

# Client Success Story

## Henry Mayo Newhall Memorial Hospital – Adopts Summit Healthcare’s Provider Alert to Enhance Communication with Area Providers



Henry Mayo Newhall Memorial Hospital

### CLIENT

Henry Mayo Newhall Memorial Hospital, California

### CHALLENGE

Henry Mayo needed to enhance their proactive communication with clinics and other ambulatory practices

### SOLUTION

Provider Alert, a secure, web based application that allows Henry Mayo to deliver real-time patient-specific data to its primary care partners.

### RESULT

- Real-time, proactive communication between the hospital and the care community
- Promote care coordination
- Reduce re-admission rates
- Secure, web-based and mobile application

### PROFILE

Located in the San Clarita Valley in California, Henry Mayo Newhall Memorial Hospital is a 238-bed, not-for-profit community hospital and trauma center. Their emergency department is open 24-7 to serve the community, and a panel of physicians, both specialists and subspecialists, are available around the clock to provide for their patient’s most critical needs.

Henry Mayo’s outstanding affiliated medical staff is comprised of physicians whose expertise ranges across more than 71 specialties and subspecialties. These physicians, along with hospital clinical and support staff, are adopting new information technologies and continually enhancing care to improve outcomes and service for their patients and their families.

They currently operate MEDITECH as their primary healthcare information system and integrate with numerous third party systems.

### CHALLENGE

Henry Mayo Newhall Memorial is part of a large network of hospitals and physician practices in California. To support its growing community and continue to enhance communication between their facility and other area providers, Henry Mayo knew they needed to implement a solution that could further improve proactive communications with physician’s offices, clinics and other ambulatory practices.

Prior to implementing the Provider Alert solution, area physician practices called Henry Mayo’s Medical Records Department every time they needed patient admissions documentation, including history and physical reports (H&P), lab and test results, summaries of care, transcriptions, facesheets, diagnostics, and radiology reports. Henry Mayo then enlisted the help of a third-party system for its affiliated provider practices, but still found difficulty navigating through the system for specific patient information. They were also burdened by the inconsistency of the information being shared.

Henry Mayo needed a solution that would allow them to securely deliver real-time patient-specific data and critical documents to area providers, regarding significant hospital events.



## SOLUTION

When Henry Mayo Newhall Memorial Hospital decided that it needed to improve proactive communication and data exchange with clinics and other ambulatory practices, they partnered with Summit Healthcare’s Provider Alert solution. Provider Alert offers a secure means to put actionable information in the hands of the right care team, promoting care coordination, follow-up, while supporting readmission reduction goals. Provider Alert is a web-based and mobile application that allows Henry Mayo to deliver real-time patient-specific data to its primary care partners if any of their patients had been seen or treated at their facility.

Summit Healthcare’s own Exchange integration and rules engine, combined with Account and Subscription Verification features found in Provider Alert, ensures that the correct patient information is securely delivered to the correct care team every time.

Clinical Event Notifications can be configured to handle various integration and communication workflows, preferred by the care team subscriber, and can be presented through EHR integration, Direct Messaging, a Web-Based Desktop, or Secure Text Messaging.

## RESULTS

With Provider Alert in place, Henry Mayo has improved their communication and extended their community outreach efforts. They are now set up to more efficiently and effectively communicate with physician’s offices in order to provide continuing care in real-time. Area provider’s offices are able to obtain patient documentation without Henry Mayo’s records team being burdened with numerous phone calls and faxes daily.

Henry Mayo is now able to securely deliver real-time, patient-specific documents to their primary care partners with ease. These documents include, but are not limited to, history and physical reports (H&P), lab and test results, summaries of care, transcriptions, facesheets, diagnostics, and radiology reports.

Provider Alert has significantly improved Henry Mayo’s former approach, which was much more labor-intensive. This solution offers a proactive way to put actionable information in the hands of the right care team, promoting care coordination, follow-up, and the reduction of readmissions.

*“Provider Alert will enable the physician offices we work with to retrieve the patient information they need to provide continuing care in real time. Unlike with our previous system, they’ll be able to obtain this data without our records team handling dozens of requests each week.”*

**- Adnan Hamid, Assistant Chief Information Officer, Henry Mayo Newhall Hospital**

### Within one month of implementing Provider Alert, Henry Mayo experienced the following positive impact:

- Over 315 area care providers were on-line receiving notifications
- They’ve eliminated an average of 150 phone calls and faxes daily within HIM
- Delivered well over 781,000 event and reporting notifications
- Shared 40,000 ED encounters, 35,000 outpatient encounters, and 26,000 pre-admit and admit encounters

#### Benefits to Henry Mayo Newhall Memorial:

- Easier technical support model
- More appropriate operational support model
- Subscription request fulfilled to have more convenient access to necessary information for patient care
- Eliminated faxing

#### Benefits to area providers, offices, groups:

- On Demand Notifications
- Available 24/7
- No more middle man to access pertinent patient information
- No need to call HIM (Medical Records) for patient information
- Available to all authorized, subscribed stakeholders (providers & office staff responsible for scheduling follow-up)

#### For More Information:

Summit Healthcare | [www.summit-healthcare.com](http://www.summit-healthcare.com)