

Hospital



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Lutheran General Hospital February 20, 2012 Eunise Quiros HIT 120 ANALYSIS OF ADVOCATE LUTHERAN GENERAL HOSPITAL Advocate Lutheran General Hospital is located in Park Ridge, IL and has been serving the north and northwest suburbs since 1959. Lutheran General is a non for profit hospital and the only non-university hospital outside of the Chicago area. According the advocate website this facility provides care to an estimated 29, 000 inpatients, 182, 000 outpatients and 57, 225 emergency patients every year. There are 638 licensed beds for this facility location (Lutheran General Fact Sheet, 2010). Lutheran General has also been recognized numerous times as one of the top 100 hospitals and 15 major teaching hospitals in the nation by Thomson Reuters for the past 13 years in a row (Lutheran General Fact Sheet, 2010). Lutheran recently achieved the best overall surgical morbidity ranking in the country according to the National Surgical Quality Improvement program of the American College of Surgeons (Advocate Lutheran General Hospital News, 2010). Lutheran General is also home to Lutheran General Children's Hospital. This facility is one of the largest and most comprehensive providers of pediatric services in Illinois. (Lutheran General Fact Sheet, 2010) Lutheran General Hospital offers a wide variety of services for patients.

An addition to the Emergency Department there is a level 1 trauma center for adults and pediatric care. Some of the services offered include basic surgical, cancer services, critical care, women's health and psychiatric care (Advocate Lutheran General, 2010). There is also an outpatient HIV clinic associated with Lutheran, according the advocate website this is the only HIV clinic in the northwest suburbs (Advocate medical services

HIV/AIDS, 2011). The Children's Pavilion also offers a wide variety of services such as Pediatric Rehabilitation, Audiology Services, Surgical services, Genetic Counseling and there is also a level three neonatal intensive care unit.

The more than 230 trained pediatricians are committed to providing the best quality care (Advocate Lutheran General Childrens Hospital, 2012). USERS OF HEALTH INFORMATIONLutheran General Hospital users of the health information system include physicians, allied health professionals and nurses. These individuals are committed to providing the highest quality of care, efficiently and coordination of care for all patients (PrWeb , 2011). HOW USERS ACCESS HEALTH INFORMATION Today, Advocate Lutheran General Hospital only uses electronic health records in their facility (Advocate Lutheran General, 2011).

The physicians, allied health professionals and nurses all have access to this information. Advocate is home to 1, 200 physicians and 1, 400 nurses that work together to insure proper health records are kept (Perfect Serve, 2011). The electronic medical record ensures the correct medication dosing and prevention of drug interactions.

Pharmacists also benefit from EMR because they now receive electronic orders without having to decipher handwriting (Advocate, 2011). I spoke to Sandy, a Manager, via telephone and was advised that Lutheran uses several different software's in order to properly insure the care of patients. One of the software's used is called Cerner Millennium and this is the EMR system used at Advocate Lutheran General Hospital. This system enables

physicians, nurses and other authorized users to share data across an entire organization.

With this system there is a digit chart that displays up to date patient information, complete with decision support tool for physicians and nurses. An example would be women??™s health, with Cerner all clinical information gathered about the mother and baby is in one location, and is available at any time so that the appropriate cares providers can take properly take care of the patients (Cerner, 2012). Another system used is Allegra which generate claims, bills, and statements to allow your financial office to more easily access and manage patient accounts (Intranexus, 2008). Like all systems this one to requires a secure login to access all patient information. Only authorized users are permitted to see patient??™s private information.

. INFORMATION SYSTEM USED AT LUTHERAN GENERAL HOSPITAL One of the newest systems used at Advocate is called Perfect Serve; this system was launched in early 2011. The function of Perfect Serve is to improve communication among nurses, physicians, and hospital staff. Medical staff can communicate via messaging, text, paging or voicemail (Investing business week, 2012).

Perfect Serve has four core capabilities to benefit physicians, nurses and other allied professionals. The first one is physician-centric, rules-based communications workflow engine that allows physicians to filter and control and control the communication they receive based on their practice workflow and personal contact. Second is a single network platform with easy access-voice, web and mobile interfaces that connect all medical staff throughout

Lutheran General. Third is an integrated ED call management system, clinical team alert and practice call management modules. The last core benefit is there are mobile tools and a 24/7 help center staffed with clinical communications experts that make it easy for physicians to keep their rules current and optimize their workflow (Perfect Serve, 2011). ??? Perfect Serve will be our backbone for reliable and timely communications that are instrumental in achieving the best possible patient outcome???, noted by Dr. Michael McKenna, chief medical officer at Lutheran General (Perfect Serve, 2011)I also spoke with Renate Acevedo, a Respiratory Therapist who has been employed with Lutheran General for 25 years. She spoke of Perfect Serve which has changed the way all of advocate communicates with one another. This system like all the rest requires a secure login in order to see and receive any information. She also mentioned that Lutheran uses several health information systems in order to keep track all their health information. One of these systems is called Lawson; this system is used to provide flexible, affordable healthcare solutions (Health care-Lawson software, 2012). Some of the strengths of Perfect serve include there are fewer steps, decision points and communication handoffs. This system also documents every point of contact, reducing liability for hospitals and physicians. With perfect serve calls and messages route with greater accuracy and reliability because the communications workflow, call schedules and contact preferences for every staff member is built into the system.

Perfect serve connects every clinician via a single network platform and directory, via a single number, web page, android and I Phone app. Another benefit is increased nursing satisfaction by eliminating waste which

increases productivity and gives them more time in direct patient care (Perfect Serve, 2009). CONCLUSION Advocate Lutheran General has been serving the north and northwest suburbs for the past 52 years. In 2009 Lutheran celebrated their 50th year at the Park Ridge location (Advocate Lutheran General, 2010).

Also Over the years with the rapid increase in technology this facility had gone through a lot of changes. In 2009 Lutheran General added an eight-story patient tower and along with 192 private rooms in this new tower. The use of electronic medical records has greatly affected the way medical staff handles each patient and their care. Advocate really joined an elite group of hospitals recognized as leaders for electronic medical records capabilities (Advocate, 2011). The Cerner system gives providers the ability to access patient information securely from wherever and whenever it??™s most convenient for the medical staff (Cerner, 2012). The perfect serve system which was launched in 2011 has also changed the way advocate employees communicate with one another. It has given providers the ability to eliminate communication breakdowns and improve the coordination of care (PrWeb , 2011). Overall I think these new systems will only improve patient care and the safety of patients.

Having EMR systems which can detect possible errors is an amazing improvement for health care. References Intranexus. (2008). Retrieved February 6, 2012, from Allerga: [http://www.intranexus.com/allegra.](http://www.intranexus.com/allegra.htm)

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