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Press Release

Colorado Palliative & Hospice Care Installs Electronic Medical Records

Colorado Palliative & Hospice Care executives feel having an electronic medical records system in place is vital to the care of their patients.

Colorado Palliative & Hospice Care is doing something that many others in their industry have been unable to do – providing increased quality of life, reduction in errors and lower hospitalizations to its patients through its use of electronic medical records.

Executive Director David Shaffer says “we are always looking for ways to improve our productivity, improve our care, and improve our health care outcomes. Electronic medical records represented an opportunity to do all three.”

EMR ADVANTAGES

Time Our Team Spends in Direct Patient Care is Greatly Increased

- Our EMR scheduling system assigns resources so that more time is spent with the patients and less in travel time.
- Documentation time for our physicians and nurses is significantly reduced compared with completing paper forms allowing them to spend more time with the patients and their families
- Research time is reduced because the information is easily found because of the standardized format. With paper records healthcare professionals spend as much time performing administrative tasks as caring for patients.
- As a patient, you have probably answered the same questions about personal information and medical history dozens of times on seemingly identical forms. With our EMR you will not need to write down the same facts repeatedly.

Standardized Processes Improves Quality of Care

- Our EMR allows us to implement a standardized process throughout our organization following strict guidelines that ensure the best results.
- Because the guidelines and processes are the same employees can work in any of our locations providing excellent backups to your primary care team.

Compliance to the Patient Plan of Care Yields Best Care Results

- The patient plan of care documented in the EMR is jointly developed by the primary care physician, patient, caregivers and hospice team. Having this plan and following it consistently gives the best quality of care and chance of successful outcomes.
- EMR allows the clear communication of the plan of care and any changes to it to the entire team in a timely manner. Automated reminders delivering notifications through text or email services are utilized to ensure task completion
- The patient plan of care includes:
 - Visit schedule for the care team including nurses, chaplains, social workers, home health aides, volunteers and physicians
 - Medications to be utilized
 - Medical equipment to be provided
 - Dietary/nutritional needs
 - Home safety recommendations

Care Mistakes are Reduced or Eliminated Because of the Accuracy and Timeliness of the Information

- Our EMR is available to access wherever the team member is whether they are in a facility, in the home or in their car and it can be accessed by multiple people simultaneously.
- Electronically entered documentation allows for improved legibility, accuracy and completeness.
- Updates to the patient record is up to date and available quickly.

Medication Errors and Conflicts are Easily Eliminated

- Our EMR's E-prescribing system automatically send orders to the pharmacy for you so your medicine can quickly be ready for use and reduces the potential medication errors such as those made by messy handwriting on a paper prescription.
- Our EMR features a medication database designed to alert the team to possible allergies, adverse drug reactions or conflicts in the medications that the patients are taking.

Team Member Communication is Quick, Complete and Accurate

- Our EMR features an *automated communication engine* which utilizes email, texting and tasking to update the entire team on any changes immediately rather than one conversation at a time.
- When a team member adds patient notes or test results to your EMR, that information may be available to all team members authorized to view your records, so they can have access to the most up to date information about your health.

Privacy of Patient's Health Information is Protected

- Our EMR system allows for sharing of information crucial for patient care between team members without exposing the information to unauthorized viewers, unlike paper records which require many paper copies of sensitive patient information to be made and distributed to team members multiplying opportunities for unauthorized viewing.
- The system incorporates laptops, PCs, mobile phones, text messaging and email technology to securely communicate to the team through our virtual private network.

Patient Out-of-Pocket Expenses are Reduced or Eliminated

- Patients entering the hospital through emergency rooms have many tests ordered that have been previously completed or that the patient simply doesn't need because they do not know the patient's medical history. If all your test results are recorded in EMRs a health care provider can receive prior test results and then order only truly necessary tests and procedures, saving time, money, and discomfort while reducing risk.

EMRs are, at their simplest, digital (computerized) versions of patients' paper charts. The EMR patient information includes information such as:

- Patient and caregiver location and contact information and other demographics
- Patient preference notifications such as DNRs, DPOAs, MPOAs
- Prior medical history, including diagnoses, medications, and allergies
- Prior laboratory results from physician office labs, hospital labs, and/or independent labs
- Prior medical imaging, from a doctor's office, radiology offices, hospital radiology departments, and independent imaging centers
- Assessments from the care team
- Physician orders
- Medication information
- Equipment information for example hospital bed
- The patient plan of care

Colorado Palliative & Hospice Care is a Colorado-based health care organization dedicated to hospice care, serving the counties in the Denver and Colorado Springs area. The company provides compassionate care and expert pain management to people nearing the end of their lives, as well as ongoing support for the patient's family and loved ones.

Colorado Palliative & Hospice Care's EMR and IT needs are provided by HospiceServe, LLC. HospiceServe specializes in helping small hospices grow faster. www.HospiceServe.com

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