work.”*

*- Eric Westberg, MD*

*“Healthland’s developers have been incredibly receptive to listening to and understanding needs from the ordering physician’s perspective, rather than just creating something that’s simply a substitute for paper orders.”*

*- Kim Witkop, MD*

But the clinicians who collaborated with Healthland’s CPOE development team certainly didn’t stop with the “expected.”

They made one thing clear from the start: This should be a CPOE solution for all practitioners in the facility — avoiding the cost and hassle of users having to learn two or more order entry applications. Besides, if we make it easier for physicians to enter orders, shouldn’t it benefit all practitioners?

The advisory team of 15 physicians and 14 other clinicians also expressed a desire to access the same CPOE solution from their inpatient or ambulatory electronic medical record (EMR) system.

Healthland CPOE satisfies both of these paramount priorities. It’s a unifying solution, bringing the full range of functions and benefits to all practitioners, whether they’re entering orders from the hospital, clinic, or a remote location.

## **Anticipating and responding to the ways you order**

Practitioner input is immediately evident in the many features and attributes of Healthland CPOE.

It starts with the clean, uncluttered forms: easy for practitioners to find what they need, yet presenting all the detail necessary to support safe and effective orders on behalf of their patients.

Navigating CPOE feels a lot like navigating your favorite search engine or e-commerce site. That’s because we built CPOE with universally familiar web standards — a tremendous advantage for achieving broad user adoption and shrinking the learning curve.

But the user friendliness goes much deeper than mere appearances. In many aspects, Healthland CPOE actually anticipates and responds to the practitioner’s ordering needs, preferences, and thought processes. For example:

- Workflows are flexible, mirroring the ways practitioners are accustomed to thinking through their orders...by problem, category, or task.
- The most common orders associated with certain diagnoses are grouped together for fast access.
- Many ordering parameters are preconfigured to reduce the amount of information that needs to be entered.
- Automatic prompts throughout the ordering process help practitioners remember important details.



- The system suggests additional orders that may be appropriate for each patient.
- “Favorites” menus bring frequently used items to the forefront, enabling quick, efficient completion of the order.

In addition, several elements of Healthland CPOE are customizable to meet the specific needs of a particular clinician, facility or department.

“A well-structured order entry format prevents items from being forgotten or left out,” explains Dr. Witkop. “In other words, we don’t have to go back later and make changes. It also gives us a safety mechanism — we always have essential reminders in front of us.”

Eric Wesberg, MD, another physician advisor to the Healthland CPOE team, adds: “In the clinic setting, it’s easy and fast to get labs and X-rays started, which means faster turnaround, greater patient awareness, and improved accuracy.”

## CPOE value-add features

Available with our Inpatient EMR and Ambulatory EMR suites, Healthland CPOE contains several value-add features at the point of entry, including:

**Medication interaction alerts** — notifies of potential interactions at a number of levels, such as drug to drug, drug to allergy, drug to food, drug to disease, by dosage, and through duplication.

**Duplicate test checking** — supports billing compliance by alerting the practitioner to duplicate tests (for example, individual test to panel) and by minimum time parameters.

**Customizable order sets** — presents all relevant tests (nursing, pharmacy, radiology, and/or laboratory), by diagnosis or physician preference, together on a single screen.

**Order templates** — allows practitioners to set up “favorites” menus, based on specialty, department, or type of facility, with the flexibility to add tests “on the fly.”

**Patient information** — displays basic metrics, such as height, weight, body mass index, and body surface area, as well as allergies and relevant lab results.

*“I love that I can order labs during patient visits, as I’m talking to them about their care. And my patients feel like they’re that much more part of the process — part of taking care of themselves.”*

- Eric Westberg, MD

*“I appreciate the fact that vital information presents itself to me. It’s a valuable timesaver — I don’t have to thumb through a paper chart or navigate a computer to get the information; it’s right in front of me.”*

- Kim Witkop, MD

**Patient quick-summary view** — provides a single-screen snapshot of a patient’s allergies, current medications, and diagnoses.

**User prompts** — includes alerts to any special prep instructions required for a procedure and suggested orders related to the initial order (for example, if an anticoagulant is ordered, the system suggests PT/INR testing).

**Links to reference sites** — enables the practitioner to click on a link to a customer-selected web site for clinical guidelines related to the diagnosis.

## ‘Meaningful use’ readiness

Like many hospitals these days, you may be concerned about qualifying for the ARRA incentive payments starting in 2011. Rest assured, Healthland CPOE contains all the order entry capabilities you need to demonstrate Stage 1 meaningful use.

## Get in touch with Healthland

For more information about Healthland CPOE or other Healthland applications, contact us at:

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Healthland extends a special “thank you” to Eric Westberg, MD, and Kim Witkop, MD, for their observations on Healthland CPOE. Dr. Westberg serves at Glacial Ridge Health System in Glenwood, MN, where he specializes in family medicine and obstetrics. Dr. Witkop specializes in internal medicine at Snoqualmie Valley Hospital and Clinics, based in Snoqualmie, WA. Both physicians are CPOE lead adopters and provided tremendous input throughout development of the product. We are truly grateful for their contributions.

## COMMITTED TO YOUR SUCCESS

*Our cost-effective solutions go beyond enhancing patient safety and workflow to address issues unique to your market: high fixed costs, critical reimbursements, and other financial barriers. And we back it up with an unparalleled customer experience, from consultation and implementation through new-product updates and ongoing support.*