IBM

Delano Regional Medical Center overhauls legacy systems with IBM Global Business Services

Overview

■ **The Challenge**
Delano Regional Medical Center faced the challenges of implementing new processes, integrating electronic medical records and of thoroughly training future system users on the new automation, especially nurses and clinicians who had historically limited exposure to computers. It needed to identify benefit targets early and relentlessly pursue realization of those benefits throughout the implementation.

■ **The Solution**
IBM Global Business Services helped guide Delano Regional Medical Center in making key strategic decisions regarding future state revenue cycle and clinical processes. IBM also provided project management services and offshore interface resources.

■ **Key Benefits**
In addition to helping the hospital make key strategic, process and implementation decisions, the solution itself provides significant benefits in increased capabilities, improved productivity, more efficient patient care and scheduling. Revenue cycle applications have benefitted from improved efficiency, reducing overall days in accounts receivable and increasing net revenue.
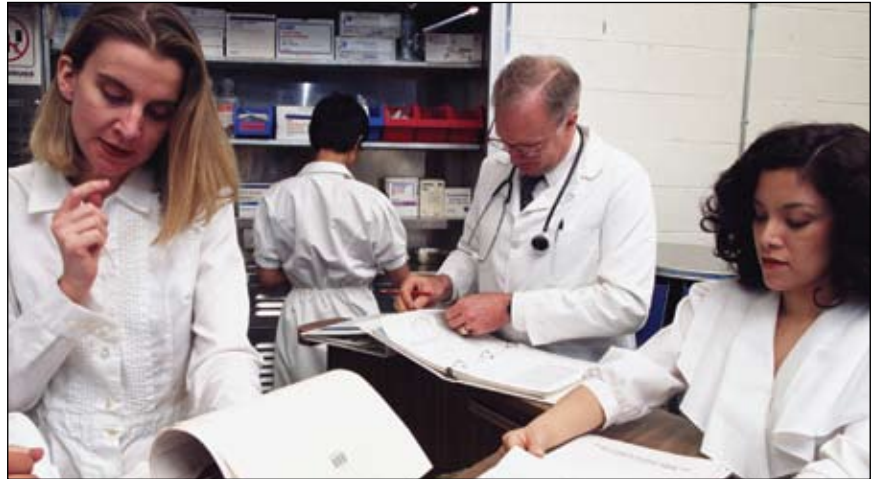
Delano Regional Medical Center, a full-service community and regional teaching hospital located in Delano, California, is a nonprofit, acute-care facility serving a region of 10 rural central California towns with more than 100 physicians on its active medical staff and additional courtesy or consulting physicians. Delano is the sole hospital provider within a 30-mile radius serving a population of about 98,500 (2000 census). About 85% of the served population lives in the incorporated cities of Delano, McFarland, Wasco and Shafter.

Business need

Delano needed to upgrade its legacy systems. It selected Cerner as its solution provider for Patient Access, Patient Billing, Central Scheduling, Order Entry, Results Viewing, Radiology and Medical Records. On top of the Cerner solutions, Delano initiatives included integrating Nuance's PowerScribe voice dictation system with Cerner's RadNet application and developing a partnership with Sentillion to implement single sign-on (SSO) capabilities.

To gain potential benefits from these initiatives, Delano faced the challenges of implementing new processes and functions to take advantage of the selected solutions and thoroughly training future system users on the new automated processes, especially nurses and clinicians who historically had limited exposure to computers. Delano also felt the need to identify benefit targets early and to relentlessly pursue realization of those benefits throughout the implementation. In addition, integrated electronic medical records are complex to set up because they offer so many design options that require users to formalize their future state vision and design specifications early on in the project.

Solution implementation

IBM Global Business Services helped guide Delano in making key strategic decisions regarding future state revenue cycle and clinical processes. IBM also provided project management services and offshore interface resources. Working with Cerner and IBM, Delano implemented a broad set of revenue and clinical solutions that improve patient outcomes and deliver financial improvements.

Specifically, the IBM project team:

- *Led Prolink4 "Frame the Future" work sessions to define key decisions, workflows and new processes that support the solutions. Two huge benefits resulting from the IBM-led Decision Days were the decisions to scan the entire medical record upon discharge and to have a centralized scheduling department.*
- *"Frame the Future" phase was completed concurrent with Cerner's implementation methodology approach (Method M) for design, build and test implementation events.*
- *IBM attended project workshop events at Cerner to provide input on the system design and build events.*
- *IBM, Cerner and Delano leadership teamed to ensure Delano's success in using Cerner's Method M approach.*

Benefits

Implementation of the new solutions will bring value through:

- *Remote access for providers to sign and view reports*
- *Electronic signature for physicians of all documents*
- *Deployment of mobile wireless workstations*
- *Clinical and billing systems using a Cerner integrated architecture*
- *Voice dictation integrated with the radiology application*
- *Improved revenue and charge capture based on clinical events*
- *Improved efficiency of revenue cycle applications, reducing overall days in accounts receivable and increasing net revenue*
- *A virtual chart upon discharge whereby clinicians will not be hindered by paper records*
- *One number for patients and providers to call for scheduling tests*

For more information

To learn more, please contact your IBM marketing representative or IBM Business Partner, or visit **ibm.com**/services