MEDHX CASE STUDY

Stephens County Hospital Authority

Introduction

This case study of Stephens County Hospital Authority is based on an August 2020 survey of MedHx customers by TechValidate, a 3rd-party research service.

"By using MedHx with SmartSig we are spending less time gathering, confirming, and documenting a home medication list."

"MedHx has improved our ability to reduce Adverse Drug Events (ADEs)."

"Patients forget to mention drugs like Viagra and we have been able to avoid ADE by making sure not to give Nitrates with this drug."

"Yes see above. If we had given this patient Tridil after finding out he had just taken a Viagra within the last 24hrs it saved him from causing irreversible hypotension."

"Collecting accurate home medications and dosages to more rapidly reconcile medications and cross-checking any potential drug interactions with giving emergency medications."

Challenges

The business challenges that led the profiled organization to evaluate and ultimately select MedHx:

- Main reasons for implementing MedHx at their organization:
  - To improve accuracy and completeness of the home/prior-to-admission medication list
  - To consolidate medication history data drawn from multiple sources into local terminology for easy import
  - To decrease inefficiencies and errors associated with manual data entry for new home meds
  - To access fill data from local, and independent pharmacies
  - To use as part of overall efforts to improve medication reconciliation
- Confirmed that before implementing MedHx it typically took 60 minutes or more to collect, verify, and document a patient's medication history.

Organization Profile

Organization:
Stephens County Hospital Authority

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.

Learn More:

⧉ DrFirst

Use Case

The key features and functionalities of MedHx that the surveyed organization uses:

- Satisfaction level 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: extremely satisfied
  - Process to benchmark satisfaction and identify key performance indicators prior to going live: extremely 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 timeframe that best met your organizations needs: extremely satisfied
- Confirmed that they do have a need to track medication adherence on a population or panel of patients, like hypertension patients, diabetic patients, frequent flyers, or generally high-risk patients.

Results

The surveyed organization achieved the following results with MedHx:

- The value of MedHx to each of the different user roles at their hospital:
  - Nursing: extremely valuable
  - Doctors: extremely valuable
  - Clinical leadership: extremely valuable
- Confirmed that after implementing MedHx it typically takes less than 15 minutes to collect, verify, and document a patient's medication history.
- Confirmed that after implementing MedHx with SmartSig, they are able to receive 50-75% more patient medication history.