MEDHX CASE STUDY

William Newton Hospital Avoids ADEs and Other Medication Errors with MedHx and SmartSig

Introduction

This case study of William Newton Hospital is based on a July 2020 survey of MedHx customers by TechValidate, a 3rd-party research service.

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> "MedHx has improved our ability to reduce Adverse Drug Events (ADEs). We use the days supply to calculate how a patient should take their meds. Many times they tell us incorrectly on the initial interview and when we ask them again using the MedHx information they realize they have mixed it up with other medications."
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> "It has helped us to avoid some serious errors with coumadin."
>
> Kelle Thompson, Director of Pharmacy, William Newton Hospital

Challenges

Main reasons for implementing MedHx at their organization:

- To improve accuracy and completeness of the home/prior-to-admission medication list

Before implementing MedHx it typically took 15-29 minutes to collect, verify, and document a patient's medication history.

Use Case

"MedHx gives us a place to start when a patient knows nothing about their medications."

Satisfaction with the implementation of MedHx at their facility:

- Knowledge and performance of the implementation team: extremely satisfied
- Implementation team's understanding of their clinical workflow needs: very satisfied
- Process to benchmark satisfaction and identify key performance indicators prior to go live: very satisfied
- Implementation team's availability to answer questions and ability to solve problems in a timely manner: extremely satisfied
- Implementation team's ability to support the go-live in a time frame that best met your organizations needs: extremely satisfied

Results

The value of MedHx to each of the different user roles at their hospital:

- Pharmacy: extremely valuable
- Nursing: valuable
- Doctors: very valuable
- Informatics: valuable
- Clinical leadership: very valuable

After implementing MedHx with SmartSig, they are able to receive 25-50% more patient medication history.

After implementing MedHx it typically takes less than 15 minutes to collect, verify, and document a patient's medication history.

Organization Profile

Organization:
William Newton Hospital

Industry:
Non-profit

About MedHx

MedHx with SmartSig closes the gaps in gathering medication history for reconciliation and reduces treatment errors by delivering more accurate, more comprehensive medication history data in just seconds. — Decrease manually entered medication data and errors associated — Automatically normalize data into consistent formats.

Learn More:

⧉ DrFirst