



Parkview Medical Center and PatientSafe Solutions

Charting a New (Mobile) Course



Parkview Medical Center is a 350-bed community hospital in Pueblo, Colorado. Serving a catchment area of 370,000 residents in 19 locations, Parkview provides a full range of healthcare services including the region's only certified and verified Level II Trauma Center as well as the region's first certified Stroke Center.

"... with the PatientTouch platform, we get mobility, text, clinical reminders, customizable clinical data collection, reporting, streamlined workflow, and most importantly satisfied end-users. In addition, we will soon be adding voice capability." — Steve Shirley, CIO, Parkview Medical Center

Investing in Mobile Technology, Innovating the Care Process and Safety.

As a leader in a competitive market, Parkview's investments in healthcare information technology and mobile technology remain critical to the provision of high quality care and enduring financial health. Nearly a decade ago, Parkview began its investment with PatientSafe Solutions* by adopting the PatientTouch® platform for medication administration, Positive Patient Identification (PPID), and it has expanded to respiratory therapy point-of-care vital sign capture and enhanced nursing interventions planned.

As their needs grew and they examined other products, Denise Crepeau, Senior Application Support Administrator, discovered that most solutions are not truly mobile and many are passive—requiring care-givers to retrieve information themselves. She notes that the PatientTouch system "has been instrumental in proactively engaging our care team with key clinical notifications such as patient pain scale follow-ups and sedation scales, and we are soon to adopt first dose education, which not only enhances patient safety but also impacts HCAHPS scores and reimbursement." Greg Harder, Director of Pharmacy, notes that the "failure to provide recommended care can be just as damaging as wrong care. The medication omission and override reports allow our nurse managers to ensure fidelity to our care model and our patients' health."

Less Is More

With a payer mix of 73% Medicare, Medicaid, and indigent, Parkview must constantly innovate to drive sustainability. Steve Shirley, CIO, notes that "we have to be extremely strategic in how we operate the hospital. We continuously

look at how technology can drive value and efficiencies for our nurses. The PatientTouch solution has been instrumental in creating an environment where a nurse can interact with computers and other devices much less." While Shirley accepts that they may always have core systems, the PatientTouch solution is helping to change the technology footprint by introducing multi-use devices. Parkview estimates that they can reduce upwards of 50% of their legacy voice phones. Shirley increasingly sees the PatientTouch platform in its own category—"... with the PatientTouch platform, we get mobility, text, clinical reminders, customizable clinical data collection, reporting, streamlined workflow, and most importantly satisfied end-users. In addition, we will soon be adding voice capability."

PatientSafe Solutions (San Diego, California) is leading the way in smart point-of-care mobile solutions and pioneering technologies for the future of accountable care. PatientSafe is dedicated to delivering measurable safety and quality improvements through mobile EHR solutions that fit seamlessly into care team workflows. With over 70 implementations nationwide, the company's flagship product, the PatientTouch® System, pairs specialized software applications with customized Apple hardware to eliminate harm, reduce waste, and improve productivity. For more information, please visit the company's website at www.patientsafesolutions.com.

*Formerly known as Intellidiot