Clinician Access: 
Stay Connected for Patient Care

Virginia Rural Health Association
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Eastern Shore Rural Health System, Inc.
and
Shore Memorial Hospital

Partnering to help people improve their quality of life in a rural community.
The Eastern Shore of Virginia is an 80-mile long rural peninsula connected to the Delmarva Peninsula. Situated in between the Atlantic Ocean and the Chesapeake Bay and connected by bridges to the Virginia & Maryland mainland.

Population of 52,000 reside in 2 of the most impoverished counties in Virginia.

The area’s major industries are agriculture, fishing/crabbing, poultry, and tourism.
Eastern Shore Rural Health System, Inc. (ESRHS)

Just the Facts

- ESRHS has been in business for 30 years and have 30 clinicians which include Physicians, Dentists, Nurse Practitioners, Physician Assistants. We have a total of 170 employees.

- We are accredited with the Joint Commission on Accreditation of Healthcare Organizations.
ESRHS Just the Facts continued:

- Over 24,000 people choose ESRHS:
  - 3,000 are migrant seasonal farm workers
  - 18,000 are below the federal poverty level.

- ESRHS clinicians serve as Medical Director and care for all the residents at 3 nursing homes.

- ESRHS pediatricians admit to Shore Memorial Hospital.
Eastern Shore Rural Health System, Inc.
Celebrating 30 Years of Service

Arcadia Nursing Home
ESRHS & Accomack County School Dental Program
Shore Life Care Nursing Home
The Hermitage on The Eastern Shore
ESRHS & Accomack County School Dental Program
Shore Memorial Hospital
Chesapeake Bay Bridge Tunnel
Chincoteague CHC
Atlantic CHC
Onley CHC
Franktown CHC (with Dental Services)
ESRHS Corporate Office
Bayview CHC (with Dental Services)
Shore Health Services (SHS)

- Shore Health Services includes:
  - Shore Memorial Hospital
  - Shore Life Care at Parksley
  - Shore Rehab
  - Shore Cancer Center
  - Shore Healthcare at Home
  - Shore Medical Center at Metompkin
  - Shore Cardio Pulmonary Wellness Center
Shore Memorial Hospital (SMH)
Quick Stats:

- Founded in 1928 with a 25 bed facility.
- Current facility opened in 1971 with 143 beds.
- Active Medical Staff: 37
- Courtesy, Consulting & Affiliate Medical Staff: 71
- Employees: 800 +/-
- ER visits 2005: 15,784
- Admissions 2005: 4,346
- Outpatient visits 2005: 54,284
ESRHS clinicians refer patients to SMH specialists.

ESRHS patients utilize the Emergency Department (ED) at SMH.

ESRHS clinicians take care of residents at Shore Life Care.
Shared Information

- Lab results
- Radiology/Nuclear Medicine Information
- Discharge summaries
- ED encounter log
Old Method of Sharing

- Test results mailed from SMH to each of our centers. ESRHS medical records personnel file results in medical charts.
- At the time of ESRHS patient visit, clinician or nurse would call SMH for verbal information regarding tests/ED visit.
- Clinician or nurse would call for faxed copy of tests/ED visit.
Remote Access

Why Shore Health Services wanted to provide remote access:

- Ease of access to timely patient information.
- Complies with JCAHO standard pertaining to verbal orders.
- Reduce patient wait time by having information at hand.
- Frees up hospital staff time answering calls, finding and faxing information.
- Good public relations with community physicians and patients.
Hardware and Software Needed

- Clinician Access already part of hospital system.
- RadView purchased to allow radiology images to be viewed via web.
- EDView purchased to allow ED record to be viewed and printed via web.
- Web server purchased to host Clinician Portal.
- SSL certificates acquired to provide secure access via the web (HIPAA compliant)
New Method of Information Sharing – Clinician Access

**Goal:** to secure remote access to patient test results (Clinician Access)

**Action Steps:**
- Initial Meetings with CIO from SMH to educate ESRHS on available information & establish minimum computer requirements
- Secure web access to retrieve patient information
- Signed Non-Disclosure Confidentiality Agreements
- Set-up unique user ID for each clinician & clinical secretary
Implementation Plans

- Started at one community health center.
- Hospital staff trained first users & ESRHS IT Department.
- PDSA (Plan–Do–Study–Act): Tested at the one center for one month.
- Additional centers brought up on the system one at a time, trained by ESRHS staff.
Timeframe

- The Clinician Access Project took 1 year to accomplish connectivity for all ESRHS sites and training for all clinicians and clinical secretaries.

- Minimal computer upgrades, (already budgeted), CIO and training time.
Benefits

- Improved quality of care (due to timely access to accurate medical data).

- Improved Patient Satisfaction.

- Improved efficiency leading to improved productivity.
Additional Short Term Goals

- Implement at Peninsula Regional Hospital, Salisbury, Maryland
- Implement at Children’s Hospital of the King’s Daughters, Norfolk, Virginia
Future Plans

- E-Health initiative to include Electronic Medical Records System.
- Investigate methods to share other appropriate medical information, such as patient continuity of care record.
Clinician Access Project Contacts

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Thank You!  Questions?

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